

Dear City Manager McAdoo,

As you are well aware, the Hayward Community, and our entire nation, has been in a period of deep reflection about how we structure public safety and public services for many months now. This reflection has created an opportunity for innovation and transformation of our public services. In Hayward, recent surveys, stakeholder conversations and City reports bring together many diverse ideas and perspectives on this issue.

While there are many ideas to explore, understand, and develop, we see one important point of consensus that has already emerged from those discussions. **We, as a community, rely too heavily on armed response from our police force to address issues that go beyond the scope of traditional policing.** Because of the widespread agreement on this point, we strongly recommend implementing an alternative response infrastructure in the upcoming fiscal year. We are issuing this letter as a means of articulating our support and inviting internal and external dialogue and action regarding this idea.

As such, we offer the following approach:

1. Identify up to three high volume call for service categories for which an alternative response may be more efficient and effective than a traditional enforcement approach.
2. Identify the different skill sets needed to respond to these types of calls.
3. Identify the minimum staffing level and schedule that would enable a new type of response to these call categories to be implemented on a trial basis.
4. Transition the HPD non-emergency line (510-293-7000) into a 311 call line that is answered by the City's existing dispatch center.
5. Evaluate what technology, training and staffing will be needed in the dispatch center to support deployment of these changes.
6. Build funding for the new model into FY22 budget as an 18-24 month trial with the goal of fully staffing and launching the trial in calendar year 2021.
7. Develop a data system to track the effectiveness of the trial program so it can be properly evaluated at the end of the trial period.

We acknowledge there are other approaches to be explored in addition to this one. Our shared goal is to build on what is working in our police department as well as to update and transform how we provide service to the Hayward Community. We feel that this area of broad consensus is the best place to begin that effort. So, let's get to work!

Thank you for your consideration.

Al Mendall
Hayward Council Member

Sara Lamin
Hayward Council Member

Angela Andrews
Hayward Council Member Elect