



CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

Cover Memo

File #: WS 21-046, **Version:** 1

DATE: December 7, 2021

TO: Mayor and City Council

FROM: City Manager

SUBJECT

2021 Resident Survey Results: Presentation of 2021 Biennial Resident Satisfaction Survey Results

RECOMMENDATION

That the Council receives a presentation and provides comments on results from the 2021 Resident Satisfaction Survey conducted October 5, 2021, to October 17, 2021.

SUMMARY

The updated Resident Satisfaction Survey was prepared by Fairbank, Maslin, Maullin, Metz & Associates (FM3), of Oakland, California, and deployed between October 5, 2021 and October 17, 2021. The survey measures public opinion on the quality of life in Hayward, delivery of municipal services, service priorities, and level of support for one approach to raise additional revenue for new and expanded City responses to homelessness. Staff is requesting Council feedback on the findings.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	FM3 Scope of Work
Attachment III	2021 Biennial Resident Satisfaction Survey