

The following transcript is provided for your convenience, but does not represent the official record of this meeting. The transcript is provided by the firm that provides closed captioning services to the City. Because this service is created in real-time as the meeting progresses, it may contain errors and gaps, but is nevertheless very helpful in determining the gist of what occurred during this meeting.

>> Councilmember Campos: I hope everyone had a nice vacation. We're now back at City Hall for the people's business. So we are going to have roll call at this time. I think everyone's here. So it's fair to say that we're all here. So at this time, I'm going to turn it over to Norberto.

>> Norberto Duenas: Madam Chair, members of the committee, item B, under review of the work plan, the report on the neighborhoods commission, the status report on foreclosures, and the report on housing counseling services, the administration is requesting that these items be deferred to the September 10th committee meeting, and we would need a motion to do that.

>> So moved.

>> Councilmember Campos: Second? All those in favor? [ayes]

>> Councilmember Campos: Anyone opposed? That passes unanimously.

>> Norberto Duenas: And Madam Chair, the administration would like to pull the quarterly performance measure reporting item. Albert Balagso, the director of Parks, Recreation, and Neighborhood Services is here to talk about specifically the anti-graffiti performance.

>> Councilmember Campos: Thank you.

>> Albert Balagso: Good afternoon, Madam Chair, members of the committee. I'd like to highlight a few things on the anti-graffiti statistics. Particularly that the statistics that are on here which includes litter and are directly a result of the annual survey that was performed back in February. At that time, we were tracking with a greater amount of graffiti. But more significantly, it was the greater square footage. As you can see, by the 762,000 square feet there, it was significantly more than in previous years. The reason for this is that there are new and innovative ways that graffiti vandals have found to put back up on the wall. The use of specifically super-soaker water guns, you can do three stories from one location. Whereas, in the past it was within the reach of the individual. So as a result, staff has to do more labor intensive time to review the graffiti. In addition to that there was a new one they were utilizing called slap tags, which are stickers, and they put their tag on that ahead of time, and they walk down the street and just hit one, two, three, right down the road. You can't paint over them, you have to scrape them off. So again, different things we had to utilize. So as a result our response time suffered. So in order to help address that, first of all, as we approached the summer into the fourth quarter, we were able to fill a couple of positions that were vacated or vacant as a result of some disabilities, so staff is back. We also expanded the juvenile offender program. We had been working on this through the Mayor's Gang Prevention Task Force. We were using juvenile offenders on the weekend. We were able to use them as June came about to utilize them during the weekdays as well. As a result of the increasing capacity in the fourth quarter, our performance is back up. We are now within the 24-hour and 48-hour response times. And one other item that we did add over the summer, that we did add a team of young people from the workforce -- summer Work2Future program, where this was funded through the stimulus package or funding. And so this team also helped in assisting our teams out in the field. We -- this also assisted us with taking calls on the hot line. One thing we changed over to increase our efficiency was to man the hot line, not just to leave a recording, but actually get a voice, and then we could get exact location to respond better and more efficiently. I should also point out that as a result of us balancing the budget last year, PRNS is going through a reorganization. We eliminated one division and so we're collapsing different functions. So we do have a change of leadership within the anti-graffiti program. I have Mark Marney, our deputy director of parks here, because our anti-graffiti program will now be operated out of the parks division. Also in the audience is Brandon Casper. If you could raise -- Brandon is the one you need to know. He's the new supervisor, manager of the program. He's been with us for a couple of years now, came to us through D.O.T. He's got the energy and the expertise and I think the drive that's even going to take us to the next level with anti-graffiti. In closing I want to add one more point here, that last year when we did the anti-graffiti report, we also had mentioned that we wanted to go out and talk with the utility companies about the utility boxes. We did have that initial conversation in maize. And we're going through the process of determining, you know, whose is what. Which one is PG&E, AT&T, which are the city. But we did put them on notice, that they are responsible, so we're coming back with clarifying the inventory. There is an ordinance that already allows us to find them for that. But what we want to do is try to get them as a partner and perhaps invest into the graffiti program ahead of time. So we will have to work out what is the square footage of boxes, how would we apply potentially a contribution from them, in order for us to maintain them. So we're working on that one and scheduled to go back on the second conversation in September, as well.

>> Councilmember Campos: Thank you. There are any questions from the committee? Councilmember Oliverio.

>> Councilmember Oliverio: Thank you, chair Campos. I just wanted to compliment on the including the participation of the youth offenders. We had talked about that perhaps three or four months ago that came up as a topic and I would say that any expansion of that would make this councilmember happy either by youth or by adult. And is there anything that councilmembers can do, to get that more resources in that regard, any conversations with anyone at the county? Anything you recommend or do you have it handled?

>> Albert Balagso: The there is and the attorney can help me on that one, there is conversation going on generated from Councilmember Nguyen, investigating the possibility of other sanctions. It is with the county at this time. I haven't gotten the chance to be up to speed on all of the items that are proposed. Let us take a look at that, and then we can come back and see where we are at that point in time.

>> Councilmember Oliverio: And to the attorney, is someone pursuing, on the ordinance side, San José having a higher penalty for graffiti, or --

>> I'm not really familiar with any --

>> Albert Balagso: Patty Degan with the --

>> Yes, I will just check (inaudible)

>> Councilmember Oliverio: Thank you very much.

>> Councilmember Campos: Madam vice mayor.

>> Councilmember Chirco: At the very end of your report, there was talking about expanding the proactive code enforcement into the non-SNI areas beginning May 30th. This had to do with vacant and foreclosed properties. I was just wondering how that was going.

>> Thank you, Vice Mayor, Mike Hannon, code enforcement official. That effort went very well. We initially started a proactive effort in the SNI neighborhoods where we actually went street by street looking for vacant buildings, creating blighting conditions or deterioration in neighborhoods. And we saw such a significant increase in the number of vacant buildings as a result of the foreclosure that we thought we needed to expand that citywide. But as we did the citywide program, we simply relied on the real track information we got from housing that identified the foreclosed properties. So rather than go street by street, because we didn't see the issues significant in certain parts of our city, we went basically looking for the houses that were entering into the foreclosure process. We have completed that and I will say, you know, quite probably, that a lot of the banks and lenders have got the message. They know that the city is holding them responsible for the conditions of these properties. We issued a lot of administrative citations to the banks and they have been much more cooperative in making sure they manage their properties once they're acquired through foreclosure.

>> Councilmember Chirco: Thank you. On the data points, this has to do with the safe school campuses sites responded to, that is so dramatically down. What do you attribute that to, you know, from last year, even from the target, that's nice.

>> Albert Balagso: I'm going to ask Angel Rios come in.

>> Angel Rios: Councilmember Chirco, yeah, actually, we're real pleased with that statistic. And that statistic really mirrors the reduction in neighborhood statistics statewide that we're also seeing with respect to gang related incidents in general. We are seeing the exact trend we want to see, which is more level 3s, which is more people reporting an incident before a crime occurs, and it's because that puts us in a position to act. And so we're real pleased with that statistic. And it is also further substantiated by the additional PD crime analysis that is showing the exact same reduction in gang-related incidents.

>> Councilmember Chirco: Thank you. And then, Albert, because of the extensive tagging going on, are there fewer numbers of tagging, just that they're bigger or are there more numbers that are bigger?

>> Albert Balagso: It's both. There was an increase in tags but the challenge that we're having was the volume of square footage and the labor intensity of the staff to remove stickers and other new innovation, that's the challenge.

>> Councilmember Chirco: He was looking at these numbers, with the safe schools dramatically down with the graffiti, and so I was wondering how did they -- did they relate, and so how?

>> Albert Balagso: All graffiti taggers are not gang members. I think generally, taggers are vandals. And so you have gang members who tag to claim and communicate on a wall, as far as their geography and the areas. Taggers are a different breed.

>> Councilmember Chirco: So you're seeing a decline in gang related graffiti?

>> Albert Balagso: No, not a decline. It's moved consistently but the volume of taggers is greater.

>> Councilmember Chirco: I would just -- in relation to what angel just said.

>> One of the things I think is important to note also is through the task force, the mayor's gang prevention task force we have actually made an intentional connection between the graffiti that is being reported and anything that's gang related, anything with a 187, anything that has any implications or any gang related connection, is being photographed and shot directly -- well sent directly rather to the -- to the police unit, the graffiti gang unit and it's being reviewed by both the gang -- the B set unit, GIU within PD, and the gang graffiti abatement team. In the past, those were kind of two separate functions, and we've connected them as a result of the discussion that has occurred over the last few months regarding this issue.

>> Councilmember Chirco: I notice we see a decline in the last quarter based on that information.

>> Angel Rios: Yes.

>> Councilmember Chirco: Okay, thank you.

>> Albert Balagso: Vice mayor, one of the things that we're starting to do with their police analysis is incorporating the graffiti element into it. Had not been counted in the previous years, so it will take a bit of time to establish a baseline. But that's one thing that we're trying to collapse it together. As Angel said, a lot of the stats were kept separately in the past, and we want to look at it more holistically.

>> Councilmember Chirco: Okay, thank you.

>> Councilmember Campos: Let me just follow up on that question. So right now, we know that we have sworn officers that really do all the statistics on tagging, and then you have the graffiti department. So from what I'm hearing or maybe not hearing is that we now are going to have the sworn officers focus a little bit more on abatement, or investigations? And maybe internally, non-sworn personnel can do some other statistics, do we see that trend changing internally?

>> Albert Balagso: With respect to the graffiti, it's connecting the dots between the different units who are reading it and addressing it.

>> Councilmember Campos: So you need all components?

>> Albert Balagso: Right. The challenge in the past was one unit would get it, and didn't necessarily communicate to the other units, who were also trying to read what does it say, how does it affect what we're dealing with, versus they're specifically going, operating in silos. So what we're trying to do is look at more of a horizontal communication as opposed to individually. And then take that data, and count it within the crime stats for gangs overall. That was counted separately.

>> Councilmember Campos: So Albert you do need the sworn officers doing the statistics internally. I guess what I'm trying to ask is sworn officers' times is very limited and we need to have them doing investigations and doing those kinds of things. Is it feasible to have a person who is a nonsworn personnel be able to handle all of those? I'm not getting a clear understanding of what, is it yes, no, we need them to be able to be a part of that dialogue or can they hand it to somebody else and move on to something else?

>> I think that's a real valid question. Let me clarify, in terms of the process. Our intent is not to have a sworn officer do the statistics. That's delegated to sworn staff. Our intent is before we abate graffiti, if we remove it that if it is gang related we take a picture of it, we inventory it and it gets sent to the database that the PD has and then it's investigated in context of that. Gang graffiti will really come in one of two ways, it will be language around, kind of warnings around future violence that may occur, death threats, and so forth. What we're doing here is potentially connecting the dots between not just covering it up, but investigating any gang-related incidents that may occur as a result of that graffiti, and then because that can also be used down the road, when you look at adding gang enhancements, when you're using suppression efforts down the road. Our intent is not just to continue to cover up gang graffiti, but to really identify who's behind this, and then from a police standpoint, really that's the suppression arm of this. It kind of goes back to the holding youth accountable. Once the word gets out that, you know what, we're actually looking at not just covering up your graffiti, but investigating it, all of a sudden that changes the landscape out on the streets and makes it safe for everyone.

>> Councilmember Campos: Good.

>> Albert Balagso: I believe I may have confused the situation, is that utilizing graffiti and the crime statistics. The crime analysis unit which is the support mechanism of the police department that collects all the crime data. And they have a set of particular crimes related to gang violence. You know, so it could be drug offenses, assault and so forth. What they haven't counted in the past was the graffiti statistic. And so it's a matter of taking the statistic and incorporating it into the data, how they look at that as the gang

crime overall. It -- we're not saying that it's taking a police officer to count stats. It still comes out of their data unit or their data support.

>> Councilmember Campos: Thank you. Mike, I just wanted to go back to the question that the Vice Mayor was asking you about the housing. First of all, I have seen your code enforcement officers driving through the neighborhoods. And they are stopping, and they're looking to see, if the building is occupied or what's going on. So I do appreciate that. So they're doing what they need to do. How often, now that you've gone through one cycle and we know that homes are still in the process of being foreclosed, how often do you anticipate doing that in an area where there is a high number of homes being foreclosed?

>> Thank you, Councilmember Campos. It's really as a result of this council that provided code enforcement additional staffing as part of the redevelopment agency's budget last year that provided us with two additional staff members, that allowed us to enhance our proactive efforts in SNI. So we're going to continue the proactive street by street survey of vacant foreclosed properties in the SNI areas. That's going to continue. We're going to continue to rely on our residents to report conditions in the non-SNI neighborhoods, and the residents have been real good about calling us when they see an abandoned, vacant home, because it does start to deteriorate the neighborhood and does start to bring down -- additionally bring down property values. So residents have been real good about calling those into us in non-SNI neighborhoods. So the proactive efforts will continue in SNI. In nonSNI we're going to rely on the residents, and we will still look at the real track data in the nonSNI neighborhoods and visit those properties as staff has time and is available to do that.

>> Councilmember Campos: Thank you. Albert just one last question. You mentioned that you had a live person taking down the information for where graffiti is at. Was that going to be something permanent or was it just a temporary situation?

>> Thanks, again, I'm Mark marney. It is a little bit of both. We have some in-house staff that we can allocate more to answering phones. We have one of the Work2Future staff members or employees being able to supplement that this summer. So we'll lose that capacity at the end of this month, but we did see some significant benefits in making sure of having a live person on the phone so that we could understand exactly where the tags were. And it's been more efficient for us. So we are looking at trying to make sure that we keep some our existing staff available for that, as well.

>> Councilmember Campos: That's helpful. Thank you. Any other questions? If not can we get a motion to accept the report?

>> Councilmember Oliverio: Motion to accept the report.

>> Councilmember Campos: Second? All those in favor? Thank you. We actually need to -- was that the only item on consent? That was the only item on consent. Now we have the animal care and service semi annual report. Norberto did you want to say anything on the record?

>> Norberto Duenãs: For the record, the item reads, it is correctly under general services now. It used to be under PRNS. That's why you have Peter Jensen and his staff doing the presentation today. So just a reminder.

>> It's all ours, yes. I'm Peter Jensen, the director of general services. I just wanted to mention, John Ciciirelli, who you're used to hearing from on this report, is on vacation. I have a couple of introductions to do. One, in the audience, Dottie Barney, who many of you know from the Clerk's office, is now moved over to Animal Care and Services as the program manager. And this is Leslie Tisdale, our field operations supervisor, and she will be doing the report for you.

>> I am going to refer you to the animal care and services semiannual report which you all have a copy of. I'm going to give you a little overview. ACS is responsible for serving the City of San José and four contracting cities, including Saratoga, Los Gatos, Milpitas and Cupertino. We provide animal care and services to more than 12 million residents in Santa Clara County, which is nearly 65% of the human population. Moving to field operations. Field operations responded to 30,633 calls for service. And in the year 2008-2009, which this report is speaking to. 3,875 of those calls were priority 1 calls. Priority 1 calls being the most emergency in nature. The performance measure for field services is the ability to respond to priority 1 calls for service within one hour or less at least 85% of the time. The performance from July 1st, 2008, to June 30th, 2009, was at 90%. Requests for service have increased 1%, which is 290 more calls than the previous year. I would refer you to page 2 and a pie chart talking about the five top types of calls for service. Shelter operations. ACS provides shelter to more than 18,000 animals per year. The total animals through June 30th of 2009, ACS received 19,727 live animals, which is 2102 more animals than the previous year, an increase of 12%. We are attributing a lot of that to the economic stress in the community and we are seeing that nationwide in our type of business. Total animals received, 19,727,

again, up 12%. The cat intakes rose 14% and dog intakes rose 9%. The good news is, we increased our adoptions even in the bad economy so that's a good thing. Dog adoptions for us are up 5% and cat adoptions are up 9%, overall adoptions up 9%. And the first time since our opening of animal care and services we have successfully rehomed 3,000 animals last year. Rescue groups are continuing to help us even in this poor economy. Rest accuse increased about 4% over the previous year. The bad news: Euthanasia because we have increased animals, we have increased euthanasia as well. We have made an increase substantially at 19% over the same period last year, and that breaks down to cat euthanasia up 21% and dog euthanasia up 24%. The good news is our live release rates. It is -- it did climb over the previous year. Again, we are attributing that to the economy and the community. Dogs and cats, the live release rate is 47%. Which is a decline over the previous year. Our target had been 50%. The dog live release rate is good, with -- it stays at about 70% to cat live release rate is not so good at 30%. Just for your information the national average live release rate is 36%. About spay-neuter, the low-cost spay-neuter clinic last year did 4,772 low cost spay-neuter surgeries. An additional 4037 were performed on our adoption and rescue animals through the shelter clinic. That makes the total of spay-neuter surgeries just over 8,800. I would refer you to page 4, for two bills that are coming up for vote. AB 241, AB 250, one of them limits individuals and businesses selling animals to maximum of 50 intact animals at any given time, and the other one talks about spay-neuter and licensing. Revenues, the licensing revenues have increased 30% which is nearly \$500,000 compared to last year. Trend is expected to continue and improve in '09-10 as long as we have the resources and licensing to take care of that. Address those licensing issues. We were going to explore online licensing for residents, and Web based licensing for our vet veterinary partners. We are looking into private businesses to provide weekend shop clinics at the shelter. Ops our division was reduced by 2.7 positions. Most significant was in animal services officer which caused some impacts to field services provision of service. Some of those changes in service include for animals, where we know an owner, where we can identify an owner either through the reporting party to us, giving us an address, or we can get them off license plates. We would send a letter to the first offense. For loose dogs, poop-scoop violations on public and private party, off-leash dogs in parks, over-limit animals, and feeding cats and wildlife outside. And that, again, is when an owner is known, and we can send a letter, which would take the place of an animal service officer knocking on the door on the first offense. If there were further follow-ups used, then the officer would be used. Reduced response to loose dog calls, what we would do is, when somebody called for a stray dog in the neighborhood, if they didn't know who the owner was, we would have -- my dispatchers would input it into the computer and give it a seven-day expiration.

If the officers were available in the neighborhood and could address that issue and check, they would. If not, they would inform the people who called that at the end of the seventh day the call would drop. If you see the dog again, please call us back and we will bring you the call. We would not go out for baby orphaned birds. We would suggest the people call the wildlife center. Leave it alone until it can fly. Pickup of wild animal traps, we wouldn't do. All of these have exceptions. Removed owned dead animals, exceptions somebody was disabled or unable to pick up a large dog we would go out. Fee increases, dog and cat licenses, lo cost spay-neuter fees. Both of those fees have increased. I again would refer you to the second to last page of your report for a chart on the bottom of page 5. And these combined fees are expected to generate more than \$250,000 in additional revenue and will make the impact of the spay-neuter clinic cost-neutral to the General Fund which is what our aim is. And compared to the humane society, our spay-neuter fees are still the best deal in town. Ours are \$20 and \$15, theirs are \$200 and \$150.

>> Councilmember Campos: Thank you for that report. Are there any questions from my colleagues? Vice Mayor.

>> Councilmember Chirco: I know one of the things, I haven't been here for a while and I'll apologize if it's been answered. Talking about your animal care vet clinic, how is it going for them contacting their clients when a dog comes in for shots and that to register their dog?

>> The new arrangement with all veterinarians, you mean?

>> Councilmember Chirco: Uh-huh.

>> Actually it's going very well and we're getting information from all of them and what that does is it triggers the licensing process for us and we're able to contact the owners and start the process of getting them licensed. So that arrangement is a big reason why our licensing revenue went up so much this past year.

>> Councilmember Chirco: So they contact you, and then you contact the customer. Does the veterinarian give the paperwork to their clients?

>> They give the paperwork to us. And we -- yes. I didn't understand what you were asking me earlier. Away --

>> We just learned that last week. The vets send in a list each month, I think, of all of the animals that are -- that live in San José that have gotten rabies shots. And we go back and see if they have a license and if they do not, then we send a letter that says your dog is vaccinated but you need to be licensed. Does that answer the question?

>> Councilmember Chirco: Well, there's a bit of a personal interest in there, because we got a new puppy who has gone through the whole process and I was neither told about this in the course of one of those things that slips by, I've not heard from the animal control and I did not hear from the veterinarian.

>> I will say that we're a little behind on sending those letters to say we know you have a vaccinated pet.

>> Councilmember Chirco: Okay.

>> Because we concentrate on the license.

>> Maybe we can speed it up and look for "Chirco".

>> Councilmember Chirco: That's right. Actually it's very helpful and then I have the paperwork and it can be registered. That's 80 wanted to ask for an update on that.

>> Too bad your veterinarian doesn't remind you too.

>> Councilmember Chirco: Or even give the paperwork. Years ago, that's what used to happen. Okay, thank you.

>> Councilmember Campos: Any other questions? Councilmember?

>> Councilmember Oliverio: Always, thank you for the report, and detail down to all the little nuances that not everyone thinks of every day. And it's great to see you operating at revenue neutral. I know that's difficult but you can't really pen it on certain forces out there sort of personal issue in pet adoptions. And all that jazz. I just want to say though, that when you do go forward and using technology to do licensing online et cetera, I would please suggest doing a pilot prior to procurement. Therefore you can figure out everything at the lowest cost option and see that it actually works. Thank you.

>> Let me just interject. When Leslie was talking about cost recovery, she was referring to the spay-neuter clinic. But ACS overall is non-cost recovery. It's about between 30% and 40%, but the rest of it is covered by the General Fund.

>> Councilmember Campos: Any other questions? I know your system does work because I received a letter from my -- the veterinarian and I also received one from you all. So we took our dog within a week to getting his rabies shot. So I know it does work and I think because I opt to do the couple years to pay, and you reminded me, and they reminded me. And it is working. Unless it's flagged that I'm a councilmember and they make sure they send it to me. But it is working. But I wanted to ask you a couple of other questions regarding the high number of dogs and cats that are being brought in. Because we know that this ties to the issue we're talking about earlier, not graffiti but foreclosure in homes and people not having homes and having to have another -- an alternative way of living versus their home. And not being able to have their pet with them. On your Website, and I haven't gone to your Website, so you may already have this information. Is there information on other rescue agencies that may help, or are you working very close with other rescue agencies that can help alleviate maybe some of the animals that we just can't house, and --

>> I'm not sure if it's on the Website currently. I know that we do work with other rest accuse. Most of the rest accuse that we work with, the animals we take in and the rest accuse take them from us and help us out that way. I know that we, when people show up at the door that are in fear of being homeless or can't -- have to move to -- downsize and move to an apartment that won't take a 50-pound dog or something we do our best and help them out and try to take that animal for them. And we also if we cannot do that we refer them to the humane society where they would have to pay to leave the dog there or the cat there. But those are the main two resources, us and the humane society. And I really feel like the rescue groups work through us. If there are folks with cats, I believe that the shelter side might tell them some of the cat rest accuse in the area to be able to help them.

>> Councilmember Campos: You may know the answer to this question but the other rescue agencies that you're working with, I would assume that they're probably short on donations as well. I mean everyone. Is that affecting their ability to be able to work with you, at a greater capacity, has it gone up, has it gone down, stayed the same?

>> Yes, we're actually seeing it slow down because they are taking rescue animals from us and having to hold them and, you know, maintain them and quite often have them have a longer recovery, sometimes they take injured or ill animals and work on it before they will turn them back over again. But what we are seeing is when the shelter side contacts them that they are full sometimes. Yes, so they're impacted by it as well because then there are less homes on the other end.

>> Councilmember Campos: So what would you contribute to the fact that people aren't coming in and adopting animals in this time? I mean, is it PR that we're doing? I mean is it just that people are within the kindness of their heart? I mean why do you think that people are coming in and saying, I want to adopt? Is it something we're doing or is it just people are looking for an animal?

>> I think it's a little of both, actually, I really do. I think that people, you know, look for comfort in hard times and I think that there's nothing more comfortable than a furry pet you know when you can't have one. You know I think that people are limited by what kind of housing they can get, for sure. But if I had to make that personal decision, that would be hard for me to give up my pets or, you know, or to be without a pet if I lost a pet. I would probably show up at the door and adopt a new one.

>> And we are -- we continue to do a lot of outreach and those kinds of things to try to get the word out to people. And I think that's having an effect too. As Leslie said, it's a little of both things are going on. And our adoption numbers are bigger. Our adoption levels are going up at some level because we have more animals to adopt.

>> Councilmember Campos: Do we have that information at our community centers? Do we have that information at our community centers so that -- during this time of the year they're used so much, I'm just wondering, that wouldn't cost a lot of money to put information to say, I don't know if it's a poster or flyer.

>> We could definitely do that.

>> Councilmember Campos: Okay, thank you. Thank you for the report, it was very detailed. I really appreciate that. It gave us a good picture of where we're at. Any other questions? Anything else you'd like to add?

>> Motion to accept the report.

>> Councilmember Campos: All those in favor? Aye, and that passes unanimously, thank you. Now as we're talking about community centers, so the next one is an update on the recreation, RECS.

>> Hello again, Angel Rios, deputy director with Parks, Recreation and Neighborhood Services, and I'm joined here today by division manager Dan Wax. We're here today to provide you a status update on the implementation of our recreation E-commerce system, also known as RECS. You may recall RECS is the two-year pilot project that council approved whose purpose is to automate our registration system. As you know, up until recently we've been doing all this manually, at a great cost. From a labor standpoint, as well as from an efficiency standpoint, it obviously isn't the most efficient way to go. So we've been implementing this pilot. And here to give you a little more details is Dan Wax.

>> Okay, we have actually seen some very positive results over the course of the last eight months, almost nine months. We have continued to market the ability of access to the recs system. Develop posters and banners and made reference in local community newspapers. You may even recall that many of you assisted us in an e-mail blast through your database of e-mails. We've had discussions with, and talked with, the call center in terms of getting them up to speed in terms of recs so when they receive phone calls they provide the appropriate information. We've had discussion and outreach with the library and obviously with I.T. As a reminder, back in December of last year, 2008, we went live with what we call the back office system. And that back office system simply meant that registrations would come in either through walk-in or by fax or by mail, and staff would actually put that information into the system. So it didn't, wasn't live at that point. But what we did, have the ability to get that information into the system. Subsequently in March of this year, we went public, we literally opened up the flood gates and we've contained the flood and I think you'll see with some figures that I'm going to provide you, real positive benefits. Those programs that we have available for registration include fee classes, summer camps, aquatics lessons, and then a number of sport leagues that we have throughout the city. In March we had available 1400 swim lessons, 500 summer camps, a thousand classes. So you could see there was quite a bit of information in that database. During the online transaction period from March until this past June, we realized a 37% access online by our community. Which is significant. Over 5,000 customers established the online account. We had 21,000 customers in our database. And a key part of getting all that done was, over 250 of our staff were trained to access that system, and to get the right numbers in the right spots, as they worked on the computer. Preliminary indicators are, we think, very positive, especially in light of the recession that we're dealing with right now. Fee activity for the period

December of last year through June of this year is 2.1 million. Now, when we compare that figure with the previous year, same time, we see an increase of 36% or about \$540,000. Now, we know we're not attributing all of that to the recs system, per se. We attribute some of that to the opening of two of our new community centers at Mayfair and Roosevelt. We did some niche marketing, a number of other things came into what we think were the results. With that what we're looking at doing in terms of our next steps, we're going to continue implementation of some other options that the system has. And that includes a point of sale, minute component, facility reservation component which we think will realize some significant revenue as well. And then we're also exploring a general overall e-mail blast capacity, so we could reach out to the possible registrants personally. As we continue to work through implementation and we refine some of these operational details, we'll be meeting with finance department to term if an RFP process should be further developed or a sole-source agreement would be the best option. Then sometime in June we plan on bringing it back to council for further consideration and then next summer we will look at developing the contract. With that we will be happy to host those questions.

>> Councilmember Campos: Thank you for that presentation.

>> Sure.

>> Councilmember Campos: Any questions? Vice Mayor.

>> Councilmember Chirco: As I was reading this, the dramatic increase on online is fabulous. But you still get mail, fax and walk-in. And on classes that fill up, how do you prioritize access to the slot and classes?

>> Well, we have the ability to hold spots within the system, so that those people that don't have access on could actually come in either through mail in or fax or walk-in. So we have that ability to do that. We also are increasing in some cases our capacity for classes. And by doing that we also have the ability to bring on more people because we anticipate that the online features will increase our numbers which it already has.

>> Councilmember Chirco: I always stress equal access to the council. I think that's an important element.

>> One thing we're emphasizing at the point of entry or at the community center point, is that when somebody walks in, because you know, still 63% of our registrations are still predominantly walk-ins. As people walk in, what we are doing is taking the opportunity to also take them to a kiosk and literally walk them through it to see how user-friendly it is, with the assistance of staff. So that's really helped us. So case in point, more recently for summer aquatics and our summer camps, that number, when you look at just those two offerings, jumped up to 62% of our online registrations happened online. So that was a huge jump, and we attribute that to that one on one attention from the staff with the front-end user. Especially somebody who's -- they're not accustomed to a computer or needs additional help.

>> And if I might add, for those who are monolingual that come into our community centers, we do have staff on site in many cases that have the ability to translate that information for them, and as well as what was mentioned, with some libraries that are local, we have the ability to direct them to the libraries for computer access, as well as a number of computer labs that we have within several of our facilities.

>> Councilmember Campos: Thank you. Councilmember Oliverio.

>> Councilmember Oliverio: Thank you. Do you see the reservation functionality being able to for example be able to schedule community rooms at libraries?

>> Actually, right now, we are looking. Because we have so many community centers, we are really starting there. But we have been having, on a parallel track, conversations with the library around, you know, is there any way that we could possibly use this tool beyond PRNS. And we are exploring that option. As of now, we haven't come up with anything definitive given that we're still early in that process, but clearly that is on the radar screen.

>> Councilmember Oliverio: Because I know the process is still, if it's online whether it's a neighborhood association or anyone else that wants to rent the facility, that would be an east of use type thing. I'm glad to know that conversation is going on, thank you.

>> Councilmember Campos: That's a very good question since we're successful. I wanted to ask if system, various languages. Right now you don't have it in some centers not every center?

>> Is in terms of the wrecked system it is in English.

>> Councilmember Campos: It is in English right.

>> Woo do have the multiple languages throughout our community staffing.

>> Councilmember Campos: But our system doesn't have it in --

>> At this point, no.

>> Councilmember Campos: Okay. Do we see that, because I'm thinking about someone that English is not their first language, and we want to encourage them to use this. Even if they go in and the staff's showing them, it's a little bit more difficult for them to maneuver the system. So -- without a staff person.

>> Yes. The vendor we're working with now, active network, which basically has a larger share in terms of this technology, we have kind of this ongoing list of what we call ideal, this would be the ideal. And that actually is one of them, how can we make this also multilingual from a user standpoint? And at this point they do not have that capacity. But that definitely has been noted and something that I think more mid to long term we could probably look at. But as of now, that's how we kind of worked around it.

>> Councilmember Campos: And the user seems to be receptive to that, well, it's probably nice to have that customer service that somebody can walk you through that, but we haven't had any complaints or concerns.

>> You know, any concerns or complaints have been very minimal, and usually not tied to the system mainly because of the effort we've placed on just training our own staff on how to use the system. I mean, literally, you know, 250 of our front line staff including rec leaders, all the way through specialists and then every superintendent -- actually, we actually even started with Albert and deputies and made sure that we understood it first. We spent a week out at little league registering people, you know. And so we wanted to make sure that our staff was able to handle, you know, the demand. And what we're seeing is you know, each week it just gets -- the word gets out more, and at the same time, you know, we're also aware that it doesn't work for everybody. And so we just have to make sure that we continue to be cognizant of that and make sure that we continue to be sensitive to those other needs, and make sure that we're being there for everyone and working through on a case by case.

>> Councilmember Campos: So can a young teenager go to register themselves or do they have to have a parent with them? I'm just trying to understand, is there an age limit that you can register, or --

>>> What we found is you actually -- if somebody's paying by credit card, then they do need somebody 18 or older. But it's not uncommon for a teenager to do all the input, and then have the parent come and say, here's the credit card and, you know, that's a very common practice that we're seeing out there, because nowadays teenagers can pretty much, you know. So that's pretty much what we see, the teenager inputting and then the parent paying.

>> Albert Balagso: There are also some built-in operational components to registration that give us a double-check to make sure that those people that are registering are of the appropriate age, specifically for early childhood recollection and then for some teen programs. So even though they may sign up, there's still another check and balance once they literally come to the community center to make sure that they're the appropriate age.

>> Councilmember Campos: Okay, thank you. Any other questions? If not --

>> Councilmember Chirco: Move to accept the report.

>> Councilmember Oliverio: Second.

>> Councilmember Campos: All those in favor. [ayes]

>> Councilmember Campos: Thank you. Now we're going to hear a report on parks grants and parks bonds capital projects.

>> Thank you. We're sitting a little farther away, because we have a presentation as part of the report. But I'll go ahead and get started. The presentation should be part of the packet, I know it's posted online. My name is Matt Cano, I'm division manager with Parks, Recreation, and Neighborhood Services. With me today is Rajesh Sidoni, our senior analyst responsible for getting grants for our capital program in our department and also making sure we can use those grants. Appreciate him doing all the work for here today. I think everybody has the presentation in their packet. Okay I'll go ahead and get started then. This is a semi or twice-annual report where we give you an update on the status of grants and a little bit on the status of our bond program. The good news, in the last half -- this report is from January through June and the great news about that period is, there was a \$5.4 million worth of grant-funded projects that were previously on hold and frozen because of the state budget situation, included that is pal project, Alma community center and that state grant has been lifted. So we never stopped working on those projects and fortunately we don't have to go and use alternative funding mechanisms because those state grants have been lifted and we have actually been receiving some reimbursements for them. In the past six months we received \$888,000 worth of reimbursements. We've been doing a much better job of turning around reimbursements in an expedited manner. So as soon as we do the work within that same month or even sooner if we need to we'll go ahead and get the reimbursements from the state. We applied for four new grants in the past period which I will talk a little bit later in the

presentation and there are some new grant opportunities that, through proposition 84, that we're hoping to take advantage of in the next year. That's okay, we can -- if the presentation isn't working, I can just -- we can go ahead without it. Everybody has it in their packet. The final phase of the happy hollow park and zoo were recorded. The family coaster and the maze council, thank you, awarded those in June. The project is under construction and will be finishing the beneficial use on the bulk of happy hollow later on this calendar year and plan for an opening in the spring of 2010. On the second page of this presentation you see a picture of the veterinary building from the happy hollow project. We have had about \$850,000 worth of state grants on the Happy Hollow project. 600,000 from First Five of Santa Clara County and 250,000 from the State for prop 12. On the third slide, if it's not working that's okay. Don't worry about it. We're just going to go ahead and proceed without the presentation. Status of the remaining grant projects, we have Pal Stadium which is under construction, and Nisich Park, which is a grant-funded park in Council District 7, that is going to start construction in February 2010, Willow Glen spur, which we're planning to move ahead, we're hoping to work with Union Pacific railroad for the acquiring the land of Willow Glen spur in 2009. We have a milestone marker for our trail program similar to where you see on our freeways, where we're on mile 2 hundred something on highway 101. We hope to have the pilot up and running on the Guadalupe river trail sometime in spring. That will help for police response and other responses for the trail system. We have over \$10 million of federal earmarks for the former transportation bill for the Guadalupe, Coyote and Bay trails. All those projects are underway, and we should award the first phase of construction for the Guadalupe river trail later this calendar year. On the next slide, we have applied in the last six months for \$9.7 million worth of new grant applications. The biggest one was led by the redevelopment agency as part of the north San Pedro development. There was more than \$6 million that were earmarked and their award for that through the proposition 1C housing funds for parks, Pellier Park, North San Pedro park is part of that development. There are a couple of grants that we applied for that are still in the process but have been moved to the next stage of technical committee review. The Guadalupe river green and Guadalupe river park and gardens development. The Guadalupe River Park and Gardens provides a further development of the portion of the park north of Coleman, adding circuit pathways and making a much better user experience there. On the next slide there are some new grant opportunities we're working on. State -- prop 84 passed by voters it seems like a long time ago now. There's \$368 million worth of park-specific funding allocated through proposition 84. The guidelines have been distributed for those applications but because of the state funding situation there is a hold on applications right now. And there's no date yet set when those applications will be due, but when that date is set there's going to be a six-month time for us to put those applications together. We are working right now on putting together a preliminary list of projects for prop 84, and that will be brought forward to council soon. There's also some other projects under prop 84, the river parkways program, we received a grant last year for the Guadalupe river trail just south of the discovery museum under that program and a second round of those applications will probably be coming forward later this calendar year. And there are a couple of other nature education series and greening projects under proposition 84. Those guidelines have not been released by the state yet but Rajesh and his team, working with Betsy and her team, as well, when those guidelines are released, that's an opportunity where we go ahead and review those guidelines, comment, and if need be we would bring to council our opinion on those guidelines if there's some lobbying effort we'd need from the city council. Proposition 1C the housing remitted the park specific allocation in prop 1C those guidelines are underdevelopment and being finalized right now as well. And on the last slide on the presentation, the status of the BART bond projects. As I mentioned before the happy hollow park and zoo is under construction and so are the park lot and pedestrian bridge. Seven Trees community center and Bascom community center and branch libraries are under construction as well and we open towards the end of 2010. Guadalupe river trail from Woz to Virginia, is part of the bond program and that will be out to bid fully day now and will be awarded in a few months, for construction. That's just south of discovery, children's discovery museum. And the Coyote creek trail, Los Lagos to Tully, was just opened up last week, actually, and added another half-mile to our trail system, so now we're at about 52 miles. So we're incrementally getting closer and closer to that 100 miles. So with that that's our update of the grant and bond program over the last six months. If there are any questions Rajesh and I will be happy to answer those for you.

>> Councilmember Campos: Thank you for that presentation. Any questions from the committee? We have one question from Councilmember Chu.

>> Councilmember Chu: Thank you, Madam Chair. This is really regarding the location of the nature education facility. Do we have a location for that?

>> That is a specific grant program that's offered through the state. And the focus is going to be on nature and educational facilities. The guidelines have not yet been released regarding the eligible projects yet. I imagine stuff in Alum Rock park may be a good candidate moving forward in the future but when those guidelines are released by the state we'll make sure to look through those to comment and make sure that San José projects are competitive.

>> Councilmember Chu: Okay. Because I understand that the Water District is also working on a similar education facility, in Alviso.

>> Correct. And what we'll do is, we'll work with the Water District when those application guidelines come through just in case they aren't seeing it and make sure they can comment as well and the Alviso project if they want to use a grant to move the Alviso project forward we'll make sure that's looped in.

>> Councilmember Chu: Thank you.

>> Councilmember Campos: Thank you. If there are no other questions we'll entertain a motion to accept. All those in favor? [ayes]

>> Councilmember Campos: That passes. And then Betsy will give us a report on what's happening in Sacramento.

>> Betsy Shotwell: Thank you, Madam Chair. Betsy Shotwell, director of Intergovernmental Relations. Madam Chair, members of the Committee, you have before you the annual August-September report of legislation. Many of those bills were in my report of April with the tremendous assistance of Roxann Miller, the city's lobbyist in Sacramento, those documents were put together and similar documents for other committees, as well, that I will be visiting in September.

As you know the state's dire budget condition has had a tremendous impact on legislative activity this year. No surprise. So you'll note that a number of bills here have two-year next to them as a status, or they may have gotten out of house of origin and they're being held in the appropriations committee of the other house. By September 11th there has to be action on this legislation and if not, those that are still alive they'll be carried over into January of next year which will be the second year of the two-year session. So we're in the first year. There's still opportunity for some of these bills obviously very good ones here to move. But again as I've been saying all year legislative successes will be directly dependent on the state's fiscal situation. So the governor last Thursday did sign over 100 bills, and one of the ones I wanted to bring to your attention, just to update the memo, on page 2, second to the bottom, AB 412 regarding hate crimes and adding nuisance to the classification may have seen some press on that, that was signed into law adding the creation of nuisance as a hate crime which of course unfortunately has been in the crime, it's been located, used at schools and whatnot. That was signed into law last week. So with that I'd be happy to answer any questions that you might have.

>> Councilmember Campos: Well, thank you for your report. I know that it's hard to even give any suggestions right now, because nothing's moving over there. Talked to a if you assembly members and they say it's just not a fun place to be at right now. And it's trickling down to us, because now we have to re-look at our budget and we'll probably be saying it's not a fun place to be at right now, in City Hall. So are there any questions or comments from my colleagues at this point?

>> Councilmember Chirco: Well said, Nora.

>> Councilmember Campos: Thank you. With that, we appreciate you coming, and sharing what limited news you have. And --

>> Betsy Shotwell: My pleasure.

>> Councilmember Campos: All we need to do now is accept the report.

>> Move.

>> Second.

>> Councilmember Campos: All those in favor. [ayes]

>> Councilmember Campos: Thank you. I'm going to turn it over to Norberto, to talk about the schools-city collaborative.

>> Norberto Duenãs: Madam Chair, no formal presentation. I wanted you to know that we will be gearing up in the new year with the development of the plan with the various committees. We wanted to let you know when the collaborative will be meeting so you do have a one pager in your packet that outlines the schedule for the collaborative meetings all the way through the end of the fiscal year. Next month, as we work with the various superintendents and the committees, we'll be coming forward with the work plan items for your review.

>> Councilmember Campos: Thank you. Accepting that verbal. Thank you, if there's nothing else, public comment? Is there any public comment at this time? No public comment. The meeting adjourned. Thank you.