

Public Facilities & Services Element

Program	Description	Responsible Departments	Implementation Timeframe	Status	2025 Update	Strategic Priority
PFS-1: Capital Improvement Program	1. Capital Improvement Program. The City shall annually review and update the Capital Improvement Program to ensure adequate and timely provision of public facility and municipal utility provisions. <i>[Source: Existing City Program] (MPSP/FB)</i>	Public Works – Engineering and Transportation, Public Works-Utilities and Environmental Services	Annual	Ongoing	Public Works & Utilities staff updates City's Capital Improvement Program annually.	
PFS-2: Water Conservation Programs	2. Water Conservation Programs. The City shall regularly develop cost effective conservation programs that decrease water use. <i>[Source: New Program, City staff] (MPSP)</i>	Public Works-Utilities - Environmental Services	Ongoing	Ongoing	Hayward offers conservation programs such as free water-conserving devices and rebates for smart irrigation controllers, rain barrels, and turf replacement. Also offered are free water wise landscape classes throughout the year and water education programs for schools.	
PFS-3: Public Use Telecommunications Systems and Services Plan	3. Public Use Telecommunications Systems and Services Plan. The City shall prepare a plan for the incorporation and accessibility of state-of-the-art, attractive telecommunication systems and services for public use in public buildings and support the development of internet-connected informational kiosks in public places and streetscapes. <i>[Source: New Program, City staff] (MPSP)</i>	Information Technology	2017-2019	Not started	The City has not begun this program due to limited staff and fiscal resources, along with other City priorities.	
PFS-4: Requirements for Telecommunication Technologies in New Planned Development.	4. Requirements for Telecommunication Technologies in New Planned Development. The City shall prepare an ordinance to establish requirements for the installation of state-of-the-art internal telecommunications technologies in new planned developments and office and commercial developments. <i>[Source: New Program, City staff] (RDR)</i>	Development Services	2017-2019	Complete	In 2019, the City passed a Dig-Once Ordinance and Policy that requires public right-of-way excavation projects that have a trench length of at least 300 feet to install conduit for utilities, including communications. Joint Trench installations are standard practice for all major new residential, commercial, and industrial development projects. Open trench utility installations exceeded 300 feet in length are reviewed Public Works for compliance with all City Municipal Ordinances. Various Internet Services Providers have been permitted to expand their fiber optic network within the City's ROW. CIP projects like the Mission Blvd Corridor Projects included installation of empty conduits for potential use by providers. These efforts meet the intent of this program. Lastly, in 2025, the City has prepared the guidelines and standard details for the trenchless construction methods.	
PFS-5: Construction and Demolition Debris Recycling Ordinance	5. Construction and Demolition Debris Recycling Ordinance. The City shall revise the Construction and Demolition Debris Recycling Ordinance to be consistent with the processing capabilities Alameda County transfer stations and waste facilities. <i>[Source: New Program, Climate Action Plan] (RDR)</i>	Public Works-Utilities and Environmental Services	2017-2019	Complete	Construction and Demolition Debris Recycling Ordinance was updated in 2017 and is available at: https://www.hayward-ca.gov/services/city-services/construction-and-demolition-debris-disposal . These efforts meet the intent of this program.	
PFS-6: Rainwater Harvesting and Greywater Systems	6. Rainwater Harvesting and Greywater Systems. The City shall study the feasibility of amending the City's building and development codes to encourage rainwater harvesting and greywater systems. Based on findings from the study, the City shall prepare and submit recommendations to the City Council to amend the building and development codes as necessary. <i>[Source: New Program, Climate Action Plan] (PSR)</i>	Public Works-Utilities and Environmental Services, Development Services	2017-2019	Complete	Staff is continuing to implement the Bay-Friendly Water Efficient Landscape Ordinance, and provide rebates for rain barrels. Staff also coordinated a water-wise classon installing rain barrels in November 2025 (see also CAP Action WW-1.12).	

PFS-7: Underground Utility Ordinance	7. Underground Utility Ordinance. The City shall prepare an ordinance that establishes thresholds and requirements for private developers to underground utilities along the street frontage of their project site. <i>[Source: New Program; City Staff] (RDR)</i>	Development Services	2020-2040	Partially complete	Public Works requires underground utility distribution systems within land development and along street improvement projects for enhanced safety as per the municipal code SEC. 10-3.815 . This municipal code section primarily applies to subdivision projects. For other development types (e.g., commercial or industrial), undergrounding is typically evaluated and required on a case-by-case basis through discretionary conditions of approval, based on project scope, frontage improvements, and feasibility. As additional projects are processed, the City may consider developing a standalone ordinance to better define thresholds and standardize requirements.	
SW-1.1: Purchase recovered organic waste products	8. CAP Action SW-1.1. Adopt procurement policies to comply with SB 1383 requirements for jurisdictions to purchase recovered organic waste products. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Partially complete	Program is in progress. Staff has updated the environmental preference purchasing policy (EP3) to comply with SB 1383, including paper procurement requirements. Staff also continues to host compost giveaways and is devising new ways to use the compost and mulch requirement, including compost hubs, and working with HARD to use material.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.2: Continue to regulate haulers collecting organic waste	9. CAP Action SW-1.2. Continue to implement exclusive hauling agreement with Waste Management of Alameda County (WMAC) that regulates haulers collecting organic waste, including collection program requirements and identification of organic waste receiving facilities. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff is continuing to fulfill this program.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.3: Continue to implement edible food recovery ordinance	10. CAP Action SW-1.3. Continue to implement edible food recovery ordinance for edible food generators, food recovery services, or organizations that are required to comply with SB 1383. Ordinance requires all residential and commercial customers to subscribe to an organic waste collection program and/or report self-hauling or backhauling of organics. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff continues to partner with StopWaste and Alameda County Health Department to fulfil this program.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.4: Charge fee for incorrectly sorted materials	11. CAP Action SW-1.4. Implement enforcement and fee for incorrectly sorted materials with sensitivity to shared collection. Utilize funding to implement programs and efforts to increase communitywide organic waste diversion. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff works with WMAC to implement enforcement for sorting materials in bins through the franchise agreement. WMAC has cameras in their trucks that check for contamination. Residents and businesses who do not correctly sort their bins receive a warning and get a fee if warnings continue.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.5: Conduct SB 1383 outreach with food organizations	12. CAP Action SW-1.5. Work with StopWaste to conduct targeted outreach with food recovery organizations, generators, haulers, facilities, and local agencies to promote strategies to implement requirements of SB 1383. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff is collaborating with StopWaste on outreach.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.6: Encourage employee sorting and organics diversion education	13. CAP Action SW-1.6. Encourage businesses to educate their employees about organic waste diversion and proper sorting annually by providing training resources and rebate programs to fund employee time for training. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff coordinates with StopWaste and WMAC to send resources to businesses. Additionally, the City has a Recycling Fellow that works with WMAC staff to offer trainings on-request to businesses on proper sorting and organic waste diversions.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.7: Partner to implement SB 1383	14. CAP Action SW-1.7. Partner with local community organizations, public agencies like StopWaste and businesses to implement all required activities under SB 1383. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff is partnering with the necessary organizations to comply with SB 1383.	Champion Climate Resilience & Environmental Justice (CP1)

SW-1.8: Provide free compost bins to low-income communities of color and elderly households	15. CAP Action SW-1.8. Provide free compost bins and kitchen-top food waste containers to low-income communities of colors and elderly households in order to increase compost participation. Evaluate opportunities to have a community compost hub that is easily accessible to disadvantaged neighborhoods. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff gives out free compost bins at city-wide events such as the Downtown Hayward Street Parties. Staff is in the process of establishing a compost hub at the Hayward Community Gardens.	Champion Climate Resilience & Environmental Justice (CP1, CP6)
SW-1.9: Work with multi-family property owners	16. CAP Action SW-1.9. Establish relationships with multi-family property owners/managers to develop signage for their properties. Present at Homeowner Associations in Hayward annually and provide supplies and education for proper sorting. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	The City has a Recycling Fellow that works with WMAC staff to offer proper sorting trainings on-request that are open to multi-family properties and HOAs.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.10: Establish an edible food recovery program	17. CAP Action SW-1.10. Establish an edible food recovery program to minimize food waste. Leverage CalRecycle supports projects that prevent food waste or rescue edible food. Partner with existing food pantries like CSUEB, South Hayward Parish to identify and advertise locations for surplus food to be taken in the community. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff in the City Manager's Office helped coordinate setting up edible food recovery efforts in 2024. City of Hayward's webpage continues to display food recovery lists, food rescue facilities.	
SW-1.11: Work with hauler to review contamination, label bins, and monitor consumer behavior	18. CAP Action SW-1.11. Work with contracted hauler to: - Provide quarterly route reviews to identify prohibited contaminants potentially found in containers that are collected along route. - Clearly label all new containers indicating which materials are accepted in each container, and by January 1, 2024, place or replace labels on all containers. - Develop and implement a comprehensive monitoring and quality control program with a focus on consumer behavior change. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	The City has an agreement with Waste Management of Alameda County (WMAC) to work on this program. WMAC has cameras on their vehicles to monitor compliance and prohibited contaminants. Existing containers are labeled and new and replacement containers are also labeled.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.12: Fund edible food recovery organizations	19. CAP Action SW-1.12. Work with local organizations, StopWaste, and investigate various funding/grant opportunities to fund edible food recovery organizations so they can expand and handle increased volume. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Not started	Due to staffing constraints, Environmental Services continues to not actively investigate and apply for grants on food recovery.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.13: Partner with schools to create waste diversion plan	20. CAP Action SW-1.13. Partner with schools, retirement communities, and other large institutions to create waste diversion and prevention program/procedure/plan. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	The Go Green Initiative has been working with HUSD schools to create Green Teams and implement waste diversion and prevention programs. City staff has occasionally worked with Go Green. Staff also worked with Chabot JC in 2025 to expand their recycling program.	Champion Climate Resilience & Environmental Justice (CP1)
SW-1.14: Evaluate edible food reuse infrastructure in Hayward	21. CAP Action SW-1.14. Partner with StopWaste to conduct a feasibility study and identify next steps to ensure edible food reuse infrastructure in Hayward is sufficient to accept capacity needed to recover 20% of edible food disposed of within Hayward. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	StopWaste conducts the Alameda County Waste Characterization Study and coordinates next step efforts with the jurisdictions.	Champion Climate Resilience & Environmental Justice (CP1)
SW-2.1: Continue to implement ORRO	22. CAP Action SW-2.1. Continue to implement the Organics Reduction and Recycling Ordinance (ORRO) adopted in November 2021 in alignment with the Countywide ORRO ordinance. Support StopWaste and County Environmental Health in the enforcement of the ORRO within the City. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff is continuing to implement the Organics Reduction and Recycling Ordinance.	
SW-2.2: Review and incorporate new circular economy bills	23. CAP Action SW-2.2. Review recent circular economy bills signed by the governor (i.e., SB 343, AB 881, AB 1201, AB 962, AB 1276) and incorporate requirements into hauling agreements, and municipal codes for full-service restaurants and local manufacturing businesses. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff continually reviews all legislation relevant to waste management and sustainability and updates hauling agreements and municipal codes as needed.	

SW-2.3: Continue to enforce Hayward Construction and Demolition Debris Recycling Ordinance	24. CAP Action SW-2.3. Continue to enforce the Hayward Construction and Demolition Debris Recycling Ordinance. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	City staff continues to enforce the Hayward Construction and Demolition Debris Recycling Ordinance to eligible building permits.	Champion Climate Resilience & Environmental Justice (CP1)
SW-2.4: Adopt citywide Zero Waste Goal	25. CAP Action SW-2.4. Adopt a citywide Zero Waste Goal and develop a Zero Waste Strategic Plan to increase diversion from the landfill by 85% 2045. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Not started	The City has not begun this program.	
SW-2.5: Require a waste management team for large events	26. CAP Action SW-2.5. Create a requirement for large events to hire an event waste management team. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Partially complete	Currently all event permits have certain solid waste requirements to which they must adhere. This program requiring large events to have an event waste management team can be explored in 2027-2028	
SW-2.6: Regularly revisit franchise agreement with WMAC to increase diversion	27. CAP Action SW-2.6. Regularly evaluate and update new franchise agreement with Waste Management of Alameda County to meet SB 1383 requirements and to implement new components to further divert waste from landfills. Work with WMAC to determine data necessary to meet zero waste goals and establish protocol for regular collection and reporting of associated metrics. Identify dedicated staff responsible for this. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	Annual	Ongoing	Staff continues to regularly evaluate and update the franchise agreement to meet state requirements and local zero waste goals.	Champion Climate Resilience & Environmental Justice (CP1)
SW-2.7: Implement a fee for single-use food ware	28. CAP Action SW-2.7. Require food service providers to implement a fee for single-use food ware. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Partially complete	Staff presented a report on this Program to the CSC in September 2023. Community engagement is needed before drafting an ordinance.	
SW-2.8: Conduct multi-lingual and multi-cultural education on waste diversion	29. CAP Action SW-2.8. Partner with StopWaste to conduct targeted, multi-lingual, culturally appropriate, and geographically diverse waste prevention educational and technical assistance campaigns based on outcomes of a waste characterization study (WCS). Such as food waste prevention, edible food recovery strategies, proper storage, how to fix clothes/electronics, how to donate, reusable alternatives, effects of over consumption, sustainable consumption habits, buying second hand, buying durable, sharing, repurposing. Continue to conduct outreach regarding AB 1276 to full-service restaurants. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff provides waste prevention education through educational articles published in the City Leaflet newsletter. City partnerships with WMAC and StopWaste also provide multi-lingual waste prevention education through their marketing efforts. The City website is in the process of being revamped and the new version will include an updated webpage with information on waste prevention.	Champion Climate Resilience & Environmental Justice (CP1)
SW-2.9: Monitor participation in residential recycling programs	30. CAP Action SW-2.9. Continue to work with StopWaste and haulers to monitor participation in residential recycling programs, create education materials for the community, provide technical assistance to business to implement mandatory recycling, and identify other opportunities and means to promote zero waste efforts. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff continues to partner with StopWaste and haulers to encourage zero waste habits to the public. WMAC and Tri-CED provide city with collection information on residential recycling.	Champion Climate Resilience & Environmental Justice (CP1)
SW-2.10: Promote extended producer responsibility	31. CAP Action SW-2.10. Work with StopWaste and the business community to design and promote extended producer responsibility such as take-back programs. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff is working with StopWaste to implement SB 54, the Plastic Pollution Prevention and Packaging Producer Responsibility Act. A report was presented to the CSC in May 2025. Staff also attend quarterly SB54 update meetings held by Stopwaste.	
SW-2.11: Conduct a consumption-based GHG inventory	32. CAP Action SW-2.11. Conduct a consumption-based GHG emissions inventory to understand the community's worst consumption habits and emission reduction potential and provide educational materials on a closed-loop circular economy. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Not started	The City has not begun this program.	

SW-2.12: Establish post-consumer recycled content requirements	33. CAP Action SW-2.12. Work with local businesses to establish post-consumer recycled content requirements that meet SB 343 recyclability claims as part of their purchasing criteria. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Not started	The City has not begun this program.	
SW-2.13: Establish pop-up repair cafes for easily repaired items	34. CAP Action SW-2.13. Partner with local organizations, schools, and libraries to establish pop-up repair cafes for commonly broken and easily repaired items. Partner with library to promote reuse by increasing accessibility to shared tools through a tool lending library. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Not started	The City has not begun this program.	
SW-2.14: Increase bans on "problem materials"	35. CAP Action SW-2.14. Based on existing StopWaste waste characterization studies and Litterati litter assessment, increase bans on "problem materials" (i.e., items without means of recycling or recycling markets, such as sale of polystyrene, plastic packaging, straws, plastics #4-7, mixed materials). Enforce the single-use plastic precheckout ban, by January 1, 2025, in alignment with SB 1046. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff has not begun this program. Staff is in the process of determining the implementation structure for enforcing SB 1046.	Champion Climate Resilience & Environmental Justice (CP1)
SW-2.15: Increase circular food economy	36. CAP Action SW-2.15. Explore funding opportunities to increase the circular food economy. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Environmental Services	2020-2040	Ongoing	Staff has not found funding opportunities on circular food economy.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.1: Continue to implement the Bay-Friendly Water Efficient Landscape Ordinance	37. CAP Action WW-1.1. Continue to implement the City's Bay-Friendly Water Efficient Landscape ordinance applicable to all land use types to decrease water consumption. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Utilities, Maintenance Services - Landscape	2020-2040	Ongoing	Hayward Municipal Code Chapter 10, Article 12, Bay Friendly Water Efficient Landscape Ordinance applies to all new development. Consistency with this Ordinance is assured on a project-by-project basis through the plan and permitting review process. Additionally, in 2025, staff also coordinated 11 water-wise landscape classes with an average class size of 20 participants.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.2: Enforce the Water Conservation Standards	38. CAP Action WW-1.2. Continue to implement and enforce the Water Conservation Standards within the Municipal Code via the Prohibition of Wasteful Water Practices Ordinance for households, businesses, industries, and public infrastructure. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Utilities	2020-2040	Ongoing	Staff continues to implement and enforce the Prohibition of Wasteful Water Practices Ordinance for households, businesses, industries, and public infrastructure. In 2025, 50 reports were responded through AccessHayward. Staff also responds to water waste reports submitted to the State as necessary. There were zero water waste reports submitted to the state in 2025.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.3: Track rebates and water devices distributed	39. CAP Action WW-1.3. Continue to implement rebate and water conservation device tracking system to track the number of rebates and water devices distributed. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Utilities	2020-2040	Ongoing	Staff continues to track the number of water conservation rebates and devices distributed to customers. In 2025, (48) 1.5 gpm showerheads, (38) 2.0 gpm kitchen aerators, and (40) 1.5 gpm bathroom aerators were distributed to Hayward customers.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.4: Continue the Recycled Water Program	40. CAP Action WW-1.4. Continue to implement the Recycled Water Program which includes expanding facilities if necessary to deliver recycled water to additional customers, working with customers to Completesite retrofits, connecting customers to the recycled water system, and ensuring customer deliveries. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Utilities	2020-2040	Partially complete	Hayward began deliveries of recycled water to more than 30 customers in March 2022 through its Phase 1 Program. Staff is developing a Recycled Water System Master Plan to identify potential upgrades to, and expansion of the recycled water system with an anticipated completion of Spring 2026.	Champion Climate Resilience & Environmental Justice (CP1)

WW-1.5: Continue to offer water conservation programs	41. CAP Action WW-1.5. Continue to offer water conservation programs to the community including educational programs like water education program for schools and water wise landscape classes as well as incentives like free water conserving devices, and rebates for rain barrels and turf replacement. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Utilities	2020-2040	Ongoing	Hayward continues to offer water conservation programs to the community including educational programs such as water education program for schools. In FY 24-25, the Earthcapades School Water Education Program was presented at 14 schools, 2 shows each, reaching a total of 6,033 students.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.6: Create water conservation education campaign	42. CAP Action WW-1.6. As part of the water conservation programs offered, implement a public education campaign that in addition to highlighting water conservation practices, with focus on low-income households with high utility bill burdens. <i>[Source: 2024 Climate Action Plan]</i>	Public Works & Utilities – Utilities	2020-2040	Not started	Staff will coordinate with other City departments to identify and target low-income, high-utility bill households. Conservation materials are available and accessible in multiple languages. Staff will be working to develop additional materials that will be available to all Hayward customer classes and income levels.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.7: Create multi-lingual and accessible water education materials	43. CAP Action WW-1.7. Ensure that water conservation educational materials, programs and outreach efforts are in multiple languages and accessible for low-income or disadvantaged communities.	Public Works & Utilities – Utilities	2020-2040	Not started	Conservation materials are available and accessible in multiple languages. Staff will be working to develop additional materials that will be available to all Hayward customer classes and income levels.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.8: Conduct outreach to low-income communities and elderly households	44. CAP Action WW-1.8. Perform targeted outreach to low-income communities and elderly households to provide free water conservation devices and aid disadvantaged community members in obtaining available rebates for water conservation devices.	Public Works & Utilities – Utilities	2020-2040	Not started	Staff will coordinate with other City departments to identify and target low-income and elderly households, and disadvantaged communities. Conservation materials are available and accessible in multiple languages. Staff will be working to develop additional materials that will be available to all Hayward customer classes and income levels.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.9: Support equitable installation of water saving devices	45. CAP Action WW-1.9. Partner with programs such as Green House Call or other similar programs to support community members with installation of water saving devices with a particular focus of support for low-income, elderly, or disadvantaged elderly residents.	Public Works & Utilities – Utilities	2020-2040	Not started	Public Works staff is coordinating with other City Departments to identify and target low-income, elderly, and disadvantaged community members to ensure the availability of water-saving devices by request through the water conservation program.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.10: Advance commercial and industrial water recycling	46. CAP Action WW-1.10. Continue to coordinate with commercial and industrial customers including the Hayward Area Recreation and Park District and the Hayward Unified School District to advance water recycling programs.	Public Works & Utilities – Utilities, Maintenance Services – Landscape	2020-2040	Ongoing	Recycled water is currently being delivered to a number of Hayward Area Recreation and Park District, and Hayward Unified School District sites for irrigation purposes through Hayward's Phase 1 Recycled Water Project. Staff is developing a Recycled Water System Master Plan with an anticipated completion of Spring 2026, to evaluate potential water quality needs and expansion of the system to deliver recycled water to additional commercial and industrial customers. Staff also continues to coordinate with both districts in pursuit of potential recycled water opportunities.	Champion Climate Resilience & Environmental Justice (CP1)
WW-1.11: Develop a Recycled Water Master Plan	47. CAP Action WW-1.11. Develop a Recycled Water Master Plan to assess the feasibility of expanding the recycled water system and establish a roadmap for a recycled water expansion program. The plan will identify the locations available for recycled water use, the capacity needed to fully replace potable water use at identified locations and establish a schedule for potable water replacement with recycled water for appropriate applications.	Public Works & Utilities – Utilities		Partially complete	Staff is developing a Recycled Water System Master Plan with an anticipated completion of Spring 2026, to evaluate potential water quality needs and expansion of the system to deliver recycled water to additional commercial and industrial customers.	Champion Climate Resilience & Environmental Justice (CP1, FP13)
WW-1.12: Promote gray water and rainwater collection	48. CAP Action WW-1.12. Promote the use of on-site gray water and rainwater collection systems.	Public Works & Utilities – Utilities	2020-2040	Ongoing	Staff is continuing to implement the Bay-Friendly Water Efficient Landscape Ordinance, and provide rebates for rain barrels. Staff also coordinated a water-wise class on installing Rain Barrels in November 2025.	