

# City Council Newsletter

*From the Office of the City Manager*

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## City Manager's Office

*We are pleased to present the inaugural issue of the City Council newsletter, an ongoing publication to better communicate updates on the work behind the scenes, across City Departments, to our City Council. The newsletter is organized by Department. Please note that this newsletter is a snapshot of projects and programs and does not encompass all of the wide-reaching work occurring in our City organization. For more information, please contact the City Manager's Office at (650) 991-8127.*

## Enhancing Communications with Citizens

The City is now using a citizen communications management software, Romulus, to enhance and streamline communication channels between the public and City staff. Created by Seneca Systems, the software is specifically designed for use in government and is similar to CRM (Customer Relationship Management) software used in the private sector. Romulus allows citizens to fill out an online form available at [www.dalycity.org/contact](http://www.dalycity.org/contact) that is automatically uploaded as a "conversation" in the platform. Staff across departments can collaborate to resolve the inquiry or complaint in an efficient, transparent manner. Romulus is currently used by staff in the City Manager's Office, Economic & Community Development, Police and Public Works. Staff can easily create "Service Requests" and forward detailed PDFs of inquiries to staff in departments that are not currently in the system. Romulus allows for tracking of issues and a variety of analytical tools. In the future, the City will be rolling out a newly added text messaging feature that allows citizens to text their inquiry to a designated number that automatically populates the platform. Citizen feedback has been great so far. Many are impressed with the speed of responses by City staff. Romulus helps reduce confusion around navigating the City website or calling multiple departments before finding the right staff person to handle a given inquiry.



## Project Green Space Updates

The second year of Project Green Space (PGS) is coming to a close with one final project: the Otilia Street California Native Mini Park located at a small City-owned parcel at Otilia St and Rio Verde St in the Bayshore neighborhood. This park will provide a much-needed green space



for passive recreation, with a winding trail, benches and picnic table set among hundreds of important California native species. Low-water gardens will not only support local pollinators, but also help process and purify stormwater. The Department of Water and Wastewater Resources installed a water hook-up on site, Public Works cleared the lot of invasive ice plant with a backhoe and Project Green Space grant funding paid for the recently installed irrigation system. Next steps will be further site preparation with sheet mulching and then planting with PGS volunteers in late summer and early fall, ahead of the rainy season. The plans include over 30 trees and a variety of flowering native species.



Invasive ice plant removal on site

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Our two AmeriCorps VISTAs, Brian Gerrity and Raphaelle Ortiz, recently concluded their year of service in Daly City and have moved onto the next phases of their professional lives: a coastal planning job at the Army Corps of Engineers in San Francisco and graduate school at Columbia University in NYC, respectively. Brian and Raphaelle were indispensable team members that helped PGS exceed all goals for the 2017 year, with a sole focus on two hard-to-reach Disadvantaged Communities (or DACS, a State designation for census tracts that experience a high pollution burden) in Bayshore and Hillside.



Brian and Raphaelle helped maintain the Top of the Hill gardens with 200+ volunteers of the course of their year of service.

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## Police Department

The Police Department responds to an array of incidences and crime in Daly City. This section will highlight only some of the most notable, recent cases. Did you know that PD publishes the *Crime Alert and Community Update Bulletin* online each week? Past issues are available on the PD website and are regularly posted to NextDoor.

### Daly City Police Bicycle Officers Patrol City

Bicycle patrol officers conducted a citywide deployment in an effort to be more visible and approachable to citizens. During the deployment, officers patrolled several areas within the city based on numerous complaints regarding homeless subjects loitering and aggressively panhandling.

Officers located a subject sitting outside of a residence on School Street who was not allowed to be in the area due to an active restraining order. Officers took him into custody for the violation. Officers also located a documented San Francisco gang member at Serramonte Shopping Center who was found to be in possession of narcotics.



Bicycle patrol officers on duty

### Felon in Possession of a Firearm / Narcotics for Sales



Officers were on patrol in the area of Geneva Avenue when they conducted a vehicle stop on a subject for speeding. Prior to pulling over, officers observed the driver making several furtive movements as if he was trying to hide items in the vehicle.

Upon contact, officers learned the subject was driving on a suspended license, was a convicted felon, and was extremely nervous. A subsequent search revealed he was in possession of a large amount of cocaine and a loaded Glock .40 caliber handgun, seen at left in photo.



### **Felon in Possession of Firearm / Narcotics for Sales**

Officers were dispatched to a hit and run in the area of Chester/Libson Street. Officers contacted the victim who complained of minor injuries and was transported to Seton Hospital for treatment. Officers conducted an inventory search of the victim’s vehicle prior to towing. Officers located a loaded Glock 9mm handgun, over an ounce of “crack” cocaine and a half-ounce of powdered cocaine. Officers responded to Seton Hospital and took the victim (now a suspect) into custody following medical treatment.



Evidence collected as part of the vehicle search

## **Department of Library & Recreation Services**

This section provides highlights on a variety of summer programming in the department. It does not capture the myriad programs and activities for teens and seniors, so stay tuned for more highlights in future issues!

### **Summer Activities**

Daly City’s public libraries are bustling with activity in recent weeks. So far this summer, 5,817 of Daly City’s young readers have joined **Summer Learning**. Each one of them received a book for their home library and a reading log to track their reading and educational activities over the summer. Youth Services staff have been out and about in the community signing families up for the program. Last week they set up a booth at the Farmers’ Market at Serramonte Center and put on a special storytime at Recreation’s Family Reading Night. Staff also visited the Big Lift Inspiring Summers camps at



Participants at a STEM program at the library





Thomas Edison and Susan B. Anthony schools. Special summer programs at all four libraries have attracted at-capacity crowds and we've got more great events coming up. On Wednesday, August 1, Don O'Brien will be making a special appearance at John Daly Library to present Xtreme Science Magic and on Friday, August 3, staff will be hosting Spin Science: Build a Better Top at the Westlake Library. Library staff will also be participating in National Night Out on Tuesday, August 7, both at Midway Village and the Serramonte Center.

Flyer for the upcoming Talent Show at Pacelli Event Center

**Giammona Pool** has been running at full-capacity since the beginning of summer. In addition to regular lessons, youth are participating in Aqua Camp and Guard Start (young lifeguard training). Each week 50 young swimmers are registered for camp activities at the pool. To date, 160 have participated in Aqua Camp and 35 have completed Guard Start.

Guard Start class at the pool.



**Junior Giants** continues to be one of the most popular summer offerings. This FREE program is sponsored by the Giants Community Fund in cooperation with the Department of Library and Recreation Services. This year there are 335 registered participants in the program



along with 81 volunteer coaches and team parents. Junior Giants takes place at Gellert and Westlake Parks, Monday through Thursday, and runs until August 9.



## Department of Water & Wastewater Resources

### Operator Certification Training

DWWR has been busy this last month with Water Distribution and Mechanical Maintenance training. The department brought in OCT (Operator Certification Training) Water Academy, trainers with over 30 years of experience in the Water and Wastewater field, to educate many of our distribution system operators and maintenance staff. This on the job training and education enhances the knowledge, skills, and abilities of department staff, helps to create a more efficient and effective team and prepares staff for state certification exams.

### Recruitments

DWWR is busy working with the Human Resources Department on multiple recruitments to fill several important positions in every Division. Some of the current recruitments include Managers for the Collection System and Distribution System, Safety Compliance and Training Officer, Lab Technician, Plant Electrician, Plant Maintenance Worker/Mechanic and Office Assistant.



# Department of Human Resources

## Wellness Initiatives

The Safety & Wellness Committee is working with Kaiser Permanente to revamp the City's current employee wellness initiatives using this year's League of California Cities Workforce Health Grant. We scheduled an online 6-week wellness Challenge: Get Fit on Route 66. Employees were able to track physical activity through a fun, interactive journey down the 2,448 mile stretch of Mother Road, from Chicago to California. They visited virtual stops along the way and learned about the historic highway as they logged daily exercise minutes and won prizes. The Get Fit on Route 66 Finale was held on July 10, 2018 to celebrate the 92 employees that participated citywide.



## Welcome to New Hires

Please join us in welcoming the following staff members to Daly City:



Arnold Louie, PC/LAN Technician, Finance Department



Mack Srivieng, Safety Inspector I, Fire Department

## Upcoming Events



### 2018 EMPLOYEE WELLNESS MONTH SNEAK PEEK

The Daly City Human Resources Department looks forward to hosting its 12th Annual Employee Wellness Month in September.

Event date: Wednesday, September 5th, 12-2pm.

#### WHAT TO EXPECT

- ♦ Flu Shots
- ♦ Health Plan Vendors with answers to your Open Enrollment questions
- ♦ Healthy Food Samplings provided by Costco
- ♦ Legal Resources
- ♦ Medicare Information
- ♦ Crunch Fitness Information



- ♦ CalPERS Retirement Information



- ♦ Blood Drive
- ♦ Blood Pressure Screenings
- ♦ Commute Information
- ♦ Deferred Comp Information
- ♦ Dental, Life & Disability Information
- ♦ Employee Assistance
- ♦ Financial Resources
  - ♦ Voluntary Vision Information



## SAVE THE DATE



Please join us for our 10<sup>th</sup> Annual Employee Awards BBQ.

City Hall Plaza

Event Date: Thursday, September 27<sup>th</sup>, 11:00 am - 2:00 pm



## Department of Economic & Community Development

### Total Wine Grand Opening

On July 26, 2018, Daly City residents will now have the option of buying all their choice beverages in the city where they live instead of heading off to Colma for that other beverage superstore. On July 10th, the Building Division passed the final inspection for the \$1.5M tenant improvement of the 28,000 square foot retail space at Gellert Marketplace. The space was formerly occupied by Ross, which re-located to Serramonte Shopping Center. Total Wine hosted a VIP party on the evening of July 25th before opening its doors to the public on July 26th. In addition to selling wine, beer, and spirits, the store will also host special tastings, educational classes and other special events.

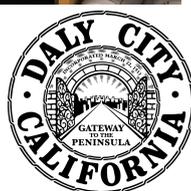


### Building Permit Activity

The results are in! After closing out the 2017/18 fiscal year, the Building Division proved once again just how busy they are. Between July 1, 2017 and June 30, 2018, the City's Building Division issued 4,700 permits for over \$89M worth of construction improvements! This activity shows the confidence of both property and business owners in investing in Daly City. While the City receives fees to cover permit and inspection costs, the improvements also add value to the properties, providing long-term revenue enhancement for the City through property taxes.



Daly City's plan review team: (L to R) Steve Carr, Earl Wong and Val Mandapat



## Department of Public Works

### *John Daly Boulevard Streetscape Improvements*

The project is complete with the Contractor recently finishing all punch list items, which included repairs to damaged detector loop cables (DLC) and a signal interconnect cable (SIC). The Contractor also installed a new electrical conduit across Santa Barbara Avenue along with this work.



### *St. Francis Heights Slurry Seal Project*



The Contractor has recently completed deep-lifts (base repairs) and slurry sealing on approximately 14 miles of streets in the St. Francis Heights neighborhood. The deep-lifts were performed first, prior to the application of the slurry seal, in order to repair the areas of the street with severe cracking. Slurry seal was then applied to the street surface to replace lost aggregate and to reduce water penetration. Currently Staff and the Contractor are in the process of reinstalling the thermoplastic striping and markers on the newly sealed streets.



## ***Street Resurfacing and Slurry Project***

The project is currently under design by a design consultant, PEI. PEI performed deflection testing and took core samples to design the pavement thicknesses. PEI submitted the 65% submittal and the project is currently under review. The rehabilitation of the pavement requires the replacement of the curb ramps. In an effort to save design cost and to provide learning opportunity to our engineering intern, staff is designing the curb ramps for the project in-house.



## ***FHWA Vision Zero Technical Assistance***

In April 2016, the City Council adopted a Vision Zero policy to reduce traffic deaths and serious injuries to zero on Daly City streets. Last week, FHWA's Transportation Planning unit announced they would provide technical assistance to Daly City to develop a Vision Zero Action Plan. The project will help Daly City take the next step in implementing our Vision Zero policy. The project is expected to start in September 2018 and be completed by October 2019.

## **North County Fire Authority**

### ***Fighting Wildfires***

NCFA deployed one Engine Company to assist with the Cranston Fire in Riverside County and deployed Overhead to the Carr Fire in the City of Redding in Shasta County, with possible additional resources in the future.

### ***Training***

On Monday, July 30th, NCFA will begin an eight-week in-house Fire Academy with a total of eight individuals enrolled. Three of those firefighter trainees are employed by the City of Daly City.



## ***Equipment***

NCFA will be putting new airparks in service across the department. This new equipment was funded by 90% of a \$600,000 grant that NCFA was awarded.

## ***Public Education***

NCFA will be holding several Hands-Only CPR demonstrations on National Night Out at Serramonte Center on Tuesday, August 7th as well as the Brisbane Kite Festival on Saturday, August 4th.

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