



DATE: April 19, 2022

TO: Mayor and City Council

FROM: City Manager

SUBJECT: Adopt a Resolution Authorizing the City Manager to Execute an Amendment to the Existing Professional Services Agreement with Federal Engineering to Expand the Scope of Work to Include Research Related to the Hayward Evaluation and Response Team Program and to Increase the Contract Amount by \$47,800, Not-To-Exceed \$112,722

RECOMMENDATION

That Council adopts a resolution (Attachment II) authorizing the City Manager to execute an amendment to the existing professional services agreement with Federal Engineering to expand the Scope of Work to include research related to the Hayward Evaluation and Response Team program (Attachment III), and to increase the contract amount by \$47,800 for provision of the added services, for a total contract amount not-to-exceed \$112,722.

SUMMARY

On May 18, 2021, Council received the recommendations of the Public Safety Policy Innovation Workshop for nine pilot projects, authorized a budget allocation to support the projects, and directed staff to begin implementing the pilot projects in FY 2022. One of the nine projects was the creation of the Hayward Evaluation and Response Teams (HEART) program to address more appropriate response models for calls related to behavioral health (including substance abuse, mental illness, and homelessness). In order to set programmatic goals and response methods, staff undertook an analysis to better understand frequent system users, call types, call frequency, and outcomes to inform and develop new program metrics and resource allocations. While conducting this analysis, staff realized that it lacked the ability to complete a thorough analysis due to difficulties extracting and aggregating historical data, and became concerned that existing data issues will inhibit ongoing program monitoring, reporting, and analysis. Additionally, during the Council work session on the six-month progress update (February 15, 2022) on the pilot projects, Council and public comments raised questions about the availability of program data to ensure transparency and support program evaluation.

Fortunately, the City of Hayward had already contracted with a consulting firm, Federal Engineering, to conduct the Communications/Dispatch Needs Assessment and Capacity Improvement project, which is Project 1 identified from the Policy Innovation Workshop. Federal Engineering has the specific expertise needed to extract and aggregate data from multiple platforms and City software programs to assist with the HEART program's data needs and to provide the Council and community with enhanced transparency. Moreover, since the City has an existing executed Agreement with Federal Engineering for the Communications/Dispatch Needs Assessment and Capacity Improvement Project, the City can execute an Amendment to that already existing agreement to broaden the scope of Federal Engineering's work to include the HEART project data analysis. The additions to the project's scope of work will cost an additional \$47,800 to be appropriated from the General Fund.

BACKGROUND AND DISCUSSION

On May 18, 2021, Council received the recommendations of the Public Safety Policy Innovation Workshop for nine pilot projects, authorized a budget allocation to support the projects, and directed staff to begin implementing the pilot projects in FY 2022. One significant project identified was to complete a Dispatch Needs Assessment and Capacity Improvement plan to support new public safety projects and initiatives. In October 2021, the City entered into a contract with Federal Engineering to conduct a Communications Center Needs Assessment and develop a five-year strategic plan.

In August, staff began preparation of a second pilot project - to mobilize the HEART program to address more appropriate response models for calls related to behavioral health (including substance abuse, mental illness, and homelessness). To assist in setting programmatic goals and response methods, staff undertook an analysis to better understand frequent system users, call types, call frequencies, and outcomes to inform and develop new program metrics and resource allocations. Staff has been unable to complete this analysis due to difficulties extracting and aggregating historical data from existing data systems with existing staffing resources and capacity. Staff is concerned that the existing data issues will inhibit ongoing program monitoring, reporting, and analysis. Additionally, during the Council work session on the six-month progress update (February 15, 2022) of the pilot projects, Council and public commenters raised questions about the availability of program data to ensure transparency and support program evaluation.

The proposed expanded scope of work from Federal Engineering (Attachment III) includes conducting a business process workshop to help City stakeholders understand each of the programs within HEART and the business process workflows required to support the capture of critical data. This project will define the data requirements, metrics, and reports necessary to measure the success of the programs in real-time and develop short- and long-term recommendations for improving the data collection, storage, and aggregation workflow to support project needs, as well as change management strategies to support their implementation.

Federal Engineering provides subject matter expertise in emergency communications center services and social innovation related to police/fire/EMS 9-1-1 services. Their experience

includes assessing Emergency Communications Centers to enhance operations and upgrade public safety technology to meet the growing demands of the community and assist with the implementation of new behavioral health programs. Federal Engineering has identified subject matter experts and coordinated a team that will assist with computer aided dispatch, records management systems for police and fire, jail management systems, and other supporting technologies to support the HEART program challenges. Federal Engineering has over 50 consultants, specialists, and former first responders located in offices across the United States and Canada.

Since the City has an existing executed Agreement with Federal Engineering for the Communications/Dispatch Needs Assessment and Capacity Improvement Project, the City can execute an Amendment totaling \$47,000 to that already existing agreement to broaden the scope of Federal Engineering's work to include the HEART project data analysis.

STRATEGIC ROADMAP

This agenda item supports the Strategic Priority of Support Quality of Life. Specifically, this item relates to the development and implementation of the following projects:

Project 3, Part 3.a: Implement mental health comprehensive assessment teams CAT to provide targeted mental health services and avoid inefficient use of public safety resources; assess findings from pilot

Project 3, Part 3.b: Roll out permanent CAT program (outside of County)

FISCAL IMPACT

The amendment to the professional services agreement with Federal Engineering will increase the contract amount by \$47,800. An increase in budget appropriation from the General Fund is required to amend the existing contract with Federal Engineering.

NEXT STEPS

If this item is approved, staff will amend the professional services agreement and increase the contract amount by \$47,800 for a not-to-exceed amount of \$112,722 to support public safety data systems improvements.

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Approved by:



Kelly McAdoo, City Manager