

Union City General Plan Update

Comments on Preliminary Public Review Draft Public Facilities and Services Element

General Plan Advisory Committee (April 18, 2018)

General Government Services

After reviewing the feedback, Staff recommends expanding goal section 2 (Efficient and Sustainable City Operations) to more broadly address staffing, customer service expectations, website maintenance, etc. The following issues/comments could be addressed in that section.

1. Support for part-time or full-time staff person to apply for and manage grants.

- Added new policy:

PF-2.6 Provide Staffing to Manage Grants. *The City shall strive to provide adequate staff or contractor services to apply for and manage grants. (Source: New Policy)*

2. Enhance customer service at city hall by providing one place where people can go to get information (e.g. one-stop shop, ‘conierge’ assistance)

- Added new policy and new implementation program:

Policy PF-2.1 Provide Excellent Customer Service. *The City shall provide excellent customer service to residents and businesses by creating a culture that listens, gains an understanding of customer concerns and goals, and proactively seeks solutions to address challenges. (Source: New Policy) (This policy was in the Economic Development Element, and will be moved to the Public Facilities and Services Element)*

Policy PF-2.2 Customer Feedback. *The City shall provide methods to solicit customer feedback, either online or through customer service forms. (New Policy)*

Program PF-2.A Customer Service Improvements. *The City shall routinely assess how to improve customer service, including identification of strategies for enhancing customer service at City Hall and other City facilities. Strategies may include access to additional City services online and providing a “one-stop shop” or “conierge” service at City Hall. (Source: New Program)*

- Responsibility: City Manager’s Office
- Time Frame: Ongoing

3. Emphasis on continually upgrading / updating City website to keep citizens informed and involved

- Added new policy:

Policy PF-2.7 Maintain City Website. *The City shall continually update and upgrade the City website, as needed, to keep residents informed about and involved in City activities and programs. (Source: New Policy)*

4. The Element does not reference all of the City Facilities.

- Staff will include a map of the City's public facilities in the final version of this Element. Staff also recommends adding the following new policy:

Policy PF-1.13 Balance the Geographic Location of Public Facilities. *The City shall strive to geographically balance the location of public facilities throughout the City. (New Policy)*

5. Need for policy regarding facilities preparation and needs during a disaster

- The Safety Element addresses disaster preparedness and response.

Water Supply Delivery

6. Promote Bay Friendly Gardens through links on web site

- Added new policy and implementation program:

Policy PF-3.9 Promote Bay Friendly Landscaping. *The City shall continue to require the incorporation of Bay-Friendly landscaping practices into new development and promote the incorporation of these practices into existing landscapes. (Source: New Policy)*

Program PF-3.A Update City Website to Promote Bay-Friendly Landscaping. *The City shall update the City website to provide information regarding Bay-Friendly landscaping, including examples of Bay-Friendly gardens. (Source: New Program)*

- Responsibility: Economic and Community Development Department
- Time Frame: FY 19/20

7. There are no implementations for Water Supply – should the City be doing something?

- The City plays a support role to the Alameda County Water District, which is the city's water purveyor. The policies call for coordinating with and supporting implementation efforts by ACWD. Also added new policy:

Policy PF-3.2 Preserve and Enhance Water Supply. *The City shall support Alameda County Water District in their efforts to preserve and enhance the water supply. (Source: New Policy)*

8. Need policies to address wells: destruction of old wells, monitoring wells, etc.

Added new policy:

Policy PF-3.10 Monitor Wells. *The City shall work collaboratively with Alameda County Water District during the development review process to ensure that wells are managed or removed consistent with District standards. (Source: New Policy)*

9. Need policy to support tertiary treatment and ground water recharge

Addressed in Policy PF-4.4: Support USD Water Reclamation Efforts.

10. Need policy to support use of purple pipe

Addressed in Policy PF-4.4: Support USD Water Reclamation Efforts

Stormwater

11. Need policy to address stormwater treatment in older neighborhoods, such as street sweeping, parking enforcement for street sweeping, trash capture devices, etc.

Added new policy:

Policy PF-5.11 Improve Stormwater Treatment in Established Neighborhoods. *The City shall improve storm water treatment in established neighborhoods by implementing programs such as street sweeping, parking enforcement for street sweeping, and the installation of trash capture devices. (Source: New Policy)*

12. Need policy to address our storm water partners of ACFCO and EBRPD, both of which are responsible for maintaining our channels and creeks (trash and discharge to the Bay). City does not own, manage or maintain these facilities and we should be clear

This issue will be addressed in the Resource Conservation Element.

Solid Waste Recycling Organics

13. Use the term 'fair share' in PF-6.10

- Modified policy as follows:

Policy PF-6-11 ~~Equalize-Fair Share~~ Recycling and Solid Waste Disposal Rates Services. *The City shall strive to ~~equalize~~ have recycling and solid waste ~~pick-up services and collection/processing/disposal~~ rates for residential and commercial uses be based on the fair share cost to provide these services. (Source: New Policy)*

14. There should be competitive rates among all land uses

- Added new policy:

Policy PF-6.12 Maintain Competitive Rates. *The City shall strive to maintain recycling and solid waste collection/processing/disposal rates that are competitive with other nearby cities. (Source: New Policy)*

15. Develop a policy to repurpose and reuse electronics, not just recycle

- Added new policy:

Policy PF-6.5 Explore Methods for Repurposing and Reusing Electronics. *The City shall explore methods and provide education to the community on the repurposing and reuse of electronics to reduce the amount of e-waste that is sent to landfills. (Source: New Policy)*

Utilities

16. Add a policy to underground overhead utilities. This should include requirements for new development and the prioritizing the city's efforts in older neighborhoods.

- This issue is already addressed in the Community Design Element. Staff added language to the introduction cross-referencing the Community Design Element.

Communications

17. Comment received regarding link between Marketing and Communications activities and the Communications Infrastructure section.

- Staff responded at the meeting that Marketing and Communications has to do with the dissemination of information and the promotion of the City, while the emphasis in this Element is on the infrastructure necessary for people to communicate.

18. Need a policy to protect our infrastructure from hackers. Need cybersecurity policy.

- Added new policy and program:

Policy PF-8.10 Invest in Cybersecurity. *The City shall adopt policies and practices and invest in technologies that protect City infrastructure and government data against cyberattacks. (Source: New Policy)*

Program PF-8.F Cybersecurity Plan. *The City shall develop a cybersecurity plan to protect City infrastructure and government data against cyberattacks. (Source: New Program)*

- Responsibility: City Manager's Office, as assigned
- Time Frame: FY 20/21

19. Add a new policy addressing website maintenance and development to improve public outreach.

- Added new policy to Efficient and Sustainable City Operations Section:

Policy PF-2.7 Maintain City Website. *The City shall continually update and upgrade the City website, as needed, to keep residents informed about and involved in City activities and programs. (Source: New Policy)*

20. Consider an internet connectivity impact fee to help fund broadband, etc.

- Added new program:

Program PF-8.E Explore Creation of Internet Connectivity Fee. *The City shall explore the creation of an internet connectivity fee to help fund the expansion of broadband access throughout the City. (Source: New Program)*

- Responsibility: City Manager's Office, Finance Department
- Time Frame: 2021

Law Enforcement

21. City needs to have a written/annual police department report so the community knows what is going on.

- The Police Department prepares an annual report on the use of force and accountability and submits it to the City manager and the City Council. The report provides an overview of complaint investigations, internal affairs investigations, claims, and lawsuits filed with and against the Police Department, and a summary of all Police uses of force for the calendar year. The Police Department also provides data on crime rates, types of crimes committed, etc. on the Department website.

Added a new policy to reflect current practices:

Policy PF-9.9 Provide Periodic Updates on Police Statistics. *The City shall continue to provide updates to the City Council and the community regarding statistics such as crime rates, types of crime committed, and police accountability and use of force. Crime data shall also be mapped and made available to the public. (Source: New Program)*

22. Need a policy regarding non-discrimination and training. There is a need for policies that address the 'values' of our time and the need to put forward certain values/policies.

- Modified existing policy (underlined text is new) and added new policy:

Policy PF-9.4 Community Policing Strategies that Strengthen Trust. *The City shall promote community policing strategies that strengthen trust and collaboration with the residents of Union City, including residents of all races, ethnicities, and cultural backgrounds, and ensure public safety through meaningful cooperation and problem-solving techniques. (Source: New Policy)*

PF-2.3 Anti-discrimination. *The City shall ensure all staff are informed and aware of their obligation to adhere to City policies regarding discrimination and harassment. (Source: New Policy)*

23. Need a policy to continue to educate the public on the importance of public safety staffing and the real costs (i.e., there are five FTE for every officer on the street). This also applies to fire staffing.

- Added new policy to Efficient and Sustainable City Operations Section:

Policy PF-2.9 Provide Information on Public Safety Costs. *The City shall continue to educate the public on the importance of public safety and the true costs of providing adequate public safety staffing. (Source: New Policy)*

24. Need for expanded Police Department facilities

- Program PF-9.D calls for the assessment of police facilities and equipment needs. Staff also added the following new program to the Efficient and Sustainable City Operations section to address the expansion of all City facilities:

Policy PF-1.14 Expand City Facilities. *The City will continue to explore the feasibility and potential funding sources for expansion of City facilities necessary to accommodate existing and future demand. (Source: New Policy)*

Fire Protection

25. Need a policy that the City shall 'strive' or 'evaluate' the lowest possible ISO rating. Need to address the cost to improve the ISO rating and the benefit.

- Alameda County Fire Department maintains an ISO rating of 1. The City does not have a role in this rating process.

Schools

26. Clarify where the General Plan addresses community centers and needed improvements (i.e. Teen Center).

The following policy was added to the General Public Facilities and Services Section:

Policy PF-1.14 Expand City Facilities. *The City will continue to explore the feasibility and potential funding sources for expansion of City facilities necessary to accommodate existing and future demand. (Source: New Policy)*

Community centers are also addressed in the Health and Quality of Life Element.

27. Need a policy that the City supports the NHUSD/City Subcommittee that works on topics of mutual benefit and maintains open communication between the City Council and the School Board. Topics include joint facilities use, policing/safety, transportation, economic development/STEM and the like.

- Added new policy:

PF-11.10 Coordinate and Collaborate with School District on Topics of Mutual Interest. *The City shall continue efforts to coordinate and collaborate with the New Haven Unified School District on issues of mutual interest or issues that have the potential to impact the greater community through participation in a joint sub-committee, which includes representatives from the City Council, School Board, and the executive management team of both agencies. (Source: New Policy)*

28. Policy 11.7, add:joint development and use of recreation facilities

- Modified policy as directed.

29. Policy 11.8, add:including child care and recreation.

- Modified policy as directed.

30. Be sure to have policies for the Youth Commission somewhere.

- We will address this in the Health and Quality of Life Element.

31. The City should work with NHUSD to develop more meeting rooms for joint use that can be used by the community or school district. Similarly, any public facility that is rebuilt, renovated, or expanded should include space for community meeting rooms as there is a shortage.

Added new policy:

PF-11.9 Coordinate with School District on Providing Meeting Space. *The City shall work collaboratively with NHUSD to explore opportunities for the development of additional meeting space that can be used by the public, City, and School District through new construction or the renovation of existing buildings. (Source: New Policy)*

32. The school district and City should work together on significant community policy issues to avoid unintended impacts. For example, the school district eliminated busing and as a result, congestion on major roadways has gotten much worse.

Added new Policy PF-11.10, described above.

Public Comment

33. A member of the public talked about safety of our children in schools (due to all the mass shootings) and asked what the City can do to help the community feel safer.

School safety is covered in Police Department policy. The Police Department also organizes a collaborative training with the school district, fire department, and paramedics. The training is conducted one time every other year and is specific to active shooters at school sites.

Added new policy:

Policy PF-9.7 Collaborate to Enhance School Safety. *The City shall collaborate with the New Haven Unified School District to study and implement measures that enhance the security of schools and the safety of students, teachers, and administrators. (Source: New Policy)*

34. There should be a discussion that clearly articulates that the school district and city government are not affiliated agencies.

Added a discussion to the introduction language.

Planning Commission Comments (April 19, 2018)

35. Concern that the City is not living within its means and needs to work smarter.

- The Economic Development Element contains the City's fiscal policies. Additionally, staff recommends adding the following policy:

Policy PF-2.5 Efficient, Cost Effective Operations. *The City shall continue to function efficiently in all its operations and activities and use revenues in a cost effective manner. (Source: New Policy)*

36. Support for a policy that the City will provide internet access to all residents by 2040.

- Added new policy to the Communications Infrastructure Section:

Policy PF-8.3 Expand Internet Access to All Residents and Businesses. *The City shall strive to ensure all residents and businesses have internet access by 2040. (Source: New Policy)*

37. Educate public on water quality issues including what you should flush down the toilet, appropriate ways to dispose of medications, use of green cleaning products, etc.

- This topic will be addressed in the Resource Conservation Element.

38. Concern over cleanliness of Civic Center lagoon and general concern over amount of animal waste, including bird waste, at City parks.

- Added new policy:

Policy PF-2.10 Maintain Clean and Healthy City Facilities. *The City shall strive to maintain City facilities, including parks, to ensure a clean, healthy environment. (Source: New Policy)*

Union Sanitary District

39. Union Sanitary District (USD) submitted a comment letter dated April 23, 2018 requesting the City add a new policy to the Wastewater Collection and Treatment Section that states "The City shall support USD in any expansion efforts and projects necessary for USD to meet future regulatory and capacity requirements."

- To address future expansion of the USD facility, staff included the following policy in the draft Special Areas Element "The City shall coordinate with the Union Sanitary District (USD) on any future expansion plans. (Policy SA-8.17)"

City Staff Comments

40. City staff recommended adding the following policy to help ensure the City meets its greenhouse gas emissions reduction targets:

- New policy:

Policy PF-2.16 Sustainability Coordinator. *The City shall strive to provide a sustainability coordinator to oversee the City's sustainability programs and initiatives and help ensure the City meets its greenhouse gas emissions reduction targets. (Source: New Policy)*

41. City Staff recommended a policy be added to address security at City facilities:

- Policy PF-2.4 Security at City Facilities.** *The City shall periodically assess City facilities and make required security upgrades to ensure the safety of employees and visitors. (Source: New Policy)*

42. City Staff recommended a policy on open government:

- Policy PF-2.8 Open Government.** *The City shall continue to provide interactive platforms that allow the public to have access to the City budget and other information so they can fully participate in the public process to establish priorities for the community. (Source: New Policy)*

43. City Staff recommended policy and implementation for General Government:

- Program PF-2.B Comprehensive Operational Audit.** *The City shall complete a comprehensive operational audit on city policies, procedures, service provision and productivity.*
 - Responsibility: City Manager's Office
 - Timeframe: 2020, every 5 years thereafter



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April 23, 2018

Carmela Campbell
City of Union City Planning Manager
34009 Alvarado-Niles Road
Union City, CA 94587

Dear Ms. Campbell:

Re: UC General Plan Update – Draft Public Facilities and Services Element

Thank you for the opportunity to review and submit comments on the Draft Public Facilities and Services Element of the City's General Plan Update.

The Union Sanitary District requests that the City add an additional policy statement similar to policy statement SA-8.17 in the Land Use Element and policy statement LU-H.2.13 in the existing General Plan:

PF-4.5 The City shall support USD in any expansion efforts and projects necessary for USD to meet future regulatory and capacity requirements.

Feel free to contact me with any questions.

Regards,

A handwritten signature in blue ink that reads 'Rollie Arbolante'.

Rollie Arbolante, P.E.
Coach/Principal Engineer