

## RESPONSE TO COUNCIL QUESTIONS RE: 2/27/2024 CITY COUNCIL AGENDA

Agenda Item #: 1F

Title: Approve Budget Modification No.10 to Appropriate \$105,540 of California Library Connect Grant Funds for CENIC Network Equipment Upgrades to Increase Internet Speed at the Sunnyvale Public Library

Council Question: The report lists the cost of \$36,240 as the estimated annual cost for equipment support, licenses, and maintenance and \$906,000 over twenty years. How does the \$36K compare to the cost of internet that was already budgeted? (is it additional, or \$36K vs the cost already budgeted for Library internet services).

Staff Response: Ten years ago the Library received grant funds to purchase the hardware needed to connect the Sunnyvale Library to the CENIC backbone (a high-speed internet connection used by universities, research institutions and public libraries). Hardware was purchased but neither maintenance or replacement costs were budgeted. The Library has just received another grant to replace that 10 year-old end-of-life hardware. The \$36K annual cost is for maintenance and upkeep of the new hardware. This has not been budgeted before. Annual costs for CENIC connectivity is approximately \$10,500.

Council Question: Does this cost cover both the Main Library and Branch library? It says it will purchase replacement equipment, but then mentions that the grant will help the Lakewood Branch Library (which would be new equipment).

Staff Response: The grant monies cover equipment that services both the Main Library and Lakewood (when it comes online). The new hardware will also allow for an upgrade from a one Gbps connection to a 10 Gbps for Main Library and Lakewood. The Lakewood project includes the cost of the new equipment required to tap the enhanced connection. When the Lakewood Branch Library opens, it will share the 10 Gbps bandwidth with the main library.

Agenda Item #: 2

Title: Receive Information About HomeFirst Outreach Services; Approve a Third Amendment in the Amount of \$206,710 to an Existing Agreement with HomeFirst Services of Santa Clara County for Case Management Services and Shelter Beds for the Unhoused Population in Sunnyvale that Includes Activity and Outcome Measures; and Direct Staff to Prepare a Request for Proposals for Outreach Services

Council Question: Will anyone from OSH be available to give feedback/answer questions regarding the Hamlin Shelter and County operations during our Council Meeting?

Staff Response: OSH will not be attending the meeting as the subject matter is the street-based outreach services and not the operations of the County shelter on Hamlin Ct.

Council Question: When would the new RFP for services go out?

Staff Response: Staff is currently developing the Request for Proposals specifications, with an actual posting date to be determined. For a complex RFP like this, it generally takes six months from release to contract award, including Council approval. Staff is planning to have this activity completed prior to the expiration of the proposed HomeFirst extension.

Council Question: There is a mention that there were “mobile hygiene programs that the City has funded in the past (that could be funded again) which offer showers/clothes washing services.” Why are those not currently funded? Could these hygiene programs be added as a component for the new RFP?

Staff Response: Yes, mobile hygiene can be added as an optional service. The prior service was funded in 2021 using \$50,000 in CDBG-CV funds allocated to the City during the COVID-19 pandemic. The organization providing these services at the time was WeHope.

Council Question: There seems to be an error in the statement (page 3/10)

- There were 10 additional individuals who were placed at the North County shelter in Sunnyvale.
  - Data specific to these 10 individuals is not available. However, at the North County Shelter from June 1, 2022 - Sept 30, 2023 there were 897 clients served. The average time in the project was 83.57 days. Nightly shelter lengths of stay varied from 1 to 2,036 days, with a median of 34.5 days. The long stays were a result of prior policies and practices during COVID that did not limit the length of stay.

Staff Response: The 2,036 days is correct. There were several individuals who were living at the shelter prior to COVID (when there was not a length of stay limit) plus during the first part of COVID the time limits were lifted.

Council Question: Were COVID policies and practices applicable in the period of June'22 to Sept '23?

Staff Response: Yes, the Santa Clara County Public Health Department (SCCPHD) best practices and guidance for congregate shelter sites were followed during these dates.

Council Question: For the 10 additional individuals placed in the north County shelter, were they part of the Sunnyvale contract?

Staff Response: The outreach and engagement with the 10 individuals is part of the current Agreement for outreach services between the City and HomeFirst. As far as placement in the North County shelter, there is no charge. Access to the North County shelter is via the Here4You hotline, a call center that centralizes referrals for clients needing shelter in Santa Clara County. Here4You is operated by the Bill Wilson Center on behalf of the County. Some of the 10 individuals had to wait until there was space available, a few were able to access the shelter on the same day they contacted the hotline.

Council Question: is this data applicable to the 10 individuals (Sunnyvale residents) that were placed in the shelter?

- HomeFirst has queried the available data in the County database and estimates the following outcomes:
  - 35% were permanently housed
  - 45% were connected to emergency or interim housing options
  - 16% exited to street-based homelessness

Staff Response: This data is specific to a prior program where individuals living at Fair Oaks Park were housed at motel rooms so that construction on the park upgrade project could commence.

Council Question: To give visibility to all resources that are used since not all unhoused people will accept the HomeFirst Outreach Services staff assistance and therefore not be engaged participants, then could the following be tracked?

- A. Could response time to address an unhoused support need be tracked (i.e. start is date that the city staff first identifies outreach on the streets and encampments needed to the initial contact completion date when the HomeFirst Outreach Services staff assigned to Sunnyvale makes contact with the unhoused individual(s) which could be coded by case number if identity of unhoused individual needs to be kept private)?
- B. Could the accumulated dates that HomeFirst Outreach Services staff members make contact with an unhoused individual case number be tracked?
- C. Could city staff review and provide input about a check-off list of items that HomeFirst Outreach Services staff is supposed to offer to the unhoused person on the initial visit with an unhoused individual and follow-up visits?
- D. Could the check-off list percentage completion per unhoused case number be tracked?

Staff Response: These data requests are possibilities, depending on the software used by a provider for tracking contacts. Bear in mind that some individuals are not receptive to services and may or may not even engage with the outreach/case management team. Not all data base systems would enable this type of tracking. Salesforce is a data base tool that allows this tracking and was previously used with another city for outreach programs, however there are associated costs for using this system.

Outreach and case management are tailored to the individual and their needs. Not all individuals engage in conversation at the first meeting, and engagement may be focused on specific needs at future meetings. A general overview of the types of services and programs offered, can be provided and included in future contracts.

Council Question: Since for the Fair Oaks motel program, HomeFirst could query the available data in the County database and estimates the following outcomes: (1) about permanently housed, (2) connected to emergency or interim housing options, and (3) exited to street-based homelessness then could the same information be queried with unhoused case numbers that accept shelter beds in the future and if possible in the past who accept shelter beds with the Sunnyvale funds?

Staff Response: Yes, this type of tracking could be set up through HMIS exits and program entry/enrollments.

Council Question: Given these two statements in the staff report about the HomeFirst Outreach Services (1) “Once a client is in Shelter or housed in a Rapid Rehousing Program or PSH (Permanent Supportive Housing) the Outreach staff provide a warm handoff to the next case manager to ensure continuity of care” and (2) “The North County shelter provides case management services; the BRC does not currently provide case management. HomeFirst has indicated they have active requests for funding to provide case management services at the BRC.” How can a warm handoff be done at BRC if there is currently no case management at BRC?

Staff Response: A warm handoff is conducted by the Sunnyvale HomeFirst outreach team with the BRC Resident Advocates/staff. There are currently no case management staff members at the BRC.

Council Question: Would Sunnyvale paying for transportation of unhoused individuals that accept the shelter beds to (1) case management services for interim or permanent housing and health service, and (2) employment search services such as at NOVA help to make the unhoused people that accept beds at the BRC more successful at finding permanent housing and getting needed help? If yes then what might be the cost per participant (such as bus pass, shuttle organized regularly to the designated facilities and/or other means of transportation)?

Staff Response: Both are possible with funding of financial assistance for clients/vehicle. BRC currently offers daily shuttle services, with 6 fixed locations (such as EDD and social service agencies). Monthly VTA passes are \$90/month, for 6 months assuming five beds are filled the cost would \$2,700.

Council Question: The unhouse people are concerned about their possession; therefore would HomeFirst BRC and the North County shelter allow for participants from Sunnyvale to have a locker with a lock at the facility that HomeFirst staff could manage during their stay at the facility? If yes, what would be the cost and the logistics?

Staff Response: There is not space available at the BRC to add storage lockers.

Council Question: Given this information from the Sunnyvale [Council Meeting Report for 4-10-2018](#) “Council Policy (Attachment 3) includes an additional statement that would be required of all bidders to disclose any final court judgment or final administrative order issued within the last five years from the date of the submitted bid or proposal relating to wage and hour law violations on the Certification. Should a bidder disclose any final court judgment or final administrative order relating to wage and hour law violations on the Certification that remains unpaid, the City shall disqualify the bidder based on the unpaid final judgment or order. In order to rebut the disqualification, the bidder would need to show that the final judgment or administrative order has been fully satisfied. Staff will work to implement the new procurement protocol as soon as practicable upon Council adoption...” is HomeFirst compliant with this council policy?

Staff Response: HomeFirst indicates that yes, they are compliant. They do not have any outstanding final court judgment or final administrative order. There was an order in 2019 that was paid.

Agenda Item #: 3

Title: Review and Consider Adoption of the Economic Development Strategic Plan

Council Question: Glad to see Economic “staff will continue to play an active role in the establishment of the Historic Murphy Avenue pedestrian mall.” When will the design and proposed implementation updates come back to Council for review? (Study Session and/or RTC)

Staff Response: Staff is finalizing the needed street improvements based on new ADA requirements and working with the Sunnyvale Downtown Association. Staff will provide a concept design and an overall project schedule update to Council in the June/July timeframe.

Council Question: The report lists the cost of living as a major challenge, but Sunnyvale is seen as one of “10 Best Cities For Renters: Where To Get the Most Bang for Your Buck” (based upon income verses cost of living).

<https://www.kiplinger.com/real-estate/places-to-live/best-cities-for-renters>

Staff Response: Sunnyvale is an attractive location to live in. However, our stakeholders stated that the cost of leasing an apartment or purchasing a home in Sunnyvale is still out of reach for many including service workers and stated the need for additional affordable housing to attract workers and prevent displacement.

Council Question: The EDSP proposes creating an annual workplan. Would that be reviewed by Council, and if so when?

Staff Response: While Council will not approve the annual workplan, staff will present the workplan along with economic development updates at a public event with corporate business partners at the beginning of each fiscal year.

Council Question: There is a strategy to assist small and home-based businesses, but I didn’t see anything concerning overcoming language barriers (e.g., assisting Spanish speakers on permitting) in accordance with our Equity, Access and Inclusion strategic priority.

Staff Response: Strategy 2.1 - Continue to Provide and Enhance Business and Development Support Service outlines the strategic actions of enhancing the City’s website and improving methods of informing and engage the business community which includes assessing current business resource information and marketing collateral to identify needs such as translation in various languages.

Council Question: Are there specific things that the City should be doing to attract some of our “missing” retail (building material, nursery, but especially furniture stores)? It looks like the EDSP is mainly focused on non-retail (start-up, home-based, and services).

Staff Response: Strategic Priority #4 - Enhance and Maintain Retail Vibrancy outlines the approach in attracting new retailers to complement existing retailers and create synergistic co-tenancies. This includes promoting site opportunities, participating at retail conferences and events to attract new retailers, and promoting Sunnyvale as a desirable location. Demographic information in addition to retail leakage and trends noted on pages 5-11 provide guidance on the types of retailers to pursue such as furniture stores, home goods and family apparel to meet the changing needs of the city's population.

Council Question: Meet-ups are very good idea. It would good to bring the service providers - legal, funding (VCs, Angels), HR, technical support (IT, Cloud) ... in these meet-ups in addition to large corporations.

Please include a plan to involve all the constituents. Leveraging Plug-and-Play is a great option.

### **3. Support Small- and Medium-Sized Non-Retail Businesses**

Businesses with 50 employees or less make up 98% of Sunnyvale's business profile, which underscores the importance of supporting the City's small- and medium-sized businesses. A major initiative is preserving zoning designations and preventing the conversion of sites that support flex, industrial and service commercial uses particularly in The Woods, Oakmead and Evelyn districts that house and foster a high concentration of these types of businesses. In addition, Sunnyvale can serve as a major hub for emerging technology start-ups as the "Heart of Silicon Valley." Programs such as Sunnyvale's Tech Expo will be instrumental in helping promote and support tech start-ups. There is also a great opportunity for corporation to mentor and support new small tech businesses through meet up events which staff can help encourage and facilitate.

Staff Response: Stall will collaborate with organizations (e.g., Plug-and-Play), produce a Tech Expo in Fall 2024 and connect start-ups with corporations for support and mentorship as part of the plan to grow and promote new tech start-up companies. A detailed action plan to implement these efforts will be included as part of the economic development annual plan at the start of FY2024-25.

Council Question: On page 37 of the Economic Development Strategic Plan, it indicates "Provide economic development input on new retail space and repositioning as part of the City's Village Centers planning initiative." **Since retaining retail at the Village Centers and/or assisting retailers to stay in Sunnyvale has been a concern for the community and for retailers, is there any information at a high level on strategies to assist with this?**

Staff Response: Economic Development staff works closely with Community Development staff on Village Centers conversions. Economic Development staff connects existing businesses with business support resources such as Small Business Administration, Small Business Development Centers, and brokers representing small businesses.

Agenda Item #: 4

Title: Proposed Project: Adopt Urgency Ordinance to Amend By-Right Approvals (Chapter 19.73) to the Sunnyvale Municipal Code to clarify ministerial review of projects as it relates to proposed subdivisions.

Council Question: Assuming there are 7 Council members in attendance, how many must vote in favor of the item in order to enact the Emergency Ordinance?

Staff Response: Regardless of the number of Councilmembers in attendance, 6 votes (4/5<sup>ths</sup>) are needed to adopt an Urgency ordinance in Sunnyvale.

Council Question: What are the impacts (funding/other reviews/penalties?) of HCD not approving what Council approved on Jan-31, and will the Tuesday items bring us into compliance (but still a window)?

Staff Response: It is not totally clear what the consequences may be at this point. Staff has requested a streamlined review of the Urgency Ordinance to receive a compliance letter by February 29 so that we are eligible for the Pro-Housing designation and funding (subject to a March 1 deadline). Of the seven impacts listed in the January 29, 2024, Report to Council there are only five that *could* apply, the others no longer apply (see box below).

- ~~Four-year update penalty (Gov. Code Section 65588(e)(4)(A)).~~
- ~~RHNA carries over to the next Housing Element cycle (essentially doubling next RHNA obligation) (Gov. Code Section 65584.09).~~
- General Plan could be found inadequate.
- Vulnerable to lawsuits, fines, and attorneys' fee awards.
- "Builder's Remedy" projects (Gov. Code 65589.5(d)).
- Cities can lose local control of land use decisions (AB 72).
- Court can suspend city's authority to issue building permits, zoning changes, variances, and subdivision maps.

Council Question: Has HCD given us any general agreement that we will be in compliance with the proposed changes prior to this item coming to Council?

Staff Response: We have been told that the by-right zoning is the only outstanding item. The Housing Element itself is in compliance; however, full certification will not be granted until the rezoning is completed. Staff has worked with HCD on the wording of the ordinance.