

City Manager Responses to Tom Butt Year-End Report

Items From Tom Butt Year-End Report	City Manager Responses
<p>Disappointments</p> <p>I do not believe the Planning Department has found the appropriate balance between encouraging economic development projects and providing the project quality and legal process demanded by residents, thus resulting in litigation and delays of several projects. There are several examples where developer and citizenry, alike, feel their interests were poorly served. The City's reputation has suffered, and I think we can and should do much better.</p>	<p>I am gratified to offer the following comments, which, as you might guess, do not fully concur with [Butt's] observations.</p> <p>The role of the Planning Department is detailed on the City's web site: www.ci.richmond.ca.us/~planning. In broad terms, our function is to implement the City's General Plan policies (that are reviewed and approved by the City Council), by processing all development proposals in accordance with State planning, zoning, and subdivision laws and local enabling ordinances (also reviewed and approved by the City Council. Other Federal, State, and Regional agencies also exercise control over local land use decisions through their regulatory authority. These include, but are not limited to: U.S. Fish and Wildlife Service, Department of Fish and Game, and the Bay Conservation and Development Commission. Our charge is a balancing act that is required to take into account this myriad, and sometimes conflicting, set of rules and legislations to result in a recommendation to a decision-making body. Staff neither approves nor disapproves projects. Rather, this function is entrusted to elected and appointed officials. Planning staff only serves in an advisory capacity in this arena.</p> <p>As to "litigation and delays" (presumably referring to appeals), it is the right of any aggrieved person to file an appeal of a decision from a board or commission to a higher level of review. After exhausting all administrative remedies (i.e., a final appeal to the City Council), the individual also has the right to challenge a decision in court. Inherent in large and controversial projects is opposition and disagreement because no land use decision is ever fully supported by at least some segment of the constituency. This results in appeals and lawsuits. Planning staff has little or no control in these circumstances. It is unfair to interpret these events as a consequence of inferior public service or lack of attention to land use regulations or due process.</p>

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<p>Disappointments</p>	<p>Additionally, "several examples" of developers or residents who feel "poorly served" by this Department may in fact be an excellent ratio when one considers the hundreds of permits we process {while taking into account the complexity of many of these permits), customers we assist at the zoning counter, and responses provided to written and telephone communications. In my professional experience, I have observed that it's always easier to complain about the City's process or decision than to compliment a job well done.</p> <p>Finally, on a positive note, timely planning approvals of major projects during 2001 resulted in the finalization of the Phase I Transit Village Plan, parcelization of the DiCon and BayWest campuses, and Design Review approval of the Parkway Commerce Center {albeit, challenged in litigation by citizens from San Pablo) .Each of these projects followed due process and received approvals from the Design Review Board, Planning Commission, and City Council in compliance with the General Plan, Specific Plan {if applicable) , and implementing ordinances.</p>
<p>A number of economic development initiatives continue to lag, including Marina Bay Village, Terminal 1, the Ford Building and Point Molate.</p>	
<p>Implementation of a solution to the Wastewater Treatment Plant problem continues to lag.</p>	<p>With the selection of U.S. Filters to operate the treatment plant, discussions are currently ongoing with company officials, City staff, and union bargaining units regarding the transition of employees and other operational issues.</p>
<p>Citizens continue to complain about the City's efforts in nuisance abatement, street sweeping, infrastructure maintenance and community policing.</p>	<p>The City Manager’s elevation of the former Office of Neighborhood Services to division status under the new Community Affairs Division designation was intended to consolidate under “one-roof” all of the former bifurcated functions, in various City departments, with some responsibility for nuisance abatement. This continues to be a work in progress, with several computerized features to be added including a compliant tracking system, 24-hour response for litter, debris and graffiti, and the provision of upgraded field equipment for staff to enter work order requests and other request for services from the field.</p> <p>Despite the initial delays in implementing the comprehensive citywide street sweeping, program implementation is currently underway, with the Council</p>

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<p>Disappointments</p>	<p>authorization of \$680,000 for purchase of street signs, and several neighborhoods currently participating in a pilot project to fine tune the collaboration and coordination of the lead units for this function, which includes the Police Department, Community Affairs Division, Information Technology-GIS, in addition to the Public Services-Streets Department. The street signs are on order, and as you may recall, the City Council approved a recent contract with Bayhawk, Inc., for sign installation work. This activity is ongoing.</p> <p>The City Council in November 2001, held a study session with the Police Department in which the Police Chief presented the Council and public updated information regarding several functional and operational changes intended to expand community policing, with an emphasis on assigning additional human resources in the field utilizing four neighborhood-based command centers.</p>
<p>Failure to hire a staff historic preservation professional, which was approved and appropriated by the City Council.</p>	<p>An allocation of \$60,000 was approved to hire a historic preservation professional under a professional services contract. Interviews were conducted by former Planning Manager Martin Jacobson, with a selection made. Execution of a final contract for services is currently pending.</p>
<p>Failure to hire an energy conservation manager.</p>	<p>Final selection has been made for an Energy Conservation Manager. A job offer has been extended, which if accepted, it is anticipated the new Manager will be on board in March 2002.</p>
<p>I am greatly concerned about the projected deficit and the hiring freeze, although I am heartened to understand that the new deputy city manager position now being recruited will effectively replace the critical community development director position. I remain, however, concerned that delays in filling critical positions needed for capital project management, historic preservation, and planning could significantly impact our economic development and quality of life initiatives. I believe we would be in much better shape on the revenue side if we had relentlessly pursued the Series 200 and 300 initiatives, not coddled Chevron with respect to their property tax assessments and moved years ago to reform the Chevron utility tax loophole.</p>	

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Disappointments	
<p>I am also disappointed that the majority of items in the list of <i>Three-Year Goals and Strategic Objectives - Six Month Strategic Objectives</i> appear to be either behind schedule or abandoned. See the table below for details.</p>	<p>Staff is in the process of preparing a current status for each of the three-year goals and objectives. The report is being prepared for use and reference at the upcoming Council/Staff planning and goal setting retreat, now tentatively scheduled for March 23, 2002. You will note however, that some responses have been included as a part of this report.</p>

From September 12, 2000 Goals and Objectives Status Report

What	Latest target Date	Status	City Manager's Response
Obtain design approvals for the Marina Bay Northshore Commercial Village	11/30/00	Behind schedule	
Ensure completion of the DDA for the Ford Building	11/30/00	Behind schedule	
Present to the Council, Design Review Board, Planning Commission, Neighborhood Councils and the public the process, consistent with the General Plan and including role clarity, to facilitate development of present and new construction (What does this mean in English??)	12/31/2000	Behind schedule	
Begin the implementation of computerized building and planning permits and business licenses	12/31/2000	Behind schedule	<p>This is currently being created internally through the SAP System. We have also received a proposal from HdL, Sue on business license software. The goal is to have both programs implemented by the second quarter of 2002.</p>
Develop a milestone chart for each component of the GIS to include software identification and procurement and data collection for full implementation	12/31/2000	Substantial progress has been made.	<p>The GIS project is fully underway. There is a project plan with 275 defined tasks with timelines and resources allocated. In SAP, we have established 12 work breakdown structures that correlate with the project plan for tracking of the financial components. Both of these items are available at all times for review by Councilor internal City staff through SAP</p>

			or in the project folder located on the Public directory for the City.
Develop background information for the public and a public participation plan that will be implemented beginning January 2001 to obtain information about the community's capital improvement priorities	10/31/2000	Behind schedule	
Formulate and recommend to the City Manager establishing a Mello-Roos district for Seacliff Estates	12/31/2000	The date slipped due to appeals, litigation, and the developer's own mistakes. But once the project was approved, the City Council acted with dispatch. Ironically, this appears to be the only thing on the list that is moving as fast as possible.	On September 25, 2001 City Council approved the financing team consisting of EJ de La Rosa, Underwriter; Marilyn Garcia, Bond Counsel; and Lofton & Jennings, Disclosure Council. We are awaiting the developer's acknowledgment to proceed in conjunction with the construction schedule.
Formulate and present to the City Manager establishing a Mello-Roos district for Brickyard Cove	8/31/2000	Behind schedule	A meeting was held with Brickyard Cove Association on numerous occasions. The Association does not have full property owner consensus to proceed nor have made a deposit, as requested by staff, to pay for the consultants necessary to establish a Mello-Roos district. Staff is on hold until Brickyard Cove Association makes a request to proceed and places a deposit with the City of Richmond
Hire a consultant to assess shoreline amenities and opportunities and to work with the Shoreline Project Team to develop a Shoreline Strategic Marketing Plan.	10/15/2000	Behind schedule but in progress	
Complete a plan for terminal 1 cleanup and submit to the State for approval	June 15, 2000	Behind schedule but in progress.	
Develop a program to give recognition for implementing the Bay Trail	12/31/2000	Behind schedule, but progress has been made, primarily due to the efforts of a community organization, TRAC.	
Propose to the City Council amendments regarding blight control and abatement for implementation by July 1, 2000.	10/31/2000	Behind schedule	

Develop and recommend to the City Council an ordinance amendment to expedite the removal of illegally stored and inoperable vehicles, equipment and other community eyesores	10/31/2000	Behind schedule	
Working with the State, develop a program modeled on the Cal Trans program to recruit and give recognition to organizations for clean-up.	12/31/2000	Behind schedule	
Develop and implement a computerized tracking and code enforcement system for anti-blight management	12/31/2000	Behind schedule	A complete complaint tracking system have been developed leveraging the SAP system. Internal staff has finished configuration of SAP and will begin training Community Affairs personnel on Tuesday, January 22, 2002. The solution also includes the use of the Mapped based product developed for Public Services to simplify the end user processing and reduce training efforts. This will be fully operational for Community Affairs for Complaint Tracking as of Wednesday, January 24, 2002. This solution can grow to include many components inherent to Code Enforcement, Abatement and Anti-Blight processes.
Prepare a work plan for Phase II Anti-Blight Process Improvement (What does this mean??)	12/31/2000	Behind schedule	
Develop a recommendation for a reward or incentive system to discourage illegal dumping and present to the City Council for their consideration	12/31/2000	Behind schedule	
Create and implement four multi-agency Public Safety Teams focused on citywide crime prevention and public activities, including awareness.	12/31/2000	Behind schedule	
Have a living wage plan for consideration by City Council	12/31/2000	Behind schedule but completed.	
On a related note, I would like to see a comprehensive report and update on the Government Efficiency Project. The information on the City's website at http://www.ci.richmond.ca.us/~goveff/ is over three years out of date. I am curious if this effort has really paid off, what effect it has had on City revenue and expenses, what the status is of all the Series 200 and 300 initiatives, and what remains			The City Manager has directed staff to review the Series 200 and 300 in conjunction with the various budget deficit reduction strategies currently being implemented. This information will be shared with Council, as part of the upcoming sessions planned for review of the FY02-03 and 03-04, two-year budget.

<p>to be done. My review of the Series 200 and 300 initiatives indicates that many have not yet been implemented.</p>			
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Objectives for the year 2002.

Item	City Manager's Response
<p>1. Implement state of the art one-stop, smart permitting procedures.</p>	<p>Proposals have been received for provision of a computer-based, one-stop, smart permitting system and are currently under review. The City's Building Regulation Division and the Information Technology Division are the lead for this activity. A recommendation from staff will be presented to Council for vendor selection in Spring 2002.</p>
<p>2. Enforce the weed abatement ordinance.</p>	<p>This is Section 9.50 (Weed and Rubbish Abatement) of the Richmond Municipal Code. The City's Community Affairs Division and the Public Services Department have the lead responsibility for implementation/enforcement, along with assistance, as required from the City Attorney's Office. Staff will schedule this item for discussion/review by the Council's Public Safety and Services Committee regarding current abatement/enforcement activities.</p>
<p>3. Amend the Zoning Ordinance to provide better procedures and more options for conditional use permits for liquor sales.</p>	<p>Will require City Council action to fully implement. Staff will schedule for discussion in follow-up. This activity should be considered in conjunction with the upcoming General Plan Update.</p>
<p>4. Fully implement the procedures for requesting conditions from ABC for liquor license transfers.</p>	<p>This activity has been implemented, but continues to be monitored on an ongoing basis.</p>
<p>5. Make GIS available in the Internet.</p>	<p>We are currently constrained by the acquisition of Software and Hardware to complete the rollout of GIS availability on the Internet. To counter this constraint, the GIS team has contacted two development and web-hosting vendor to look into the feasibility of developing an interim solution or start development of the long-term solution immediately. Our target date for the project is to provide Internet Access to GIS by the end of March. This was the date established</p>

	<p>at the beginning of the project in December. The project team feels confident that they will meet this date.</p>
<p>6. Fully implement an effective street sweeping program, integrated with vehicle tows and garbage collection schedules.</p>	<p>This project activity is in its full implementation phase, that is, the City Council has approved \$600,000-plus dollars for purchase of street signs, approved a contract with BayHawk, Inc., for installation, and authorized law enforcement to cite violators for obstructing street sweeping activities on the days posted. The Hawkins Traffic Safety Company has the purchase request to provide by July 1, 2002, one-thousand L-brackets required for installation of the signs and the AllMac Signs Company has the purchase order to provide the “No Parking-Street Sweeping” signs.</p> <p>As you also know, meetings have been held with Republic Inc., regarding garbage collection days and eliminating conflicts with street sweeping activities on any given day. On a related note, full project implementation is underway in several southside neighborhoods, involving public notice and information, enforcement (ticketing, etc.) and coordination with Republic, Inc., to schedule garbage collection on a day different than on street sweeping days. The plan is to extend the program, citywide, by brining online neighborhood areas, as the street sweeping signs are installed and the public notice and information process has been completed. Periodic updates will be provided to the Council.</p>
<p>7. Design and begin implementation for funded portions of the Richmond Greenway.</p>	<p>The C.Y.C.L.E. Program has been designated as the lead agency for the City to develop the Richmond Greenway linear trail project. In July 2001, the Metropolitan Transportation Commission (MTC) awarded \$1.9 million in grant funds for the trail project. The funding allocation includes monies for planning and design, in addition to construction. Design work was well underway prior to the award of grant funds, with preliminary design information presented to MTC in its consideration of CYCLE’s grant request and application process. The CYCLE Program is currently preparing a project implementation time line, consistent with the grant and reporting requirements as agreed to with MTC.</p>

<p>8. Begin the process for a General Plan update.</p>	<p>Consistent with the request of Council, this item has been referred to the Rules and Procedures Standing Committee for follow-up action. The item has been placed on the agenda for the Committee's next meeting scheduled for Wednesday, February 20, 2002, 8:30 a.m., City Council Chambers. Staff will initiate follow-up as directed by a consensus of the Committee members.</p>
<p>9. Integrate the Ahwahnee Principles into the General Plan, and initiate neighborhood-based planning to create livable, walkable, self-sufficient neighborhoods with distinct identities.</p>	<p>This activity is underway. The City Council has approved proceeding with the process to incorporate the Ahwahnee Principles into the City's overall design review and planning processes. The Planning Department is spearheading this activity.</p>
<p>10. Prepare a Citywide historic resources survey and/or a historic preservation element of the General Plan.</p>	<p>As stated above, the process for update of the City's General Plan has been scheduled for the Rules and Procedures Committee on Wednesday, February 20th. It is being suggested that one of the recommendation, moving forward, include consideration of the addition of an Historic Preservation Element as part of the General Plan update process.</p>
<p>11. Complete application to remove Terminal 4 and portions of Terminal 3 and Point Potrero (Shipyards 3) Terminal from Port Priority designation.</p>	<p>On Tuesday, February 5, 2002, the City Council approved a resolution authorizing staff to file application with BCDC to amend the Seaport Plan to remove from "Port Priority Use" designation Terminal 4 and approximately 1.5 acres, including Sheridan Park, and the existing "Ferry Parking Lot" at the south end of Terminal 3. The application did not include Shipyards 3--Point Potrero Terminal.</p>
<p>12. Install state of the art audio-visual facilities in the City Council Chamber.</p>	<p>Cable staff met with the Finance, Administrative Services, and Economic Development Standing Committee on January 18, 2001, to make final recommendations for the Video Presentation System for the Council Chambers and have the Committee make final selections on a number of options. Following that meeting, and knowing that there were already power limitations on the Council Chamber and Cable Television Office, staff requested a power survey from Public Services. Because of the limited man-hours available, plans for the renovation of second floor took precedence, and we were told they would get to it as soon as possible. Construction soon began on the second floor, and Public Services personnel were unavailable.</p>

	<p>By April, 2001 we were informed that we would be moving out of City Hall and to start looking at putting the Council Chambers into the Bermuda Room. The initial concept was that we would be moving as early as Council's hiatus in August 2001; therefore, it was determined that it was not economically feasible to redo the electrical system when the building was going to be renovated.</p> <p>By May 10th, staff was meeting with space planners on moving the Council Chambers to the Bermuda Room, which over subsequent months, it was determined that it was too costly and still presented us with the same problems in power. During the following months, Cable staff worked with IT to assist with presentations whenever possible using a minimal amount of power consumption to avoid blowing circuits during meetings.</p> <p>Currently we are looking at a temporary low power consumption solution for presentations that will work while we are still in the current chambers for the next few months. Our plans for the new Council Chambers include installation of the Video Presentation System after we are moved in, in hopes of taking advantage of some of the FEMA monies left over from the purchase of the building.</p>
<p>13. Acquire the Adachi property and integrate it into the Richmond Greenway and the Baxter Creek restoration project.</p>	<p>Research is currently underway to sort out the numerous boundary issues associated with the Adachi property, portions of which are located in both Richmond and El Cerrito on the west side of San Pablo Avenue, where the border of both cities converge at the former abandoned Santa Fe rail right-of-way. The parcels involved in any acquisition of the Adachi property include parcel number 513-340-046, located in the city of Richmond and parcel number 513-340-059, located in the city of El Cerrito. Staff is currently in discussions with El Cerrito officials to obtain any documents or other information that will assist the process to move forward towards property acquisition.</p>
<p>14. Complete design and construction of the funded segments of the Bay Trail.</p>	<p>This activity is well underway and ongoing. Periodic updates will be provided to members of the City Council. Parks Superintendent Tony Norris is the lead City staff person, working in conjunction with TRAC.</p>

<p>15. Complete the open space study of the Point San Pablo peninsula.</p>	<p>In July 2001, the City Council approved an action to proceed with a study of the Pt. San Pablo peninsula. A series of meetings were conducted in the Fall 2001, with interested stakeholders including TRAC, EBRPD, Coastal Conservancy and City staff to discuss proceeding with what is being called the "Point San Pablo Peninsula Open Space and Reuse Feasibility Study." A total of \$180,000 in funding commitments for the study have been received from the Coastal Conservancy, EBRPD, the Muir Trust and the City. A draft scope of work is currently being developed for review. It has been stated that the study would take up to one year to complete. The City is the lead agency for this project activity.</p>
<p>16. Complete acquisition of Point Molate.</p>	<p>Harry Zimmerman, Director Base Closure Program Office, Naval Facilities Engineering Company provided the City Council an update on Pt. Molate on February 5th. Mr. Zimmerman highlighted some of the issues/actions required that could speed up the acquisition process. In addition, earlier this month the City Manager and Mayor Anderson participated in a series of meetings in Washington, D.C., with Navy officials regarding this matter. No firm time line can be developed for final acquisition, until the issue of site clean-up and the costs associated therewith, has been addressed to the satisfaction of the City. This activity is ongoing.</p>
<p>17. Complete the Shoreline Strategic Plan, the Civic Center Master Plan and the Plunge rehabilitation plan.</p>	<p>All of these activities are underway with work ongoing. Staff updated the City Council as part of February 5th, Port/RRA study session with regards to the Shoreline Strategic Plan. The Civic Center Master Plan is well underway, with a time line that calls for presentation to Council of the findings and recommendations in May 2002. The Plunge rehabilitation plan is being spearheaded by the "Save the Plunge Task Force." The Task Force has developed a "Programming and Renovation Schedule" which calls for completing the "bidding and contract" process by April 15, 2002; completion of preliminary design work by February 28, 2002; completion of construction documents by April 18, 2003; permanent structural retrofit work to commence by July 7, 2003; estimated construction period starting August 25, 2003 to November 26, 2004; and re-opening of the Plunge on or about November 29, 2004.</p>

<p>18. Fund the Plunge rehabilitation.</p>	<p>See No. 17 above; in addition, a final cost estimate for the Plunge rehabilitation is still pending. However, a sub-committee of the "Save the Plunge Task Force" has been tasked to work to raise funds, and identify and pursue other funding sources and opportunities. City Council action may be required for some funding recommendations.</p>
<p>19. Implement a blight elimination plan that meets with the approval of the citizens of Richmond.</p>	<p>A blight elimination plan has been developed and presented to the Chamber of Commerce membership and the Richmond Neighborhood Coordinating Council. The plan entitled, "The Anti-Blight Elimination Program," was prepared in 1998. Staff will proceed with an update to the plan and re-circulate it for public input and comments.</p>
<p>20. Implement Community Involved Policing in a way that meets with the approval of the citizens of Richmond.</p>	<p>In response to Vice-Mayor Butt's objectives for the year 2002 as stated on page 5, item 20 of the above-referenced document, members of the Police Commission are working with other citizens of Richmond on the Community Oriented Policing Subcommittee to formulate a community policing policy for Richmond.</p> <p>A policy is forthcoming within four months.</p> <p>A preview of the staffing for this new Community Oriented Policing Program will be available next week when the annual RPD assignments are revealed. Individual members of the Internal Affairs Unit are scheduled to staff the Iron Triangle Substation for extended hours beginning next week.</p> <p>After the policy is implemented, the Police Commission would have the authority under the existing ordinance to review the policy periodically for effectiveness and report any concerns regarding the execution of the policy to the Council by way of the Commission's Council liaisons.</p>
<p>21. Resolve the public access/Bay Trail challenge at the Chevron Long Wharf.</p>	<p>Staff is currently in discussions with TRAC regarding this issue, an update is pending from Parks Superintendent Tony Norris and will be provided to Council members.</p>

<p>22. Upgrade the operation of the City Clerk’s Office to conform to legal requirements and to provide state of the art service.</p>	<p>As you may recall, a Council study session was conducted in October 2001, in which a City Clerk consultant firm apprised the Council of the needs of the City Clerk’s Office in terms of records retention and management, automated management systems, adequate staffing, and staff training needs. The Council gave the “green light” to implement the recommendations contained in the consultant’s report. The City Clerk is now in the process of follow-up and will present to Council individual actions for approval for the various areas of need identified above. This activity is ongoing.</p>
<p>23. Hire an energy conservation manager and implement an energy conservation program.</p>	<p>A complete tracking system have been developed leveraging the SAP system. Internal staff has</p>
<p>24. Implement an automated, accessible complaint-tracking system.</p>	<p>finished configuration of SAP and will begin training Community Affairs personnel on Tuesday, January 22, 2002. The solution also includes the use of the Mapped based product developed for Public Services to simplify the end user processing and reduce training efforts. This will be fully operational for Community Affairs for Complaint Tracking as of Wednesday, January 24th, 2002.</p>
<p>25. Provide SAP training for City Council members.</p>	<p>A memo was sent to City Council on January 11' 2001 advising them that the first available time frame for training is in July 2002. W-Get date from Sue Hartman stating the date.</p>
<p>26. Implement small lot infill housing initiative, providing professionally designed, pre-approved prototypes for typical lot sizes.</p>	<p>Staff issued a Request for Qualifications (RFQ) to over 100 architectural firms to design functional, expandable, cost effective single-family homes for 25x100, 37.5x100, and 50x100 ft. lots. Approximately three designs per lot size will be developed and placed in a Plan Book. Building and Planning departments, and the Design Review Committee will preapprove the plans and specifications.</p> <p>The RFQs were due to the agency on September 13,2001. The agency received thirteen responses to the RFQ, but only twelve were timely. An interview panel was established, which included the City of Richmond's Building and Planning Officials, Housing Authority Executive Director, a private architect, and two City of Richmond housing staff.</p>

	<p>The panel selected seven respondents to submit Request for Proposals. All seven firms responded to the RFP and submitted proposals to complete the design work. The three highest-ranking firms were selected to develop the plans and a contract is being structured. Staff expects to bring the contracts to Council's February 4,2002 meeting for its review and possible approval.</p> <p>The firms will research and develop preliminary drawings, meet with a variety of community groups to obtain their thoughts on designs that best typify housing in their respective neighborhoods, and then complete the designs. The Plan Book will be completed in approximately three to five months.</p>
<p>27. Implement a computerized facility management system for public buildings.</p>	<p>The implementation of SAP for Public Services included a Facility Management System. All City-owned Facilities are currently in the system with over 500 work requests/work orders created against City Buildings to date. The expansion of Facilities is projected to include all inventory contained within the Facilities (e.g. computers, phones, desks, walls, lights, etc.) Included in the current functionality is preventive, ancillary , and responsive maintenance.</p>
<p>28. Begin construction of gateways.</p>	<p>This project is in its implementation phase, with the contract for the first gateway approved by the Council for construction on Cutting Blvd., at the I-80 Westbound Off-Ramp. The contractor will complete work in the second quarter of 2002. Staff will be seeking Council approval for a new contract with Vallier Design for the implementation phase to provide oversight and management for the other gateway statements to be installed, citywide.</p>
<p>29. Make substantial progress in eliminating graffiti.</p>	<p>Staff will present to the Council's Public Safety and Services Standing Committee within the next month several options representing "out-of-the-box thinking" to improve the ability of the City to prevent and abate graffiti, citywide. This could include an additional funding request from Council for implementation.</p>
<p>30. Make substantial progress in reducing celebratory gunfire.</p>	<p>An updated plan for 2002 is pending from the Police Department and will be presented to Council in a public forum (e.g. study session, Council meeting, committee, etc.)</p>

	<p>The City Council adopted Resolution No. 118-01 on July 31, 2001, establishing capital project administrative procedures. Work is underway to incorporate this resolution into the City's administrative process by developing and incorporating Resolution No. 118-01 into a new "Administrative Policy" to ensure compliance. The new Administrative Policy should be ready for distribution and incorporation in the administrative policy series no later than April 2002.</p>
<p>31. Fully implement management requirements for capital projects.</p>	<p>The first development effort for GIS over the Internet will be the placement of all Capital Improvement Projects on the Internet. This will include details on each project with dates</p>
<p>32. Make the pavement management ratings and replacement/maintenance schedules available on the Internet do citizens can find out when, if ever, their streets will be improved.</p>	<p>The first development effort for GIS over the Internet will be the placement of all Capital Improvement Projects on the Internet. This will include details on each project with dates</p>
<p>33. Improve system for performance evaluations of staff.</p>	<p>The City Manager currently requires the submission of monthly reports from department heads and other key division managers. This affords the City Manager the ability to evaluate the work of key managers on an ongoing basis, as well as using the reports as a management tool for determining resources allocation; goal attainment; and for use in annual evaluation of managers. In addition, already in place is an administrative requirement that any request for a salary adjustment or merit increase be accompanied by a current, up-to-date employee evaluation. The City did update its evaluation instruments in the mid-90's, however, the City Manager's Office and the Human Resources Department remain receptive to employing any new "current practice" evaluation instruments deemed to improve the effectiveness of the evaluation process presently in use.</p>
<p>34. Implement time accounting and reporting in the City Attorney's Office.</p>	<p>The City Attorney's Office has conducted a survey of twenty (20) Bay Area cities and found only one that keeps "time tracking records," the City of Concord. The other instance in which time tracking records would be kept, would be in those cities that contract out for city attorney services. Staff has stated this activity would be time intensive.</p>

<p>35. Implement an annual citizen survey to measure customer satisfaction and priorities.</p>	<p>The City Manager announced at the January 29, 2002, City Council meeting the receipt of four proposals for a citizen survey instrument. The time line calls for ...</p>
<p>36. Implement a comprehensive plan for measuring the need, providing information and providing programs for appropriate recreational, educational and cultural activities for Richmond youth, including after-school and summer.</p>	<p>This year, Richmond Housing & Community Development Department, provided a total of \$35,000, through the CDBG program, toward assistance to the Police Activities League (PAL) to support the Santa Fe and Iron Triangle Computer & Literacy program for in-school youth and adults over 21 years of age. An average of 300 youth attends weekly. Next year the City will provide an additional \$40,000 toward this endeavor.</p>
<p>37. Resolve the future of treatment for Richmond Sewer District No. 1 effluent.</p>	<p>This activity is underway and ongoing, as discussions/negotiations with U.S. Filter and the City continues. The commitment is to provide Council periodic updates as work proceeds.</p>
<p>38. Complete a study of fees for services such as permits, inspections, nuisance abatement, licenses to ensure that the revenue covers the costs.</p>	<p>The City's comprehensive program for review of various fees and charges is proceeding in several phases. The current phase of work centers on the DMG Maximus Impact Fee Study currently underway. This phase of work involves a review of fees associated with: 1) parks, public landscapes, and open space; 2) community centers and aquatic centers; 3) police facilities; and 4) fire protection facilities. A City Council study session was held on October 30, 2001, to review a first draft of the study findings, with a final draft and action to adopt the study findings and recommendations to be presented for Council consideration in Spring 2002. Subsequent phases will include a review of fees for other permits, inspections, and nuisance abatement, with a primary focus on cost recovery at a level that could potentially make these service components self sufficient from a cost standpoint. This activity is ongoing.</p>
<p>39. Continue to closely coordinate with the national park service to make the Rosie the Riveter WW II Homefront National Historical Park a success and a major visitor destination in Richmond.</p>	<p>To further aid coordination the National Park Services has been invited to join staff and occupy office space at the Marina City Hall. This will facilitate a closer working relationship with the Park Services staff and assist efforts to complete negotiations on a joint partnership agreement between the City and Park Services. This activity is ongoing.</p>
<p>40. Continue efforts to bring ferry service to Richmond.</p>	<p>City staff remains committed to the effort to re-establish ferry service to and from Richmond.</p>

	<p>There is the need, however, to work to elevate this as a high priority of WCCTAC and CCTA to join the City and other stakeholders in making the case before the Metropolitan Transportation Commission (MTC) to provide a level of up-front funding support in the initial, critical start-up phase, similar to the initial support of ferry service operations in Oakland, Alameda, Vallejo and San Francisco. MTC's support is also crucial in obtaining ongoing State transportation funding support for ferry service for Richmond.</p>
<p>41. Achieve certification of the Main Street program.</p>	<p>The City, through the Redevelopment Agency, is a participate in the Main Street Program. Certification is granted, only after a certain level of participation is reached, pursuant to established criteria. Janet Johnson, Redevelopment Agency, is the lead staff person for this activity, with work ongoing.</p>
<p>In addition to my own list, I have compiled a list of the successes, failures/complaints and hopes of Tom Butt E-Forum readers. Although I agree with many of the following thoughts, I want to emphasize that <u>they come, unexpurgated, from others</u>. I present them essentially without modification for information and discussion.</p>	
<p style="text-align: center;">List of Accomplishments, Failures and Hopes Received from E-Forum Readers</p>	<p style="text-align: center;">City Manager's Response</p>
<p>Accomplishments (from E-Forum Readers)</p>	
<p>1. Establishment of customer service hot line operated by Trina Jackson.</p>	
<p>2. The successful removal of parked vehicles along the entry to Richmond at Central Avenue, Isabel Street and Rydin Road.</p>	
<p>3. Excellent annual report to help citizens understand City government.</p>	
<p>4. Initiation of City-led steering committee meetings (along with Coastal Conservancy, East Bay Regional Park District and Muir Heritage Land Trust) for the San Pablo Peninsula Regional Park/Open Space Feasibility Study.</p>	

<p>5. Agreement to reopen Boat Ramp Street for public access to the waters of Santa Fe Channel</p>	
<p>Failures and Complaints (from E-Forum Readers)</p>	
<p>1. Failure to build Lucretia Edwards shoreline park when construction was promised to start in Spring, 2001</p>	
<p>2. You [Tom Butt] sent an email to City staff concerning the utilization of Richmond Based Businesses. As of this date, nobody from the city, zero, zilch, nada has happened! Nobody has contacted [local service providers] to find out if we are interested in providing services or to verify that we exist. What is it going to take for this city to utilize local firms and local folks. Look at the School District. They hire out-of-town firms and to appease the locals, they moved a couple of their employees to the area. What is this?</p>	<p>With the new SAP system, we are currently creating and updating our database. Upon completion of our database, letters will be sent to Richmond-based businesses requesting the nature of their business and the commodities they provide in order to establish a list both for City use, but most importantly, for EOC. We anticipate completion in the fourth quarter of 2002.</p>
<p>3. The city continues to do a really bad job with all the things they are running. Why do we want to continue increasing the city's personnel and payrolls with a bunch of people who do not want to do any work, or have any accountability or oversight? There are enough freeloaders already! Lets make every new city service run by an independent private firm. This includes the water treatment facility.</p>	
<p>4. Get a handle on the unions. They are choking this town! Pretty soon, everyone on the City Council is going to be "owned" by some kind of union.</p>	
<p>5. Get new people in key positions that are going to do their jobs, rather than just "hold-on" and to keep the status quo.</p>	
<p>6. Make sure the Mayor does her job. It is beginning to look like she is going to run the city by having a large entourage of city staffers, AKA "Deputy Mayors." She has learned from the master Mr. Willie Brown. They know that the key to staying in power is to have a lot of their minions in key city jobs.</p>	
<p>7. Somebody has to be the leader. If all we hear is that the sky is falling and that city staffers are unhappy, it just means that nobody wants to take care of business. They just want to move from one crisis to the next. They are managing not leading! This is enough. I just do not see how we are going to get out of this mess!</p>	

<p>8. Toxic emissions from Chevron and chemical plants a disgrace. We need monitoring and large fines for polluting our environment.</p>	
<p>9. No action taken against firefighters campaigning for candidates and warning them over three times.</p>	
<p>10. Overpaid city employees that don't return calls or do their job including the city manager. Sarcastic tone by city manager towards you at meetings when you ask for answers that should have been provided by staff (example the buying of computers without approval from the council and from a company not in Richmond that appears to have charged the city outrageous prices).</p>	<p>Procedures have been put in place where department heads are responsible for all purchases. In addition, the SAP system provides controls where purchases can only be made following established procedures.</p>
<p>11. Inaction of city for sewer system on Western that was promised over two years to us.</p>	
<p>12. City full of litter.</p>	
<p>13. Staff running the council and not the council telling and expecting staff to follow their direction in a timely and desired fashion.</p>	
<p>14. I'm really disappointed in our city government, it doesn't seem to be affective.</p>	
<p>Wish List for 2002 (from E-Forum Readers)</p>	
<p>1. Finalize all plans and financing for Hope VI area.(one year)</p>	
<p>2. Develop at least 30 first time homebuyer homes.</p>	<p>The Housing and Community Development Department will assist the development of 55- 65 first- time homebuyer units, all of which will be completed or substantially completed in 2002. Local nonprofit and for profit developers will develop 40-50 first time homebuyer units on various scattered sites throughout our community development target neighborhoods. In addition, the department will assist development of a minimum of 15 first-time homebuyer units in the first 30-unit phase of the Richmond Transit Village Townhouse Development. All of these first-time home buyers will be low or moderate income households. Affirmative marketing, homebuyer education and preference,</p>

	to the extent allowable under law, will be provided to Richmond residents who are currently renters.
3. Develop additional affordable multi-family units.	In 2002 the Housing and Community Development Department will assist the preservation and construction of new multi-family rental units at Richmond Townhouses including the acquisition and substantial renovation of the existing 200 units, and the construction of 30 additional new units on the site. In addition the department is working with local nonprofit developers to acquire land and construct multi-family ownership units for lower income families, as well as the development of new multi-family rental units with emphasis on special needs and elderly housing. It is hoped that property acquisition and entitlements can be obtained for these projects by the end of the calendar year.
4. Insure full leasing in all Housing Authority programs.	
5. Continue to attain additional funding for Housing activities.	The Housing and Community Development Department has begun a campaign to raise public and private capital for the acquisition of property, development of affordable housing and low and moderate income first-time homebuyer assistance. An initial investment of \$500,000 has been obtained from Wells Fargo Bank at very favorable terms and other financial institutions are being approached to provide similar investments. Other sources of patient and low-interest housing financing from private sources will be identified and tapped, such as the Local hortative Support Corporation, the Low Income Housing Fund and foundations. Federal and State grants, low interest loans and tax credits are being applied for as projects are developed and the City hopes to work collaboratively with Contra Costa County in the development of the next HOPE VI application for North Richmond. Staff is also exploring tax -exempt nonprofit, low income housing and housing authority bond financing as well as additional redevelopment housing set aside bond financing.
6. Expand self-sufficiency programs for Housing Authority residents and TANF families.	

<p>7. Fast friendly Richmond city services. The city should take the complaint if the situation is in the city of Richmond. Then if the situation is BART, AC, or the County responsibility, Richmond should see to the responsible party get the complain situation clear up and the city should track repeat complains from them.</p>	
<p>8. A computer system to locate (on a map) all street lights in the City of Richmond.</p>	<p>The GIS project recently acquired raw data from PG&E to use for conversion into the GIS system. The data includes City-Owned, PG&E owned and privately owned Street Lights. The data included 15,000+ records. The GIS has currently converted 6,000 of these records and will continue until all are converted to a common platform. The city street lights have recently been inventoried and that information is currently being input into GIS in order to access and create maps.</p>
<p>9. A system to repair and improve the city street lights when residents telephone in burn out or knock down street lights.</p>	<p>The City utilizes SAP as the system to track Street Light related problems. Lights are added to SAP as the GIS group processes them. Over 150 Streetlight related requests have been made in fiscal year 2002. They are handled as rapidly as possible with over 75% completed to date. This information is being tracked and routed through our new SAP plant maintenance system.</p>
<p>10. A system to hold all (companies) in the city of Richmond accountable to keep the business clean and safe. For example, BART will keep track area clean, tree trim, keep lights working on the route in Richmond. Other example, Montgomery Ward will keep the lot and buildings clean. The city will also asset the property for city clean up as</p>	

well.	
11. The use of the west county jail for police bookings or a reduce rate for west county police departments.	
12. To improve all other county services or services provided by the county. For example, the medical emergency system. The city should improve the respond times of ambulance services (vs. Richmond Fire Department around 60% medical responds) or reduce the amount of money the city pays for medical services responds.	
13. Animal Services responds, telephone numbers, and local training for residents.	
14. Video cameras in Police Vehicles, tracking systems for senior police officers vehicles and telephone voice mail box for all police officers. All police forms on line. Change names from Internal Affairs and Community Policing to Community Police Affairs and Community Oriented Policing.	
15. A 24 hours telephone number for Non emergency police services to be answers at all times) and one telephone 24 hours number for public works emergency responds. The telephone numbers will be answers by a live person as much as possible or a voice mailbox. The city will call back within XX minutes.	
16. Related to Implementing an annual citizen survey to measure customer satisfaction and priorities, add: Review the purpose, roles and functions of various citizen commissions, and consider adopting consistent guidelines for service. Seems to be great variation among Commissions and little city oversight/coordination; if Commissions are ineffectual, may be wasting substantial resources, frustrating staff and volunteers alike.	
17. Implement a comprehensive plan for measuring the need, providing information and providing programs for appropriate recreational, educational and cultural activities for Richmond youth, including after-school and summer. I'd revise (wording is a bit awkward) and expand. Definitely a needs assessment is in order; should take a look at the current (pitiful) offering of programs, compared with what programs are needed and desired by Richmond citizens. I suggest also surveying what some other cities in the region offer, and see if there's interest here in those activities. I know there are a couple of stellar Parks and Recreation Departments nearby, including San Rafael and Albany. Why not check out some "best practices?"	
18. I also suggest expanding this to look at needs of children of all ages-- that means	

<p>including young children and their families; there's a glaring lack of activities in Richmond for younger age groups, and everyone knows now the importance of brain and motor development in the early years There's potential for partnering with the Contra Costa Commission on Children and Families--they have lots of money, information, and ideas and are eager to work with local communities. (Sheila Cook is their outreach worker for West County.)</p>	
<p>19. How about something about community facilities? They've started renovating a couple community centers (BTAnderson and MLKing), but I'm not confident they'll get anywhere close to remedying the years of deferred maintenance across the whole system. It's tough to hold good programs in awful facilities.</p>	
<p>20. Build Lucretia Edwards shoreline park</p>	
<p>21. Completion of feasibility study for San Pablo Peninsula Regional Shoreline Park in the first quarter for input to succeed as flagship project for funding via County bond initiative planned for November 2002</p>	
<p>22. Reopen Boat Ramp Street for public access to Santa Fe Channel</p>	
<p>23. Complete in first quarter planning studies already funded by ABAG Bay Trail grants for Pennsylvania Ave. to Gertrude Ave., Cutting Blvd thru Ferry Point tunnel to Miller/Knox Regional Shoreline; and Access to Shipyard 3 WWII National Historical Park features from Canal Blvd. and Brickyard Cove Road</p>	
<p>24. Work with TRAC to obtain funds to build the above Bay Trail sections Ensure that private projects include construction of planned Bay Trail segments with associated public amenities and shoreline access, e.g.: Edgewater Technology Park, Breuner Marsh Restoration Project, West Contra Costa Sanitary Landfill modifications and Freethy Industrial Park</p>	
<p>25. Obtain a public access easement from Chevron for Bay Trail access over Office Hill and through the I-580 corridor to Point Molate and the rest of the San Pablo Peninsula.</p>	
<p>26. Please say something about public schools. I know you think Johnston is good, but many teachers think she is a disaster--with her total focus on test scores. Someone has to help us improve schools. One big thing that could be done is to have teachers and parents play important roles on the hiring of administrators. The district pretends to let teachers do that, but always with the idea the teachers are choosing administrators for</p>	

<p>the whole district and not a specific school. I think the city needs to help organize a task force that would look at ways to improve schools. I know people see the school board and the various city councils as separate entities, but surely there is a way for the groups to work together to improve public education.</p>	
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