



**City of  
Santa Clara**  
The Center of What's Possible

# 2021

**CITY COUNCIL GOALS & PRIORITIES**

## **City of Santa Clara Summary of Accomplishments**

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## Greetings Santa Clara Community,

I am excited to share some of the highlights and **many accomplishments we have experienced** since the previous year's report. The accomplishments illustrate our **remarkable achievements over the last year** to support the City Council's priorities while helping address the COVID-19 pandemic and maintaining the necessary services the community counts on.

**The City remains committed to improving the quality of life in Santa Clara.** Throughout the pandemic, the City continues to shine and get recognized for its leadership and public service quality. In addition to the strategic financial management of nearly \$5 billion and the City Council's solid leadership, **our work is distinguished by these awards and recognitions.**

Together, the community and City workforce has shown their resilience and commitment to making Santa Clara "The Center of What's Possible."

It's an honor to serve as Santa Clara's City Manager. **I am proud of the work my team and I do every day** to support and implement the City Council's goals and priorities and deliver a broad range of services to keep the community thriving.

**Throughout the pandemic, the City continues to shine and get recognized for its leadership and public service quality.**

Thank you for the opportunity to serve as Santa Clara's City Manager!

In community spirit,

*Deanna J. Santana*

Deanna J. Santana  
City Manager



## SANTA CLARA RESPONDED DURING THE PANDEMIC

We quickly pivoted to provide City services in-person while enhancing online digital services during the pandemic

### Healthy Meals Santa Clara

**150,000** free meals to youth and children in partnership with Santa Clara Unified School District to supplement meals.

**City Council prioritized COVID-19 response** during Priority Setting Sessions!

### Emergency Rental Assistance

Assisted low-income households in Santa Clara with rental assistance for past due rent due to the COVID-19 crisis.

**169 households**  
**\$734,000 in funding**

### Small Business Assistance Grant Program

**248** businesses supported  
**\$1,745,000 in grants**

### Food for Families

In partnership with the Salvation Army and Second Harvest Food Bank, distributed free essential food items to those impacted by the COVID-19 pandemic.

**16,809** boxes of food  
**5,603** households

### Senior Meal Program

We transitioned our daily Senior Nutrition Program to maintain the health and safety of the senior community.

**103,000**  
free meals

### Santa Clara City Library COVID-19 Free Testing

**22** days of testing  
**10,986** tests provided

# 2021

## CITY AWARDS AND RECOGNITION



2021 American Public Works  
Association Project of the Year Reed  
& Grant Sports Park Project



Clean Water Environment Association  
Sewer Collection System of the Year



Ranked First Place for 3CMA 2021 Savvy  
Award in Digital Interactive Overall  
Website for City website redesign



Ranked First Place CMUA Resource  
Efficiency & Community Service Award  
for Silicon Valley Power innovative Energy  
Efficiency Grant Program for Small  
Businesses



Capital Budget Excellence Award for  
Fiscal Year 2020/21 from the California  
Society of Municipal Finance Officers



Certificate of Achievement in Excellence  
in Financial Reporting for Comprehensive  
Annual Financial Report ending FY June  
2020



Mission Branch Library LEED Silver  
Certification through the U.S. Green  
Building Council



Silicon Valley Power recognized for Smart  
Energy Provider designation from the  
American Public Power Association



Award for Excellence in Information  
Technology Practices from Municipal  
Information Systems Association of CA



California Emergency Services  
Association Coastal Chapter Exceptional  
Award for LISTOS program for  
Emergency Management



Award of Excellence from the American  
Planning Association for Tasman East  
Specific Plan



2021 Achievement of Excellence in  
Procurement Award for excellence in  
public procurement



American Public Power Association's  
Safety Award of Excellence for Silicon  
Valley Power



Award of Merit from California American  
Planning Association for Reclaiming  
Our Downtown, Santa Clara Parade of  
Champions, and Old Quad Residents for  
Rebuilding Downtown Santa Clara

# 2021

## CITY COUNCIL POLICY PRIORITIES

1. **DELIVER & ENHANCE HIGH-QUALITY EFFICIENT SERVICES & INFRASTRUCTURE** — Pg 8-9
2. **MANAGE STRATEGICALLY OUR WORKFORCE CAPACITY & RESOURCES** — Pg 10-11
3. **PROMOTE & ENHANCE ECONOMIC, HOUSING & TRANSPORTATION DEVELOPMENT** — Pg 12-13
4. **ENHANCE COMMUNITY SPORTS, RECREATIONAL & ARTS ASSETS** — Pg 14-15
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7. **PROMOTE SUSTAINABILITY & ENVIRONMENTAL PROTECTION** — Pg 20-21



The City Managers's Office has an amazing team ready to serve with integrity and humility.

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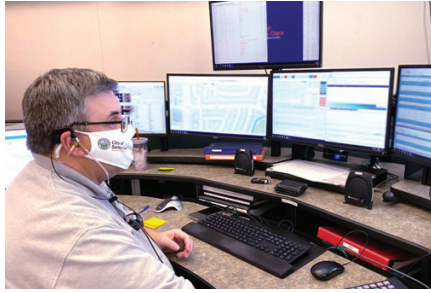
*"I'm proud of the services and dedication our City employees provide the community, working tirelessly, every day, all year long, rain or shine."*

*Deanna J. Santana*



# DELIVER & ENHANCE HIGH-QUALITY EFFICIENT SERVICES & INFRASTRUCTURE

*We were busy in 2021 delivering the critical services the community expects and going above and beyond when the community needs us.*



## Key accomplishments of the **Deliver and Enhance High-Quality Efficient Services and Infrastructure** City Council Pillar:

### City of Santa Clara Continually Improving Infrastructure

- **Awarded** the CMUA Resource Efficiency & Community Service Award for outstanding projects advancing best practices and innovative ideas in the water and power industry
- **Awarded** the Santa Clara Valley Section of the Clean Water Environment Association's (CWEA) Sewer Collection System of the Year – Medium Size
- **Completed** construction of speed humps requested by residents as a traffic-calming measure on Briarwood Drive between Cabrillo Avenue and Warburton Avenue
- **Took top honors** in the 2021 CMUA Resource Efficiency & Community Service Awards for SVP's outstanding projects advancing best practices and innovative ideas in the water and power industry
- **Completed** flashing beacons for pedestrian crossings at Halford Avenue at Burnley Way and The Alameda between Mission and Belomy Streets; and a High-Intensity Activated Crosswalk (HAWK) at Kiely Boulevard at Malabar Avenue

- **Completed** design work for approximately 20 capital improvement program projects
- **Completed** the in-house design, construction, and installation of approximately 4,000 linear feet of water main
- **Increased** public-facing access to City services at Santa Clara City Hall and additional locations on Oct. 4, 2021
- **Received** a Safe, Clean Water Mini Grant in the amount of \$5,000 from the Santa Clara Valley Water District

### City Santa Clara Delivers High-Quality Services & Enhances Technology

- **Effectively navigated** the impact of changing public health orders to maintain access to core Library services by launching contactless pick-up services and implemented appointment concierge services as well as "grab and go" curated bundles of materials
- **Declared a local drought emergency** for the City of Santa Clara and developed a water conservation and drought awareness campaign
- **Accelerated** the adoption of Lexipol public safety policy manual intended to provide comprehensive, defensible Department policies written by legal and public safety professionals based on current government legislation and case decisions

- **Added** over 50,000 digital titles to the library collection
- **Awarded** \$90,000 in grant funding for the education, prevention, and enforcement of impaired driving laws
- **Expanded** the Santa Clara Police Department Community Response Team to include two Crisis Intervention Specialists to provide consultation and field support to Patrol, in the areas of mental/behavioral health and service referrals
- **Purchased** a state-of-the-art use of force simulator to provide a realistic, yet safe environment, for law enforcement to practice responding to various stimuli and as a community engagement tool
- **Implemented** a third-party vendor for the management of the City's residential and business alarm
- **Implemented** a new email subscription service, GovDelivery, to improve communications by providing enhanced updates on news and topics that interest residents
- **Received** the 2020 Achievement of Excellence in Procurement® Award from the National Procurement Institute
- **Received** the Government Finance Officers Association (GFOA) award for excellence in financial reporting for Fiscal Year 2019/20 for the 29th year

- **Earned** the American Public Power Association's Safety Award of Excellence (APPA) for Silicon Valley Power's safe operating practices in 2020
- **Enhanced** productivity, collaboration, and security via the roll-out and support of Microsoft Teams and 365 SharePoint Online as the collaboration platform across City
- **Awarded** the 2021 Award for Excellence in Information Technology Practices from the Municipal Information Systems Association of California (MISAC)

### City of Santa Clara Provides Services Supporting the Community

- **Partnered** with Second Harvest Food Bank and the Santa Clara Unified School District to create the award-winning Lunch at the Library free summer meal program for local families
- **Partnered** with The Salvation Army and Second Harvest Food Bank to launch a new program called Food for Families, which will offer weekly essential food items for all Santa Clara residents
- **Provided** the Annual Cleanup Campaign while adhering to COVID-19 safety guidelines
- **Received** recognition by American Public Works Association Silicon Valley Chapter 2020 Honor Award for the City's Santa Clara Safe Routes to Schools Pedestrian Improvement Project

# MANAGE STRATEGICALLY OUR WORKFORCE CAPACITY & RESOURCES

*We invest in our staff to ensure they continue to provide the best possible service while remaining fiscally responsible and focused on strategic goals.*



## City of Santa Clara Enhances Workforce Resources

- **Coordinated** complex plan check processes between many City divisions, departments, and outside agencies while working remote
- **Achieved** Type II Urban Search and Rescue (USAR) certification from the California Office of Emergency Services (CalOES)
- **Acquired** Law Enforcement Field Training Application (LEFTA) software to review and track training records, vehicle damage, vehicle pursuits, use of force reports, and professional standards
- **Awarded** a new banking services contract to JP Morgan generating cost savings and enhancing customer service and technology efficiencies
- **Completed** approximately 1,270 legal service requests while maintaining full City Attorney operations during the Covid-19 pandemic under reduced FTE, budget and increased workload due to the departure of the City Attorney.
- **Completed** significant large generation projects at Don Von Raesfeld (DVR) power plant to replace obsolete equipment, improve functionality, and ensure reliability
- **Implemented** new case management system, Advologix, to accurately manage and track transactional and litigation matters
- **Launched** a mobile inventory (barcode) system to improve inventory management efficiency and accuracy at the City's central warehouse



- **Selected** a vendor for a new Records Management System and the housing of legacy data; anticipated "go live" timeframe of fall 2021
- **Launched** a new website to attract quality sworn and civilian professional candidates, aide applicants in the recruiting process and help differentiate the City of Santa Clara from fellow agencies
- **Completed** the upgrade of City's phone system to Mitel

## City of Santa Clara Strategically Manages Productivity

- **Facilitated** critical service delivery with an increase in workload and decreased resources, including the loss of approximately 450 as-needed employees (equivalent to 450,000 hours), 26% reduction of full-time staffing, and a 17% staff vacancy rate, as of July 2021.
- **Developed** Revenue Strategies to plan for the City's future needs and engaged a third-party consultant to poll for potential revenue strategies/tax measures
- **Updated** structure for annual two-day Council Priority Setting Session to highlight budget and fiscal needs and COVID-19 efforts
- **Reached** successor Memoranda of Understanding agreements with five of the City's bargaining units
- **Increased** Lobbyist Fees for full cost recovery of the program



- **Executed** an agreement with the Salvation Army Silicon Valley for on-going use of City employees as Disaster Service Workers for weekly food distribution program
- **Developed and implemented** various programs and policies including the COVID-19 leave policy as well as leaves mandated by State and federal laws
- **Pre-refunded** multiple bonds through direct placement which will achieve \$20 Million Net Present Value savings over the next 12 years
- **Reviewed** FEMA requirements and accounted for citywide COVID-19 expenditures to maximize federal funding
- **Developed** reserve policy that will enable SVP to remain solvent, handle emergency financial needs, and leveled future rate increases
- **Strategically distributed** \$1.59 million in CARES Act funding that supported the City's food assistance program, Small Business Assistance Grant Program and other COVID-19 related expenditures
- **Transitioned** investment services to a professional financial advisor to maximize the City's investment returns
- **Continued** the maturity of the City's cybersecurity posture, safeguarding resident and city sensitive data
- **Deployed** mutual aid resources to numerous wildfires and USAR responses

Key accomplishments of the **Manage Strategically Our Workforce Capacity and Resources** City Council Pillar:

## City of Santa Clara Continues to Strengthen Workforce

- **Appointed** a new City Librarian after a nationwide search
- **Added** \$1.7 million to restore Police services impacted by budget reductions in the biennial operating budget
- **Established** a list of eligible Firefighter candidates after implementing a new recruitment campaign with the objective of diversifying the applicant pool
- **Added** fee-supported positions and third-party plan check and inspection funding to support building development services in the biennial operating budget
- **Transitioned** two employees from the Finance Department to the City Auditor's Office as placements from Phase 1 Budget Rebalancing proposals
- **Facilitated** the onboarding and orientation of three new City Councilmembers

The City has had to address a **42M** fiscal deficit due to the **COVID-19** pandemic. City Council and staff worked hard to balance a two-year budget; however, a 17.6M ongoing fiscal deficit remains.



# PROMOTE & ENHANCE ECONOMIC, HOUSING & TRANSPORTATION DEVELOPMENT

*We will continue to look for opportunities to provide additional housing and transportation and partner with other agencies to make progress in these areas.*



Key accomplishments of the **Promote and Enhance Economic, Housing and Transportation Development** City Council Pillar:

## City of Santa Clara Committed to Housing & Transportation Development

- **Invested** over \$0.8 million in the City's Neighborhood Conservation and Improvement Program (NCIP) and \$1 million in the City's Tenant Based Rental Assistance Programs
- **Celebrated** the start of construction of Agrihood, an affordable housing development at 90 North Winchester Blvd
- **Broke ground** on a new 100% affordable-housing community developed by St. Anton Communities at 2233 Calle Del Mundo in the city of Santa Clara Received an Award of Excellence in the category of Comprehensive Plan-Large Jurisdiction for the Tasman East Specific Plan
- **Assisted** two families in purchasing Below Market Purchase (BMP) homes, 5,000 residents through public service programs and 20 homeless or at-risk Santa Clara residents through the County Supportive Housing Partnership

- **Completed** the El Camino Real Specific Plan which will implement the City's General Plan goals and policies for the El Camino Real corridor by providing more detailed guidance for future land uses and urban design elements
- **Executed** an extension to the Exclusive Negotiating Agreement (ENA) and License agreement with Habitat for Humanity, De La Cruz Project
- **Managed, maintained, and provided** Sanitary Sewer Hydraulic Modeling support services for approximately 20 Land Development Projects
- **Awarded** American Planning Association Award of Excellence in the category of Grassroots Initiative for grassroots efforts for Rebuilding Downtown Santa Clara, American Planning Association Award of Excellence in the category of Comprehensive Plan-Large Jurisdiction for the Tasman East Specific Plan

## City of Santa Clara Promotes Economic Development Supporting Businesses

- **Named** one of the 2021 Top 25 Best Places to Live in America by Niche
- **Ranked 2nd** among the top 30 economically dynamic cities by Heartland Forward (San Jose-Sunnyvale-Santa Clara Metro Area)

- **Launched** the Worker Cooperative Initiative to help retain businesses in Santa Clara
- **Hosted** eight educational webinars on the Worker Cooperative business model with over 122 attendees
- **Amended** the City's Worker Retention Ordinance to permanently add hotel workers as a covered employee group
- **Enacted** an emergency ordinance to add worker recall protections for Santa Clara workers
- **Launched** marketing for the sale of Successor Agency property located at 5201 Great America Parkway
- **Established** a temporary ordinance that caps fees that a third-party delivery service can charge Santa Clara restaurants for their services during the COVID-19 pandemic
- **Lead** efforts in the successful formation of the new Destination Marketing Organization (DMO) including the development of Articles of Incorporation and Bylaws; appointment of a Board of Directors; hiring of new CEO; and development of a funding model
- **Implemented** a cap on third-party food delivery fee
- **Upgraded** the Business Tax License system





# ENHANCE COMMUNITY SPORTS, RECREATIONAL & ARTS ASSETS

*We will continue to provide public amenities, programs and services that provide opportunities to stay active and engaged. We are also continuing to maintain and improve our parks and facilities that best align with the community's needs.*



Key accomplishments of the **Enhance Community Sports, Recreational and Arts Assets** City Council Pillar:

## City of Santa Clara Parks Make Life Better!

- **Awarded** Project of the Year Award for the Environment/Parks (>\$25M) Category for Reed & Grant Sports Park Project
- **Opened** community facilities at the Lawrence Station Area development
- **Created** an interdepartmental "Smart Parks" planning team to collaborate on technology in parks (electronic locks, wi-fi, EV charging stations, etc.)
- **Hosted** the 110th Annual Holiday Tree Lighting Ceremony virtually from Central Park
- **Partnered** with the Magical Bridge Foundation to bring an all-inclusive playground providing play features for children and adults of all abilities and ages to Central Park
- **Recognized** as #18 on BarBend's 2020 list of California's Top Cities for Fit Lifestyles
- **Initiated** a Cemetery Census to confirm and/or update contact information for the interred at Mission City Memorial Park

## Community Projects Completed

- **Reed & Grant Sports Park**  
Opened the 9.75-acre Reed & Grant Sports Park located at 750 Reed St. It has five lighted sports fields, four synthetic turf fields and one natural grass field, that can be set up in multiple regulation size configurations, a 3,500 square foot multipurpose building for recreation and activities, concession stand, restrooms, on-site parking and playground
- **Raymond G. Gamma Dog Park**  
Rehabilitated the Raymond G. Gamma Dog Park located at 888 Reed St. It includes area for small and large dogs, ample lighting, new paved parking lot, EV charging stations and restrooms
- **Homeridge Park**  
Celebrated the completion and opening of the rehabilitated playground located at 2985 Stevenson St. The project includes a nature themed playground with great features and accessible, developmentally appropriate play elements
- **Santa Clara Senior Center**  
Senior Center fitness center floor was redone, and new fitness equipment was added, located at 1303 Fremont St.
- **Nuevo Community Public Park**  
Celebrated the completion and opening of a new playground, small grass field and BBQ area, located at 3505 Kifer Rd.
- **Creekside Park**  
Celebrated the completion and opening of the park located at 3225 Scott Blvd. This park is along the Redwood Creek Trail in Santa Clara Square and features a lit pathway, picnic tables with BBQs and seating area
- **Bowers Park**  
Completed rehabilitation of playground located at 2582 Cabrillo Ave. The new playground is inclusive for all ages and abilities
- **Machado Park**  
Completed rehabilitation of playground, located at 3360 Cabrillo Ave. Features two separate playgrounds for 2-5 and 6-11
- **Agnew Park**  
Completed rehabilitation of the playground, located at 2150 Agnew Rd. The new playground is great for those who like to swing, slide and climb
- **Fuller Street Park**  
Completed rehabilitation of Fuller Street sports court and added new fitness equipment, located at 61 Fuller St..



# ENSURE COMPLIANCE WITH MEASURE J & MANAGE LEVI'S STADIUM

*We are committed to managing Levi's Stadium with integrity, protecting public funding and complying with Measure J.*



Key accomplishments of the **Ensure Compliance with Measure J and Manage Levi's Stadium** City Council Pillar:

- **Rebalanced** Stadium Authority budget due to COVID-19 impacts
- **Adopted** Stadium Authority Budget reflective of Board's priorities and the protection of public funds
- **Completed** review of Non-NFL Events for first three years of Stadium operations by forensic accountant to improve Management Company's accounting processes, procedures, and practices
- **Continued** efforts to provide procurement oversight and coordinate with Management Company to obtain Stadium Authority Board approval to execute conflict-free agreements for Non-NFL marketing, capital projects, and stadium maintenance and repairs
- **Initiated** a collaborative implementation of shared financial management services with the Management Company to ensure greater financial transparency and efficiency
- **Procured and awarded** multi-year agreement to auditor for annual financial audit
- **Implemented** Statement of Qualifications (SOQ) to procure a third-party marketing consultant to assess the Management Company's Non-NFL Events Marketing Plan to maximize revenue for Non-NFL events
- **City Council directed** the City Manager on Nov 16, 2021 to provide exemptions under conditions of approval for up to 5 weeknight concerts per year including pyrotechnics ending no later than 11:00 p.m.
- **Continued** efforts to collaborate with Management Company to mitigate event impacts for surrounding neighborhoods
- **Continued** working with Stadium Authority Counsel's Office on several litigation and arbitration actions filed by the Management Company, along with the issuance of Notices of Breach and Default related to the Stadium Manager's non-compliance with the Management Agreement
- **Continued** oversight with Stadium Authority Counsel's Office of ADA compliance with improvements to Main Lot
- **Continued** efforts to ensure transparency from Management Company and sharing of public records (Stadium Builder Licenses, financial information, and Non-NFL event agreements)
- **Continued** efforts to maintain and engage the Stadium Authority Board on improving the Noise Monitoring Program and related reporting





# ENHANCE COMMUNITY ENGAGEMENT AND TRANSPARENCY

*We continue our long-standing tradition of being a transparent and inclusive City that provides many opportunities to get involved and connect with us.*

Key accomplishments of the **Enhance Community Engagement and Transparency** City Council Pillar:

## City of Santa Clara Celebrates Community

- **Hosted** “Celebrate Santa Clara” event at Central Park that drew 3,000 attendees
- **Developed** a series of videos from the City Council on cultural & holiday events including Eid al-Fitr, Kwanzaa, 4th of July, Black History Month, Diwali and more
- **Hosted** the first Girl’s Fire Camp, introducing 60 high-school-aged girls to the firefighting profession
- **Hosted** National Night Out lead by Santa Clara Police Department
- **Promoted** Community Building with Citywide Chalk Art Contest, Halloween Decorating and Holiday Home Decorating Contests
- **Brought together** over 1,500 residents at four outdoor Sunset Cinema movie nights at City parks
- **Hosted** Children’s SpooktaClara Halloween Party at the Youth Activity Center, Halloween events at the Santa Clara City Library

## City of Santa Clara Promotes Community Engagement

- **Kicked off** the 2020/21 Redistricting effort by selecting a 7-member Independent Redistricting Commission
- **Launched** the Pruneridge Avenue Complete Streets Plan

- **Coordinated** informational campaign about City infrastructure needs with virtual community meetings and behind-the-scenes tours on Facebook Live garnering thousands of views
- **Continued** implementation of the City’s Smoking and Tobacco regulations by adopting Ordinance No. 2029 repealing Section 8.35.130 (“Possession of Tobacco by Persons Under 21 Years of Age”)
- **Approved** a settlement and release agreement to end the lawsuit brought against the City of Santa Clara under the California Voting Rights Act (CVRA)
- **Launched** the Commit to Action webpage on ways the Santa Clara Police Department can ensure it meets community expectations
- **Established** the Task Force on Diversity, Equity and Inclusion
- **Successfully oversaw** the City’s first district-based election in FY 2020/21 which encompassed four council seats
- **Supported** an extended outreach campaign for 2020 Census to ensure all Santa Clarans were counted, resulting in a higher self-response rate than 2010 Census
- **Provided** fire and life safety education to K-6th grade students via the outcome-based education program called Firefighters in Safety Education (FISE)
- **Provided** additional bilingual story times and sensory programming for children on the autism spectrum

## City of Santa Clara Prioritizes Transparency and Communication

- **Received** the National Association of Government Web Professionals (NAGW) 2020 Pinnacle Award (City/County Medium High Population Group) for the City website
- **Launched** a new redesign for the City Manager’s biweekly report as “City Hall News” to provide an improved user experience to disseminate pertinent information to the community
- **Received** 1st place honors in the 2020 Excellence in Public Information and Communications, or EPIC, awards, held by the California Association of Public Information Officials (CAPIO)
- **Awarded** the 3CMA 2021 Savvy Award in Digital Interactive - Overall website (population 44,000 and up) for the City website redesign
- **Received** the 2020 Northwest Public Power Association (NWPPA) Excellence in Communications Awards for Silicon Valley Power

The City’s  
Public Records  
Requests have  
increased year  
to year by  
more than  
**60%**



City staff at a booth getting feedback from the community



Mayor and City Council present Santa Clara University 2020 NCAA Division 1 Champions with keys to the City



Inside Santa Clara newsletter is produced three times a year in the fall, winter/spring and summer. It is also available at [SantaClaraCA.gov/InsideSantaClara](http://SantaClaraCA.gov/InsideSantaClara) with an improved digital experience.



# PROMOTE SUSTAINABILITY & ENVIRONMENTAL PROTECTION

*The City of Santa Clara is dedicated to environmental sustainability and climate action through community programs, projects, partnerships and policy development.*

Here's a list of accomplishments for the Promote Sustainability and Environmental Protection City Council Pillar:

## Silicon Valley Power Leads the City of Santa Clara in Green Power Excellence

- **Ranked** second place in the nation for SVP's Green Power Excellence from the U.S. Department of Energy
- **Activated** a 40-Megawatt Central 40 Solar Project - Enough to Power more than 16k Average Santa Clara Homes
- **Deployed** two new solar-powered electric vehicle (EV) charging stations with three charging ports at each station
- **Offered** a \$1,000 rebate when you upgrade your electric panel to accommodate additional load from converting natural gas to electric appliances and adding a Level 2 (Electric Vehicle) charger to your home
- **Approved** a 30-year extension agreement of a federally owned hydropower project with the United States Department of Energy's power market administrator, Western Area Power Administration, to continue to provide clean cost-effective hydropower through December 31, 2054
- **Received recognition** for Silicon Valley Power's Santa Clara Green Power program as one of the top green power programs for the 14th year in a row by the National Renewable Energy Laboratory (NREL)

Ranked second place in the nation for SVP's Green Power Excellence from the U.S. Department of Energy



- **Entered** into a three-year contract with CIM Group's Aquamarine Westside Project to purchase approximately 500,000 Megawatt Hours (MWhs) of renewable energy
- **Received** recognition for Silicon Valley Power's Santa Clara Green Power program as one of the top green power programs for the 14th year in a row by the National Renewable Energy Laboratory (NREL)
- **Awarded** the American Public Power Association's Safety Award of Excellence (APPA) for safe operating practices in 2020
- **Awarded** by U.S. Environmental Protection Agency for Responsible Appliance Disposal Program for ensuring the proper disposal of refrigerant-containing appliances by using best environmental practices that go beyond what is required by federal law, including recovering appliance insulation foam, encouraging the recycling of all durable goods, and promoting the permanent retirement of old, inefficient appliances to save energy

## City of Santa Clara Promotes Sustainability to Protect Our Environment

- **Developed strategy** for establishing new City Sustainability Program as a roadmap to launch the new City Council Sustainability Pillar
- **Began implementation** of mixed-waste processing for organics collection in collaboration with Public Works Department
- **Created a pilot** residential e-bike rebate program to encourage the adoption of electric bicycles for commuting to work, shopping, going to school, visiting friends, etc. instead of commuting by car
- **Developed** new City Climate Friendly Sustainable Purchasing Policy
- **Established** nine new Sustainability Program priorities under three category areas (innovation, integration, collaboration) approved by City Council
- **Installed** a photovoltaic (PV) system on the roof of Northside Branch Library as part of a community-supported and funded program administered by the SVP
- **Installed** twelve new electric vehicle (EV) charging stations available to the public at four locations throughout Santa Clara
- **Launched** the California Electric Vehicle Incentive Project (CALeVIP) to provide Electric Vehicle Infrastructure incentives to commercial and multi-family utility customers
- **Launched** two low-income programs directed at energy efficiency (1) Solar Grant Program in FY 2020/21 that aims to provide enough energy through solar installations to offset nearly the entire annual energy consumption for qualified customers and (2) electric vehicle rebate program
- **Offered** a rebate of 10% off the purchase price, up to \$300 of new e-bikes
- **Offered**, in partnership with the California Electric Vehicle Infrastructure Project (CALeVIP), free technical assistance or small businesses and multifamily properties serving disadvantaged and low-income communities to help plan and install EV charging stations
- **Provided** a rebate of 10% of the purchase cost of a new electric bicycle, up to \$300 to assist those who want to ride a bicycle but want to travel faster or need the extra assistance



**City of  
Santa Clara**  
The Center of What's Possible

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1500 Warburton Ave., Santa Clara, CA 95050