

## Responses to Council Queries from Budget Work Sessions

**Illegal Dumping and Blight:** *What are our hotspots and how does Waste Management support the City in the effort to abate illegal dumping?*

Per our current franchise agreement, City staff can contact Waste Management Company (WMAC) directly for the removal of illegally dumped items within the City. While the City does utilize this service, staff accesses it on a case by case basis. Many times, illegally dumped items range from household debris to hazardous waste and it may not be appropriate for WMAC to dispose of the materials; and, City staff may have the capacity to respond faster for a particular situation.

The Maintenance Services Department determines which incidents should be handled by WMAC and which will be more effectively and efficiently handled by City staff. WMAC's response times vary between 24-72 hours based on experience. Having WMAC respond also requires staff time to receive a follow-up report from WMAC as to what's been completed so staff can effectively notify the requesting party of the action and ensure satisfaction. When items are dumped directly in front of a home or business, the City will seldom send these requests to WMAC, as their response time, while effective, may not reflect the urgency City staff believes is reasonable for the circumstance (e.g., location, type of materials, etc.). The most common instances in which the City utilizes WMAC services is where debris is neither along a main thoroughfare nor fronting property where it's easily visible to all that pass by.

The area in town with the most blight is consistently South Hayward and along Union Pacific Rail Road tracks on both Huntwood and Whitman Avenues. The area bordered by Harder/Gading/Tennyson/Huntwood has consistently been the most problematic for many years.

**Sustainability in City Operations and Developments:** *Council would like all City operations to employ sustainable practices to the greatest extent possible – how are we doing?*

### Recycled Water

As mentioned during the June 14, 2016 discussion of the Urban Water Management Plan with Council, the City currently recycles about 15% of wastewater that comes to the treatment plant. With the expectation of an increase in demand from Russel City Energy Center (RCEC) in the coming years, and phase one of the City's recycled water project, currently in design phase, this will likely reach percentages of nearly 30%. There are proposed state legislations that require 50% wastewater recycling by 2033 (SB 163). Staff thinks that this is a realistic goal and intends to meet or exceed the requirement.

Staff anticipates costs of between \$12 and \$20 million for the first phase of the recycled water project, based on whether the City would use tertiary treatment or get treated wastewater

from RCEC. Costs associated in expansion to 50% are preliminarily estimated at an additional \$30 million.

### Solar

Council recently passed a resolution requiring new City facilities to be Zero Net Energy (ZNE), with some practical flexibility. ZNE buildings rely heavily on renewable energy efficiency, the use of solar photovoltaic and solar hot water. Staff is preparing a report to show where the City currently stands in its efforts to make existing City facilities grid neutral, which of course, relies heavily on the use of solar energy. This report is currently in draft form, but a twenty to thirty year timeline and significant expenses would be expected in completing the work it will take to make all City facilities grid neutral. Unfortunately for practical reasons, not every City building can accommodate solar equipment, some due to space constraints others due to regulations, e.g. prohibiting roof glare.

Staffs in the Development Services Department are currently preparing analysis to determine how to require solar photovoltaic systems on all new large residential developments.

### Waste Diversion

The City's goal, to achieve 80% waste diversion by 2018, is aggressive and may prove to be unattainable. Progress over the years, however, has been significant. In 2000 52% of waste was diverted; 67% in 2010; and 74% in 2013.

In 2015 staff calculated the City's 2014 diversion rate at 76%; CalRecycle rejected this calculation and said that the City's rate should have been 72%. Staff is actively working with CalRecycle to resolve the difference.

Meeting the 2018 goal will be challenging, but staff is working with Waste Management and StopWaste to increase organics collection and recycling at businesses and multi-family properties. Another possible challenge is that CalRecycle's changes to their method of calculating diversion rates may make it even more difficult for Hayward to reach its goal of 80% by 2018.

### Grey Water & Rain Catchment

The Plumbing Code currently allows residential use of grey water, and in fact, doesn't require a permit for 'laundry-to-landscape' systems. A newly adopted regulation requires new single family homes to have such 'laundry to landscape' systems for all "New construction projects with an aggregate landscape area equal to or greater than 500 square feet requiring a building or landscape permit, plan check or design review (per Section 10-12.14 of our Bay Friendly Landscaping Ordinance.)"

The City has also included changes to the Bay Friendly Landscaping Ordinance rain catchment provisions. Section 10-12.15(f) of the Ordinance requires that the same type of new single

family projects defined above “shall install a minimum fifty (50) gallon covered rain catchment device per residence.”

**Traffic Impacts of the Second and Walpert Development:** *This development appears to have the potential to make a difficult traffic situation worse – how are we mitigating the potential negative impact?*

In response to Council’s concerns please note, as with most development projects, the Second and Walpert development (ninety-seven single family homes) was required to prepare a very thorough traffic analysis prior to the project’s approval. The multi-modal analysis, reviewed by Public Works Department staff, attempted to identify any and all potential impacts and develop mitigation measures to address identified impacts. The report was completed after several rounds of revisions to the analysis in response to comments by City staff. The analysis was comprehensive addressing the needs of auto, pedestrian, bike and transit modes. Project benefits are as follows:

- A new traffic signal at the intersection of Second and Walpert will improve levels of service from LOS F to LOS A. It will also facilitate student and pedestrian movement across Second Street from the proposed development.
- A student drop off area on Walpert just west of Second (provided by the development) will facilitate student access and reduce congestion.
- Parking on both sides of Second Street adjacent to the project site will help reduce speeding along the corridor by visually narrowing the roadway width.
- Installation of new sidewalk along the project’s frontage will provide safer pedestrian accessibility.
- Installation of Bike Route pavement markings (sharrows) and slow school crossing pavement markings on Second Street.
- According to the study the intersection of Mission and Fletcher will remain at an acceptable level of service in both peak periods upon completion of the project.

Also, the FY17 New Sidewalk Project in the recommended CIP will provide a continuous sidewalk for pedestrian access on the north side of Walpert from Second to Mission.

As with all development projects, staff will continue to monitor traffic operations once the project is complete.

**California Air National Guard Hangar:** *What’s happening with the CANG and is it possible to retain it as a historical building?*

Staff issued a Request for Proposal (RFP) for the development of the California Air National Guard hangar (CANG) in March 2016. Late last May 2016, two proposals were received in response to the RFP to develop the CANG site. Staff’s initial review of the proposals was not favorable and neither is considered responsive to the RFP’s requirements. Staff will continue working to market this site in the early parts of the new fiscal year, and will involve the Council Airport Committee (CAC) in the discussion of options and alternatives; and the ultimate

recommendation will ultimately come before the full Council. It is not reasonable to keep the CANG hangar as an historical building, as it sits on highly valuable land and would require enormous amounts of money to convert it to anything else besides a hangar.

**Human Resources Practices and Outcomes related to recruitment and Public Safety Diversity:**

*What issues is staff facing in recruiting quality candidates for the City; how are we progressing in achieving better diversity in Public Safety?*

What are the conversion rates from Police academies? (Data covers a three-year period):

- Thirty Police Trainees were sent to academies. Five did not make it through the academy and one did not pass the Field Training Program. This gives the department an 80% conversion rate for police officer trainees.
- Academy Participant/Graduates (These are individuals that the City hired while they were attending an academy or after graduating from an academy). Fourteen were hired. Four did not pass the Field Training Program. This gives the City a 71.5% conversion rate for Academy Graduate/Participant.
- Lateral Police Officers (Individuals who have prior law enforcement experience and possess a valid Peace Officers Standards & Training [POST] certificate. Twenty Lateral officers were hired. One did not pass the Field Training Program. This gives the City a 99.4% conversion for lateral officers.

What are the costs associated with Police Academies and what are our hiring rates? (Data covers a three-year period):

- Police Officer Trainee (per person) costs \$13, 544. These costs include: Background Investigation; Polygraph examination; Psychological screening and evaluation; police academy uniforms, regular uniforms and equipment; academy tuition.
- Lateral Police Officer/Academy Graduate or Participant (per person) costs \$9,124. These costs include: Background Investigation; Polygraph examination; Psychological screening and evaluation; regular uniforms and equipment.
- This does not include salary paid to police officer trainees while they are in the academy.

Other costs are borne by the Personnel/Training Unit. These costs include the following:

1. Background Investigations; polygraph examinations; psychological screening and evaluations for positions other than police officer. I.e. Communications Operator, Call-Taker, Community Service Officer, Reserve Police Officer, Crime Scene Technicians, Evidence and Property Technicians etc...
2. Candidates who are not selected upon completion of the hiring process or those who fail out of the police academy or Field Training Programs
  - For Fiscal Year 2016, eleven applicants for sworn positions were non-selects or failed to meet job standards costing the department approximately \$27,700.

- For Fiscal Year 2016, there were seven professional staff applicants who were non-selects or who failed to meet job standards costing the department approximately \$16,275.

### Recruitment and Hire Statistics for the Police Department

#### Recruitment Activities:

- A diverse recruitment team was put in place in June 2014. The team consists of officers and supervisors of mixed races, cultural backgrounds, genders, etc...
- A diverse team of officers is sent to every recruiting event.
- The recruiting team attending numerous recruiting events throughout the state such as:
  - i. City of Hayward Job Fair
  - ii. Hayward Mariachi Festival
  - iii. Chabot College Job Fair
  - iv. Bay Area Women's Expo in San Mateo
  - v. San Francisco LGBT Career Fair
  - vi. The Annual Diversity Employment Day Career Fair, City of San Francisco
  - vii. Military & Veterans Career Expo at DeAnza College, Cupertino
  - viii. Military Job Fair, San Diego
  - ix. Law Enforcement Action Readiness Summit at Mt. Eden H.S.
  - x. Cal-Opps.org
  - xi. Plus other local events
- Advertising was also conducted with advertisers whose audience consists of minorities and women (National Minority Update)

#### Number of Applicants:

- There were 465 individuals who applied for the last Police Officer Trainee position. However, for reasons such as failure to turn in required documents within time limitation; failure to respond to emails from HR; failure to show up for written exam; failing the Personal Background Survey Monkey; Failure to show up for oral exam, only 49 of the 465 applicants actually made it to the eligibility list. (See Table 1 below.)

#### Diversity Statistics:

- Over the previous three years the Police Department has hired Full Time Sworn Officers representing the following segments of population. (Data is summarized in Table 1 below):
  - Females: ten hired, three failed to complete Field Training ; seven remain; two candidates are in the hiring process for the August 2016 academy
  - African American: six hired; two failed to complete Field Training; four remain; two candidates are in the hiring process for the August 2016 academy; one lateral candidate is in the hiring process

- Hispanic: twelve hired; three failed to complete Field Training; nine remain as Regular Officers; one remains as CSO/Reserve Officer; one candidate is in the hiring process for the August 2016 academy
- Asian/Pacific Islander: eight hired; one failed to compete Field Training; seven remain; one candidate is in the hiring process for the August 2016 academy

**Table I**

|                               | Hired | % of Total Hired Population* | Failed Field Training | Continuing Candidate Pool | Still in process | In process for 8/16 Academy | Other |
|-------------------------------|-------|------------------------------|-----------------------|---------------------------|------------------|-----------------------------|-------|
| <b>Females</b>                | 10    | 28%                          | 3                     | 7                         | 5                | 2                           |       |
| <b>African/American</b>       | 6     | 17%                          | 2                     | 4                         | 1                | 2                           | 1     |
| <b>Hispanic</b>               | 12    | 33%                          | 3                     | 9                         | 7                | 1                           | 1     |
| <b>Asian/Pacific Islander</b> | 8     | 22%                          | 1                     | 7                         | 6                | 1                           |       |
| <b>Totals</b>                 | 36    |                              | 9                     | 27                        | 19               | 6                           | 2     |
| <b>Percent</b>                |       |                              | 25%                   | 75%                       |                  | 17%                         | 6%    |

What is our conversion rate of Police Explorers into Police Officer?

- Zero (0%)
- One former Police Explorer was recently hired as a non-sworn Community Service Officer

Recruitment and Hire Statistics for Fire:

Applicants: Current Eligibility List (expires 09/29/16): There were 611 individuals who applied for the last Firefighter Trainee position. However, only ninety-seven applicants met the minimum qualifications and successfully completed all testing and were placed on the eligibility list. Applicants were disqualified for a variety of reasons including: failure to turn in required documents within time limitation; failure to respond to emails from HR; failure to show up for written exam; failing the written exam; failure to show up to the physical agility; failing the physical agility; failure to show up for oral interview; and failing the oral interview.

Number of Firefighter Recruits: There were thirty-four recruits during the past three years selected off of the eligibility list. Nineteen were hired, six didn't complete the academy, and nine Firefighter Trainees are in the current academy. This is an 87.5% conversion rate for recruits to Firefighter Trainees.

Costs: Firefighters have a sixteen-week academy. The total cost from selection to completion of training, including salary is approximately \$30,559. These costs include: Background Investigation; Class B uniforms, Structure Fire Personal Protective Equipment, Wildland Fire Personal Protective Equipment and salary during academy.

Diversity Efforts and Current Data: The Fire Department has attended recruiting events throughout the area. The Department is most excited and proud of its burgeoning relationship with the local Regional Occupational Program (ROP) related to developing the next generation of firefighters, especially from within the City. The results have thus far been very encouraging, with many youth expressing interest in joining the Department. Although a new program, it is expected that interest will gain even more traction over the next several years. Refer to Table 2 below for diversity data.

**Table 2**

| Ethnicity/<br>Gender                 | Applicants | Written<br>Exam | Physical<br>Agility Test | Oral<br>Panel | On<br>Eligibility<br>List | % Conversion<br>of Applicant<br>Pool to<br>Eligibility List | % of<br>Eligibility<br>List |
|--------------------------------------|------------|-----------------|--------------------------|---------------|---------------------------|---|-----------------------------|
| White                                | 317        | 120             | 72                       | 63            | 57                        | 18%   | 59%                         |
| Asian/Pacific<br>Islander            | 47         | 17              | 5                        | 5             | 5                         | 11%   | 5%                          |
| Black                                | 50         | 19              | 5                        | 5             | 4                         | 8%  | 4%                          |
| Hispanic                             | 121        | 47              | 19                       | 17            | 15                        | 12%   | 15%                         |
| Other Bi-racial                      | 35         | 18              | 5                        | 4             | 4                         | 11%   | 4%                          |
| Unknown                              | 26         | 13              | 10                       | 10            | 10                        | 38%   | 11%                         |
| American<br>Indian/Alaskan<br>Native | 15         | 6               | 3                        | 3             | 2                         | 13%   | 2%                          |
| Female                               | 37         | 13              | 3                        | 3             | 3                         | 8%  | 3%                          |
| Male                                 | 550        | 208             | 100                      | 88            | 78                        | 14%   | 80%                         |
| No response                          | 24         | 19              | 16                       | 16            | 16                        | 67%   | 17%                         |
| <b>Total Applicants</b>              | <b>611</b> | <b>240</b>      | <b>119</b>               | <b>107</b>    | <b>97</b>                 | <b>16%</b>  | <b>100%</b>                 |

**Recruitment Concerns Regarding Key Non-Sworn Positions:** *What issues are we having, if any, filling key technical and other non-sworn positions in the City?*

Staff is currently in the process of doing a comprehensive assessment of the City's recruitment processes. Staff will be using the "Accelerator" process to conduct interviews of all stakeholders, including people who previously applied for but did not accept City positions when they were offered. With this information, we expect to improve our processes and ultimately the outcome of our recruitments. Meanwhile, the City has made recent changes that have improved our applicant pool on some of our more difficult to fill positions, which includes:

- The best way to build up the City's talent pipeline is through candidate-facing social media channels such as LinkedIn, Twitter, and Facebook.
  - We continue to use LinkedIn and have seen an increase in the number of applications the City receives.

- The City recently started to post jobs on Facebook through the City of Hayward's Facebook page
  - Facebook is the medium accounting for over 56% of all shared content on the Internet.
  - By recruiting on Facebook, the City can tap into the network of current employees, and the networks of Company Facebook Fan Page visitors.
  - The City of Hayward Facebook page has about 4,379 likes so even by just sharing the posting through the page, the City can reach out to over 4K Facebook users.
- The City is also reaching out to our mobile audience and also passive candidates that may not necessarily be actively looking for a position. For example, the City posted the Communications and Marketing Officer position on Facebook in addition to CareerBuilder, Monster and LinkedIn and received about 100 applicants so far.
  - One of the most tremendous aspects of the Web is that people with all sorts of interests are able to find and connect with like-minded people.
  - By collaborating with the department hiring managers, the City seeks niche online communities where people with these similar interests gather, and seek to attract candidates that meet a specific profile. For example, for the Airport Operations Specialist recruitment, the City posted the position on the following two niche industry specific websites and received about thirty-five applicants in a week:
    - American Association of Airport Executives: <http://careercenter.aaae.org/employers/>
    - Southwest Chapter of the American Association of Airport Executives <http://www.swaaae.org/networking/>
  - The City also continues to post some positions on the popular major job searching sites such as Indeed, Monster, and CareerBuilder. Careerbuilder features more candidates that have college degrees. Indeed and Monster both cater to temporary job seekers, those with only high school education and those who are fresh out of college.
  - The City is partnering with a new Applicant Tracking System (ATS) provider which is NEOGOV. This partnership comes with a [www.governmentjobs.com](http://www.governmentjobs.com) subscription, which is one of the premier job searching sites for the public sector.
  - We also intend to tap into our existing pool of candidates that have already submitted their applications for previous job postings and maintain and rekindle communication with them and make sure the City doesn't leave qualified talent on the table.
  - The City continues to share our postings with sister agencies in the Bay Area.
  - Update on some sample "key" positions:



- Web Development Position - the City will initiate the recruitment for this position once we have hired the Communications and Marketing person.
- Communications and Marketing Position - the City received over 100 applications for this position. Interviews will occur in the next 30 days. I anticipate that we will have someone onboard in August at the latest.
- Finance Director- This is an extremely difficult recruitment as there is a very limited talent pool. The City contracted with a recruiter to conduct the recruitment. All of the above described outreach methods will be used, as well as direct contact with known qualified applicants. First review will occur in August.

#### Candidate Attraction for Key positions and Retention of Technical Staff

The City uses all of the above strategies and has also started posting jobs on DICE, which is a very popular job posting site for technical positions like tech developers, engineers, programmers, and tech writers. Council expressed concern about the City competing with Special Districts (e.g., EBMUD and others) and how that impacts our ability to compete for and recruit technical talent in these areas. The City has traditionally resisted matching compensation since these Districts tend to pay higher base salaries and have greater staff resources thereby demanding less of their individual employees. However, technical talent is now very scarce. And, while we remain an “employer of choice” in many areas, we often struggle in attracting and retaining the experienced talent we want. H.R. is reviewing and will be making recommendations to the City Manager to address the need on a case-by-case basis and only after every other known strategy has failed.

**Council Chambers Upgrades and Rotunda Improvement:** *What did we accomplish in the last upgrade, what problems remain, and when will we upgrade the sound in the Rotunda?*

- Council Chambers Audio Video System

The existing AV system was ten years old, no longer supported by the vendor, and used analog technology (not HD or digital); components were failing on a regular basis. The new system is internally all HD video quality and digital audio, with the ability to broadcast and stream in HD, as Cable and streaming providers upgrade their systems in the future. The new system features energy efficient flat screen display technology, replacing the inefficient projector systems. We also have added the ability to broadcast and stream from Conference Room 2A.

The City’s default internal video presentation, broadcast, and recording quality is high definition. Any cable or streaming media live or rebroadcast is controlled solely by the provider. We as a city provide them with an HD quality video stream. They often broadcast at standard definition or lower quality. Our providers, such as Comcast will eventually accept a digital or HD signal, and we contact them periodically requesting status updates. Staff recently reached out to the Director of Franchise Operations and they are going to look into the

possibility of replacing the very old Comcast equipment, this may improve the quality of the image.

- **Agenda Management System**

Our previous Agenda and Meeting Management System consisted of a custom developed application that was no longer being updated and depended on several in-house developed and maintained solutions that were very labor intensive and without systems integration. Our new solution, Granicus, consists of an integrated suite of products for agenda creation, meeting management, video streaming, indexing, and archiving. The Granicus web portal, despite the challenges of the new system, is a major improvement over our previous website; and the automated indexing makes navigating meeting videos much easier for Hayward residents. The web streaming user limit was previously thirty connections, and with Granicus the connections are unlimited.

- The total cost of the Council Chambers Audio Video technology Upgrade was \$860,000.
- The total cost of the Granicus deployment was \$35,290.
- The yearly maintenance cost of the Council Chambers audio video system is \$58,770.
- The yearly Granicus software and hardware maintenance cost is \$34,200.

Significant improvements have been made, and there are still minor outstanding issues staff is working to address. Granicus is working on an updated release that will further improve notification of status and other bug fixes, although there is no ETA on release date as of yet.

Prior to the current Director of Information Technology's arrival at the City, the Council Technology Application Committee (CTAC) was provided with a Staff Report for the Agenda Management Project (Granicus) and an oral report for the Council Chambers Audio Video Upgrade Project by Analyst John Stefanski. These reports included a description of the RFP process, and justification for vendor selection.

Staff will be engaging a vendor to assess the acoustic properties of the rotunda and the vendor will produce a suggested solution based on their findings. This solution will be presented to Council for discussion and approval.

**Street Sweeping:** *Stencils for the drains and update on ticketing policy?*

Council asked if we could stencil the storm drains to the waste water system similar to what we see in other cities (e.g., "Drains to the Bay", "Save our Bay", etc.); but perhaps be more creative. Staff is investigating application and maintenance costs and community involvement programs for the stencils. If these prove we can have a feasible program, the creative aspect will be assigned to the in-coming Communications and marketing Officer when s/he arrives.

It is very difficult to not ticket cars parked on the side of the street posted for street sweeping that day, even when the sweeper has already passed. It erodes enforceability because residents get lackadaisical over time about moving their cars. However, staff is reviewing what we might

be able to do within resources and in a balanced approach to both an effective street sweeping program and quality customer service.

**Master Plans and Reports to Council:** *Council likes the frequent reports from the Police Department throughout the year; and responded favorably to the annual report presented by the Fire Department during the budget work sessions. How can there be more of these?*

During your discussion, you identified a list of topics on which you would like a single update report, more frequent reports throughout the year, and/or a Strategic Plan. Staff will develop a plan to present as many of these as possible to Council throughout the year. Staff is reviewing how we might better utilize the Council Committee structure to also inform Council as a whole on several different matters (i.e., utilize reports to Committees to also report formally or informally to Council as a whole.) Finally, staff will review and revise the 2018 budget development and presentation process to include more year-end information across a broader range of departments.

Master Plans or Strategic Plans currently exist for I/T, HPD, the water treatment and distribution system, economic development, climate action, land use (General Plan), etc. Staff will develop a list of what exists, when it was first presented to Council, and an effective targeted update. This will be shared with the respective Council Committee and a reporting plan/schedule developed for Council, which will also incorporate the developing performance indicators.

Council requested that staff prepare a planned/priority paving schedule for the year and allow Council to have some discussion and input into the project list. Staff will assure that this is scheduled prior to or in conjunction with the presentation of the City Manager's proposed Budget for FY 2018; and that there will be sufficient time for Council to suggest or recommend amendments to the list.

Some specific larger topics on which Council requested work sessions or information include: inclusionary housing and affordable housing; CDBG/Social Services funding; operations plan for the new Library and Community Learning Center; community engagement and the evolution of the Neighborhood Partnership Program; the Paratransit Program; succession/continuation plan for the Hayward Promised Neighborhood initiative; changes in community para-medicine; and a few more. Staff is working on an annual schedule for FY 2018 to accommodate these more in-depth discussions. This schedule will come back to Council in September 2016.

Finally, the City manager is assessing what topics or departmental activities can and/or should be reported more regularly to Council and on what schedule; and will discuss this further with the Executive Team. A final off-agenda report will be given to Council with the results of that discussion.

**Bicycle Patrols:** *What is the plan to maintain and/or increasing them?*

The Police Chief is constantly assessing how and on what schedule we can maintain the bike patrols Downtown and along Tennyson. Adding any other areas at this time is problematic and not easily done given the numbers of our sworn staff. However, we are continually reviewing what is possible. Staff is very well aware that the bike patrols are a valued program by the entire community and that almost everyone would like to see more of them in other areas of the community.

**Timely Notice of Events:** *Council wants more direct, timely, and personal notification of City and community events.*

Staff is reviewing some software and calendaring tools that might assist in accomplishing this including how we might partner with community advocates to publish, populate, and maintain a robust community calendar. In the meantime, the City Manager's Office continues to review internal procedures to assure that Mayor and Council know as soon as the City Manager's Office knows about important upcoming internal and community-driven events.

The City's web site will eventually include some version of the community calendar and is already more informative than in the previous version. Please see "View Calendar of Events" on the City's home page (<http://www.hayward-ca.gov/discover/calendar>).

**New WEB Site:** *Provide More "Dashboards" for Council and Community.* This will occur as we move through the process of fully implementing the new WEB site. Staff was slowed in this effort with the loss of the Communications & Marketing Officer. However, we now have a contract in place with Rolling Orange to assist staff in making headway on full, robust implementation, including "dashboards"; and as reported earlier in this document, the City manager is moving through the recruitment for re-filling this key position. Once that occurs, we will be able to again make much more rapid process on things like this.

**Misc:**

- *Improve the appearance of overpasses within Hayward, particularly Tennyson over I-880:* Staff will increase efforts to accomplish this. Unfortunately, CalTRANS' willingness to do this is much more focused on new roads and freeways. However, we will continue to partner with them and to identify ways to accomplish this task wherever we are engaged in a new project with them related to I-880 or I-580.
- *Expand the mural program to include AT&T utility boxes:* Unfortunately, we have been unable to make any headway on this issue and it is not expected any will be gained in the future. AT&T has a universal policy that no one paints or touches their utility boxes.
- *South Hayward Family Services Center: When will Council get a report on this and what actions will they be asked to take:* Staff will be preparing a report on this issue no later than

an early meeting in September. Some issues, among others, that might be included in that report are:

- Update on project development
- On-going governance membership and structure
- Funding gap
- Program focus and resulting tenants/partners
- Project ownership
- Facilities design
- Program design