



CITY OF HAYWARD

Hayward City Hall
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Cover Memo

File #: CONS 22-215, **Version:** 1

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.

ATTACHMENTS

- Attachment I Staff Report
- Attachment II Resolution
- Attachment III Federal Engineering Data Analysis Scope of Work