

Parks and Recreation Commission



SPECIAL MEETING AGENDA

Date: 11/19/2020
Time: 6:30 p.m.
Regular Meeting Location: [Zoom.us/join](https://zoom.us/join) – ID# 911 6597 4358

NOVEL CORONAVIRUS, COVID-19, EMERGENCY ADVISORY NOTICE On March 19, 2020, the Governor ordered a statewide stay-at-home order calling on all individuals living in the State of California to stay at home or at their place of residence to slow the spread of the COVID-19 virus. Additionally, the Governor has temporarily suspended certain requirements of the Brown Act. For the duration of the shelter in place order, the following public meeting protocols will apply.

Teleconference meeting: All members of the Parks and Recreation Commission, city staff, applicants, and members of the public will be participating by teleconference. To promote social distancing while allowing essential governmental functions to continue, the Governor has temporarily waived portions of the open meetings act and rules pertaining to teleconference meetings. This meeting is conducted in compliance with the Governor Executive Order N-25-20 issued March 12, 2020, and supplemental Executive Order N-29-20 issued March 17, 2020.

- How to participate in the meeting
 - Access the meeting real-time online at:
[Zoom.us/join](https://zoom.us/join) – Regular Meeting ID 911 6597 4358
 - Access the regular meeting real-time via telephone (listen only mode) at:
(669) 900-6833
Regular Meeting ID 911 6597 4358

Subject to Change: Given the current public health emergency and the rapidly evolving federal, state, county and local orders, the format of this meeting may be altered or the meeting may be canceled. You may check on the status of the meeting by visiting the City's website www.menlopark.org. The instructions for logging on to the Zoom webinar and/or the access code is subject to change. If you have difficulty accessing the Zoom webinar, please check the latest online edition of the posted agenda for updated information (menlopark.org/agenda).

Special Meeting ([Zoom.us/join](https://zoom.us/join) – ID# 911 6597 4358)

A. Call To Order

B. Roll Call

C. Presentations

C1. Senior Programming update ([Attachment](#))

D. Regular Business

D1. Approve the Parks and Recreation Commission minutes for the meeting of October 28, 2020 ([Attachment](#))

D2. Review/Update: Parks and Recreation Commission Agenda Calendar ([Attachment](#))

E. Reports and Announcements

- E1. Commissioner reports (Dana Payne)
- E2. Update on Transportation Master Plan and Middle Avenue Bike Lane project ([Attachment](#))
- E3. Library and Community Services Department Strategic Plan 2020 and Beyond ([Staff Report #20-011-PRC](#))
- E4. Library and Community Services department updates ([Staff Report #20-012-PRC](#))

F. Adjournment

At every Regular Meeting of the Commission, in addition to the Public Comment period where the public shall have the right to address the Commission on any matters of public interest not listed on the agenda, members of the public have the right to directly address the Commission on any item listed on the agenda at a time designated by the Chair, either before or during the Commission's consideration of the item.

At every Special Meeting of the Commission, members of the public have the right to directly address the Commission 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 by request by emailing the city clerk at jaherren@menlopark.org. Persons with disabilities, who require auxiliary aids or services in attending or participating in Commission meetings, may call the City Clerk's Office at 650-330-6620.

Agendas are posted in accordance with Government Code §54954.2(a) or §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: 11/16/2020)

MP Senior Center Services During COVID-19 Closure

MEAL DELIVERY

With the closure of MP Senior Center in March, the staff immediately identified the at-risk, vulnerable seniors who attended the Center on a regular basis for programs, but most importantly for meals. A contract was established with Samaritan House for the pre-cooked, packaged meals to be picked up and delivered to those seniors immediately. The initial 15 seniors were scheduled to receive double meals three times a week, along with a wellness call, just prior to delivery. Soon the numbers started to rise as more seniors in the community and beyond were identified, and added to the list. As of October, 80 seniors are being served three times a week with double meals in Belle Haven, and EPA. Additionally, every Friday, 25 meals are delivered to a local Menlo Park church for distribution to homeless seniors living in and around the community.



FACEBOOK MOBILE MARKET BAGS

As a kind, neighborly gesture, the Center received a large delivery of fresh produce just prior to the closure of all the Facebook kitchens in March. These items translated into numerous bags filled with wonderful fresh produce that were distributed among the seniors in the community not only to those who received meals, but others as well. The result of seeing appreciative seniors encouraged us to reach out to the FB Mobile Market Director and ask for donated bags of produce and food items to be distributed among the seniors on a regular basis. We received the first set of 15 bags that was delivered only to those receiving meals back in March. Soon the number was raised to 30, and as of May 4, we

were delivering 55 bags filled with produce, eggs, milk and other necessities from FB Mobile market to homebound seniors in the community. Currently we deliver 75 boxes to seniors every Monday.

SECOND HARVEST FOOD BANK GROCERY DISTRIBUTION

On a normal Brown Bag day, when the MP Senior Center was open, somewhere between 150-180 seniors would be served through this program. Due to many unknown factors, we started with 50 boxes of grocery from 2nd Harvest at our first drive-through distribution in March, all of which were distributed and gone in a short time to seniors in need of food. The following distributions, due to higher volume and demand from the community, 150 servings of food were given away in the form of two boxes and a bag to seniors and non-seniors. They also received face masks, and information about upcoming food distributions and other community resources. Of the 150 servings, 50 were delivered to the homes of seniors in need who had no means of leaving their home to pick up the food. The remainder 100 were distributed in a drive-through format to those who were registered, or new to the program. As of mid-May, the number of those served through Brown Bag reached 180, and currently 200 servings are distributed twice a month by senior programs.



WELLNESS CHECKS

With meal distribution, each Monday, Wednesday and Friday, 80 seniors receive wellness calls prior to food delivery. It gives an opportunity to evaluate their needs, and well-being as the delivery is taking place. In addition to those, over 40 other seniors also receive wellness calls each week totaling to over 120 calls put out weekly to check on the wellness and needs of the seniors, mainly in Belle Haven and EPA communities, all of which have been long time patrons of the Center for many years.

MP Senior Center Services During COVID-19 Closure



ACTIVITY AND ENGAGEMENT PACKAGES

With the help of the staff and Foothill College Instructors, elaborate activity packages have been created and sent to seniors since early April. These colorful packages have included lessons in art, geography/travel, exercise, acupressure/meditation, cooking recipes, coloring pages, old photographs, sewing projects with supplies, and much more. These packages are distributed to those registered for the Foothill Classes. While the Foothill College provides the seniors with some needed materials for the projects such as fabric pieces and yarn, the Senior

Center has also added canvases, brushes, watercolors, colored pencils, and glazes for ceramics pieces that continue to be fired in the Senior Center kiln. The effort is to keep the seniors active and engaged while they stay sheltered in place during this pandemic.

Shelter-In-Play Activity Packets are created by the Recreation staff and include more mind challenging activities, such as puzzles, coloring pages, and creative writing pages, as well as photos from years past so they keep the images of friends in review as a mental exercise. Additionally, a two page, elaborate resource guide is also enclosed that can help seniors reach out to various organizations for their needs. The Shelter-In-Play packets are created and distributed twice a month. Currently they are delivered to 50 homebound seniors with an additional 120 that are distributed on the Brown Bag days.



PROJECT CHEER

Receiving a handwritten letter or card in the mail to warm the heart of an isolated senior is the idea behind Project Cheer. With the help of youth volunteers who created hand painted cards, staff who wrote personal notes to seniors, and colorful envelopes that brought everything together via USPS, much smiles were created knowing people care. The project has been well-received by seniors, their families, the staff and volunteers who have found a new way to re-connect with those we served at the Center. To this day, over 200 letters have been delivered or mailed to seniors, some in Spanish, some in English, and all filled with love.



EMERGENCY SUPPLIES

Through a collaboration with Center For the Independence of the Disabled (CID), the Senior Center staff delivered 35 Emergency Supplies Bags to the most frail, homebound MPSC registered seniors who are considered the most at-risk. These packages included all sorts of essentials plus a small emergency/first aid kit. Packets were distributed on the 3rd week of May. A new batch of Emergency Supplies Bags were delivered on September 30th, and will be distributed in October as a part of MPSC's Emergency Preparedness awareness to those who did not receive a bag in May.



SPECIAL EVENTS

As an integral part of our vibrant and active senior programs, Pre-COVID, the MPSC staff hosted two-three special events monthly. These events ranged from cultural events to educational, from dances to music performances. Since the closure, we have turned our focus on the basic needs of the seniors and not as much on the social aspect of their lives. During the Memorial Day Weekend, through a collaboration with Belle Haven Action Plan, a local Belle Haven band offered their talents to play music to the sheltered seniors in Mid Pen Housing apartments on



MP Senior Center Services During COVID-19 Closure

Willow. This fun event had seniors sitting in their balconies, enjoying the festivities as music played. The MPSC distributed free masks, and activity packets, complete with coloring pencils to the 85 senior residents. With three important holidays coming up, Day of the Dead, Thanksgiving, and Christmas, and substantial donations from Facebook to offset the cost associated with these events, the staff is actively planning on special events that can be “delivered” rather than presented at the Center. Drive-by entertainment for Day of the Dead along with traditional Mexican sweets, visit from Santa delivering gifts sponsored by Facebook, and special Thanksgiving meals to seniors are among the ideas being planned for the upcoming months.



Revised 10/8/2020 AYS

Parks and Recreation Commission



REGULAR MEETING MINUTES – DRAFT

Date: 10/28/2020
Time: 6:30 p.m.
Regular Meeting Location: Zoom.us/join – ID# 911 6597 4358

A. Call To Order

Chair Baskin called the meeting to order at 6:33 p.m.

B. Roll Call

Present: Baskin, Bryman (arrived at 6:43 p.m.), Diepenbrock, Harris, Johnson, Payne, Staley

Absent: None

Staff: Library and Community Services Director Sean Reinhart, Assistant Community Services Director Adriane Lee Bird

C. Public Comment

- Jim Carson spoke in opposition of the pickleball pilot program only being offered at Kelly Park.
- David Yoshida spoke in opposition of the pickleball pilot program only being offered at Kelly Park.
- Carol Dressler spoke in opposition of the pickleball pilot program only being offered at Kelly Park.
- JD Tappe spoke in opposition of the pickleball pilot program only being offered at Kelly Park.
- Billy Chow spoke in opposition of the pickleball pilot program only being offered at Kelly Park.
- Monica Williams spoke in opposition of the pickleball pilot program only being offered at Kelly Park.
- Amy Harris spoke in opposition of the pickleball pilot program only being offered at Kelly Park.
- Alicia Falsetto spoke in opposition of the pickleball pilot program only being offered at Kelly Park.

D. Presentations

- D1. Review commission/committee policies and procedures, roles and responsibilities

City Clerk Judi Herren made the presentation ([Attachment](#)).

- D2. Youth Advisory Committee update

Recreation Coordinator Allan Bruce made the presentation ([Attachment](#)).

- D3. Flood Park presentation

Director of San Mateo County Parks Department Nicholas Calderon made the presentation ([Attachment](#)).

E. Regular Business

- E1. Approve the Parks and Recreation Commission minutes for the meeting of September 23, 2020 ([Attachment](#))

ACTION: Motion and second (Bryman/Johnson) to accept the Parks and Recreation Commission meeting minutes of September 23, 2020 with a change of the word inclusive to inclusion on item E1, passed 7-0-0.

E2. Review/Update: Parks and Recreation Commission agenda calendar ([Attachment](#))

Assistant Community Services Director Adriane Lee Bird and the Parks and Recreation Commission reviewed and updated the commission agenda.

F. Reports and Announcements

F1. Commissioner reports (Marc Bryman)

Commissioner Bryman reported on concerns of the pickleball pilot program. This item will be placed on a future agenda.

F2. Menlo Park Community Campus project update ([Staff Report #20-009-PRC](#))

Library and Community Services Director Sean Reinhart gave the Menlo Park Community Campus project update.

F3. Update on Tier 1 projects from the Parks and Recreation facilities master plan ([Attachment](#))

Assistant Community Services Director Adriane Lee Bird gave the update on the Tier 1 projects from the Park and Recreation facilities master plan.

F4. Library and Community Services department updates ([Staff Report #20-010-PRC](#))

Library and Community Services Director Sean Reinhart gave the Library and Community Services department updates.

Chair Baskin adjourned the meeting at 8:46 p.m.

Linda Munguia, Senior Office Assistant

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COMMISSIONS/COMMITTEES POLICIES AND PROCEDURES, ROLES AND RESPONSIBILITIES

City Council Policy #CC-19-0004

AGENDA

- What is an advisory body
- Workplan
- Scope of authority
- Roles and responsibilities of the chair
- Questions

WHAT IS AN ADVISORY BODY

- What is “advisory in nature”?
- How can advisory bodies assist in achieving City Council priorities
 - hearing public testimony on the City Council’s behalf
 - e.g., through public comment at meetings
 - study referred matters and return recommendations and advice to the City Council
 - forwarding recommendations to the City Council for its consideration
 - e.g., through the advisory body workplan or workplan amendments that better align with city council priorities

WORKPLAN

- City Council workplan
 - Lays foundation for the work to be conducted through the year
- Advisory body workplan
 - Supports the priorities set by the City Council
- Workplan process
 - Develop workplan
 - Approve workplan
 - Formally present to City Council
 - Report out quarterly

SCOPE OF AUTHORITY

- Clarity on scope of authority
 - Not involved in the administration or operation of City departments
- The staff liaisons role
 - Provide a schedule of meetings
 - Advise the advisory body on directions and priorities of the City Council
 - Informing the advisory body of events, activities, policies, programs, etc. occurring within the scope of the City Council approved workplan
 - Ensure that agenda items approved by the advisory body are brought forth in a timely manner
 - Take action minutes

ROLES AND RESPONSIBILITIES OF THE CHAIR

- Presiding officer
- Allow for adequate public participation
- Refrain members from conversations with the public
 - Hold members comments/questions until the close of public comment/public hearing
 - Must halt conversations between members and public
 - Either verbal or written
- In the absence of the chair, the vice chair shall act as the presiding officer



**THANK YOU FOR YOUR SERVICE
TO THE MENLO PARK
COMMUNITY**

QUESTIONS



YOUTH ADVISORY COMMITTEE

Update for Parks and Recreation Commission



AGENDA

- About Youth Advisory Committee
- Overview
- Timeline
- Our Team
- Project Ideas
- Questions





ABOUT YAC



ABOUT YOUTH ADVISORY COMMITTEE

- The Menlo Park Youth Advisory Committee (YAC) exists as a citizens' group to advise and respond in all matters related to the needs of youth in Menlo Park.
- Group is compiled of teens currently enrolled in high school and who are also Menlo Park residents.
- The YAC's purpose is to engage the future leaders of Menlo Park by encouraging youth to take an active leadership role in the community.
- The YAC will advise the Parks and Recreation Commission and City staff on activities, events and programs to meet the needs of youth and teens in the community.
- This committee will meet the 3rd Thursday of every month from 6:00 p.m. to 7:30 p.m. via Zoom starting in November, with the hopes of in-person meetings in the future.





OVERVIEW



OVERVIEW

- The idea of the Youth Advisory Committee (YAC) was brought forth to our CSD Executives in late 2019 by two students from Menlo School.
- Allan Bruce, *Recreation Coordinator* and Gina Feil, *Librarian II* are chairing the committee.
- Interviews took place on Wednesday, October 21, 2020.
- We had a total of seven applicants apply, six interviewed and one declined.
- First meeting is scheduled for Thursday, November 19, 2020 via Zoom.
- Each meeting, we will have a representative from different City departments explaining their role and department operations.



TIMELINE



TIMELINE

YOUTH ADVISORY COMMITTEE TIMELINE

Interview Dates: October 21, 4:00-6:30 p.m.

Meeting Dates	Time	Location	Notes:
Thursday, November 19, 2020	6:00 - 7:30 p.m.	Zoom	Intro/Goals/Projects
Thursday, December 17, 2020	6:00 - 7:30 p.m.	Zoom	Vision
Thursday, January 21, 2021	6:00 - 7:30 p.m.	Zoom	CS Project Plan
Thursday, February 18, 2021	6:00 - 7:30 p.m.	Zoom	Planning for 2021 Year
Thursday, March 18, 2021	6:00 - 7:30 p.m.	Zoom	
Thursday, April 15, 2021	6:00 - 7:30 p.m.	Zoom	
Thursday, May 20, 2021	6:00 - 7:30 p.m.	Zoom	Board Elections

Events:

2-3 events for the year, community service project, presentation at YAC event, participate in City programs and events.



OUR TEAM



OUR TEAM



The 2020-2021 Youth Advisory Committee consists of:

- **Annika Bai**, Sophomore: *Tide Academy*
 - **Ana Chung**, Sophomore: *Menlo-Atherton High School*
 - **Alex Feinstein**, Freshmen: *Sacred Heart Prep*
 - **Annika Kaval**, Sophomore: *Menlo-Atherton High School*
 - **Adam Paczuski**, Sophomore: *Menlo-Atherton High School*
 - **Elisabeth Westermann**, Senior: *Menlo School*
-
- Chairs: **Allan Bruce & Gina Feil**, *City of Menlo Park*
 - The Committee will continue with rolling applications, in hopes of creating a committee that represents all of Menlo Park. A second interview session is scheduled on December 2.





PROJECT IDEAS



PROJECT IDEAS

- Pen Pals to Seniors
- Mental Health Awareness Event
- Social Media Ambassadors
- Vision for Menlo Park Community Campus
- Community Event for Teens
- Civic Engagement



THANK YOU!



County of San Mateo

**REVISED FLOOD PARK
LANDSCAPE PLAN 2020**

Menlo Park

Parks and Recreation Commission

October 28, 2020



EXISTING CONDITIONS



COMMUNITY OUTREACH

Re:imagine FLOODPARK Centro de San Mateo

As we reimagine various options for Flood Park it is important to understand your priorities and overarching goals. Please take a few minutes to provide your opinion on what you think has greatest importance.

Please circle the following:
1 = Most Important
5 = Least Important

OVERARCHING PARK GOALS

- 1 2 3 4 5 Reflect unique setting of Flood Park 21
- 1 2 3 4 5 Provide donor opportunities (plaques, bricks, benches, art, etc.) 14
- 1 2 3 4 5 Provide educational elements (plant signage, rainwater harvesting, demonstration gardens) 33
- 1 2 3 4 5 Buffer existing neighbors 15
- 1 2 3 4 5 Enhance entry/views into park at Bay Road 23
- 1 2 3 4 5 Preserve existing adobe building 19
- 1 2 3 4 5 Preserve existing trees 35
- 1 2 3 4 5 Incorporate sustainable landscape practices (minimize water use; use native plants) 36
- 1 2 3 4 5 Promote healthy lifestyle (walkability, bike amenities, community gardens) 40
- 1 2 3 4 5 Expand types of uses in spaces 36
- 1 2 3 4 5 Expand range of users groups 31
- 1 2 3 4 5 Accommodate dogs 7
- 1 2 3 4 5 Incorporate innovative technology in site amenities 23
- 1 2 3 4 5 Create community gathering space 38
- 1 2 3 4 5 Add indoor programs 33



WHAT POTENTIAL PARK PROGRAMS WOULD YOU LIKE? ¿QUÉ PROGRAMAS EN EL PARQUE LE GUSTARÍA VER?



2015 LANDSCAPE PLAN

LEGEND

- 1 Promenade
- 2 Focal Element
- 3 Gathering Plazas (2)
- 4 Shade/Market Structure
- 5 Group Picnic/Event Space
- 6 Demonstration Garden
- 7 Play Area (All Abilities)
- 8 Adventure Play
- 9 Basketball
- 10 Bocce
- 11 Gathering Meadow
- 12 Pump Track
- 13 Sand Volleyball
- 14 Tennis
- 15 Picnic
- 16 Trail with Exercise Station
- 17 Ballfield
- 18 Soccer/Lacrosse Field
- 19 Drop-Off/Turnaround/Parking
- 20 Restrooms (3)



2015 LANDSCAPE PLAN REVISIONS



REVISED LANDSCAPE PLAN 2020

LEGEND

- 1 Promenade
- 2 Focal Element
- 3 Gathering Plazas (2)
- 4 Preserved Park
- 5 Administrative Office
- 6 Group Picnic / Event Space (7)
- 7 Demonstration Garden
- 8 Play Area (All Abilities)
- 9 Adventure Play
- 10 Basketball
- 11 Amphitheater
- 12 Pump Track
- 13 Sand Volleyball
- 14 Tennis
- 15 Trail w Exercise Station
- 16 Ballfield / Soccer / Lacrosse
- 17 Soccer/ Lacrosse Field
- 18 Drop-off
- 19 Restrooms (3)
- 20 Large Reservable Picnic Area



TREE DISPOSITION PLAN



GROUP PICNIC AREAS

Reservable Picnic Areas



PASSIVE USES

Trails and Demonstration Garden



PLAY AREAS

Play Area (All Abilities) and Adventure Play



ORGANIZED SPORTS

Baseball, Lacrosse, and Soccer



RECREATIONAL SPORTS

Basketball, Pump Track, Sand Volleyball, and Tennis



PROJECT IMPACT AND MITIGATION

Noise Levels



PERMIT REQUIRED



PROJECT IMPACT AND MITIGATION

Peak User Demand

Table 6 Projected Peak Use of Flood County Park under Landscape Plan

Landscape Plan Element	Weekend Summer		Weekday Summer		Weekend Assumptions	Weekday Assumptions
	Daily Capacity	Peak Capacity	Daily Capacity	Peak Capacity		
Preserved park administrative office/shade/market structure	200	75	N/A	N/A	event/day	N/A
Play area universal (2-5)	4560	1520	30	1015	4 cycles/day	2 cycles/day
Play area universal (5-12)	85120	3040	60	2020	4 cycles, 1 parent/2 kids	4 cycles, 1 parent/2 kids
Adventure play	20	35	40	20	2 cycles/day	2 cycles/day
Event/large group reservation area	164200	164200	N/A	N/A	82% occupancy rate 1 event	N/A
Small group picnic	476120	476120	N/A	N/A	78 areas, 15 people/area, 1 cycle/day	N/A
Drop-in picnic area	24	24	24	24	20% primary use, 6 people per site at 4 picnic areas	20% primary use, 6 people per site at 4 picnic areas
Tennis courts	6448	16	32	16	2 courts, 8 playing, 8 waiting, 4 cycles/day 10 playing, 10 waiting, 3 cycles/day	2 courts, 8 playing, 8 waiting, 2 cycles/day 10 playing, 10 waiting, 1 cycle/day
Basketball	60	20	10	10	10 playing, 10 waiting, 3 cycles/day 2 courts, 6 playing, 1 cycle/day	10 playing, 10 waiting, 1 cycle/day N/A
Sand volleyball	12	12	48N/A	24N/A	2 courts, 12 playing, 1 cycle/day Ancillary use	2 courts, 12 players, 12 spectators, 2 cycles/day
Pump track	60	2030	40	20	N/A	N/A
Multi-use field/Ballfield	225	75	60	60	30 players, 45 spectators, 3 cycles/day	30 players, 30 parents, 1 cycle/day
Soccer/lacrosse field	225	75	60	60	30 players, 45 spectators, 3 cycles/day	30 players, 30 parents, 1 cycle/day
Demonstration garden/adventure play/other passive uses ¹	N/A20	N/A15	N/A10	N/A10	N/A	N/A
Total	1,6401,430	1,002723	364243	244241		

¹ Use of demonstration garden, adventure play area, amphitheater, and other passive uses assumed to be auxiliary to other recreational elements and would not generate new users.

REVISED LANDSCAPE PLAN 2020

November 2020

San Mateo County
Board of Supervisors
Presentation



2021

Design Phase and
Community Meetings



Spring 2022

Begin
Construction

LEGEND

- 1 Promenade
- 2 Focal Element
- 3 Gathering Plazas (2)
- 4 Preserved Park
- 5 Administrative Office
- 6 Group Picnic / Event Space (7)
- 7 Demonstration Garden
- 8 Play Area (All Abilities)
- 9 Adventure Play
- 10 Basketball
- 11 Amphitheater
- 12 Pump Track
- 13 Sand Volleyball
- 14 Tennis
- 15 Trail w Exercise Station
- 16 Ballfield / Soccer / Lacrosse
- 17 Soccer/ Lacrosse Field
- 18 Drop-off
- 19 Restrooms (3)
- 20 Large Reservable Picnic Area





County of San Mateo

Q & A

Thank You!



**City of Menlo Park Parks and Recreation Commission
2020-21 Tentative Agenda Schedule**

Meetings are held in the Cypress Room at the Arrillaga Family Recreation Center at 6:30 p.m. on the fourth Wednesday of the month unless otherwise specified.

MEETING DATE	PROPOSED AGENDA TOPICS
December 18, 2019	<ul style="list-style-type: none"> No meeting – holiday break
January 22, 2020	<ul style="list-style-type: none"> Special events year-end presentation One-City Scholarship Proposal
February 26, 2020	<ul style="list-style-type: none"> Annual Menlo Swim and Sport report Belle Haven Community Center and Library update on Interim Services
March 25, 2020 April 22, 2020 May 27, 2020 June 24, 2020	<ul style="list-style-type: none"> Meetings cancelled due to shelter-in-place orders
July 22, 2020	<ul style="list-style-type: none"> Election of Chair and Vice Chair Childcare and summer camp reactivation presentation Approve 2018-2020 work plan update on achievements
August 26, 2020	<ul style="list-style-type: none"> Pickleball Presentation Sports Groups and Field Rentals Reactivation presentation Work plan amendments 2020-2021
September 23, 2020	<ul style="list-style-type: none"> Pilot Pickleball program Menlo Park Community Campus Project
October 28, 2020	<ul style="list-style-type: none"> Flood Park presentation by San Mateo County City Clerk's presentation on advisory bodies Youth Advisory Committee Master plan update/Capital projects report County guidelines on playgrounds (include in director's report) Pickleball update (include in director's report)
November 19, 2020	<ul style="list-style-type: none"> Middle Avenue/Bicycle Commission update - memo TMP commission update - memo Senior Programming Presentation Commissioner's Report – Payne
December 23, 2020	<ul style="list-style-type: none"> No meeting – holiday break
January 2021	<ul style="list-style-type: none"> Service adaptation post-Covid Communications Update on Pickleball in director's report Intro by the YAC Commissioner's Report - Staley-Shenk
February 2021	<ul style="list-style-type: none"> Addressing institutional bias Aquatics contract expiration/RFP Commissioner's Report - Baskin
March 2021	<ul style="list-style-type: none"> MPCC operations plan Commissioner's Report - Harris
April 2021	<ul style="list-style-type: none"> Pickleball pilot program 6-month report Commissioner's Report - Diepenbrock
Unscheduled future items	<ul style="list-style-type: none"> <i>Inclusive programming discussion</i> <i>Trends report</i> <i>LCS strategic plan</i> <i>Community partnerships</i>

	<ul style="list-style-type: none">• <i>Storyboards for Karl E. Clark Park</i>• <i>Commissioner's Report – Johnson</i>• <i>Commissioner's Report - Bryman</i>
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MEMORANDUM

Date: 10/16/2020
To: Parks and Recreation Commission
From: Kevin Chen, Senior Transportation Engineer
Re: Update on Transportation Master Plan and Middle Avenue Bike Lane project

To: Parks and Recreation Commissioners

The following is a brief update on the Transportation Master Plan and Middle Avenue Bike Lane project as requested.

1. Staff presented the draft Transportation Master Plan (TMP) to the Complete Streets Commission on October 14 to receive feedback. The Complete Streets Commission recommended that the City Council approve the draft TMP with the following additions:
 - Report incremental progress made on project implementation using key metrics,
 - Include description of other city programs and policies for ease of reference by the public,
 - Use vehicle miles traveled as reporting unit on progress made, if applicable,
 - Approve the Oversight and Outreach Committee recommendation,

The draft TMP will be presented at the November 17, 2020 City Council meeting for adoption.

2. At the City Council's October 13 meeting, the City Council directed staff to develop a traffic calming and speed reduction plan for Middle Avenue. Staff anticipates this work would build on the recommendations in the draft Transportation Master Plan (projects 92 and 118 in the draft plan) to add bicycle lanes and improved pedestrian facilities, to also consider traffic calming improvements such as curb extensions/bulb-outs, raised or other crosswalk enhancements, improved signage, or other devices to slow vehicle traffic. It is expected this work would also build on a petition received in mid-2019 from Middle Avenue residents, and as such, community engagement will be a critical component of developing conceptual plans for this project.

Staff proposes that this project would be developed in three phases: conceptual design and community engagement; trial installation using "quick-build" materials; and final installation using permanent materials. This three-phase approach is consistent with the process currently underway in the Belle Haven neighborhood traffic calming plan, where the trial installation is currently in place. This budget request would fund the staff time and consultant support anticipated for the first phase, to begin in fiscal year 2020-21. The later phases could be budgeted in the capital improvement program in future fiscal years.

The project schedule is dependent on the City Council's review of the budget request as well as having the necessary staffing in place to execute on the work.



STAFF REPORT

Library Commission

Meeting Date:

11/06/2020

Staff Report Number:

20-018-LC; 20-011-PRC

Regular Item:

**Library and Community Services
Strategic Plan 2020 and Beyond**

Recommendation

That the Library Commission review and discuss this update on the Library and Community Services strategic planning process: Strategic Plan 2020 and Beyond, and provide their feedback.

Policy Issues

The Library and Community Services departmental strategic plan: Strategic Plan 2020 and Beyond, will set goals and direction for the department's activities through end of 2020 and into future years, in alignment with the City Council's priorities. The Strategic Plan is intended to set a comprehensive roadmap and performance measurements for Library and Community Services facilities, services, programs, resources, and personnel. Important policy considerations associated with the Strategic Plan include:

- Delivering excellent customer service to the Menlo Park community at all times;
- Assuring equitable access to library and community services facilities and resources for all community members;
- Prioritizing goals and tasks in consideration of available resources and community needs;
- Aligning goals and outcomes with City Council priorities and goals;
- Developing a service adaptation (reactivation) plan for services, facilities, operations, budget, and personnel, in preparation for post-COVID operations;
- Facilitating the success of complex, multi-year projects in addition to essential daily tasks; and,
- Ensuring transparency and accountability to the Menlo Park community.

Background

As a duly appointed advisory body to the City Council, the Library Commission is charged with advising and making recommendations about Library policies and services.

The Library Commission reviewed and provided valuable input into the Library's most recent strategic plan and its 2019-2020 Strategic Plan Update (Attachment A).

The former Community Services created an internal strategic plan at an annual staff retreat, and a considerable amount of thought, community engagement and planning went into the development of the Parks and Recreation Facilities Master Plan (Attachment B).

The Library Commission reviewed an initial draft of the strategic plan at their October 19, 2020 meeting.

The process for the creation and implementation of the strategic plan can be broken into six phases:

- Phase 1: Review existing strategic plans, master plans, City Council priorities, industry best practices, operational capacity
- Phase 2: Engage all LCS team members to develop plan framework, major goals, tasks, and metrics

- Phase 3: Collect feedback from commissions, other key stakeholders, and general public
- Phase 4: City Manager and/or City Council review, revision, approval
- Phase 5: Implementation
- Phase 6: Evaluation and performance review

Analysis

LCS staff have continued to develop the supporting goals, tasks, and performance measures during strategic team meetings over the past two months. Incorporating feedback from advisory bodies and the public, finalizing plan elements, and consideration of the department's capacity to achieve the markers set forth by this ambitious draft plan by adjusting due dates are the work that lies ahead.

A draft of the current LCS strategic directions with supporting goals is included as Attachment C.

Next Steps

Input received from the Library Commission discussion will be incorporated into the planning process. Staff will continue to refine goals and tasks that support the strategic directions, taking care that the tasks follow the SMART acronym – Specific, Measurable, Achievable, Realistic, and Timely. As part of the planning process, staff will prepare a final Strategic Plan document for Library Commission review and recommendation at an upcoming Commission meeting, potentially in January 2021.

Prepared by:

Nick Szegda, Assistant Library Services Director

Reviewed by:

Sean Reinhart, Library and Community Services Director

Attachments

- A. Library Strategic Plan Update 2019-2020. Hyperlink:
<https://www.menlopark.org/DocumentCenter/View/22375/Library-Strategic-Plan-Update-2019-2020>
- B. Parks and Recreation Facilities Master Plan. Hyperlink:
<https://www.menlopark.org/DocumentCenter/View/23856/Parks--Recreation-Facilities-Master-Plan---FINAL->
- C. DRAFT Library and Community Services strategic directions and goals, November, 2020

Attachment C: DRAFT Library and Community Services strategic Plan, November, 2020

Library and Community Services 2020-21

Strategic Direction #1:

Deliver excellent customer service

Goal #1.1. Implement a customer satisfaction data collection system and survey tools to assess community sentiment and satisfaction with services, operations, and programs.

Task	Description	Start	End	Performance goal
1.1.a	Deploy survey tools to collect data about community satisfaction with Library and Community Services operations, services and programs	Jan 2021	August 2021	Implement survey tools by Jan 2021.
1.1.b	Analyze customer satisfaction data and identify potential service enhancements.	Apr 2021	ongoing	Achieve 90% or higher rating on customer satisfaction surveys.
1.1.c	Implement service enhancements in response to data indicators, in coordination with strategic plan team 3.	Sep 2021	April 2022	Enhancements implemented – report out to advisory bodies
1.1.d	Have a suggestion box at every service point. Respond to every suggestion received within a week and publish responses monthly.	Jan 2021	ongoing	Respond promptly and completely to all comments received through departmental suggestion box within one week.
1.1.e	Create survey implementation team composed of members from across department divisions	Mar 2021	ongoing	Survey team created

Goal #1.2. Create a customer service training program for LCS team members. Train and test all team members on customer service expectations and techniques.

Task	Description	Start	End	Performance goal
1.2.a	Develop and implement customer service procedures and training modules for LCS staff.	Jan 2021	Sept 2021	Deploy customer service procedures and training modules by Sept 2021
1.2.b	Team members achieve proficiency with the customer service techniques and training contained in the customer service procedures modules.	Jan 2021	Jul 2021	Team members collectively achieve average 90% or higher score on customer service module proficiency tests.
1.2.c	Create a customer service training team to make sure training modules are created and implemented, and to assist with other tasks in this goal	Jan 2021	Jul 2021	Team formed

1.2.d.	Create an annual staff in-service training conference focused on customer service including internal customer service	Apr 2021	Oct 2021	Staff training conference held by October 1, 2021
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Goal #1.3. Review and update all Library and Community Services policies and procedures with the input of LCS team members and advice from the Parks and Recreation Commission and the Library Commission.

Task	Description	Start	End	Performance goal
1.3.a.	Update procedures manuals for functional teams within Library and Community Services. Create virtual home for all policies and procedures	Jan 2021	Jan 2022	Update policy and procedures manual by Jan 2022
1.3.b.	Update and compile a comprehensive emergency and safety procedures manual.	Jan 2021	Sept 2022	Update manual and achieve recommendation of advisory bodies.
1.3.c.	Compile customer service policies. Update policies and combine where possible	Jan 2021	Jan 2022	Update policy and achieve recommendation of advisory bodies.
1.3.d.	Create team to compile existing procedures department wide, update and create online portal	Jan 2021	Jun 2021	Team created by January 2021

Goal #1.4. Create self-service and automation options that provide ease of use for customers and increased efficiencies for staff

Task	Description	Start	End	Performance goal
1.4.a	Survey current self-service and automation options available. Review industry best practices. Find potential upgrade options and report out to advisory bodies	Jan 2021	Dec 2021	Assessment completed and report delivered to advisory bodies.
1.4.b	In cooperation with the facility design team, develop a self-service and automation plan for the new Menlo Park Community Campus building that provides fast, convenient, easy to use options for customer self service	Jan 2021	Jun 2023	Plan developed

Library and Community Services 2020-21
Strategic Direction #2:
Menlo Park Community Campus Project

Goal #2.1. Goal #2.1. Working with the Council, the community, and Facebook, initiate and complete remaining design phases of the Menlo Park Community Campus new facility development project

Task	Description	Start	End	Performance goal
2.1.a.	Participate in project design team meetings and provide building layout input from operational perspective	Aug 2020	Dec 2020	Conceptual design complete and approved by Planning Commission and City Council
2.1.b.	Working with project consultants, participate in design team for interior furnishings. Focus on furnishings that are welcoming, easy to maintain, and appropriate for seniors, teens and families.	Jan 2021	June 2021	Develop potential financing mechanisms and present options and recommendations for City Council action.
2.1.c.	Develop a program for the inclusion of thoughtful, inclusive public art elements in the new building that is community specific and solicits community participation	June 2022	Feb 2023	Public art program developed
2.1.d.	In coordination with the Library Foundation, develop a system for recognizing donor contributions to the new MPCC	June 2022	Feb 2023	Donor recognition system in place
2.1.e.	Working with the design team, design staff work areas for ease and efficiency of use	Jan 2021	June 2021	Staff areas designed

Goal #2.2. Develop a plan to provide interim services during MPCC project construction

Task	Description	Start	End	Performance goal
2.2.a.	Plan for and install modular facilities at Kelly Park for after school youth program. Make sure students have safe access to reach modular buildings	Sep 2020	Jun 2021	Modular facilities installed
2.2.b.	Provide for hot meals, senior enrichment classes, and a senior lounge area on the Burgess Campus	Sep 2020	Jun 2021	Senior services at Burgess in place by June 2021
2.2.c.	Work with PW-Transportation to provide convenient, frequent transportation for neighborhood residents from Belle Haven to Burgess campus	Sep 2020	Jun 2021	Transportation in place by June 2021
2.2.d.	Explore options for holding recreation classes in Belle Haven neighborhood and at the Burgess Campus.	Sep 2020	Jun 2021 and ongoing	Plan for recreation classes in place by June 2021
2.2.e.	Provide branch library services during the construction of the MPCC; work with the Ravenswood School District to plan for a smooth transition back to a school facility once construction is completed	Mar 2021	Jul 2023	Transition plan for services completed by construction end

2.2.f.	Coordinate with Public Works and PD to identify opportunities to use the Neighborhood Service Center to provide some transitional services to the community	Sep 2020	Jun 2021 and ongoing	Transitional service plan for Neighborhood Service Center in place
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Goal #2.3. Develop an operational plan for the new facility that meets resident needs and provides equitable access for all.

Task	Description	Start	End	Performance goal
2.3.a.	Create a staffing model for the new facility that provides program coverage and scheduling flexibility	Jun 2021	Jan 2023	Complete staffing model and present to City Manager
2.3.b.	Plan for new facility hours of operation to meet resident needs	Jun 2021	Jan 2023	Facility open hours plan complete
2.3.c.	In coordination with the project design team and with the City's Sustainability team, plan for operations that conserve energy and reduce waste	Jun 2021	Jan 2023	Energy conservation and waste reduction plans complete
2.3.d.	In cooperation with the facility design team, develop a self-service and automation plan for the new facility that provides fast, convenient, easy to use options for customer self service	Jun 2021	Jan 2023	Self-service and automation plan in place
2.3.e.	Develop a plan for major operations for the new facility that includes library services, senior services and recreation services	Jun 2021	Jan 2023	Major operations plan in place

Goal #2.4. Support robust community engagement at all phases in the project development

Task	Description	Start	End	Performance goal
2.4.a.	Adopt the best practice public engagement model developed by the Institute for Local Government "TIERS" for all major project communication efforts	Jan 2020	Jul 2023	
2.4.b.	Translate staff reports and major project documents into Spanish. Provide Spanish language translation services at public outreach meetings.	Aug 2020	Jan 2021	
2.4.c.	Support robust community engagement during the development of the operational plan for the new facility	Jun 2021	Jan 2023	
2.4.d.	Gather information on the effectiveness of interim services by administering a user survey	Jun 2021	Jan 2023	

Library and Community Services 2020-21

Strategic Direction #3:

Provide services and programs that respond to community needs

Goal #3.1. Complete the Library and Community Services Strategic Plan 2020-21

Task	Description	Start	End	Performance goal
3.1.a.	Engage the input and suggestions of LCS team members in development of the Strategic Plan Update	Aug 2020	Dec 2020	Every LCS team member engaged in planning process
3.1.b.	Engage the input and suggestions of the Parks and Recreation Commission, the Library Commission and general public in development of the Strategic Plan	Nov 2020	Jan 2021	LCS Strategic Plan recommended by both the Parks & Rec Commission and the Library Commission
3.1.c.	Conduct an annual review of performance and progress toward Strategic Plan goals	Oct 2021	Jan 2022	Complete next annual review by Jan 2022
3.1.d.	Integrate strategic plan goals into individual team work plans	Feb 2021	Aug 2021	All individual work plans tie directly to strategic plan goals

Goal #3.2. Use library and community services statistics, community survey response data, and analyses of best practices to inform decisions about new and current LCS services and programs.

Task	Description	Start	End	Performance goal
3.2.a.	Develop tools to collect quantitative and qualitative feedback from service users and program attendees, in coordination with survey team from strategic direction 1.			Develop and implement tools by XX
3.2.b.	Use feedback to modify program offerings to suit community needs		ongoing	Adjust class offerings annually
3.2.c.	In coordination with marketing and communications team, report out relevant statistics and data to advisory bodies, budget stories page, and for publication online and in print.		ongoing	Update departmental stories page on budget document annually

Goal #3.3. Target department services, programs and resources efficiently and where they are most effective.

Task	Description	Start	End	Performance goal
3.3.a.	Develop a plan to enhance technology services to seniors			

3.3.b.	Under Council direction, create a Youth Advisory Committee (YAC) to provide input on youth related programs and services.	Nov 2020	May 2021	Work with YAC to create a work plan for 2021-22 year
3.3.c.	Create a Books By Mail program to serve seniors and the homebound	Sep 2020	Dec 2020	Books By mail program established
3.4.d.	Issue a request for proposals for City aquatics program			
3.4.e.	Plan for and complete the library's transition out of the Peninsula Library System	Aug 2020	Jun 2021	New ILS and ILL system in place
3.4.f.	Create a pilot program for pickle ball play on City tennis courts; re-evaluate pilot program after 6 months	Nov 2020	Apr 2021	
3.4.g.	Evaluate food distribution programs; explore new avenues to increase food security for vulnerable community members			
3.4.h.	Create a demonstration garden at the main library that will serve both children in the MCC program and Seniors during MPCC construction	Jan 2021	June 2021	Garden and supporting programming in place by beginning of transitional service period
3.4.i.	In coordination with staff from strategic team 7, identify opportunities to eliminate or reduce barriers to recreation program participation and facility use			
3.4.j.	Enhance library services for participants in the child care program	Oct 2020	Feb 2021	Supervisor exchange program in place and work goals set for participants
3.4.k.	Continue to develop virtual programming for Library and Community Services events	Apr 2020	ongoing	75% of virtual program attendees rate program as good or better
3.4.l.	Create a pilot program for virtual afterschool tutoring for grade-school aged children	Oct 2020	Feb 2021	Tutors trained and tutoring pilot started

Library and Community Services 2020-21

Strategic Direction #4:

Operations, systems and facilities - efficiency

Goal #4.1. Operate an efficient municipal department that meets assigned service delivery outcomes within approved operating budget.

Task	Description	Start	End	Performance goal
4.1.a.	Deliver 100% of the established service delivery outcomes within established FY 2020-21 operational budget.	Jun 2020	Jul 2021	100%

4.1.b.	Analyze staffing needs and organizational structure and develop staffing proposals to address projected service demand changes - in coordination with reactivation planning staff from team 8	Jan 2021	Jun 2021	Staffing plan for 2021 – 22 approved by City Manager
4.1.c	Complete a fee study that analyzes the current fee structure and costs for classes and rentals with the goal of creating a consistent fee structure for classes and rental costs across all LCS facilities	Oct 2020	Apr 2021	Propose any fee changes for City Council adoption for FY 2021-22.
4.1.d.	Cross train staff across functional areas to increase staff skills and flexibility	Jan 2021	Jul 2021	25% of staff trained in one other functional area
4.1.e.	Analyze needs for seasonal staff – work with HR to streamline hiring and onboarding and rehiring processes	Apr 2021	Oct 2021	
4.1.f.	In coordination with reactivation planning staff on team 8, complete a study of open hours for facilities.	Nov 2020	Feb 2021	Facility open hours study approved by City Manager

Goal #4.2. Secure external resources from grants, volunteers, and partnerships that are valued greater than the costs to acquire and maintain the external resources.

Task	Description	Start	End	Performance goal
4.2.a.	Increase total amount of grant funding to support LCS services.	Jul 2020	Jun 2021	Total grant funding secured is equivalent to or greater than 5% of annual general fund operating budget.
4.2.b	Engage volunteerism in support of library and community services public services.	Jul 2020	Jun 2021	Total annual volunteer hours served is equivalent to or greater than 5% of total annual staff hours worked.
4.2.c.	Continue to work with local state university programs to provide internship opportunities	Jan 2021	Jul 2021	
4.2.d.	Support the creation of a nonprofit group to support parks and recreation facilities and services			

Goal #4.3. Analyze and prioritize identified facility and technology needs, shortcomings and opportunities at current Library and Community Services facilities. Working with City IT and Public Works, develop plans to address critical needs, resolve shortcomings and leverage opportunities to make needed facility and technology improvements.

Task	Description	Start	End	Performance goal
4.3.a.	Form a facilities and technology working group with members from across LCS to further initiatives in this goal			

4.3.b.	Advance the recommendations of the Parks and Recreation Facilities Master Plan			
4.3.c.	Working with City IT and the IT Master Plan, improve WiFi coverage in City parks and facilities			
4.3.d.	Identify opportunities for self-service and automation systems to improve efficiency and free up staff resources to focus on services and programs			
4.3.e.	Implement a department-wide scheduling system that is easy to use for schedulers and line staff and improves schedule efficiency and flexibility	Oct 2020	Dec 2020	
4.3.f.	Release RFP for new cloud based library ILS; engage new vendor, migrate library data to new system and launch new ILS by July 1, 2021	Oct 2020	Jul 2021	ILS launched
4.3.g.	Investigate a unified and integrated calendaring system for LCS programs and events			
4.3.h.	Working with Finance, investigate customer payment systems that improve ease of payments, financial reconciliation, and integration with existing systems			
4.3.i.	Investigate improvements to customer registration system (currently EGov) for LCS programs and events			
4.3.j.	Improve departmental capabilities for videoconferencing. Focus on internal uses to improve intra-team communication, and on external uses for virtual program creation and distribution			

Goal# 4.4. Sustainability and energy efficiency

Task	Description	Start	End	Performance goal
4.5.a.	Working with the City's Sustainability team and following the strategy recommendations of the Community Zero Waste Plan, reduce waste generation by staff by 5%	Jan 2021	Dec 2021	Reduce waste generation by 5%
4.5.b.	Find opportunities to reduce energy consumption at LCS facilities	Jan 2021	Dec 2021	

4.5.c.	Replace water fountains at LCS facilities with bottle filling stations	Oct 2020	Jul 2021	Bottle filling stations installed at LCS recreation facilities
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Library and Community Services 2020-21

Strategic Direction #5:

Staff development, engagement, and communication

Goal #5.1. Complete individual work plans annually for all department team members. Work plans will include goals, tasks, and Performance goals as well as individual training and professional development goals.

Task	Description	Start	End	Performance goal
5.1.a.	Complete individual work plans for all team members.	Aug 2020	Jan 2021	100% of team members complete individual employee work plans by 9/30/19.
5.1.b.	Identify individual employee training needs and coordinate training sessions to fill the needs. Make sure training outcome is shared and applied	Jan 2021	ongoing	As part of work plan development, identify training needs and schedule trainings for all employees by May 2021
5.1.c.	Identify individual employee professional development goals and develop action plans to help each employee achieve their professional goals. Encourage certifications and educational requirements when required for position.	Jan 2021	ongoing	As part of work plan development, create professional development action plans for each employee by 2021
5.1.d.	Complete an annual employee evaluation for every employee	Jan 2021	ongoing	100% of employees receive an annual evaluation

Goal #5.2. Goal #5.2. Develop a department wide staff training plan to maximize depth and breadth of organizational knowledge, provide cross-training and development opportunities for career growth.

Task	Description	Start	End	Performance goal
5.2.a.	Create a training team and task them with developing a training plan for the department. Training plan should include team or small group trainings, and require post-training report-outs to larger team or at departmental meetings. First round of training topics to be developed based on responses from October 2020 survey.	Jan 2021	ongoing	Training team created. 3 team trainings per division per year; group trainings provided at each annual staff retreat meeting
5.2.b.	Develop and implement an operations cross-training strategy to enhance staff capacity, teamwork and flexibility.	Apr 2021	Dec 2021	Cross training plan developed

5.2.c.	Develop understanding of position requirements so that training support can be provided	Mar 2021	Dec 2021	Technical and training requirements for each position available to all employees
5.2.d.	Develop two all staff retreats per year for training and team building activities			Two retreats per year
5.2.e.	Provide technology training based on the results of the survey from Oct 2020 (Monday.com; Box.com; Deputy.com; Zoom; WorkPlace)	Nov 2020	Apr 2021	Tech training events held
5.2.f.	Pilot supervisor talent exchange to increase staff knowledge of division functions and encourage collaboration	Nov 2020	Feb 2021	Work plans for project completed and executed

Goal #5.3. Conduct regular employee recognition and team-building activities.

Task	Description	Start	End	Performance goal
5.3.a.	Hold two annual staff retreats for team building, information sharing, and professional development	Mar 2021	ongoing	Two events per year
5.3.b.	Form an Employee Recognition Committee to carry out tasks in this goal	Aug 2020	ongoing	ERC formed, meets at least monthly
5.3.c.	Continue to solicit submissions for monthly formal recognition event - Cheers from Peers	Sep 2020	ongoing	Monthly recognition event held
5.3.d.	Provide opportunities for staff recognition through virtual boards, physical recognition boards onsite, and through brief shout-outs at all-hands meetings	Aug 2020	ongoing	Virtual board created and maintained
5.3.e.	Provide informal opportunities for team members to connect and share experiences	Oct 2020	ongoing	At least two smaller team building events held each year

Goal #5.4. Build a positive LCS culture

Task	Description	Start	End	Performance goal
5.4.a.	Act on the three priority items listed for improvement on the survey. Conduct an update to the survey in 6 months, and conduct another survey in 12 months	Oct 2020	Oct 2021	5% positive change year over year in employee survey results
5.4.b.	Working with City HR, conduct trainings related to employee safety. Examples – staying healthy during COVID, dealing with difficult customers, active shooter training, finding work/life balance	Jan 2021	Jan 2022	2 safety training held per year

5.4.c.	Foster a culture that embraces change and growth through regular one-on-one check in meetings between employees and supervisors	Jan 2021	Jan 2022	Monthly one-on-one meetings between employees and direct supervisors
5.4.d.	Address concerns raised in City employee survey results: work life balance, hours in the day to complete work, balancing remote vs. on site work (also team 8 goal/task)	Jan 2021	Jan 2022	5% positive change year over year in employee City survey results

Goal #5.5. Recruitment and retention

Task	Description	Start	End	Performance goal
5.5.a.	Develop a department wide staff development and succession plan to maintain continuity of organizational knowledge, minimize operational disruptions, sustain employee retention levels, and provide opportunities for career growth.	Jan 2021	Jan 2022	Plan developed and recommended by advisory bodies
5.5.b.	Increase internship opportunities for early career professionals and students to provide opportunities for employment	Jan 2021	Jan 2022	Increase internship opportunities year over year by 10%
5.5.c.	Establish connections with outside organizations (like community college work study programs) to increase ease of hiring seasonal or part time employees	Jan 2021	Jan 2022	Establish connections with at least 2 outside organizations
5.5.d.	Improve volunteer recruitment, coordination and management to provide support for departmental operations and pathways to employment for volunteers	Jan 2021	Jan 2022	Match volunteer measure from goal
5.5.e.	Find ways to celebrate long serving employees through recognition events	Nov 2020	ongoing	

Goal #5.6. Improve internal communication

Task	Description	Start	End	Performance goal
5.6.a.	Act on results of survey to improve internal communication	Nov 2020	Ongoing	10% positive change year over year in employee survey results
5.6.b.	Train staff about current programs, communication channels and methods so they can better educate customers	Dec 2020	ongoing	Ongoing.
5.6.c.	Through ongoing dialogue with team members, determine the best communication method(s) to reach specific staff groups (teachers, part time staff, seasonal staff, permanent staff, facility or division specific communications)	Nov 2020	ongoing	10% positive change year over year in employee survey results

5.6.d.	Keep messages consistent across teams and across platforms. Designate an official communication channel and make sure staff have access to and are trained in the use of the channel	Dec 2020	ongoing	10% positive change year over year in employee survey results
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Library and Community Services 2020-21

Strategic Direction #6:

Engage in robust, transparent, two-way communication and outreach with the community

Goal #6.1. Conduct a comprehensive, data-driven review of the department's webpages, email lists, social media presence, printed materials, and onsite messaging. Identify strengths, shortcomings, and opportunities to improve the effectiveness and transparency of communications

Task	Description	Start	End	Performance goal
6.1.a.	Establish a communications team to publicize the LCS's value, strengthen brand awareness and loyalty, and support LCS strategic goals	Dec 2020	ongoing	Communications team established
6.1.b.	Develop and implement a coordinated social media messaging strategy driven by user analytics. Use Sprout tools to measure effectiveness of social media messages	Feb 2021	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on customer satisfaction surveys.
6.1.c.	Create a review team to update website in light of departmental merger and COVID-19 service adaptations	Dec 2020	Feb 2021	Website review completed and adjustments made
6.1.d.	Provide easy channels for customer feedback online and in person. Respond to all customer feedback promptly.	Aug 2020	ongoing	Respond to all customer feedback within 7 days. Report out monthly to advisory bodies.
6.1.e.	Evaluate current print publications (seasonal activity guide, library bi-monthly newsletter) to assess impact and relevance in post-COVID operations	Jan 2021	July 2021	Achieve 90% or greater customer satisfaction with communications on customer satisfaction surveys.

Goal #6.2. Develop a LCS strategic communications plan to increase transparency and community engagement. Focus messaging efforts to achieve identifiable and measurable outcomes in alignment with Strategic Plan goals and the City's overall brand and marketing plan.

Task	Description	Start	End	Performance goal
6.2.a.	Task Department Communications team with plan development	Mar 2021	Jul 2021	Plan creation initiated
6.2.b.	Coordinate strategic communications plan across teams, with other City departments and external partners to align messaging and reach a broader audience.	Nov 2020	ongoing	LCS representatives attend City Communications and Branding team meetings 80%
6.2.c.	In coordination with City communications team, develop a system for identifying, targeting, and focusing messaging. Test message content and methods to increase the effectiveness and reach of department communications	Jun 2021	Dec 2021	System for testing messaging developed
6.2.d.	Provide input to City's IT Master Plan, including specific technology needs, using information gained through goal #4.3.	Jun 2021	Dec 2021	Plan shared with City IT

Goal #6.3. Target communications and outreach resources efficiently and where they are most effective.

Task	Description	Start	End	Performance goal
6.3.a.	Produce a weekly e-newsletter for citywide distribution.	Jul 2020	ongoing	Weekly e-newsletter produced >45 times per year
6.3.b.	Develop guidelines for message tone and length that are specific to each communication channel	Mar 2021	Jul 2021	Messaging guidelines developed
6.3.c.	Translate critical communications. Have staff available to assist in translating during customer interactions. Encourage staff education in Spanish language/ASL	Oct 2020	ongoing	Form a staff Spanish translation group. Develop a list of staff who have language skills and are available to assist in translating
6.3.d.	Make communications increasingly accessible to all by improving web accessibility of pages for those who use web readers. Consider developing messages for those who are hearing impaired/sight impaired	Apr 2021	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.
6.3.e.	Use data from post event surveys to identify most effective forms of communication	Nov 2020	ongoing	Achieve 90% or greater customer satisfaction with web and social media user experience on department customer satisfaction surveys.

6.3.f.	Restart production of activity guide	Feb 2021	ongoing	Activity guide produced quarterly
6.3.g.	Adjust marketing and messaging to “new normal” of COVID-19/work from home period	Jun 2020	Jul 2021	Achieve 90% or greater customer satisfaction with web and social media user experience on customer satisfaction surveys.

Goal #6.4. Explore new communications channels for reaching the community and reinforce and educate the community about existing channels

Task	Description	Start	End	Performance goal
6.4.a.	Recruit ambassadors from affiliate groups and advisory bodies to distribute messages on hyperlocal social media channels (Nextdoor, Facebook Neighborhoods)	Jan 2021	ongoing	4 messages per quarter placed on hyperlocal channels
6.4.b.	Take advantage of the Niche Academy platform for training staff and the community	Feb 2021	ongoing	4 promotional pieces created and 3 staff training modules created per year
6.4.c.	Develop internal production capacity to produce “behind the scenes” videos for social media channels/ training for staff	Jan 2021	ongoing	4 training or promotional videos produced per year
6.4.d.	Increase the use of live broadcasting of events/services (Zoom webinar syncs to FB live, Instagram live) to give the community the opportunity to see LCS in action. Use archived recordings to enrich social media channels	Jan 2021	ongoing	4 live streams produced per year
6.4.e.	Increase the number of local media mentions by sending press releases and calendar items to local media outlets.	Jan 2021	ongoing	12 local media mentions and one feature article written in local media per year.

Goal #6.5. TIERS system for public engagement

Task	Description	Start	End	Performance goal
6.6.a.	Adopt the best practice public engagement model developed by the Institute for Local Government “TIERS” for all major communication efforts	Jan 2021	ongoing	Use TIERS checklists

Library and Community Services 2020-21

Strategic Direction #7:

Commit to incorporating diversity, equity, and inclusion in Library and Community Services programming

Goal #7.1. Remove barriers to program participation for City residents

Task	Description	Start	End	Performance goal
7.1.a.	Assess current fee structure and cost recovery model to identify barriers to program participation (different instructor pay rates at different facilities)	Jan 2021	Apr 2021	Bring completed fee study to City Council and implement any fee changes for 2021/2022 budget
7.1.b.	Explore a scholarship program or other methods to increase accessibility at programs throughout the City - for example: sliding scales, - honor system for payment - suggested donation program - establish nonprofit to underwrite program costs	Jan 2021	Apr 2021	Evaluation of scholarship program developed and submitted as part of fee structure proposal
7.1.c.	Improve the accessibility of LCS marketing and activity guide by providing materials in other languages, and making online communications web reader friendly	Jan 2021	Jan 2022	See strategic direction 6.3.b.
7.1.d.	Explore eliminating library overdue fees and develop a "honorback" lending system/LFL model to encourage library borrowing by all City residents	Dec 2021	Apr 2022	Begin process after PLS transition
7.1.e.	Reduce barriers to signing up for a library card for the unhoused and homebound customers	Dec 2020	May 2021	Review policies and have any changes recommended by the Library Commission by May 2021

Goal #7.2. Provide equitable opportunities and facilities

Task	Description	Start	End	Performance goal
7.2.a.	In coordination with Administrative Services, establish an equity based budgeting process for the LCS programs and services	Jan 2021	July 2021	Budget adjustments completed
7.2.b.	Align resources so that facility hours of operation and services offered are equitable for all residents	Feb 2021	ongoing	User survey results show 90% positive response with hours of operation and services offered

7.2.c.	Assess instructor compensation to ensure same quality of instruction at all City facilities			
7.2.d.	Evaluate services for the unhoused and identify opportunities to increase and improve services			
7.2.e.	Review policies related to public use of facilities to ensure that we are practicing them through the lens of equity diversity and inclusion			
7.2.f.	Coordinate with Public Works to review physical accessibility of all LCS facilities	Oct 2020	July 2021	ADA review of all LCS facilities completed
7.2.g.	Consider furnishings at LCS facilities for seniors and the differently abled – Assess footing/traction/tripping hazards, bathroom fixtures and door handles, drinking fountains/ font sizes of signs/ furniture heights and other factors			
7.2.h.	Assess the availability of adaptive technology for hearing at facilities (including audio loop systems, portable radio/assistive technology). Assess the availability of adaptive technology for those with low vision.			

Goal #7.3. Provide services and programs that are adaptive and inclusive

Task	Description	Start	End	Performance goal
7.3.a.	Develop policy and criteria to allow aides to assist participants in child care programs			Policy developed and recommended by advisory body
7.3.b.	Continue to provide virtual programming and virtual access to live programs as a way to increase program accessibility	Nov 2020	ongoing	
7.3.c.	Build better partnerships with community organizations – like Samaritan House, Mateo Lodge, and organizations that assist the unhoused or those who need health care. Provide the ability for customers to make appointments and then meet with helper organizations on site.	Dec 2020	ongoing	Space provided for helper organizations at LCS facilities

Goal #7.4. Provide staff and instructor training on equity, diversity, and inclusivity –as well as adaptive learning training for instructors

Task	Description	Start	End	Performance goal
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7.4.a.	Participate in institutional bias reform program - follow training adopted as part of City Council priority and implement results	Tbd	tbd	All LCS team members participate in institutional bias training
7.4.b.	Offer training for staff so that they may better serve the unhoused	Jan 2021	ongoing	2 trainings focused on better serving the unhoused per year
7.4.c.	Offer instructor training in adaptive learning techniques	Jan 2021	ongoing	2 trainings focused on adaptive learning techniques per year
7.4.d.	Respond to staff survey results on diversity equity and inclusion	Nov 2020	Apr 2021	Staff responses improve by 10%

Library and Community Services 2020-21

Strategic Direction #8:

Reactivation and Service Adaptation Plans

Goal #8.1. Develop a service adaptation (reactivation) plan for services, facilities, operations, budget, and personnel, in preparation for post-COVID operations. Modify existing services and programs to conform to state tier restrictions

Task	Description	Start	End	Performance goal
8.1.a.	Modify and prepare facilities, operations and personnel for improved resiliency in a post-COVID environment	Nov 2020	July 2021	Modifications completed
8.1.b.	Coordinate planning with State and local guidelines for phased reopening tiers	Nov 2020	July 2021	
8.1.c.	Working with Public Works, create a facility cleaning schedule appropriate to each level of re-opening	Nov 2020	July 2021	Facility cleaning plan developed
8.1.d.	Working with Public Works, define new capacity sizes for re-opened facilities and determine which activities can be allowed at each re-opening tier	Nov 2020	July 2021	Capacity size and allowable activities plan created
8.1.e.	Develop a staffing plan that provides for adequate staff at reopened facilities. Consider service levels, the availability of remote work, staff and customer health, safety and security.	Nov 2020	July 2021	Staffing plan developed that maximizes service delivery within budgetary restrictions.
8.1.f.	Re-configure public service points to provide for social distancing and to protect staff health. Explore cashless payments, using sneeze guards, and improving facility ventilation.	June 2020	ongoing	Safety plan for re-opened facilities developed
8.1.g.	Evaluate programs and services to align them with allowable activities at each phase of reopening. Adapt programs and services offered to meet changing customer needs.	June 2020	ongoing	Services evaluated and adapted to changing conditions

8.1.h.	Plan to continue successful programs piloted during the shelter-in-place period	June 2020	ongoing	
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Goal #8.2. Take advantage of efficiencies to adapt to the economic impacts of COVID

Task	Description	Start	End	Performance goal
8.2.a.	Use automation technology to increase or maintain services. Take advantage of any efficiencies from consolidation	Jul 2020	ongoing	

Goal #8.3. Manage gathering spaces

Task	Description	Start	End	Performance goal
8.3.a.	Adapt services for vulnerable user groups – enact meal service changes for seniors and story time changes for children	Apr 2020	ongoing	Service adapted
8.3.b.	Working with Public Works, adapt staff work, break and meal areas	Jun 2020	ongoing	Staff areas adapted
8.3.c.	Adapt larger congregate events and programs to align with State and local guidelines on masking, social distancing, and food and drink service.	Jun 2020	ongoing	Large event adaptations in place
8.3.d.	Adapt requirements for special event permits to align with local guidelines	Jan 2021	Jun 2021	Special event permit changes recommended by advisory body



To: Parks and Recreation Commission
Library Commission

Date: 11/19/2020
Staff Report Number: 20-012-PRC; 20-019-LC
Informational item: Department updates

1. Holiday closures

The City of Menlo Park observes the following holidays:

- Thursday, November 26 – Thanksgiving Day
- Friday, November 27 – Day after Thanksgiving
- Thursday, December 24 – Christmas Eve
- Friday, December 25 – Christmas Day
- Friday, January 1 – New Year's Day

City facilities and services will be closed on all the above dates. For information about specific facility closures, visit: menlopark.org/calendar

2. COVID-19 closure update

Unfortunately, the COVID-19 pandemic is entering its ninth month with cases spiking substantially nationwide – including in California and parts of the Bay Area. As winter approaches, infections will almost certainly increase with the onset of cold weather, flu season and more people spending more time indoors together. In addition, “pandemic fatigue,” economic strain, the expiration of financial stimulus, and political polarization continue to complicate our collective ability to end the virus and prevent unnecessary illness and death. While recent news about progress toward a vaccine is heartening, it is expected to take several months until a vaccine is fully developed and deployed widely enough to contain the virus. For these reasons, the COVID-19 pandemic’s impacts to the functioning of society will continue to be severe, extensive, and persistent for some time yet.

From the outset of the pandemic, the city’s primary goal has been to protect the health and safety of city employees, their families, and the community from illness and death caused by COVID-19. For this reason, and in light of the ongoing risks presented by uncontained community spread of the virus, the city anticipates that all currently closed municipal facilities will remain closed until at least spring 2021, and possibly as late as summer 2021.

Facilities that are expected to remain closed to public access through spring 2021 include: Arrillaga Family Recreation Center, Arrillaga Family Gymnasium, Arrillaga Family Gymnastics Center, Main Library, Belle Haven Branch Library, Onetta Harris Community Center and Menlo Park Senior Center. Some services have been successfully adapted to COVID-19 limitations and are expected to continue to operate as such, including: child care, library curbside pickup, senior nutrition program and wellness checks, outdoor recreation and aquatics, and virtual classes and events. Other services are expected to remain suspended due to the elevated risk of community spread associated with those activities, in accordance with state and local health guidelines and stay-at-home orders, including: indoor gymnastics and fitness, indoor library use, congregate meal service, indoor facility rentals, contact and team sports, and in-person community events.

Report prepared by:
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