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>> Welcome to our Neighborhood Services and Education Committee. We're happy that you are here and we're ready to begin. We'll start first with a review of our work plan. I believe all items are in order. Nothing has been deferred. The consent calendar is ready to go. I think we can keep this pretty much as it is. May I call for a motion to approve our calendar?

>> Approve of the calendar.

>> Second.

>> All those in favor. All right. We're ready to begin with John Cicirelli or do you want to go first? You're listed first.

>> All right.

>> I would like to pull that, yes.

>> On that item is confined to [ inaudible ] four on the neighborhood Commission staff report, just details the work of the Commission essentially. Oh. The microphone so you can hear me. Pardon me. Assistant to the city manager. In your packet, you will find a brief memorandum of the neighborhood Commission status report October and February of last year and February of this year. Reporting out the work of the committee. I'm happy to take any questions or concerns.

>> Kip, I misheard something. What I would like to do, if we could, gentlemen, is to go back and put you last.

>> Okay.

>> The reason for that.

>> I'd be happy to do that.

>> There's been a tremendous interest in the Commissions and the future of where they're going to be. I'm sorry, if that's all right with you.

>> Absolutely.

>> And may I have approval to change the order in order to accommodate that.

>> I'll move to do that.

>> Second.

>> All those in favor. Aye. We have made that. John, we're back to you and we're happy that you're here. Ready to hear all about what's happening in your end of the world.

>> Sure. Thank you. Jon Cicirelli, deputy director of Animal Care and Services. This is twice annual we do this report. I'll try to hit the highlights and open to any questions or comments or discussions you might have. As a reminder to those who might be viewing or hearing this for the first time, San José also serves four other contract cities for animal control. We do Milpitas, Cupertino and Los Gatos. It's about two-thirds of the county population. In this report itself, is about the 2011 calendar year, so January through December. It includes the data from all the cities combined. So during that time, our officers did respond to just about 22,500 calls for service. Of those calls, about 16% are priority one. Priority one are emergency calls, a sick or injured animal or animal acting aggressively or assist for the police or Fire Department when other people are arrested or injured and those sorts of things. We have a three rating system, with one being the most important. We have a measure for that. We measure how fast we can get to a priority one call. Our target is to get to all priority one calls at least 85% of the time within one hour. Now, sometimes,

when you think about response times from police and fire, you might think that sounds like a long time. You also have to remember we have all of 10 animal control officers serving the city of San José and they're covering 24/7 service. We did in fact meet that challenge this year and we arrived at a 93% response rate. So quite a few percentage points above our target. Really, that's partly in due to the fact we, over the last few years, we were not immune to either the budget issues going on in the city so there were some reductions there. We've taken low priority calls and won't personally respond to those. For instance, if you complain about a nuisance complaint, neighbor's dog is barking or allowing it to ill eliminate on your yard, we send you a letter and warning you that you're in violation of compliance with the law versus sending someone out there. Anything that has a health or safety issue involved with it we will send an officer to respond. You can see the graphs. On page 2, it breaks down to some of the types of calls and particularly the ones we most handle. About 20% of calls we handle are animals biting humans or animals biting animals. It seems like a lot, 1 out of every 5 calls, but when it comes to bites, you're oftentimes having to go multiple times, having witness statements, quarantining an animal and taking it off quarantine. One bite can result in three or four visits by an officer trying to wrap a whole case together. You can see other stuff. We pick up quite a few dead animals. Confined stray animals, where a person has found an animal and confining it for us so we can come pick it up and humane investigations, about care and conditions, not providing water shelter, food, care in some way. It needs to be investigated. Because we had to modify how we do things, we have been able to, as I mentioned before, increase our response time on priority ones and increase our response time overall to most of the types of calls we do. In some ways it helped improve services even though we're doing fewer services necessarily to the community.

>>> When you get to shelter operations on page three, last year we took in 17,838 domestic animals, dogs, cats, anything a person might keep for a pet, plus under another 800 wild animals and people finding it and bringing them to us and put it in a shoe box because that's the place where the animals are. We actually don't house wild animals in the shelter and have a contract that is off the creek and they do rehabilitative services and those sorts of things and re-release them if they can be saved. Our adoptions overall were pretty good. Act the same as last year, just over 3500. We hit a new record last year did a big promotion did 452 adoptions in one month, which is a great feat for us. We hadn't even broken 400 prior to that. It was

nice to be able to do that. Overall, our animal intake has gone down. It's really a tale of two breeds or two species, I should say I'm trying to show with this graph. You look at this graph, the blue bars are dogs and the purple or red bars are cats. You can see dogs continue to decline at a very steady but certain pace, whereas cats we seem to be making progress. We turned the corner and you can see the curve where we're turning the corner. Cats declined by more than 11%. To put that in perspective, we took in over 1100 fewer cats than the year before. We did the same thing the year before that. So for two years in a row, we've seen double digit declines in cats. It's primarily related to the amount of money and effort we invested into spay-neuter service, low cost spay neuter services including our trap neuter program with feral cats and genuinely having an impact. We see both adult cats and young, which is a good indicator the young are not being born at the same rate, which is important. We have not invested the same resources when it comes to dogs. Dog intake in the last year increased by 7% or over 500. On the path they're on right now, you can see on the calendar year if those trends continue we will start taking in more dogs than cats. Which will be a first for us. When we first opened the animal shelter in 2004, we were taking in two cats for every dog. Now, we're taking in more dogs than cats both for good and bad reason, dogs increasing and cats decreasing so they're meeting somewhere in the middle. Good news and bad news there. I'll talk about that in a little bit because we have some things we want to take advantage of. And how many are saved or leave alive from the shelter. This is very important to our constituents and stakeholders, they're very concerned an unanimous aren't necessarily euthanized. Last year, we hit 70% for the first time, which is really good, particularly for a large government animal shelter, compares extremely favorably industrywide. The nationwide save rate for cats and dogs is only about 36%, so we're about double that. A really great target would be to exceed 80%. We're on our way to that. The last 10 or 20% will be tough. For a more comparative value, the total for California save rate is about 47%. So about 10 points better than the national save rate. We're still quite a bit ahead of the statewide rates to save. All good news. In particular for cats, we continue to have really great outcomes there because of the money and resources we invested in them. We did the amnesty and if you remember, went to Council for approval last year. Just the quick results, we added another 7500 plus new licenses in the system. Our goal was to raise 250,000 in those two months and raised over \$353,000. We thought it was a good success. We implemented online auctioning and about 25% during that time came through the online. It settled to 30,000 a month people

making the choice to go online versus doing it by mail and we're hoping it will continue through time. Being in Silicon Valley, you hope people will take advantage of online tools and that takes pressure off our own staff of processing talking 65,000 licenses per year they're trying to process and gets difficult to keep up with that from a staff perspective. The grant opportunity I was going to tell you about, when we look at the dog intakes, what we see when we really break it down and look at the breeds, and I reported on this a couple of reports ago on this committee, it's primarily driven by Chihuahuas, almost completely a single breed issue for us. We started looking at zip codes and where are they coming from? We narrowed it down to the top five and Petsmart runs a charity arm called Petsmart charities agreed to fund us up to \$200,000 the next two years and the Humane Society in Milpitas. We're sharing this grant. If you live in those zip codes and have a chihuahua and want it spayed or neutered, we can do it free. The idea is to reduce pictures like this from occurring to us. Those are the five zip codes at top. 95111, 126, 122 and 127. For any of your offices that contain some of those zip codes, we'd be happy to provide you literature for your events and your residents take advantage of it. A great service, drop them off in the morning and pick them up in the evening and it's done and it's free. That helps us start having results more like cats like I showed you in the graph before. We're also continuing to move forward with municipal code changes. I've been talking about these for a variety of reasons and keep missing the mark to get it done. We do intend to do it in this calendar year. The one issue I would like to bring up that's changed, we talked about it in the report and a lot of it is cleanup. One of the things we're contemplating, when it comes to dangerous dogs found to be dangerous or vicious and now living back in the community or its home, we develop an online tool so you can look in your neighborhood and see if there is a dangerous dog and we will have a picture and address where that dog lives so you know what it looks like, you see it out, you know you need to be calling somebody because it's been found to be dangerous. We're looking for tools to help people understand what's going on in their neighborhood. You could be just down the corner or block and wouldn't know it and you unwittingly walk by this house where the dog is at or your kids and you just don't know. Just trying to find out ways to make people more aware. There's about 60 or 70 of those across the city. We have seen other jurisdictions doing this, a little bit like sex offender information. Not the same invasion of privacy, we think, because we're not putting the actual owner's information, we're putting the dog and the address. Currently, if we have a dog declared dangerous, they're required to put on the front of their fence a sign that has a mean looking dog in

English and Spanish, says "dangerous animal." We notice the neighborhood right around them prior to the hearing to say, look, we are having a hearing about this. If you have anything to say, let us know. It's not that it might not be known to those neighbors and these dogs can live 5 or 10 years after that hearing date and neighbors come and go and the issues drop pretty good over time and we want to make sure people are aware. Feedback or comments, I would be happy to hear. To wrap up quick on the last one, we have a repeal by the governor going on in the state right now related to animal holding periods primarily and animal shelters. The governor is doing this as part of unfunded mandates in the state. We're not alone. He's not targeting animals specifically, a variety of mandates the state has had they're failing to fund. It's a budget action because in this particular mandate the state is on the hook for \$23 million. They're trying to save some money. At the same time, it would reduce the amount of holding period required for an owner to come and find their animal at the animal shelter and you basically go from five or six to three. Generally, people aren't in favor of reducing that amount. Pet owners want every opportunity to find the animals they're looking for. There is a state stakeholders group being formed that includes folks from animal control and humane Society Foundation and breeders rescue group so on asking the governor to say, look, wait, before you repeal the laws all together, wait a minute, let us get together and make recommendations. We understand you have a funding issue. Let's figure this out over a period of time rather than decide to strike it out. You may hear more and more about that, as time goes on, you may have already heard about it. It certainly appeared on our local news not too long ago, they came out and were talking to us about it and in the newspapers. In the event you hear about it, there are efforts to slow down the process and come up with a better solution. It remains to be seen what the governor might do. That makes up our next steps and goals. The code changes we talked about always focused on increasing adoptions and promotions. We are in line for yet another grant, another big one we expect to see in the next couple of months. We were on this one a couple years and we're now down to the finish line and could net us \$400,000 fairly unrestricted dollars and we can focus on live save outcomes and push the bar further and, of course, spaying and neutering, which is a big deal to us and implementation of the grant around to the Chihuahuas is important and we already started that and looking for revenue is always part of the game, to figure out ways to raise money and continue provide services. With that, I'm happy to take any questions you have or comments.

>> John, your reports keep getting better and better. You've been doing so much. I appreciate that tremendously, as I'm sure my colleagues do. Do you have questions?

>> Thank you, Nancy. John, I somehow remember that we have stopped the trapping of the feral cat. I just heard we restarted that program?

>> Yeah. We haven't stopped it. What we do is spay and neuter them and go back versus trapping and euthanizing them.

>> They could still trap and catch them and take it to them?

>> As long as residents are participating in those programs, yes because we have a limited number of traps. If they aren't, they could still get their own trap and we have a deposit in case it's damaged, because we don't have that many, they're expensive to buy. They have to help participate in the programs. If they help trap and pick it up we'll do the spaying and neutering, we don't care about that. If you will help with the live outcome in this mission, we will give you the trap. If you don't want to do that, you want to turn it in and leave the cat to its fate, you have to get your own trap.

>> Thank you.

>> Thank you. Looking at the page three in terms of the shelter operations and adoptions, I'm assuming you probably do some social media? I know that takes staff and resources. If you don't have it, I understand that. Given the nature of where a lot of this stuff goes, I'm sure you're looking at it.

>> We're on Facebook and twitter. We don't use the twitter act quite as much but we keep Facebook updated. Several hundred friends, relatively new a year, year and a half old doing the Facebook. One of the issues is staff keeping up with it. One of the areas I mentioned the largely unrestricted grant we might get, an area of outreach you can take some money and pay a part-time employee to spend a few hours a

week to make sure it's fresh and building and growing. For very little cost, you can build that social awareness.

>> Is the focus of that for adoptions or notices about the services?

>> All of it.

>> The big thing on adoptions, low cost spay-neuter services and we want people to stop breeding them and why it's smart to spay and neuter and why it helps your pet and pays for services like animal cruelty investigation. And supported by licensing. If every dog and cat were licensed we wouldn't have any problems with funding and we could lower the licensing rates because we would have more than we need.

>> In terms of the of the spay and neuter program, of a news such as Groupons and other ways to save costs.

>> That would be an idea. We once tried the penny saver. We have noticed if a person has a coupon in their hand, they feel a little better about it. A marketing thing. Having that coupon means something rather than come on down and do it, they like having something others don't have, I guess.

>> A very good report and appreciate your work.

>> Excellent.

>> I'll move to accept the report.

>> Thank you. With that, we're all approved. Thank you very much for a unanimously accepted report. And KIP, I believe we're going to proceed with you next or do you want to go last?

>> Jane next.

>> Good afternoon.

>> Good afternoon.

>> I wanted to introduce to you Joan Young, who is the library's volunteer coordinator and going to make the report on the really excellent work she's been doing. I wanted to take a minute since this is the last meeting of your group I will attend as a city employee, to thank you for the support and interest you've shown, this committee has always shown in library matters. Joan.

>> Thank you. It's great to be here. Thank you for having me. This is a report on our library volunteer engagement program. We have a very active volunteer program at the library offering San José residents an opportunity to give back to their community through the library as a volunteer priority. We had over 1300 volunteers in the six months of last year ending in December of 2011. 1300 volunteers contributed and average of 4700 hours a morning. A very robust program. Library services volunteers assist with a number of tasks. They prepare materials for programs, set up for events, help keep the library's environment clean and welcoming. Then we also have high impact volunteers which serve in leadership roles. And they train and supervise other volunteers. Things like adult literacy tutors, one-on-one computer mentors, trained readers to children, teachers of citizenship classes and ESL conversation club facilitators. And these match the needs of today's volunteers who want to use their skills and expertise to make an impact in the community. In 2008, we were one of six pilot library systems to take part in a California state library initiative, and a team of library staff and volunteers were trained by national experts on creating a volunteer management or engagement program for high impact volunteers. Since then, staff throughout the library have been trained on fundamentals of engaged volunteerism. Now, there are job descriptions for all positions, targeted recruitment efforts, written agreements outlining the goals and desired outcomes for each position and regular meetings between staff and volunteers to monitor progress. The library has become very intentional about matching volunteers to a position that aligns with their interest and skills. About 60%

of library volunteers are adults and 40% are teens. Many of those teens are fulfilling community service hours that are required by their school. They might be in a club like national honor society, or interact where this is part of their service requirement. Some of the opportunities we provide for teens are Teens Reach, an advisory committee composed of teens. A lot of teens help with our summer reading program in the summertime going for two months this year, the beginning of June to the end of July. As you can see on this chart, the majority of our volunteer hours are contributed in high impact positions. About 23% are library service positions and about 15% are solely conducted by teens. An example of a high impact position would be something like our English as a second language conversation club coordinator. They oversee and support the conversation clubs at all the library locations. This position is currently being shared by a three-Councilmember team. This is a fairly new program we instituted last fall. We have three people including a former ESL teacher and part-time librarian for another system and former ESL conversation club volunteer of our own, used to facilitate at the Baries branch and got her own job as can no longer volunteer during the week.

>> This is to help assess the volunteer program and the former ESL teacher developed training for our volunteers so we could place a facilitator at each library. We had the program going on a smaller scale in the past, but we have expanded it now, so we'll have a volunteer at just about every branch. They also looked at the resources we provided for our facilitators and recommended some further resources so they are providing conversation kits to go out to the branches. They recruited and helped with the interviews and helped with training for the volunteers program systemwide. They plan to provide ongoing support for quarterly meetings for reviewing best practices and sharing of ideas. So high impact volunteers have a tremendous effect on our community. From July 1st, through December of 2011, 23 trained readers to children engaged over 1500 children in important early literacy experiences. During the same period, 295 adult learner's improved their reading and writing skills by working with 212 volunteer tutors in the partners and reading program. Over 1,000 customers improved their ability to work with computers and use online resources with the help of 40 computer mentors. Volunteerism is promoted through our library's website. The newly redesigned volunteer web page. The web page includes articles and videos highlighting some of the volunteers. We have an interactive blog posting people throughout the system can post, anything

related to volunteerism. Then there's a list of volunteer opportunities. We recruit through targeted recruitment efforts based on the position so we might recruit among a specific group of people and we also use volunteer match, an online recruitment website. Through a grant from the California state library, all the libraries in California get a community leader account with volunteer match. We have this at all our branch locations. And the capacity of the volunteer services program has been greatly enhanced by the acquisition of volunteer management software last year. So this enables us to track volunteer skills, qualifications and trainings and create schedules and record volunteer hours. We can create lots of different reports on volunteer activity and communicate easily with volunteers through e-mail. So San José public library has become a model of a successful volunteer engagement program for other libraries. As the volunteer coordinator, I serve on a statewide team developing regional peer networks of libraries that promote volunteer engagement. We held our first regional symposium last week in San Francisco and San José will be hosting one in May. Next week, I'll also be a panelist for successful engagement of high impact volunteers workshop at the public library association national conference. So just as the library strives to meet the needs of customers in other areas, volunteer services is meeting the needs of today's volunteers by providing challenging and rewarding opportunities. In turn, the library volunteers provide the library with enhanced and increased services to better meet the needs of the community. Any questions?

>> Thank you, Madam Chair. Thank you for the report. I want to take this opportunity to thank all the volunteers for putting in this tremendous amount of hours. 4700 hours, that's per month. That's per month, not per year. It's really, really just wonderful. I wanted to take this opportunity, also, to thank Jan for your services for the many, many years. We know each other before I was elected to the Council. I appreciate your assistance to the library assistance. I'm a regular visitor to the library and every time I get there, I hear nothing but positive comments about our librarians and system. Good luck with your retirement and thank you very much.

>> Thank you.

>> I'll just echo council member Chu just mentioned. He put it better than I can. Great report and thank you for your commitment in San José.

>> Thank you.

>> Joan has been with us the last several years and she has made a huge difference in professionalizing and growing our program. Our city is lucky to have employees like her in our library.

>> Thank you.

>> I hate to even bring this question up but every once in a while we get questions we have to think about very deeply. An all volunteer libraries, there has to be a lot of pitfalls with that. I think it's wonderful we have volunteers. What would your recommendation be in reference to an all volunteer library?

>> I think that would be equivalent to an all volunteer school. Schools and volunteers, you know, of course, but you need people who are both trained and who are scheduled to be there everyday. I think that would be a very similar analogy.

>> Plus the rears of library science have to be updated and has to be a constant --

>> Our librarian staff have to have a masters of science from an accredited library association program. Our clerical staff, most have two years of college and many more, and they're cross trained to meet the information needs of all the folks who need them, who use them. But we absolutely could not operate a library we have today without the volunteers we have today, too.

>> Jane, we can't let you go -- first of all, we will approve the report.

>> So moved.

>> Second.

>> All those in favor, aye. We have a report. We cannot let you go without adequate thank you.

>> Oh.

>> So, bear with me. I have something.

>> How beautiful!Why, thank you. Thank you. That's very kind of you.

>> You're more than welcome. So you will be sorely missed because you have brought so much to our city and put the city on the map in reference to libraries.

>> Thank you. I should say thank you about this morning because it's three weeks from today is my last day, which I still haven't quite -- if you saw my office, you, too, wouldn't believe it. I was thinking this morning about, you know, the last two or three years have been really tough years. I think they've been tough for all of you and tough for everyone who works for the city. As I'm on the ends of a 15 year career, the 15-year perspective is coming back. It's really been a wonderful 15 years. I really appreciate the opportunity that the city manager and the Council gave me and the great support of the community to both first pass the bond measure and pass partial tax, to always know this community is so hungry and appreciative of library services and to have such a great staff and volunteers to work with and great staff from the city. It's really been a wonderful way to spend 15 years of my life. I really appreciate that opportunity.

>> I was there for half of it.

>> Right.

>> Like some of you, I knew before you took your positions. It's really been wonderful. This is good, I can practice on my speeches. [ Applause ]

>> Thank you.

>> Thank you, Nancy.

>> Kip, we're ready for you.

>> Again, Kip, assistant to the city manager, activities between October and February, I would note we also have the city clerk in attendance. If there are any questions, I'd be happy to take them now.

>> I just happen to have a few. I'd like to ask more, and I see Dennis is here, too, luckily for us, so come join us, Dennis. I'd like to ask about information regarding status of the Neighborhood Commissions. I understand you have done an incredible amount of work, Dennis, going out and talking to the Commissions themselves. I have to be very up front to say I'm in favor of keeping them. I don't know what kind of statistical evidence you've been able to put together, but we'd love to have you share some of that.

>> Certainly. Thank you, Madam Chair. Dennis Hawkins, city clerk. Specifically as related to the neighborhood's Commission, the Commission is currently slated to sunset June 30th, 2012. The Commission was originally approved as a two year pilot in the beginning in July of 2009. Kip will correct me on the dates if I'm a little off. July of 2009, it was intended to sunset as a pilot in June 30th of 2011. The Council at that time decided, for a six month extension and the Commission was extended until December of 2011. At that time, I was working on the Wharton Commission report from the Mayor's report last June and from the neighborhood's office we decided to extend the life of the neighborhood Commission for an additional six months while the proposal regarding consolidation or potential elimination petitions made its way through the process. I presented a report to the rules committee in December of 2011. I have

completed some community forums and state input. We sponsored three community forums in which we had approximately 200 residents participate and provide comments and feedback and suggestions to our office about the proposed elimination or consolidation of Commissions. I've also personally visited about 12 of the Commissions doing additional outreach, so that I would take the message to each Commission, engage with them, discuss their ideas and concerns and receive directly from them their feedback. So we're in the process of compiling all that data. I asked all the departments to provide me some additional budgetary information because that was a question raised by the community and committee, rules committee. We're in the process of doing that. Originally, I intended to bring my report forward with final recommendations to the rules committee in February. Given all the outreach, I've been delayed on that and hopefully I will be presenting that to the rules committee later this month and then at that point the committee will provide further direction on whether I need to go back to the drawing board or whether to move it forward to the full Council. The intent was to include those ideas in the budget process for the fiscal year 2012-13 city budget. We're at the point now where we have completed most of the data gathering and we've completed most of the outreach work and we're just compiling that and then I will be presenting a report to the rules committee very shortly. As far as the neighborhoods Commission goes, assuming that further Council action is not taken, it will sunset June 30th, and what I have done, because I think there are many positive things about the neighborhoods Commission, one of the recommendations I've advanced is change the way we appoint commissioners. As the committee is aware, currently, we have a system where we have project diversity screening committee that interviews and makes recommendations to the Council liaison of each of the boards and Commissions. The Council liaison makes recommendations to the rules committee and Council for the appointment of commissioners. What I'm suggesting is that we continue the project diversity type process, where we would have a community-based panel that would do outreach and help recruit volunteers and potential commissioners, would still be involved in the initial interview and screening and recommendations to Councilmembers but we change the appointment process, so that each Commission is composed of one Councilmember appointed to represent a Council district and additional members are appointed at large, so they would have persons with disabilities, youth, seniors and people with subject matter expertise, along the lines of the Commissions. As I've expressed to the neighborhoods Commissions, I've taken one of the things I think is positive about the neighborhoods Commission, there are

designated representatives on a Council district basis and use that as far as the process to fill Commission vacancies. In doing so, what I have done is put that neighborhood type influence on each board or Commission. So kind of the shorthand I've used is what we've done is merged the neighborhoods Commission with all the Neighborhood Commissions rather than the charter Commission. That neighborhood community-based Council distributed voice is heard on each Commission. One of the concerns I have is we do not have geographically diverse Commissions and a plurality of members reside in one Council district and there's not a citywide perspective in many of the boards or Commissions. I think there's some value in having that citywide perspective on all our boards or Commissions to make sure all neighborhoods are represented in that decision-making process. The direct answer to your question is in my proposal the neighborhood Commission is absorbed into all the Commissions in the sense there is a representative from each Council district but not a direct one-to-one correlation type of thing. I hope that provides an overview.

>> I am in awe. You just went through a tremendous amount of information very eloquently and you really didn't have a lot of time to prepare for that.

>> I've lived this for the last couple of years.

>> I'd like to share that several people from Commissions have come to see me and there are still in a state of shock that they may have to go away. The first thing they say is, Dennis is wonderful. You're a good listener. You've taken the time to ferret out -- they feel sorry for you because you've been burdened with a huge job. I know that with your ability to look at both sides of an issue you will come up with some good ideas and indeed already have. That was mentioned as well, that some of your thoughts were very palatable. I'd like you to talk about some of those suggestions you may have made and how that will help in this whole process.

>> Certainly. Thank you. Part of -- the other part of the report aside from consolidations or eliminations is what we've called the structural improvements to the board and Commission program. This process has

been going on about five years, first, referral to the office of the city manager and city clerk in 2007. There's been a lot of work done over the last five years. But the last major review of the city's Board and Commission program was in 1996. I think we're well overdue to take a structural look at our Board and program. Part of what I'm recommending we update the municipal code section that updates Boards and Commissions. We have outdated language as far as attendance policies and quorums and things of that nature I'd like to acknowledge Lisa Harrick, her work as deputy city attorney for her work in that improvement piece. We're also looking at two Council policy, 0-4 and 0-36, which are the two primary policies that relate to Boards and Commissions the Council established. It's been a number of years since those policies have been reviewed. In many cases, the policies are directly contrary to each other. Part of my recommendation is that we unify the policies into one policy that is consistent so we don't have to go back and forth between the policies and it's very clear what the policies are. Also, I'm recommending we take a look at standardizing the rules and procedures or bylaws of the Commissions. Over the years, we have had input from residents that they go to one Commission, it's done one way and another Commission is done another way. One organization, all the Commissions are appointed by the Council. There ought to be a common language we all speak and common way of doing business. In that regard, also looking at developing a standardized agenda format so that all Commissions agendas flow similarly. Right now, part of the issue is the support work for Commissions is done on an answer Larry basis by the staff and department assigned to support that Commission. In many case, it's an infrequently used skill and so we have problems in terms of consistency in terms of minutes and agendas. We frankly have lack of compliance with sunshine requirements as far as posting agendas in a timely manner, minutes and those types of things. Part of the recommendation also is for the city manager and city clerk to look at potential consolidations of those support functions so we have a much more efficient staff support system. Those are some of the structural improvements recommended. To your point generally the stakeholder input. Those things should be done, make sense and we need to take it to the next step and that will be part of my report back to the rules committee.

>> Great. Questions?

>> I'm not sure if it's a question. I guess it's more sharing my thoughts on the process and not being involved and not being a participant in the rules committee, just watching from the sidelines. I'm in complete support of the efficiencies he identified and want to fix those and glad we're doing it. To remind the context of this initial decision and direction was looking last June at a \$45 million deficit and arc retime payment of \$230 million. Since then we're looking at a \$10 million surplus and \$180 million. That's \$100 million swing. I just want to caution us to remember the context of us moving in that direction in terms of not just the efficiencies but the complete elimination in some cases. Let's take a step backwards and say, let's find the efficiencies and be careful going forward and don't make any decisions we can't fix or change, so to speak. Thank you for your work on this.

>> To that, Council Councilmember, my goal is not to gut the Commission process but to really try and create a system that has meaningful civic engagement and provides the Council the information and resources that they need by engaging the community. I think we start out with the goal of what kind of system would best supportive Vick engagement -- civic engagement. That has the goal. I realize there are budgetary considerations. We need to keep in mind what's the proper role of the Commission and the role they provide not only to city Council but departments. In many indications Commissions provide a valuable role for departments to vet programs and those kinds of ideas. I'm very mindful of your comment.

>> Well put and better put than I could have done it in value. You mentioned a great word in terms of the value to the city and the value to the Council and the city staff. You put it very well. Thank you.

>> Thank you, Madam Chair. I also want to echo some of the concerns I have heard from my counties, the standardizing process is definitely a plus. I strongly encourage you to do that. But to have too big of a Commissions may pose a problem. I know the Neighborhood Commissions, at the beginning, there's some vacant seats from some of the districts and very difficult to fill them. Later on, they're having problem with the quorum. Knowing we have the Council and Mayor, sometimes we spend a lot of time deliberating important issues. I'm just questioning the size of the Commissions. I agree with you we want better representation from different districts. But, you know, the 10th district was kind of a random number. I

would just proposing that we look at maybe split the city into four quadrants so we make sure that each quadrant -- each -- the whole city is covered and not restricted to the Council district. This way, we may be able to have a smaller group of Commissions and they could be more productive. In terms of their input to the staff and the Council, I just want to make it very clear that we -- I am very much -- very rely on some of the Commissions, commissioner's input. When we try to justify or to evaluate one particular Commission, maybe we can just go to the past record and find out how many of their recommendations are actually taken by the City's staff or the Council, to have a really good indication how much they have contributed to our system. If there's a Commission, you know, every time they vote seems to not end up being implemented or not even being considered implemented by the city department or Council, maybe we should put less weight on that Commission. There are some Commissions actively engaged with the community and they put out good recommendations and all of us here, we have to keep nodding and say, that's a good idea, we should have taken it. I want you to take into consideration their past records and find out how much they have actually -- their action has actually makes a difference in the staffs and my or the Council policy. Thank you.

>> Thank you, Council Councilmember Chu. That is part of my analysis. The way I structured my report to the rules committee, I anticipated doing that in the next set of recommendations is present some recommendations but also provide the committee and Council with policy alternatives so that the Council has a menu to choose from and trying to be as responsive as I can to community interests.

>> Thank you. You're doing a great job as city clerk. I really appreciate all you're doing. With that, I believe we are ready to call for adjournment.

>> All right.

>> Move to accept the report or is it --

>> We did initially.

>> We did.

>> I move to adjourn.

>> Do you wish to speak, Mr. Kelly?

>> I would like to.

>> Did you submit a yellow card? You can do it after the fact but that's generally how we do it. Are there any other people who wish to speak on this topic or others? We have another gentleman as well. I will need to have you fill out the yellow cards. Sure? Go ahead, Ken.

>> In our case, it doesn't really matter.

>> I am going to try and be as brief and as lucid as our city clerk is. I'm here to speak on behalf of neighborhoods. My name is Ken Kelly, I'm a resident of district 9 and the president of united neighborhoods of Santa Clara county, immediate past president of Blackford Action Coalition. I see a trend that's very disturbing I wish you would take into consideration while you're making your recommendations and your decisions. The neighborhoods, I believe, are headed towards short sh rift. I won't tell you anything new. Neighborhoods make up the City of San José. The strong neighborhoods program was very very valuable. I was in on the beginning of that in 1999. That program is no longer around. I was in, in the middle when the cap grants started to come through. Cap grants are at this point no longer around. Neighborhoods are not going to be able to apply for that money. The neighborhood Commission, while I was involved at the beginning of that, I felt was unwieldy. But I still think that there's a place for the neighborhood's Commission towards helping maintain the strength and integrity of the neighborhoods that represent all of San José. I do hope that you're able to continue to make that program work. That's from the neighborhood level. I want to also just mention briefly on a personal level, I was appointed to the senior Commission. I don't know how. I'm not a senior, am I? But I only went to a few meetings and I was told very shortly that that committee was

going -- that Commission was going to be disrupted and was only going to meet four times a year. There would be very little staff to support it. So I came to the conclusion, why should I even bother if the city is not interested in the input of seniors, if the city is not interested in the input of volunteers who are giving freely of their time, energy, expertise and their education, why should I care? So I resigned from that Commission, because I didn't see us going anywhere with only four meetings a year. So I would encourage us to strengthen Commissions, not weaken them, especially as it applies to the neighborhoods. Happy to answer any questions.

>> Well put, Mr. Kelly. Thank you so much, if you would kindly make out a card, that would be great.

>> I'll do it.

>> We're ready for your Buddy over here. I say that, I think you're friends. You don't kid enemies.

>> We are friends.

>> Okay.

>> Good evening, Councilmembers. Dennis, nice to see you. Kip, staff, Michael LaRocca, and I represent myself as a neighborhood Councilmember of the City of San José and part of the Sherman Oaks Neighborhood Association. I wanted to speak similarly what Mr. Kelly has spoken to. He stole all of my thunder. But I think it's important not only the Neighborhood Commissions but all the Commissions, to look at what the value they provide to the Council in help and wisdom and also what they can bring. When you talk about some of the things, we go back to the old SNI and other stuff and cap grant program and other things, those are things that bring in, for every dollar that's spent, that the city is spending on those, when you get the volunteers of the neighborhood groups and everybody else working, and kip can confirm this, the payback is 7-1. Am I not mistaken, Mr. Harkness?

>> On the cap grant in terms of volunteer hours, you're absolutely right.

>> So I think it's before we go down the path and as Council Councilmember Chu had said, let's think about the value that it provides. You need to think about doing it and maybe it's time not to head down the road. I would hate to cut out the neighborhood's participation in what they provide to the city. Thank you and I'll be glad to answer any questions.

>> Thank you so much. Thanks for reminding us this is what democracy is all about.

>> Good.

>> Thanks so much. Are there any other people who wish to speak? Be sure to say -- it's a little early to say good-bye, say thanks to Jane on your way out for all the service she has provided and thank you for being here today. With that, we are adjourned.