

# CITYWIDE ACCOMPLISHMENTS

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## CITYWIDE STRATEGIC INITIATIVES



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### *Organized By Strategic Initiative*



## COMMUNITY BUILDING AND COMMUNICATIONS

- Continued citywide communications and enhanced community engagement outreach
- Increased engagement with Neighborhood Associations and all segments of Redwood City's diverse community
- Increased engagement with the City's faith based community
- Introduced a new Neighborhood Watch model
- Supported Citywide National Night Out community events (over 500 residents participating)
- Celebrated the City's sesquicentennial
- Implemented the Meet Your Neighbors grant, focused on connecting new residents to the Library
- Publicized resources available to the City's immigrant community and supported their inclusion in civic life
- Adopted the El Camino Real Corridor Plan, establishing a policy for the coordination of zoning and infrastructure improvements to support economic development and diverse transportation options
- Re-launched the Community Improvement Grant Program
- Supported the reinvigoration of neighborhood associations, expanding them from 11 to 17. Other efforts included:
  - Held a National Night Out neighborhood events with over 500 participants
  - Realigned the Next Door map with City's Neighborhood Associations map
  - Created an online portal for Neighborhood Associations
  - Recruited new leaders and members for Neighborhood Associations
  - Added six new Neighborhood Associations for a total of 17
  - Created a neighborhood connections e-newsletter
- Developed an internal resource guide for staff on immigrant resources and how to handle sensitive public inquiries, and created a resource guide for the public to gain immigration resources, printed it in two languages (Spanish and Chinese)

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## COMMUNITY FOR ALL AGES

- Expanded recreation and community service programs for all ages with a focus on welcoming, inclusiveness and diversity.
- Advanced the City-YMCA partnership for a new Veterans Memorial Senior Center and community center
- Completed the Early Childhood Learning Center (ECLC) installations at the Fair Oaks and Schaberg library branches
- Furthered the planning effort for an interactive Pirate Ship art playground installation
- Completed Downtown library improvements
- Completed a Park Needs Assessment
- Finalized the Downtown Park Feasibility Study
- Completed the Marlin and Sandpiper Synthetic Turf renovation project
- Established the Public Art Master Vision process
- Worked with the Redwood City Improvement Association (RCIA) on new public art projects
- Adopted Friendship and Sister City Guidelines
- Entered into a Sister City relationship with Aguililla, Michoacán, Mexico
- Conducted minimum wage outreach to the businesses community and adopted a local minimum wage
- Reached the master planning phase for the Veterans Memorial Senior Center/YMCA project
- Hosted over 224,000 people at library programs and events, 89% of attendees were children and family members
- Nearly doubled Summer Learning Challenge participation to over 25,000 children
- Delivered mobile programming throughout the community with the Pedal Lit bicycle trailer and La Cocina mobile kitchen
- Helped over 980 adult learners meet their individual learning goals through Project READ
- Celebrated the Redwood City Sesquicentennial with over 30 Redwood City Now and Then intergenerational history programs
- Completed renovation and expansion of Fair Oaks Branch Library
- Launched circulating wireless hotspots program with over 450 checkouts in the first 4 months

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- Initiated and expanded the Social Service Office Hours program at the downtown Library to connect homeless individuals with local providers for housing, mental health, and recovery services
- Partnered with the Library Board, Friends of the Redwood City Public Library, Redwood City Friends of Literacy and the Redwood City Library Foundation to enhance library services
- Began construction of the Magical Bridge Playground project at Red Morton Park
- Completed and received Statewide recognition from the California Parks and Recreation Society and Award of Excellence for Park Design for the Linden Park Renovation
- Hosted six Sesquicentennial park events and supported the 150<sup>th</sup> Committee's Citywide efforts
- Successfully hosted 85 Downtown Events attracting nearly 150,000 people
- Expanded the Utility Box Art program
- Launched the "Explore Redwood City" online application and online portal that includes a Public Art and History Tour
- Installed new community center signboards for enhanced communication
- Completed a Childcare Feasibility Study and served as co-lead for the Childcare Convening event to address critical childcare gap issues

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## ECONOMIC DEVELOPMENT

- Explored opportunities for new retail businesses to locate in Redwood City
- Expanded implementation of the Partnership Redwood City community benefits program
- Expanded a pilot program for robot delivery in the Downtown
- Amended the Downtown Precise Plan to require ground floor uses along Main Street to be active retail
- Established cannabis related regulations for commercial businesses and worked towards the consideration of a Cannabis tax on the November 2018 ballot
- Coordinated study session on evolving retail trends and established a Downtown Retail Task Force to develop a future retail vision for downtown
- Created new online shopping and dining guides for the downtown district
- Established a new Mixed Use Waterfront zoning district that implements the General Plan land use designation
- Issued building permits for the Stanford in Redwood City, Phase 1 project, including 570,000 square feet of office and over 1,000 parking spaces
- Completed inspection of four different major commercial developments located at 601 Marshall Street, 815 Hamilton Street, and 550 Allerton Street

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## GOVERNMENT OPERATIONS

- Strengthened the City's financial sustainability and long term financial planning through a balanced budget and development of the Financial Sustainability Plan
- Reduced long-term liability for Workers' Compensation claims
- Began collecting Transient Occupancy Tax (TOT) on vacation rentals
- Released an RFP for a new citywide Financial Management System
- Negotiated and implemented bargaining agreements with Unions
- Made progress on updating the City's Purchasing Ordinance and Tree Ordinance
- Developed a custom leadership program with Stanford University for mid-management staff
- Negotiated an agreement with Recology for services offered to Redwood City
- Replaced the myWater portal to improve customer service
- Assisted in issuing the 2018 Silicon Valley Clean Water Wastewater Revenue Bonds in the amount of \$85 million, the largest bond issue the City has completed
- Updated the Master Fee Schedule, increasing revenue by \$2 million annually
- Established a new Five-Year Capital Improvement Program
- Launched extensive community education on the City's fiscal condition and furthered examination of local revenue measures
- Executed long-term strategies to address the City's unfunded pension liabilities, including establishing a Section 115 Pension Trust
- Received the GFOA Distinguished Budget Award, in recognition of significantly improved budget communications, the first time in 30 years
- Worked with the Charter Committee on Charter Amendments and drafted amendments for City Council consideration
- Reviewed and revised the City's Flag Policy
- Created standardized practices for supporting Boards, Commissions and Committees and provided training to staff liaisons
- Replaced the City Council chamber audio and visual system including new digital voting technology
- Selected and implemented a new automated Agenda and Contract Management System
- Digitized 13,520 hard copy pages of City Council meeting minutes spanning the timeframe from 1867 to 1967
- Responded to 159 Public Records Act requests in 2017

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- Recruited 15 Board, Commission and Committee members on behalf of the City Council
- Processed 229 campaign and financial filings
- Prepared 118 proclamations, certificates of recognition and memorials for the City Council to present at Council meetings and events
- Completed a comprehensive facility condition assessment study of all City facilities
- Completed a security assessment of City facilities and developed an implementation plan
- Completed Phase 1 of the Recycled Water Quality study to identify feasible advanced treatment alternatives
- Installed over 1,800 smart water meters bringing the total number of smart meters to 16,168
- Applied for \$8 million in Clean Water State Revolving Funds to support a water meter upgrade project and the recycled water system expansion
- Executed a 15-year franchise agreement with Recology for solid waste services
- Responded to and completed more than 5,000 myRWC service requests with an average 96% on-time completion rate
- Received a 2017 Beacon Gold Spotlight Award for Natural Gas Savings and a 2017 SolSmart Special Recognition Award
- Created several inter-departmental staff working groups to assist with:
  - Cannabis related regulations
  - Communications and Community Engagement
  - Downtown Management
  - Application and implementation of grants
  - Neighborhood Parking
- Increased collaboration with the Port of Redwood City, including entering into an agreement with the Port to support their communications needs
- Celebrated the City's 150th anniversary and supported the Sesquicentennial Event Committee
- Conducted community outreach around the Police Chief recruitment including several community meetings with Spanish translation, pop-up community events, and an online survey
- Appointed a new Police Chief
- Appointed a new City Clerk



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## HOUSING

- Completed review of 200 or more proposed affordable housing units
- Drafted Affordable Housing Fund Guidelines for awarding Housing Impact Fees to create and preserve affordable housing
- Reported on the outcomes and performance of the new Housing Impact Fee Ordinance
- Supported homeless programs through multiple grants and partnerships
- Approved Bradford Senior Housing, a 117-unit affordable housing development for very-low income individuals
- Allocated over \$1.16 million in federal CDBG and HOME funds to support affordable housing and human services in the community
- Established renter-protection regulations including requirements for minimum lease terms and relocation assistance
- Established inclusionary housing requirements that require a percentage of total units within a residential development to be below market rate
- Engaged the community to help inform the proposed guidelines for the use of Affordable Housing Impact Fee funds
- Raised affordable housing fees to support affordable housing development in Redwood City
- In partnership with Home For All, supported the community housing engagement process including a series of community conversations and pop-up events to receive community input on affordable housing
- Provided vital safety net and homeless services through multiple grants and partnerships
- Launched a new homelessness system in conjunction with Countywide partners focused on diverting households from homelessness

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## PUBLIC SAFETY

- Maintained active leadership of Project SAFE to address blight and public safety concerns at Sequoia Station and the adjacent transit hub
- Installed trash capture devices in storm inlets to prevent trash from entering the San Francisco Bay
- Began construction of the California Water Tank and Pump Station Project
- Initiated a comprehensive sewer lateral replacement program
- Began the process to develop a comprehensive tree maintenance program
- Updated the Supervisory Control and Data Acquisition program (SCADA) for water and sewer systems
- Initiated an in-house Closed Circuit Television (CCTV) Inspection program to inspect sewer lines
- Developed historical data set models to more accurately evaluate current fire service delivery efficiencies
- Purchased three fire engines
- Graduated 40 participants in the Junior Fire Academy
- Provided Community Emergency Response Team (CERT) Training in English and Spanish
- Installed battery backup systems at 21 traffic signals
- Pruned over 1,600 street trees
- Established a formal sidewalk maintenance policy and continued making progress on sidewalk repairs
- Continued progress on the street name sign replacement program and LED street light replacement program
- Continued cleanup and maintenance of critical stormwater systems to minimize flooding
- Implemented a new stormwater businesses inspection program to comply with the Municipal Regional Stormwater Permit requirements
- Updated the Sewer System Management Plan
- Replaced over 14,000 linear feet of sanitary sewer pipe and rehabilitated three sewer pump stations
- Installed 10,000 linear feet of potable water mains
- Executed a multi-party Memorandum of Understanding to develop and fund the capacity increase of the Bayfront Canal to alleviate flooding in nearby areas

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- Installed a new 60" diameter sewer pipe under US Highway 101 to increase capacity and improve the reliability of the City's main sanitary sewer collection conveyance system connection to the Silicon Valley Clean Water District (SVCW) waste water system
- Renegotiated a new fire service contract with the City of San Carlos
- Underwent a five-year Insurance Services Office (ISO) review, which will likely move the Fire Department from a Class 2 to a Class 1 rated department (fewer than 2% of Fire Departments in the Country are a Class 1)
- Partnered with the Redwood City Improvement Association (RCIA) to install four Automated External Defibrillators (AED) in the Downtown area for public use
- Introduced a resolution to raise fines substantially for the use and possession of illegal fireworks in Redwood City and created a community outreach campaign to help reduce illegal fireworks in the City
- Trained twenty-four fire personnel in tactical Spanish for first responders
- Conducted a pilot program, Fire Flex Yoga, to aid in the reduction of workers compensation claims
- Purchased all new self-contained breathing apparatus (SCBA)
- Experienced a decrease in Reported Part 1 Crime by 4.67% in 2017
- Reduced response time to Priority 1 calls for service by 9.18%
- Completed de-escalation training and use of force simulator training for all sworn staff as part of the Police Department's strategic goal to de-escalate critical incidents
- Provided Crisis Intervention Training (CIT) to 76% of line officers to expand the Department's ability to interact with subjects in crisis and effectively resolve crisis situations
- Expanded the Homeless Outreach Program multi-disciplinary team to work more collaboratively with other service providers and City departments
- Formalized a new Traffic Safety Plan
- Established the new Adopt-A-School program
- Opened a new Downtown Police Substation
- Conducted English and Spanish Language Citizen Police Academy Classes, supporting 60 community members
- Completed an in-house training program with the Redwood City Fire Department to enhance officer safety at fire scenes, and established Command and Control protocols
- Expanded community engagement programs including the Parent Project, Loving Solutions Parenting Classes, Coffee with the Cops and increased attendance at neighborhood association meetings
- Established a multi-family housing smoking ban

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## TRANSPORTATION

- Began planning for the Blomquist Bridge extension over Redwood Creek
- Began design of the Hopkins Avenue Neighborhood Traffic Calming Project
- Began work on Whipple Grade Crossing improvements
- Initiated bidding to construct the Middlefield Utility Undergrounding Project
- Completed the Hudson Street Bicycle and Pedestrian Improvement Project
- Completed extensive community engagement efforts for the Stanford University funded Livable Streets Project
- Completed Safe Routes to School Projects at six Redwood City School District Schools
- Identified and promoted an interim north-south bicycle route connecting Redwood City and Mountain View as an initiative of the Manager's Mobility Partnership
- Continued to advance ferry service at the Port of Redwood City, securing Transportation Authority Funding for a feasibility analysis
- Initiated the design phase for the US Highway 101/84 Interchange Reconstruction Project
- Completed the Citywide Transportation Plan outreach process and finalized the Citywide Transportation Plan
- Drafted the Transportation Demand Management Plan
- Adopted new parking ordinances to address neighborhood parking concerns
- Expanded the City's residential permit parking program
- Initiated design of a Downtown Parking Guidance system in partnership with the Redwood City Improvement Association
- Completed construction of the Middlefield/Woodside Intersection Improvement Project
- Approved the U.S. Highway 101 Pedestrian Undercrossing project
- Updated the commercial vehicle parking ordinance