



DATE: June 17, 2025

TO: Mayor and City Council

FROM: Fire Chief

SUBJECT: Adopt a Resolution Authorizing the City Manager to Execute an Agreement between Citygate LLC and the Hayward Fire Department to Perform a Standards of Cover Study in a Not-to-Exceed Amount of \$99,943

RECOMMENDATION

That Council approve the attached resolution authorizing the City Manager to execute an agreement with Citygate LLC and the Hayward Fire Department to perform a Standards of Cover survey.

SUMMARY

The Hayward Fire Department, with the support of the City Manager's Office, is seeking to complete a Standard of Cover survey to determine department readiness, efficiency, and strengths, as well as additional insight into community preparedness and risk factors. This study is a common practice throughout Fire Departments nationwide and is a required factor in achieving Center for Public Safety Excellence (CPSE) accreditation. A Standards of Cover document is a systematic way of looking at the basic service provided by an emergency services agency.

BACKGROUND & DISCUSSION

The Hayward Fire Department (HFD) has had a longstanding goal to have a comprehensive study to provide the written policies and procedures which establish the distribution and concentration of fixed and mobile resources of an organization. By establishing the proper approach for all assets, the readiness to respond to emergency is the most effective within department capacity. The Standards of Cover assessment analyzes department readiness, while also identifying gaps that would leave the department and the community vulnerable in the instance of a large-scale disaster response.

The impact of the Standards of Cover report is paramount in shaping the future of the department and the budget needs to achieve alignment with provided recommendations.

Selection of a competent and knowledgeable vendor to complete the study is vital, and the department issued a formal Request for Proposal (RFP) on April 17, 2025. On May 9, 2025 the applicant window closed, and seven (7) proposals were submitted. Of the available vendors, six (6) fell within the approved budget parameters, and two (2) were identified as having the appropriate experience and credentials to be a viable solution for HFD. After thorough evaluation, the department has chosen CityGate, LLC ("CityGate") as the approved vendor to complete the Standards of Cover survey for the Hayward Fire Department.

CityGate has proposed an 8-month evaluation timeline, with a detailed breakdown of milestones, achievements, and due dates, and has illustrated a collaborative partnership with the department to provide a thorough and comprehensive analysis. The final report will include:

- A summary of the approach and analyses conducted.
- A summary of the Department's current deployment model and response performance, including any opportunities for improvement.
- Analysis of service delivery expectations, including labor, management, elected officials, and community expectations for delivery of fire service, EMS, and special hazard services.
- An analysis of the values to be protected within the service area, along with identification and evaluation of potential hazards and overall risk.
- An analysis of the efficiency of the current deployment scheme of firefighting resources within the Department's service area.
- An analysis of the Department's ability to meet its fire and EMS first responder deployment needs and expectations.
- Recommendations for deployment of existing resources, including probable growth, within the service area to optimize service delivery.
- Recommendations for deployment of new resources, changes to fire stations, or changes to staffing, if any, to meet current and future service delivery needs.
- Recommendations regarding staffing structure to meet the Cities' needs.
- Provision of supporting data and rationale for all recommendations.
- Provision of supporting statistics and other visual data to fully illustrate the current situation and recommendations.

In addition to the excellent reputation and thorough analysis as listed above, HFD was also interested in partnership with CityGate as they have a staff member who specializes in the unhoused population and will be a valuable resource for the City of Hayward and our firefighters as we can develop a stronger understanding of this important part of the population. This insight will prepare the department to address a critical and lesser studied population within the community. Furthermore, the analysis of the city will include a discussion on evacuation routes, which has been previously identified as an area of concern throughout the city. The qualifications of Citygate to thoroughly address these issues has built a confidence in the partnership between the provider and the Hayward Fire Department.

STRATEGIC ROADMAP

The Standards of Cover survey will help “Enhance Community Safety and Quality of Life” as a general subcategory, as the Hayward Fire Department uses the provided data to assist with planning and preparation efforts.

FISCAL IMPACT

While unlikely to directly impact current staffing levels, if recommendations indicate staffing levels are excessive, cost-saving adjustments would be reviewed.

PUBLIC CONTACT

There is no public contact required for this item.

NEXT STEPS

Upon approval of the attached resolution, staff will complete the contract with CityGate LLC and initiate the start of the Standards of Cover survey, with an estimated completion date with (8) months after initiation.

Prepared by: Lauren Dekas, Management Analyst

Recommended by: Eric Vollmer, Fire Chief

Approved by:

A handwritten signature in blue ink, appearing to read 'M. Lawson', is positioned above a horizontal line.

Michael Lawson, J.D.
Acting City Manager