



SPECIAL MEETING AGENDA – AMENDED

Date: 3/3/2020
Time: 5:00 p.m.
City Council Chambers
701 Laurel St., Menlo Park, CA 94025

This amended agenda includes an addition and reordering of item D. Presentation and Proclamations.

5:00 p.m. Closed Session (City Hall - “Downtown” Conference Room, 1st Floor)

Public Comment on these items will be taken before adjourning to Closed Session.

- CL1. Public employment (Gov. Code section 54957.)
City attorney recruitment

Special Session

A. Call To Order

B. Roll Call

C. Pledge of Allegiance

D. Presentations and Proclamations

- D1. Proclamation: Recognizing Naomi Campbell

- D2. Presentation of the 2019 biennial community survey results ([Attachment](#))

E. Study Session

- E1. Receive an update on the status of the capital improvement plan and provide direction on project priorities

F. Consent Calendar

- F1. Direct staff to add one vacancy listing to the current recruitment effort for commissions/ committees and consider extending the current term for Sister City Committee members to October 1, 2020 ([Staff Report #20-061-CC](#))

G. Adjournment

At every regular meeting of the City Council, in addition to the public comment period where the public shall have the right to address the City Council on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Council on any item listed on the agenda at a time designated by the chair, either before or during the City Council’s consideration of the item.

At every special meeting of the City Council, members of the public have the right to directly address the City Council on any item listed on the agenda at a time designated by the chair, either before or during consideration of the item. For appeal hearings, appellant and applicant shall each have 10 minutes for presentations.

If you challenge any of the items listed on this agenda in court, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City of Menlo Park at, or prior to, the public hearing.

Any writing that is distributed to a majority of the City Council by any person in connection with an agenda item is a public record (subject to any exemption under the Public Records Act) and is available for inspection at the city clerk's office, 701 Laurel St., Menlo Park, CA 94025 during regular business hours. Persons with disabilities, who require auxiliary aids or services in attending or participating in City Council meetings, may call the City Clerk's Office at 650-330-6620.

Agendas are posted in accordance with Government Code Section 54954.2(a) or Section 54956. Members of the public can view electronic agendas and staff reports by accessing the City website at menlopark.org/agenda and can receive email notification of agenda and staff report postings by subscribing to the "Notify Me" service at menlopark.org/notifyme. Agendas and staff reports may also be obtained by contacting City Clerk at 650-330-6620. (Posted: 3/2/2020)



GODBE RESEARCH
Gain Insight



City of Menlo Park: 2020 City Satisfaction Survey

March 3, 2020

Overview and Research Objectives

The City of Menlo Park commissioned Godbe Research to conduct a survey of its residents to gauge community satisfaction and priorities, with the following research objectives:

- Track against 2015 baseline data and 2017 tracking survey results;
- Gauge the overall quality of life in Menlo Park;
- Identify the resident satisfaction with various City issues and services such as, the Downtown area, parks and recreation, public libraries, public safety, and public works;
- Assess satisfaction with City customer contacts;
- Determine the preferred sources of City communications; and,
- Identify any differences due to demographic characteristics.

Methodology Overview

- Data Collection Landline (56), cell phone (51), text to online (520), and email to online (220) interviewing
- Universe 25,028 adults ages 18 and older in the City of Menlo Park, with a subsample of registered voters (18,823)
- Fielding Dates January 8 through January 19, 2020
- Interview Length 25 minutes
- Sample Size n=847 Adult residents ages 18+
n=733 Registered voters
- Margin of Error ± 3.31% Adult residents ages 18+
± 3.55% Registered voters



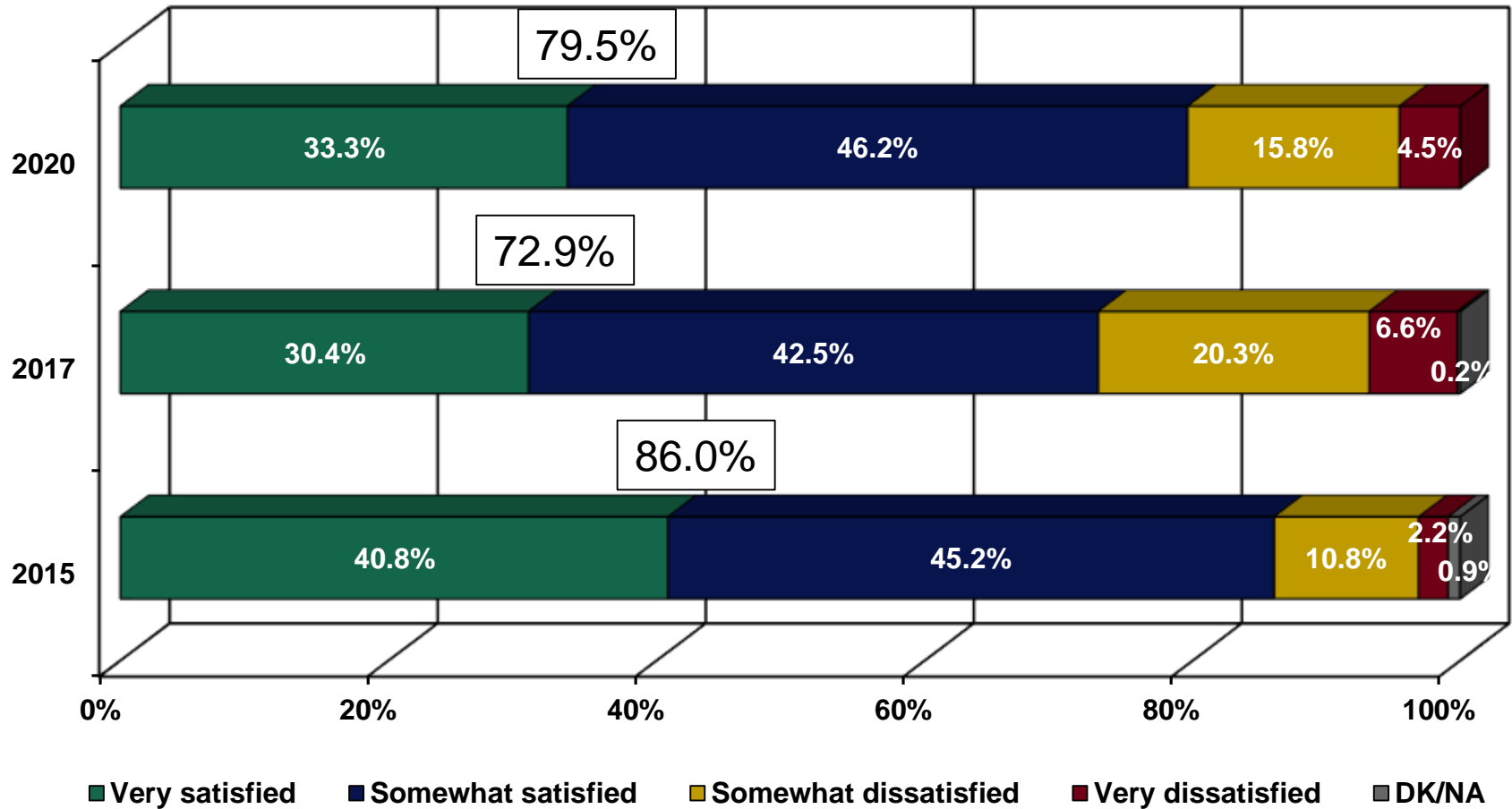
GODBE RESEARCH
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Key Findings

Q1. Satisfaction With Overall Quality of Life in Menlo Park

Adults 18+



2020

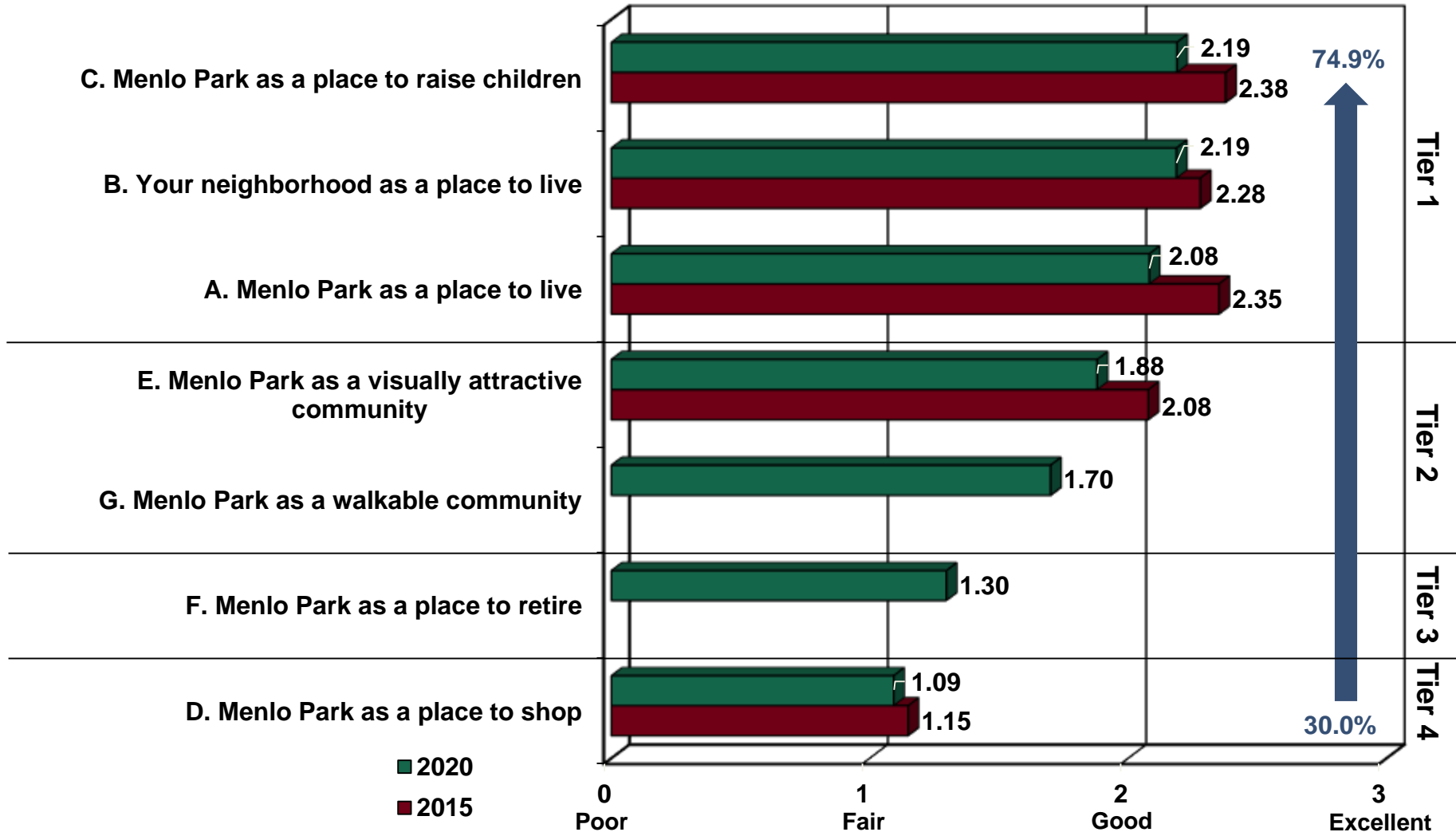
Total Satisfied = 79.5%

Total Dissatisfied = 20.3%

Ratio Sat to Dissat = 3.9 to 1

Q2. Opinion on Aspects of Quality of Life in Menlo Park

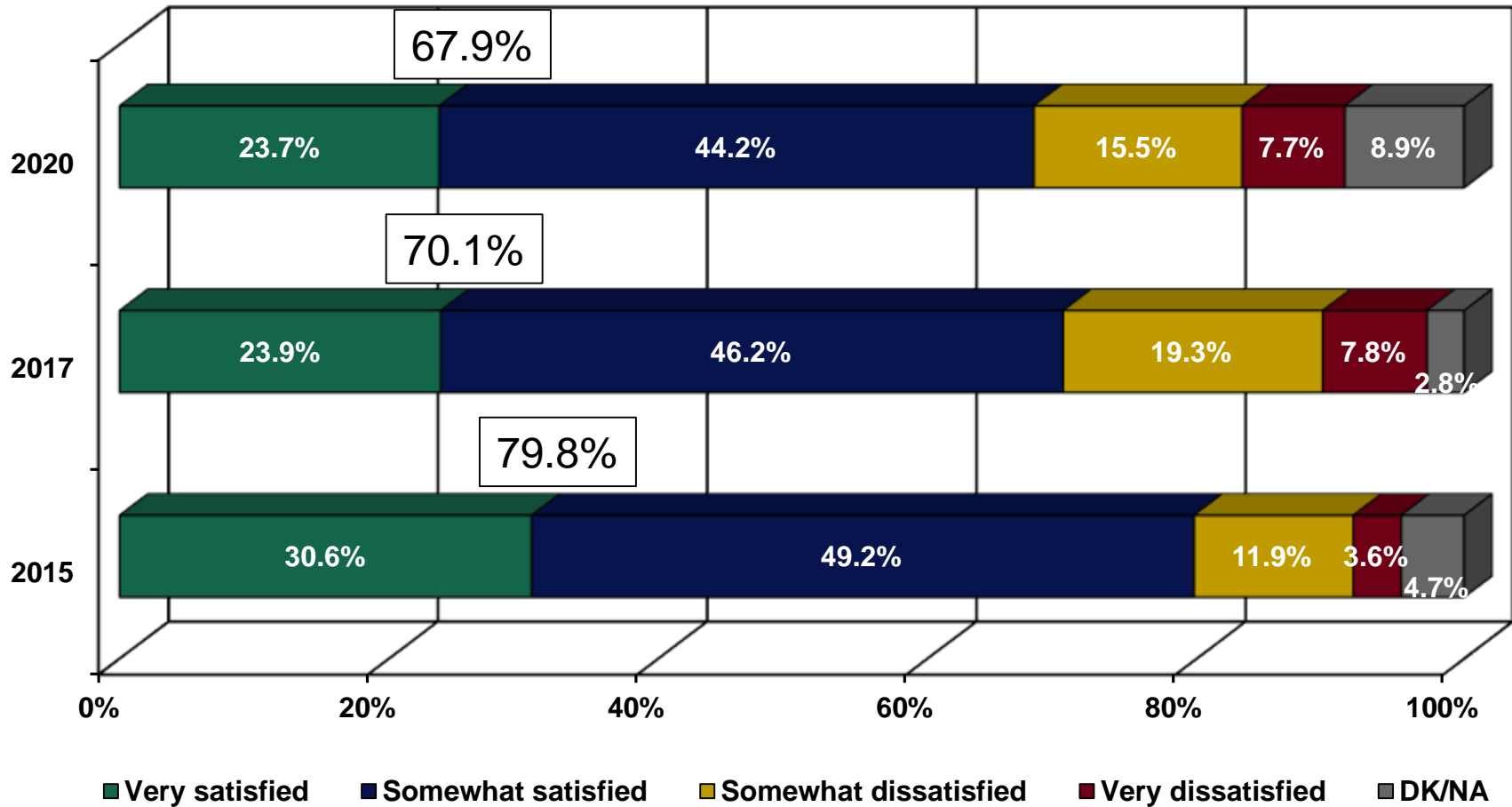
Adults 18+



Note: The above rating questions have been abbreviated for charting purposes, and responses were recoded to calculate mean scores: "Excellent" = +3, "Good" = +2, "Fair" = +1, and "Poor" = 0.

Q3. Satisfaction with Job the City is Doing to Provide Services

Adults 18+

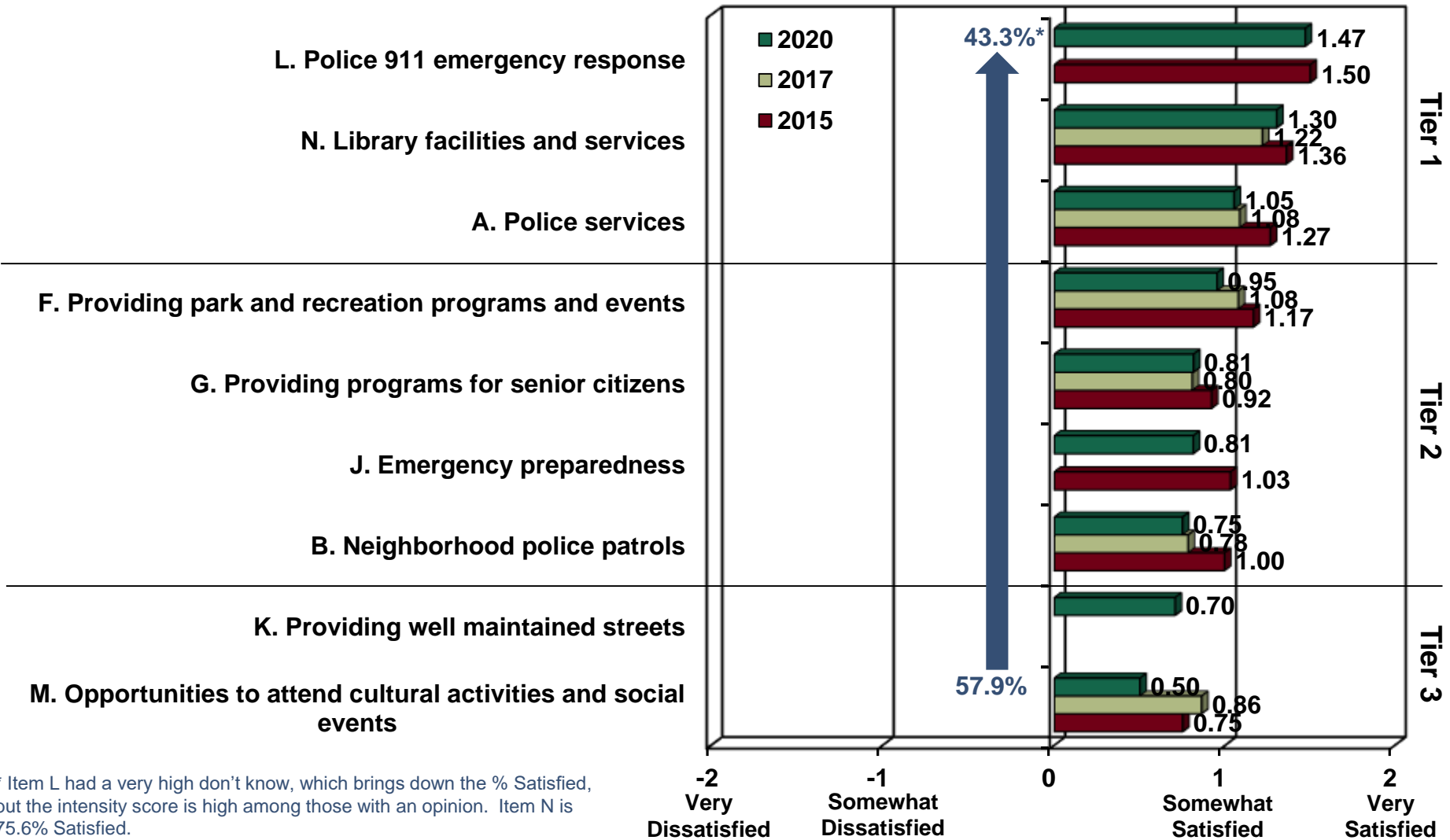


2020

Total Satisfied = 67.9%
 Total Dissatisfied = 23.2%
 Ratio Sat to Dissat = 2.9 to 1

Q4. Satisfaction with City Services I

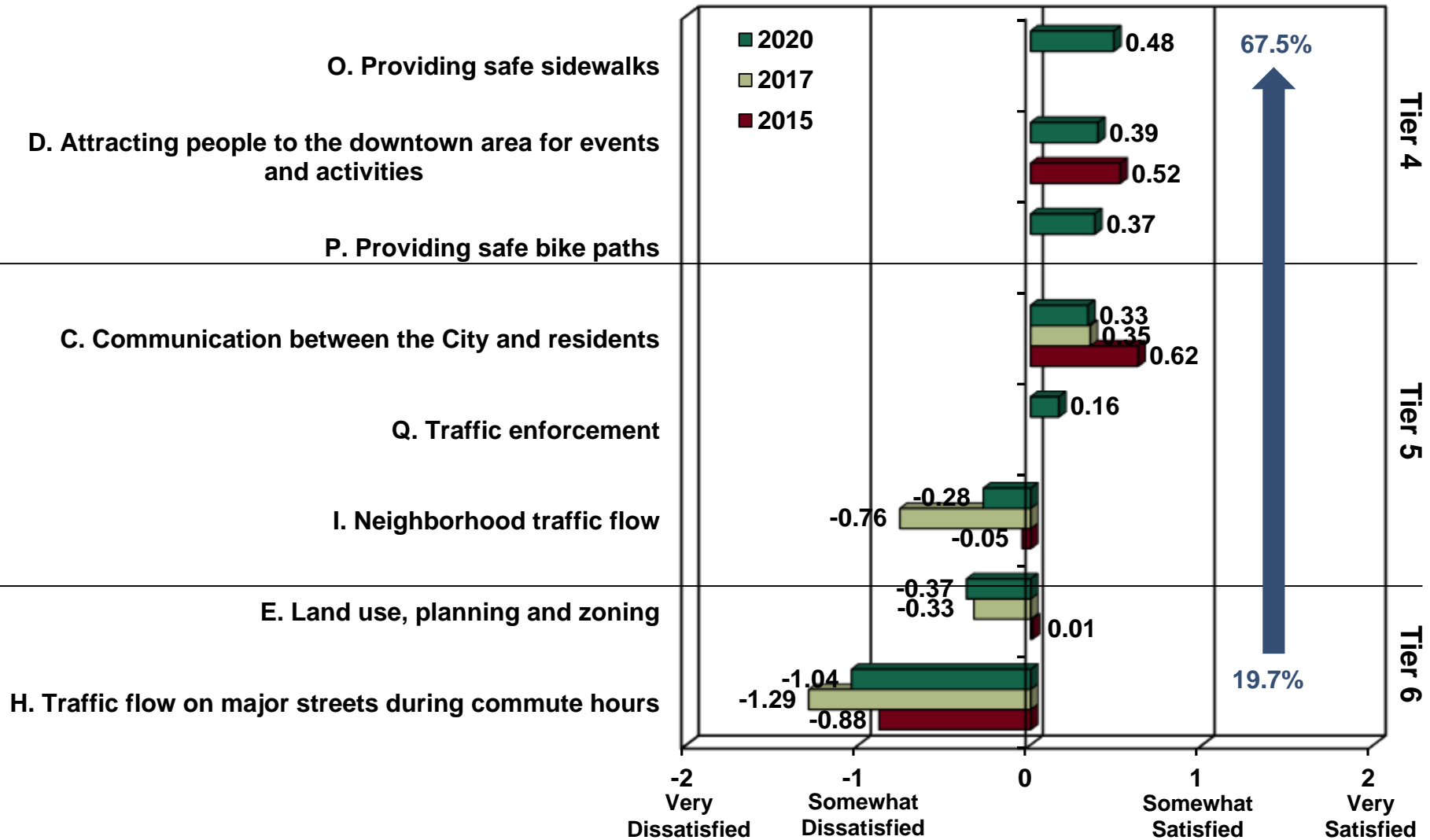
Adults 18+



* Item L had a very high don't know, which brings down the % Satisfied, but the intensity score is high among those with an opinion. Item N is 75.6% Satisfied.

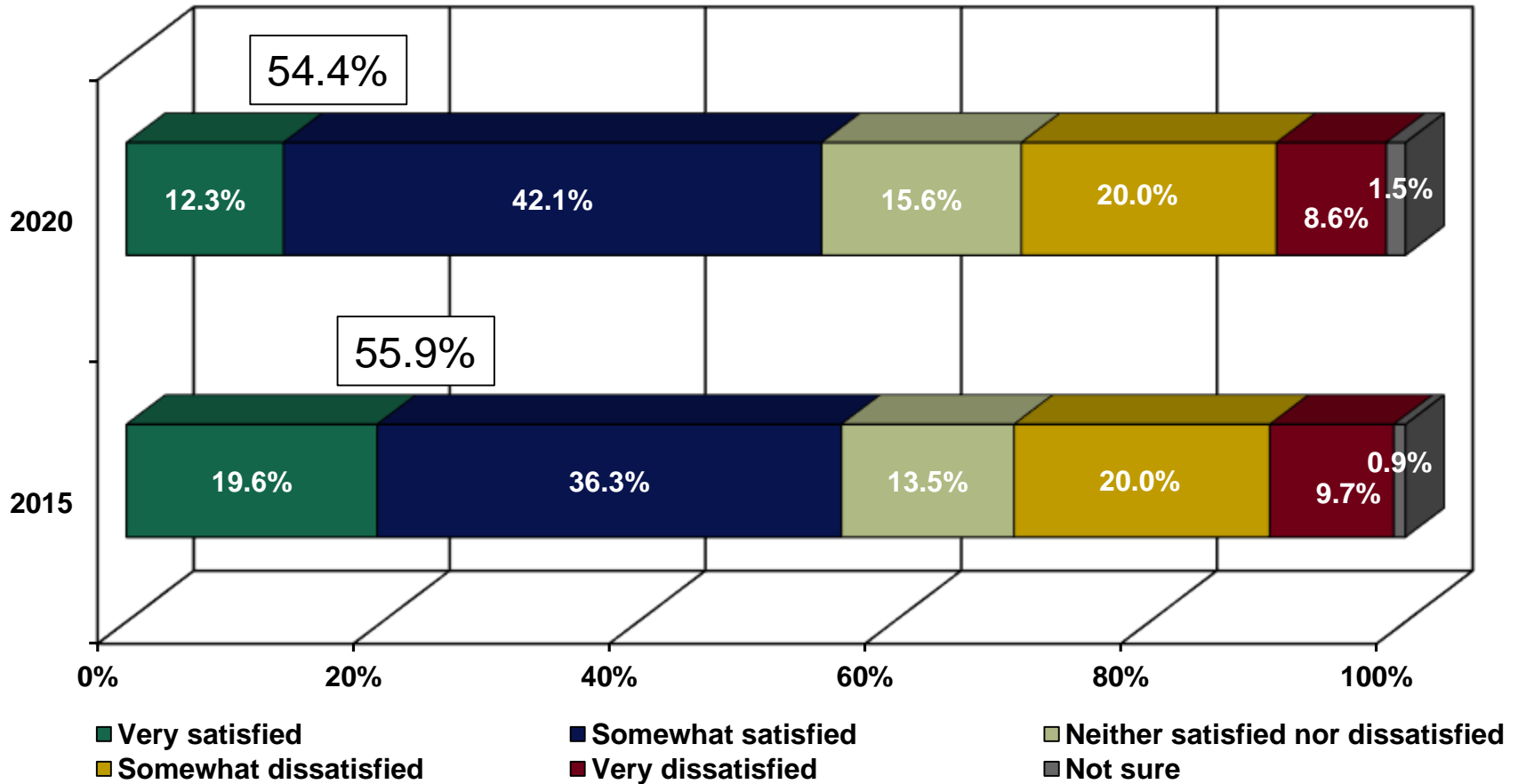
Q4. Satisfaction with City Services II

Adults 18+



Note: The above rating questions have been abbreviated for charting purposes. The responses were recoded to calculate mean scores: "Very Satisfied" = +2, "Somewhat Satisfied" = +1, "Somewhat Dissatisfied" = -1 and "Very Dissatisfied" = -2.

Q5. Satisfaction with Downtown Menlo Park Adults 18+



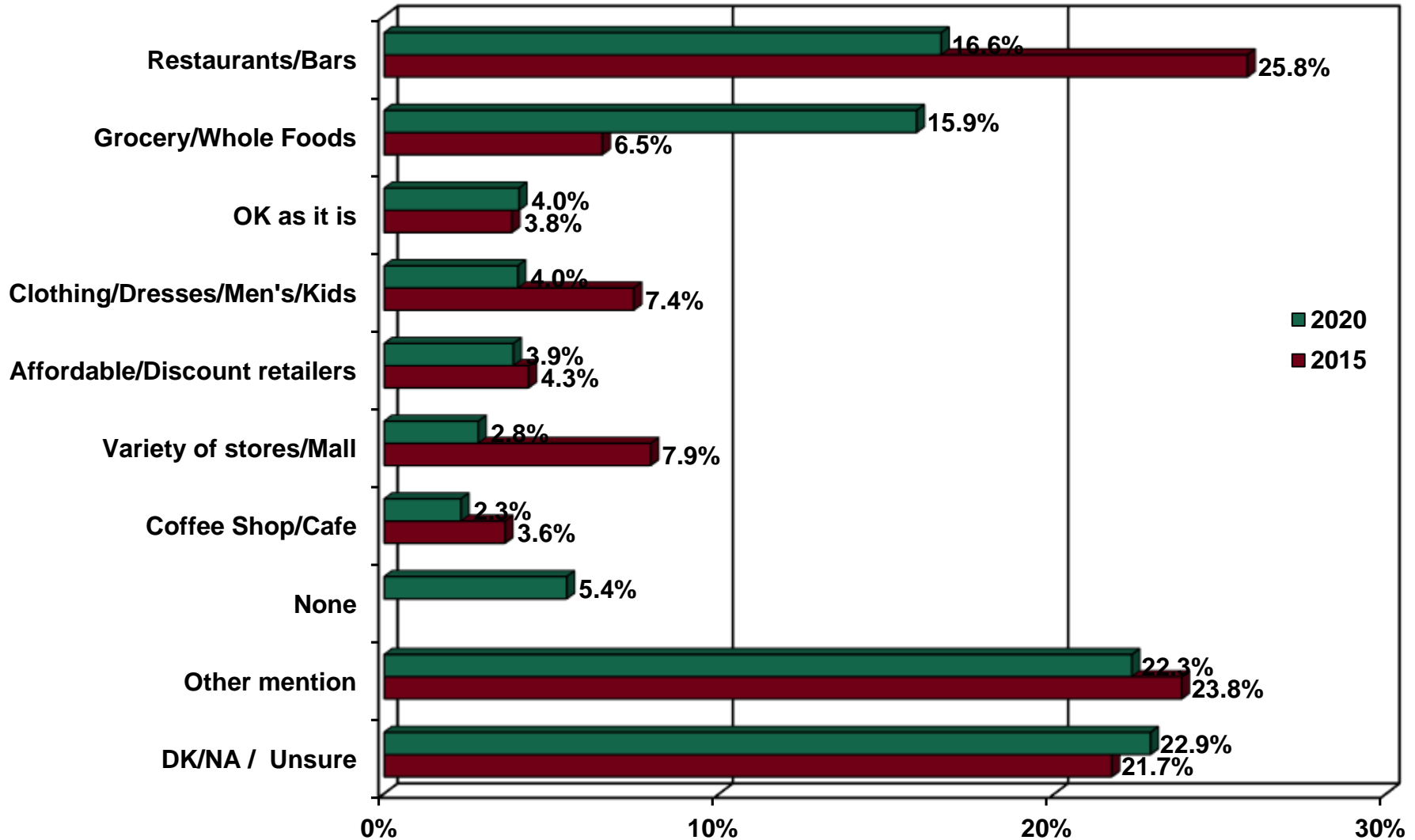
2020

Total Satisfied = 54.4%

Total Dissatisfied = 28.6%

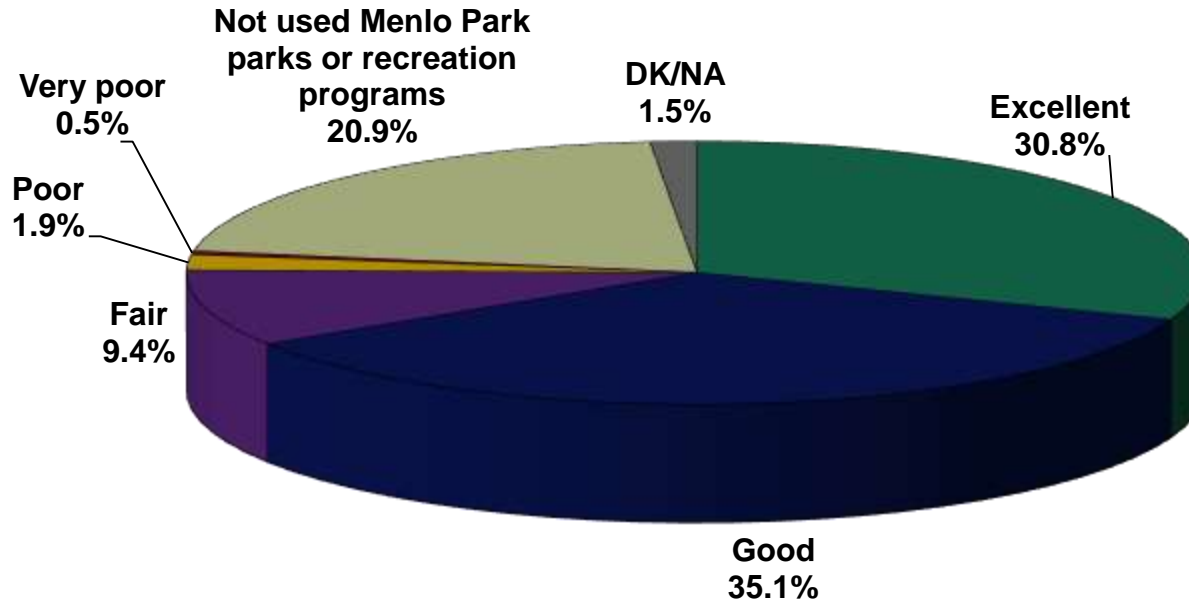
Ratio Sat to Dissat = 1.9 to 1

Q6. New Shopping Requests for Downtown Adults 18+



Q7. Opinion on City Parks, Recreation Facilities and Programs

Adults 18+



2020

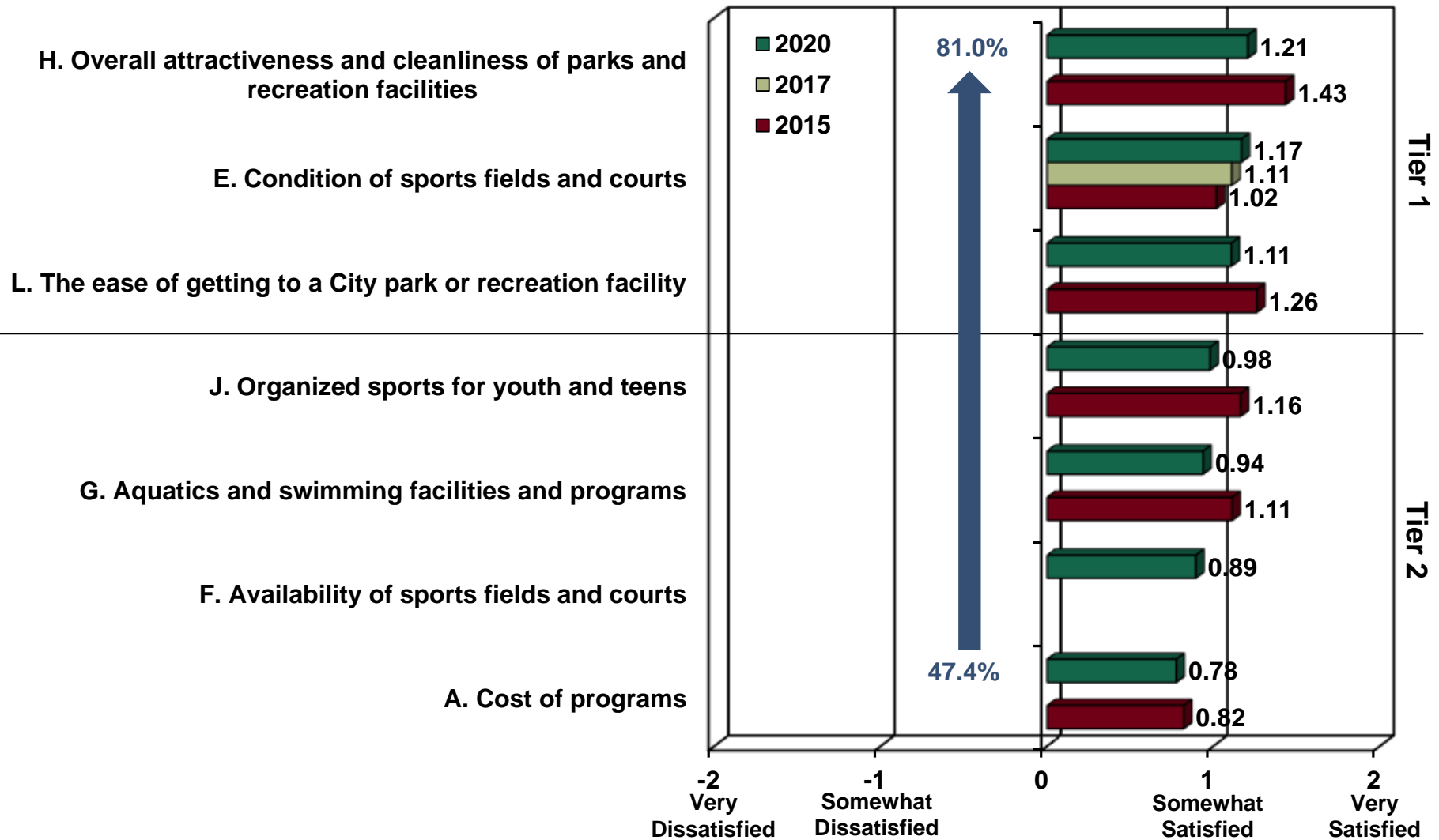
Total Excel + Good = 65.9%

Total Poor + Very Poor = 2.4%

Ratio (Excel + Good) to Poor = 28.3 to 1

Q8. Satisfaction with Parks and Recreation I

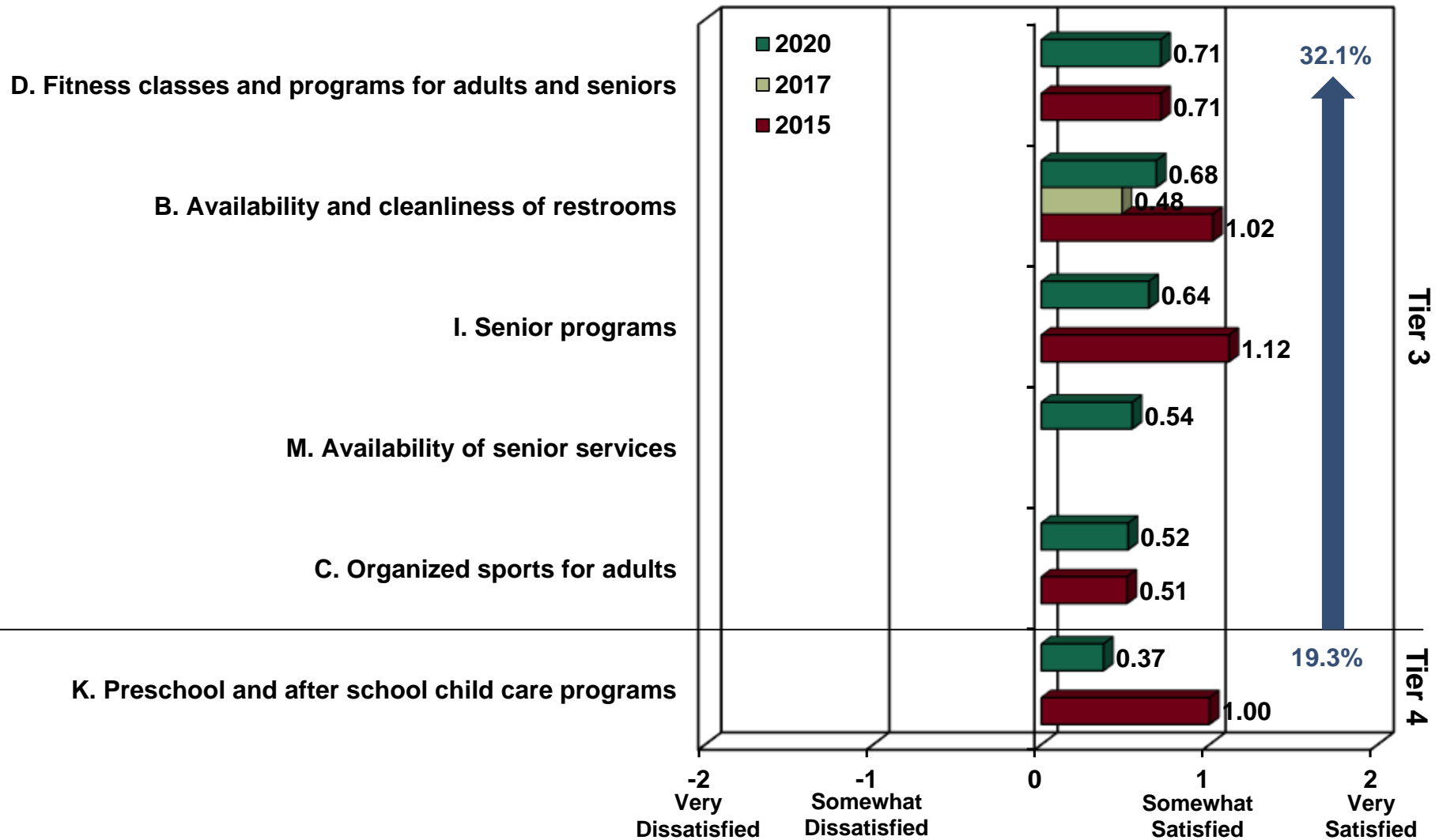
Adults 18+



Note: The above rating questions have been abbreviated for charting purposes. The responses were recoded to calculate mean scores: "Very Satisfied" = +2, "Somewhat Satisfied" = +1, "Somewhat Dissatisfied" = -1 and "Very Dissatisfied" = -2.

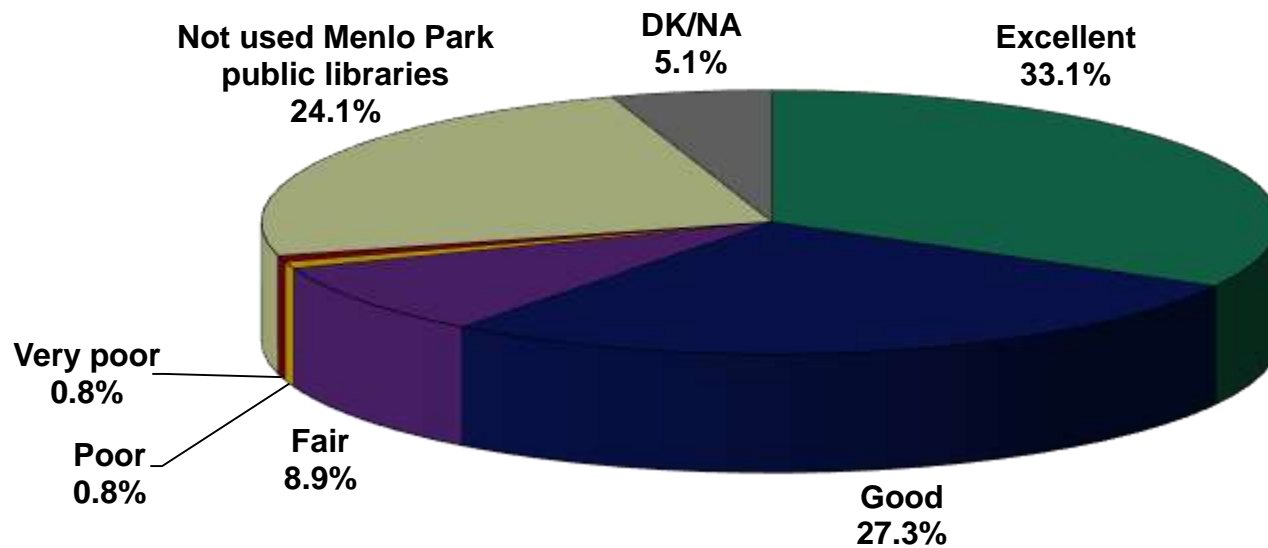
Q8. Satisfaction with Parks and Recreation II

Adults 18+



Note: The above rating questions have been abbreviated for charting purposes. The responses were recoded to calculate mean scores: "Very Satisfied" = +2, "Somewhat Satisfied" = +1, "Somewhat Dissatisfied" = -1 and "Very Dissatisfied" = -2.

Q9. Opinion on City Public Libraries Adults 18+



2020

Total Excel + Good = 60.4%

Total Poor + Very Poor = 1.6%

Ratio (Excel + Good) to Poor = 37.7 to 1

Combined Public Libraries and Services

2015

Excel = 33.7%

Good = 30.5%

Fair = 4.0%

Poor = 1.9%

Very Poor = 1.2%

Not used = 27.6%

DK/NA = 1.2%

2017

Excel = 32.3%

Good = 30.1%

Fair = 8.6%

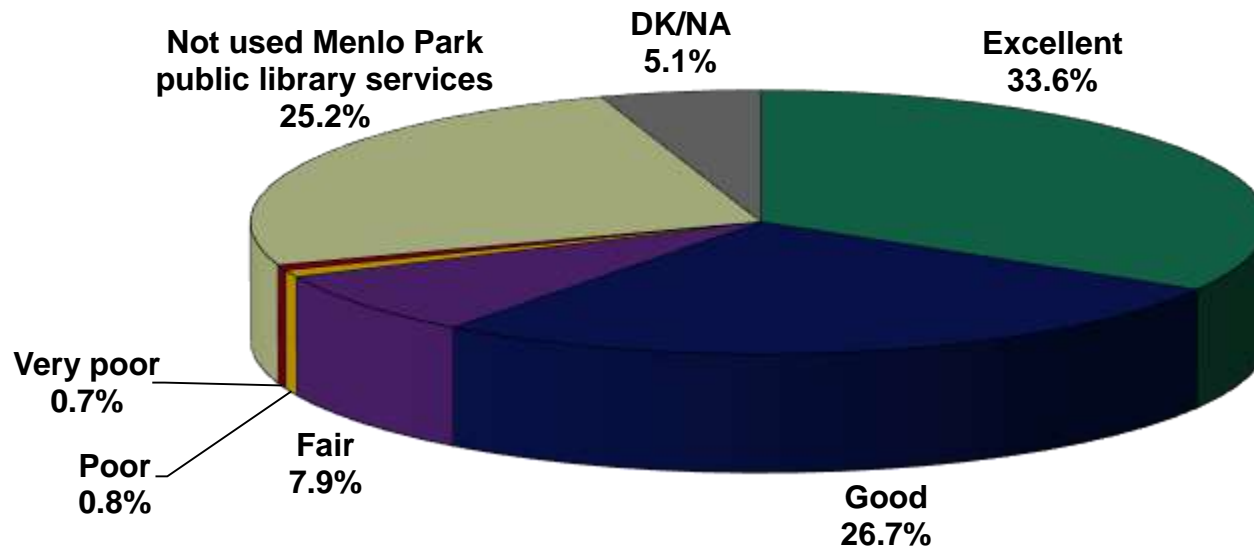
Poor = 2.8%

Very Poor = 1.1%

Not used = 22.7%

DK/NA = 2.4%

Q10. Opinion on City Public Library Services Adults 18+



2020

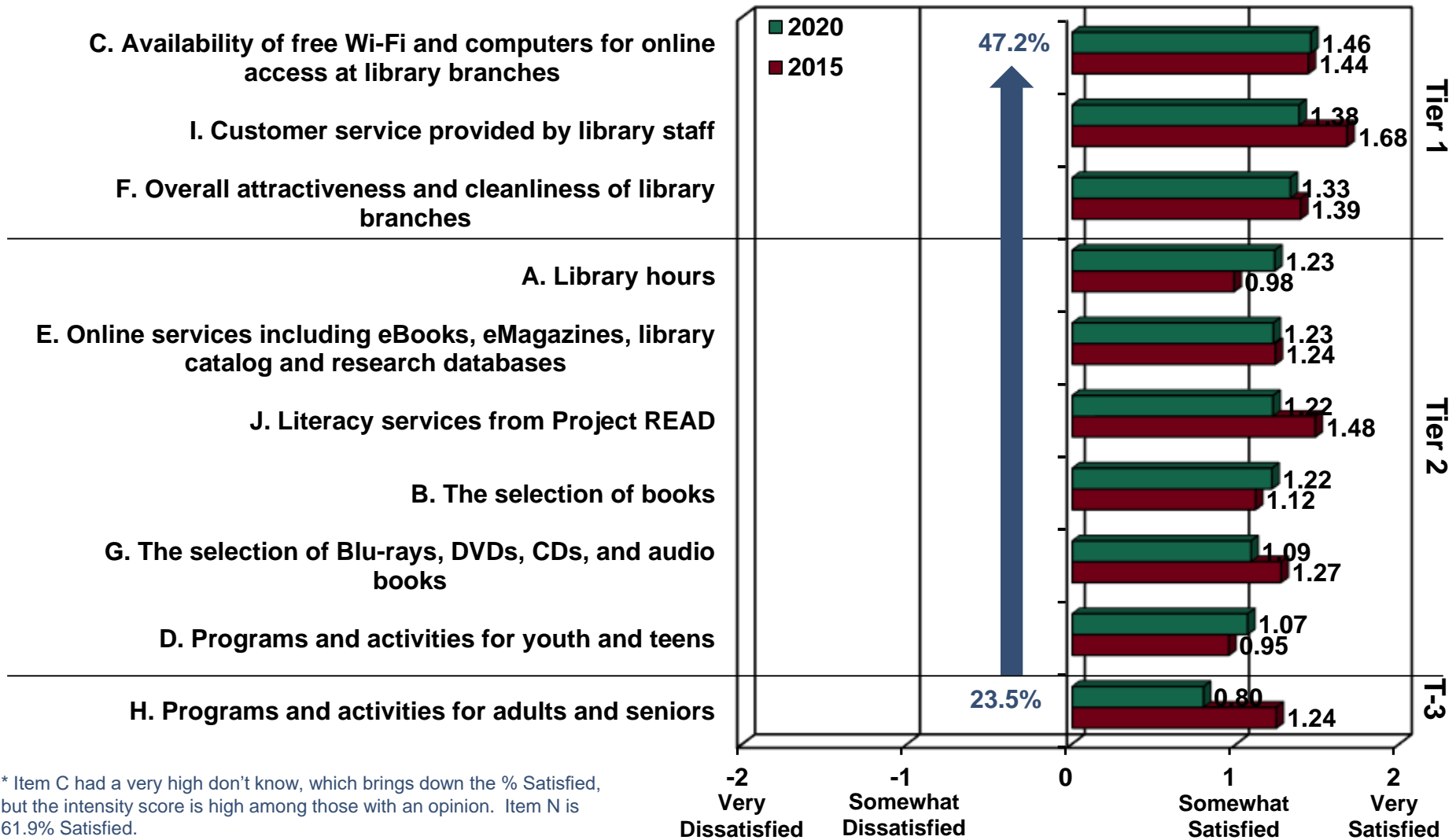
Total Excel + Good = 60.3%

Total Poor + Very Poor = 1.5%

Ratio (Excel + Good) to Poor = 39.3 to 1

Q11. Satisfaction with Menlo Park Public Libraries

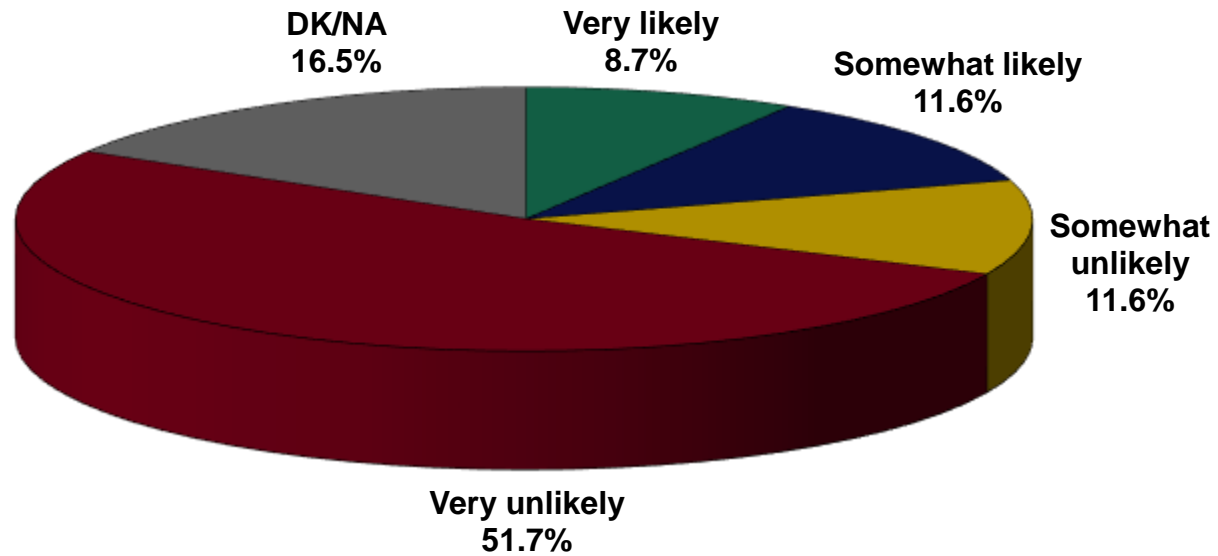
Adults 18+



* Item C had a very high don't know, which brings down the % Satisfied, but the intensity score is high among those with an opinion. Item N is 61.9% Satisfied.

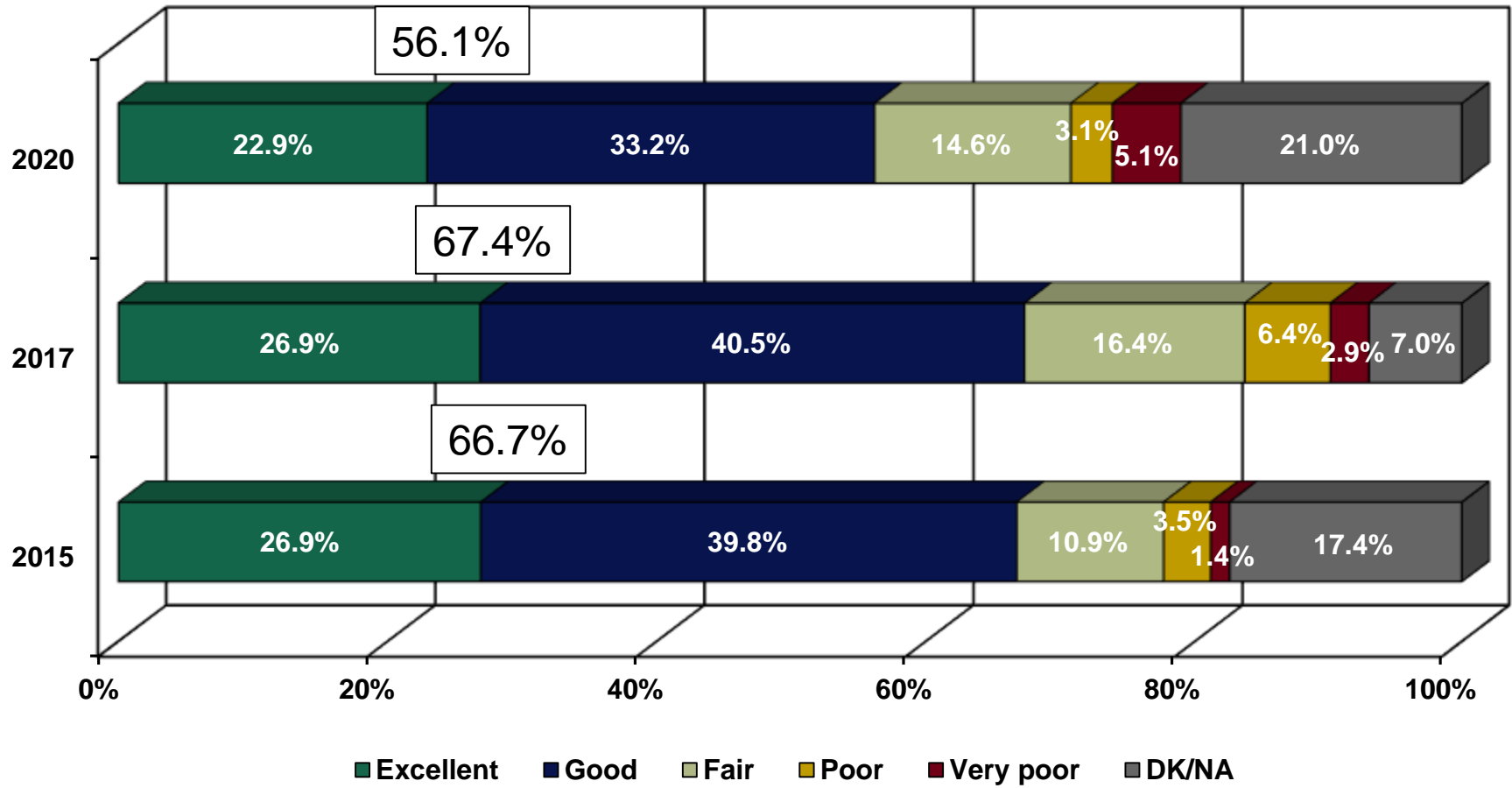
Q12. Likelihood of Using the New Library in Belle Haven

Adults 18+



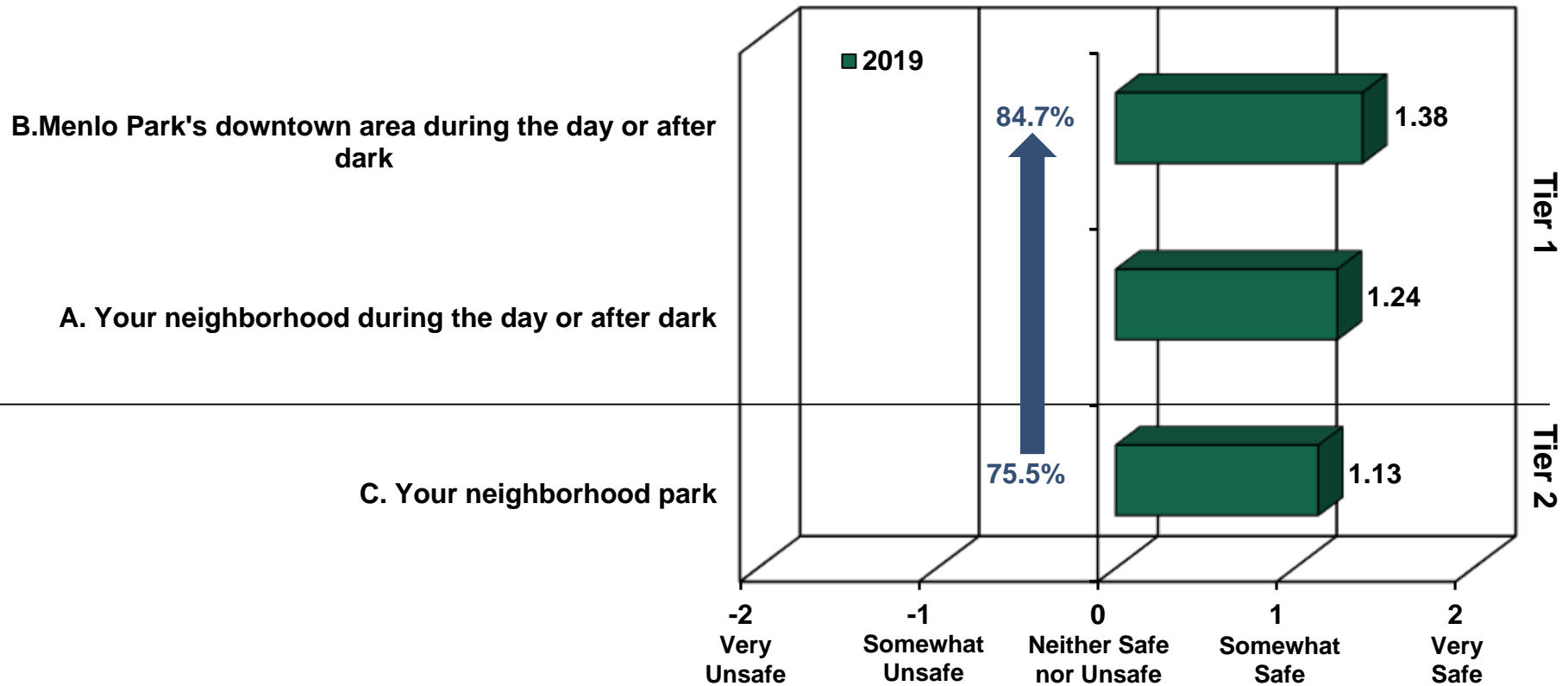
Q13. Opinion on Effectiveness of Police Dept. Addressing Neighborhood Concerns

Adults 18+

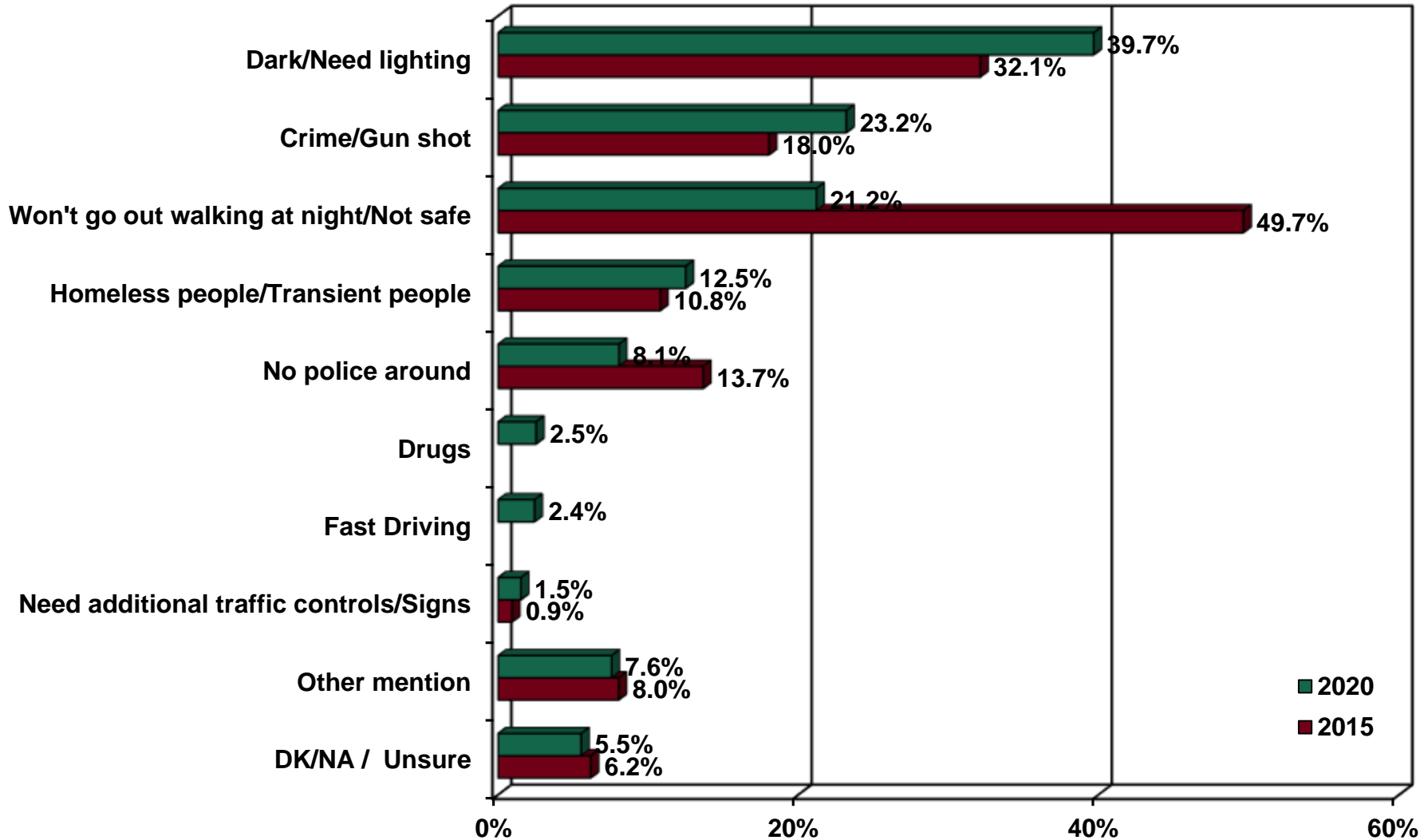


Q14. Feelings of Safety Walking Alone in Different Areas/Times

Adults 18+

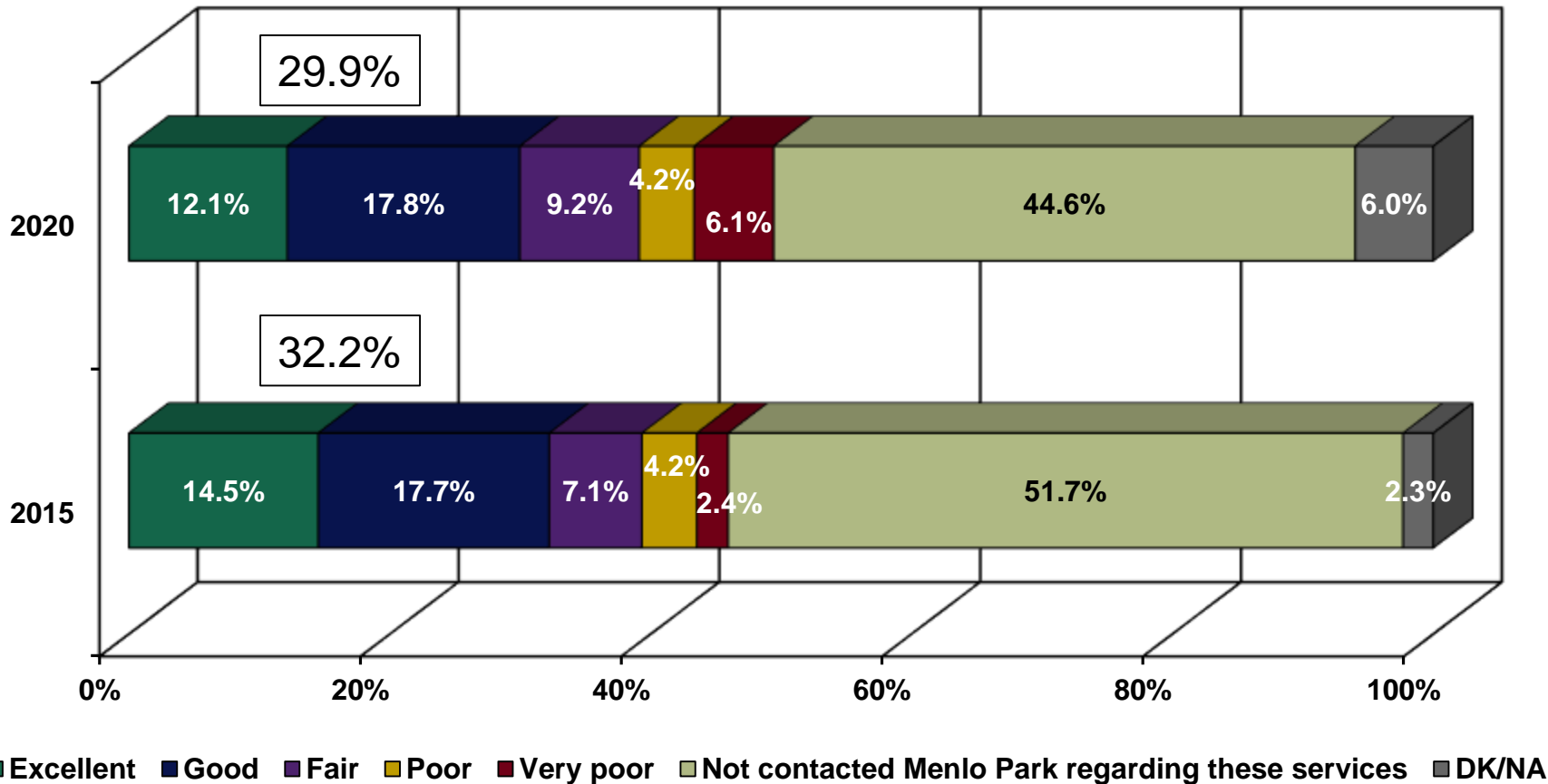


Q15. Reasons for Feeling Unsafe Adults 18+

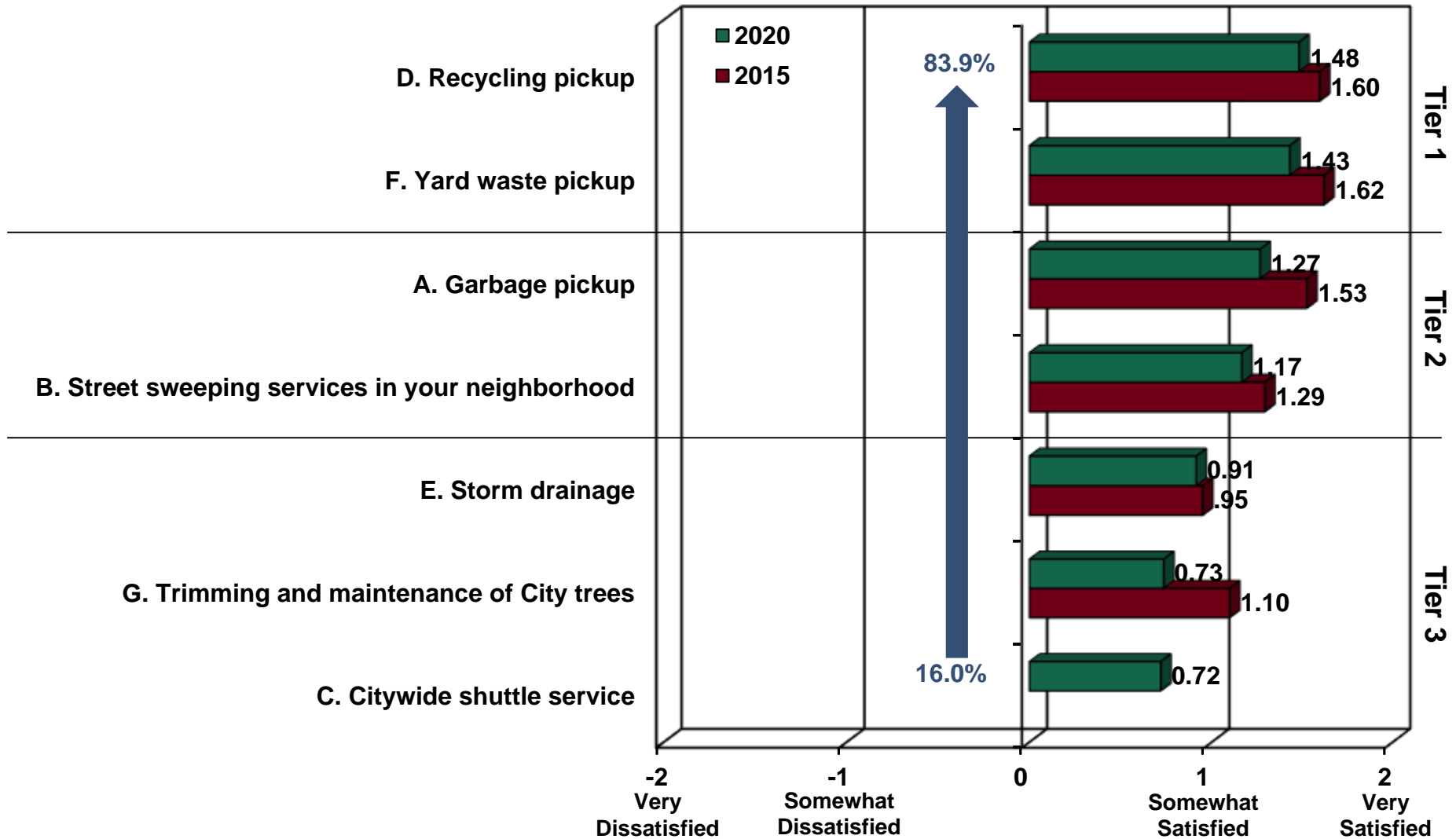


Q16. Satisfaction With Public Works Customer Service/Response

Adults 18+



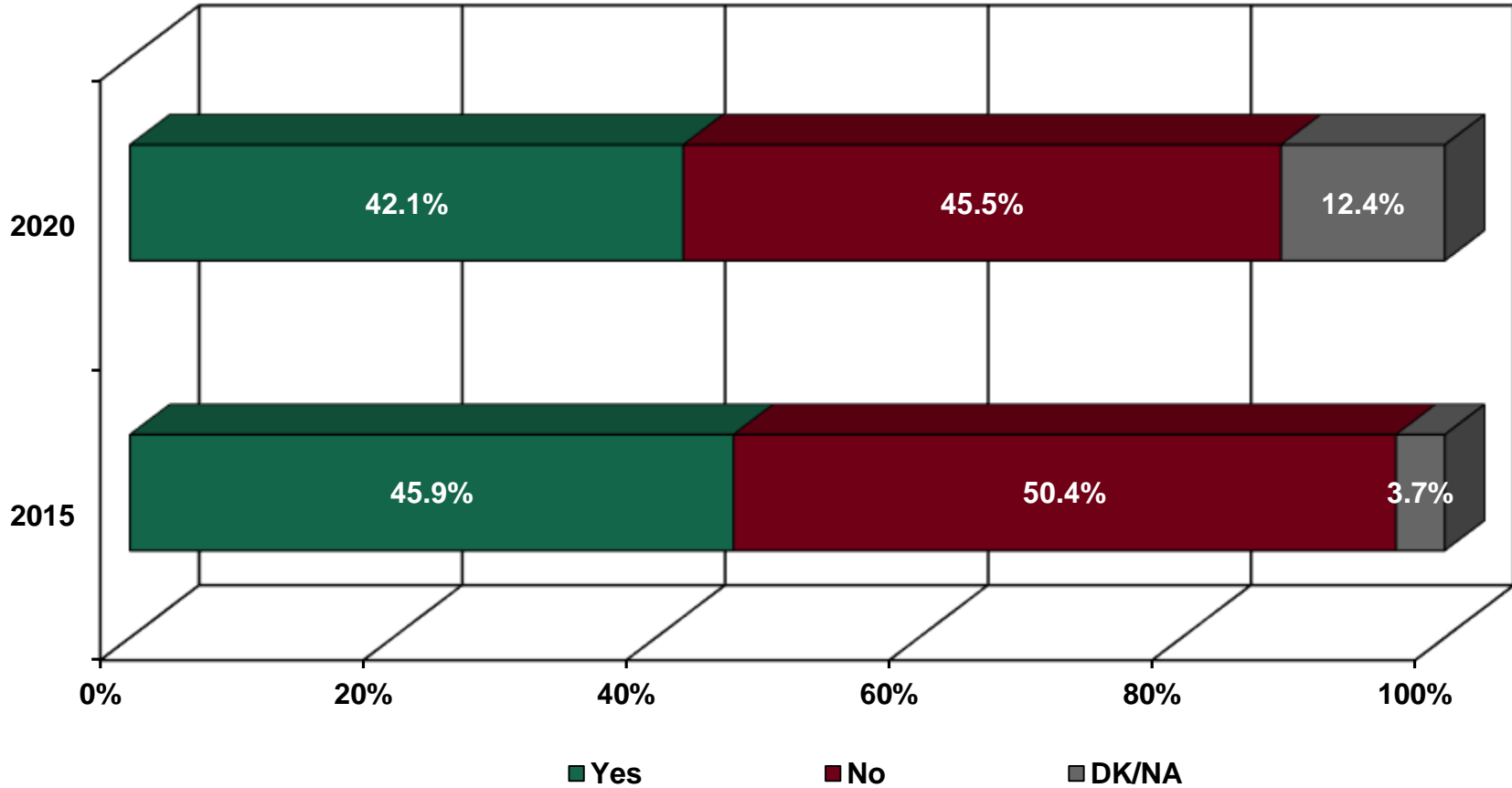
Q17. Satisfaction With Public Works Services Adults 18+



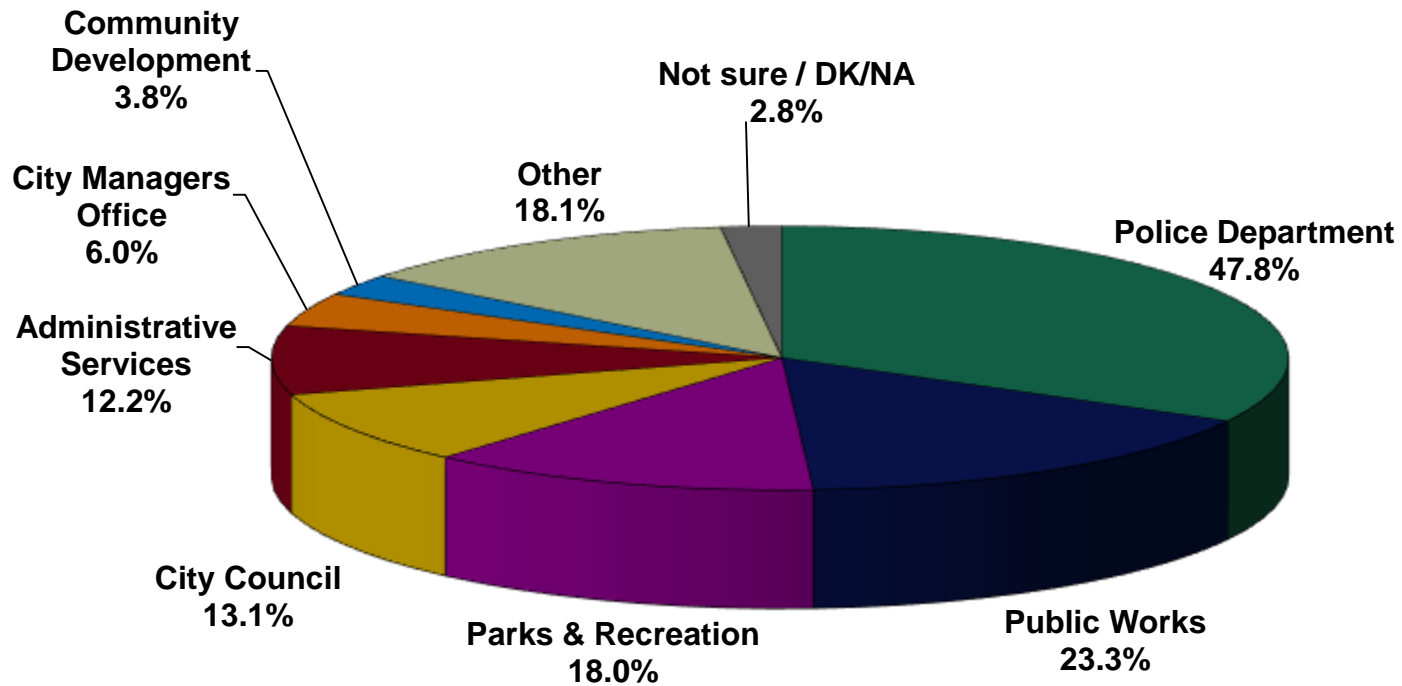
Note: The above rating questions have been abbreviated for charting purposes. The responses were recoded to calculate mean scores: "Very Satisfied" = +2, "Somewhat Satisfied" = +1, "Somewhat Dissatisfied" = -1 and "Very Dissatisfied" = -2.

Q18. Contact With City Employee in Past 12 Months

Adults 18+

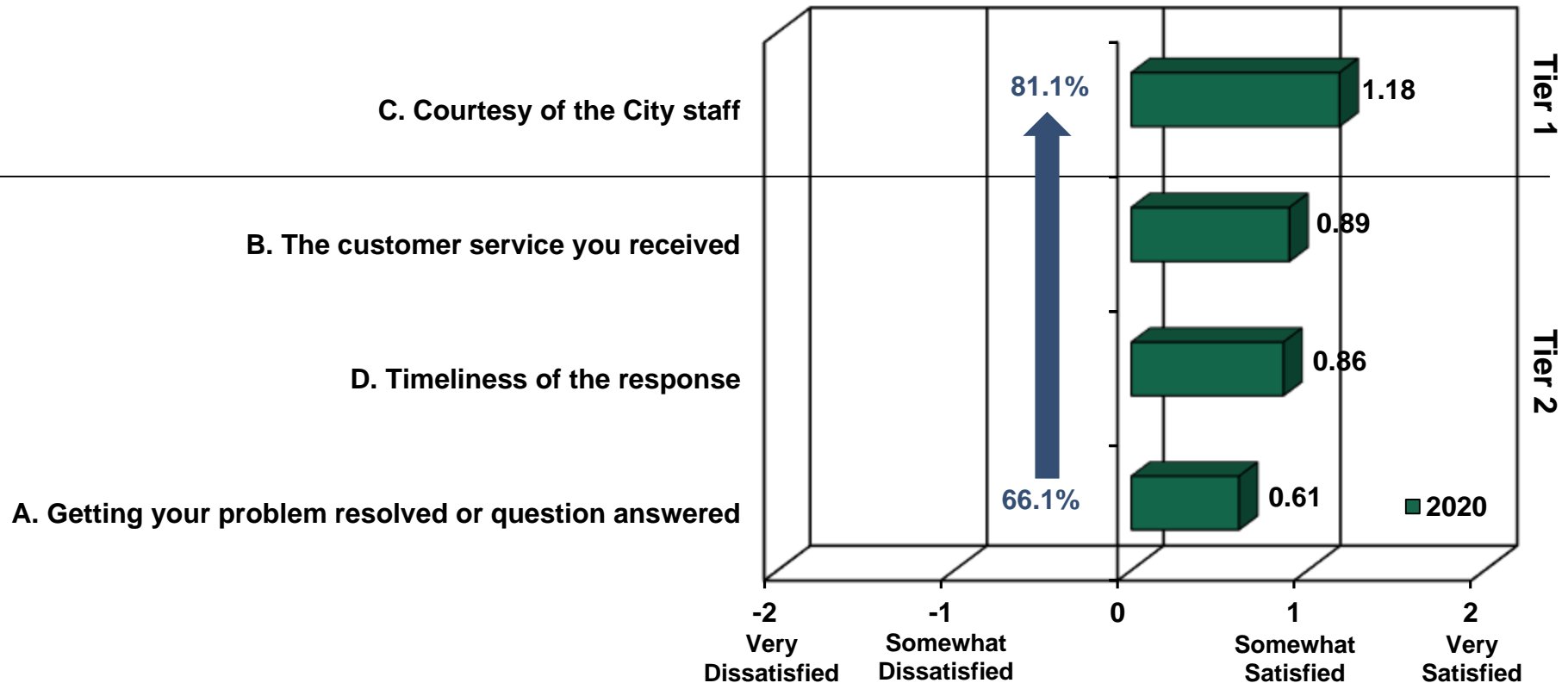


Q19. City Department Contacted Adults 18+



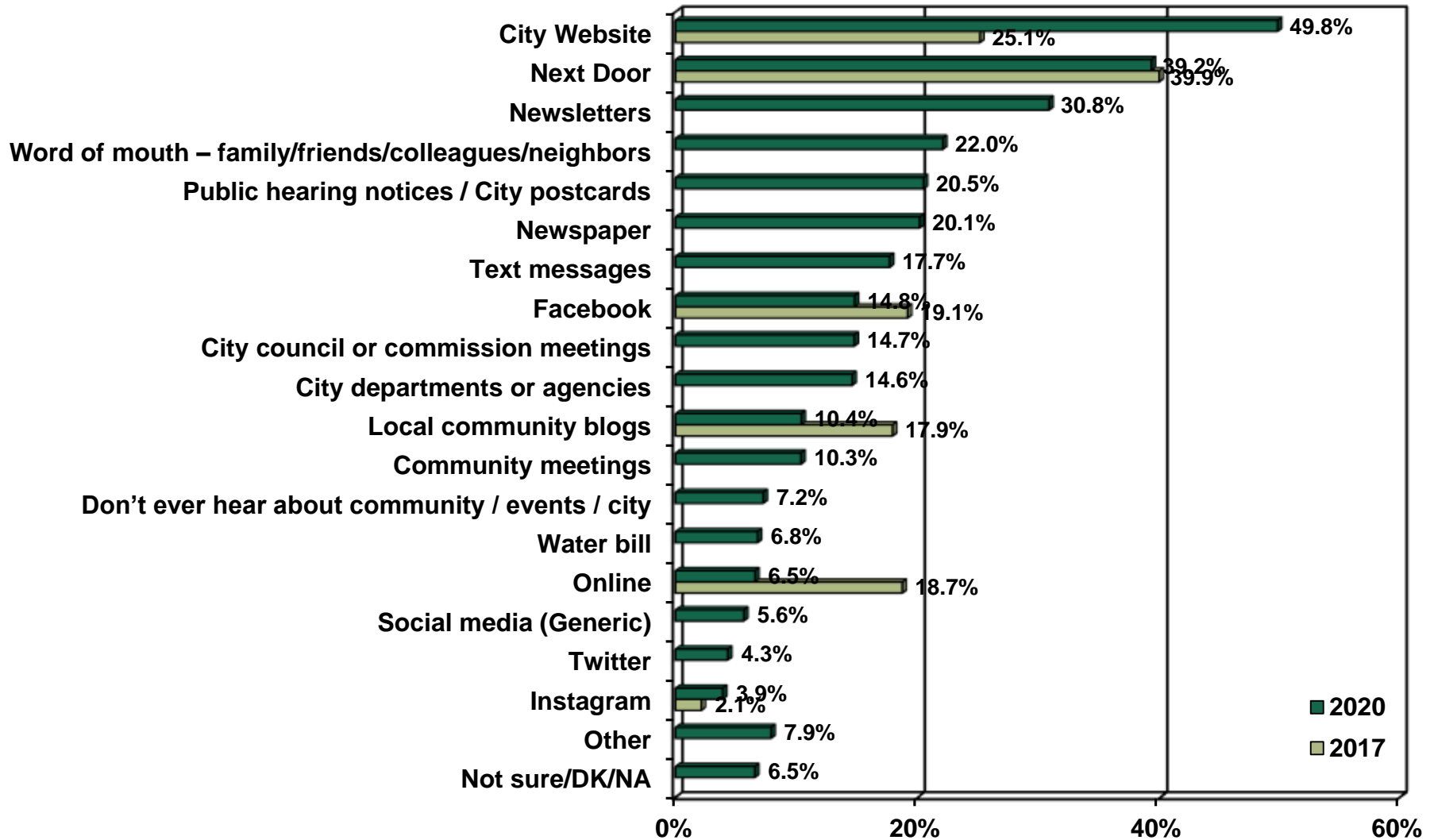
Q20. Satisfaction With City Customer Service Contact

Adults 18+



Q21. Preferred Sources for Community News and Info

Adults 18+





GODBE RESEARCH
Gain Insight



www.godberesearch.com

California and Corporate Offices
1220 Howard Avenue, Suite 250
Burlingame, CA 94010

Nevada Office

59 Damonte Ranch Parkway, Suite B309
Reno, NV 89521

Pacific Northwest Office

601 108th Avenue NE, Suite 1900
Bellevue, WA 98004

**STAFF REPORT****City Council**

Meeting Date: 3/3/2020
Staff Report Number: 20-061-CC

Consent Calendar: **Direct staff to add one vacancy listing to the current recruitment effort for commissions/committees and consider extending the current term for Sister City Committee members to October 1, 2020**

Recommendation

Staff recommends the City Council direct the city clerk to include one vacancy listing to the current recruitment effort for commissions/committees in response to a request from the Sister City Committee. In addition, staff recommends the City Council consider the Committee's request to extend the current terms to October 1, 2020.

Policy Issues

The City Council establishes advisory bodies and makes all appointments to advisory bodies. All members serve at the pleasure of the City Council for designated terms.

Background

The Sister City Committee advises the City Council on sister city and friendship city relations and related programming and meets quarterly. The Committee is comprised of five members of the public who regularly serve four-year terms and two city councilmembers who are appointed annually during the City Council reorganization.

Previously, the five public members' terms were set to expire April 30, 2020. On February 11, 2020, staff presented options to the City Council for staggered terms for Sister City Committee members and inclusion in the regular annual commission/committee recruitment that is open until April 3, 2020.

At the February 11, meeting, the City Council directed staff to extend the current members' terms to July 30, 2020, and to return within three months with a recommendation on whether the Committee should be transitioned to a separate nonprofit entity.

Analysis

The Sister City Committee had a previously scheduled meeting set for February 26, 2020. At their meeting, Committee members discussed the City Council direction and most were agreeable to extension of their current terms to July 30. One member expressed interest in not serving past the end of April 2020. In recognition of this member's wishes and in acknowledgement of interest from others in serving, the Committee unanimously (Committee Member Soffer absent) recommended staff return to the City Council

and request authority to recruit for one vacancy that would serve a limited duration term if the City Council makes further changes to the Sister City Committee structure in the coming months.

In addition, the Committee discussed the timing of the July 30 extension and how it may be problematic as the planning for this year's student exchange program with our sister city Bizen, Japan, is beginning now and the trip is planned for this summer. There was consensus to request City Council consider an extension to October 1, 2020.

Staff would still bring forward a recommendation to the City Council, with input from the Sister City Committee, on options for possible transition to a separate nonprofit entity before the end of May 2020.

Impact on City Resources

There is no fiscal impact to City resources associated with this action.

Environmental Review

This action is not a project within the meaning of the California Environmental Quality Act (CEQA) Guidelines §§ 15378 and 15061(b)(3) as it will not result in any direct or indirect physical change in the environment.

Public Notice

Public notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Report prepared by:

Clay J. Curtin, Public Engagement Manager