

COUNCILMEMBERS
Melissa Hernandez, Mayor
Michael McCorriston, Vice Mayor
Jean Josey, Councilmember
Dr. Sherry Hu, Councilmember
Kashef Qaadri, Councilmember

City of Dublin
Civic Center
100 Civic Plaza
Dublin, CA 94568



Special Meeting of the **DUBLIN CITY COUNCIL**

Saturday, March 11, 2023

**Location: Regional Meeting Room
100 Civic Plaza
Dublin, CA 94568**

Notice is hereby given that a Special Meeting of the City of Dublin City Council will be held on Saturday, March 11, 2023, at 9:00 AM.

- 1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE**
- 2. PUBLIC COMMENT**
- 3. RETREAT, FACILITATED BY NANCY HETRICK AND CHRISTINE BUTTERFIELD OF MANAGEMENT PARTNERS:**

3.1 Welcome and Review of Agenda

3.2 Review Strategic Plan Updates and Other Accomplishments

The City Council will celebrate successes and reflect on the City's progress. Staff will review the strategic plan updates and other accomplishments.

3.3 Affirm Council's Strategic Plan 2022 and 2023 Goals

The City Council will review the Strategic Plan Goals and affirm the strategic priorities for the coming new fiscal year.

3.4 Community Survey

The City Council will receive an overview on the purpose of the community survey, revisit past survey results, and provide input on areas of interest/focus to include in the upcoming poll.

[Staff Memo](#)

3.5 Review Communication Styles

The City Council will receive a brief overview on different communication styles and their effect on team dynamics. The Council will also participate in individual and group activities to understand the communication styles.

3.6 Governance Today and Tomorrow

The City Council will discuss practices for effective councils and operating norms. The discussion will include AB2449 and also how this council can set up future city councils for success.

[Staff Report - Remote Meetings](#)

4. ADJOURNMENT

Upcoming City Council Schedule: Regular City Council Meeting, March 21, 2023

This AGENDA is posted in accordance with Government Code Section 54954.2(a)

If requested, pursuant to Government Code Section 54953.2, this agenda shall be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Section 12132) (ADA), and the federal rules and regulations adopted in implementation thereof. To make a request for disability-related modification or accommodation, please contact the City Clerk's Office (925) 833-6650 at least 72 hours in advance of the meeting. Upon receiving a request, the City will swiftly resolve requests for reasonable accommodation for individuals with disabilities, consistent with the federal ADA, and resolve any doubt in favor of accessibility.

Agenda materials that become available within 72 hours in advance of the meeting, and after publishing of the agenda, will be available at Civic Center, 100 Civic Plaza, and will be posted on the City's website at www.dublin.ca.gov/ccmeetings.

AFFIDAVIT OF NOTICING AND POSTING:

I, Marsha Moore, City Clerk for the City of Dublin, declare that a copy of this agenda / notice was posted in the kiosk in front of the Civic Center and that the City of Dublin City Councilmembers and the Media were provided notice on March 9, 2023.

ATTEST:



Marsha Moore, MMC, City Clerk



CITY MANAGER'S DEPARTMENT MEMORANDUM

DATE: March 9, 2023
TO: Honorable Mayor and City Councilmembers
CC: John Bakker, City Attorney
FROM: Linda Smith, City Manager
SUBJECT: Community Survey Process and 2021 Community Survey Results

Background

Every two years the City conducts a Community Survey to understand and track the community's opinions on the performance of the City in several areas. The most recent survey took place in Spring 2021, the results of which are attached to this memo.

Overview of the Community Survey

Community surveys are useful tools for the City as they capture resident perspectives over time, allowing for the City to track its performance year over year. Most of the survey is reserved for this purpose and focuses on resident's views regarding (1) general community context, (2) perceptions of Dublin, and (3) importance of and satisfaction with City programs and services. The City also solicits opinions on how residents want to be communicated with, and feedback on any interactions with the City a respondent may have had.

The last third of the survey is reserved for more specific, timely issues the City may wish to collect more community feedback on to assist in policy development. In the 2021 survey, this section asked questions pertaining to the Downtown Dublin Specific Plan, and the City's response to the COVID-19 pandemic. This is the section in which the City may wish to "test" concepts or language around a potential policy or ballot measure.

The Survey is offered through telephone and online interviews, with telephone interviews offered in English, Spanish, and Chinese. The City's survey consultant, FM3 Research, will develop a random sample of residential addresses in the City and typically has a sample size of ~400 residents.

Next Steps

The City has retained FM3 Research to complete the 2023 Community Survey in April. Staff and the consultant team will return to the City Council to review the results of the survey in a special study session with the City Council in June.



Dublin Community Survey

*Key findings of a Survey of Dublin Residents
Conducted April 12-23, 2021*



OPINION
RESEARCH
& STRATEGY

Survey Specifics and Methodology

Dates	April 12-23, 2021
Survey Type	Dual-mode Resident Survey
Research Population	Dublin Residents Ages 18+
Total Interviews	407
Margin of Sampling Error	(Full Sample) $\pm 4.9\%$ at the 95% Confidence Level (Half Sample) $\pm 7.0\%$ at the 95% Confidence Level
Contact Methods	 Telephone Calls  Email Invitations  Postcard Invitations
Data Collection Modes	 Telephone Interviews  Online Survey
Languages	English, Spanish, and Mandarin

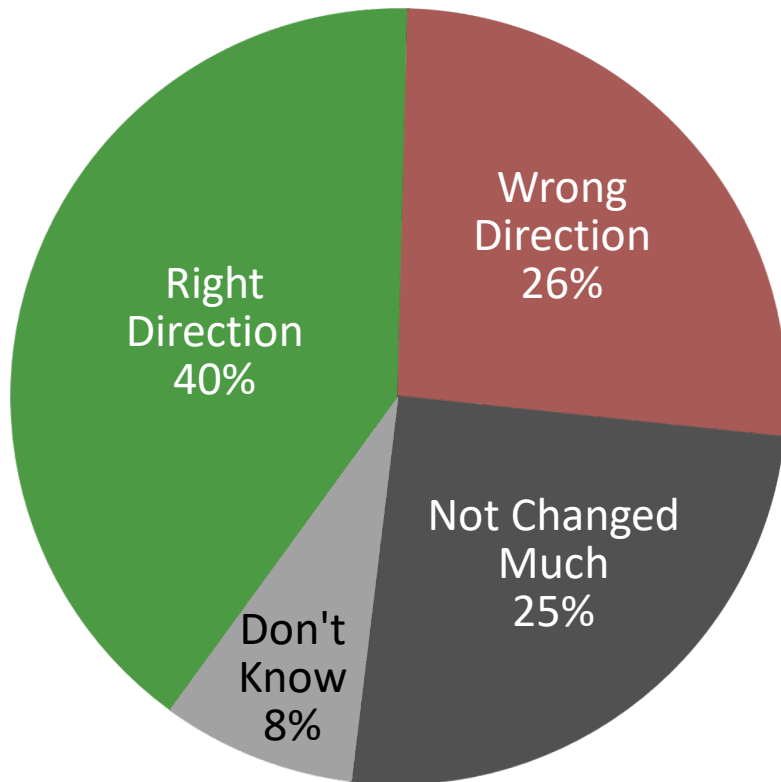
(Note: Not All Results Will Sum to 100% Due to Rounding)



Community Context

A plurality of residents believe the City has been moving in the right direction.

Would you say that things in the City of Dublin have been moving in the right direction, in the wrong direction, or have not changed much over the last two years?



More Likely to Say Things are Headed in the Right Direction

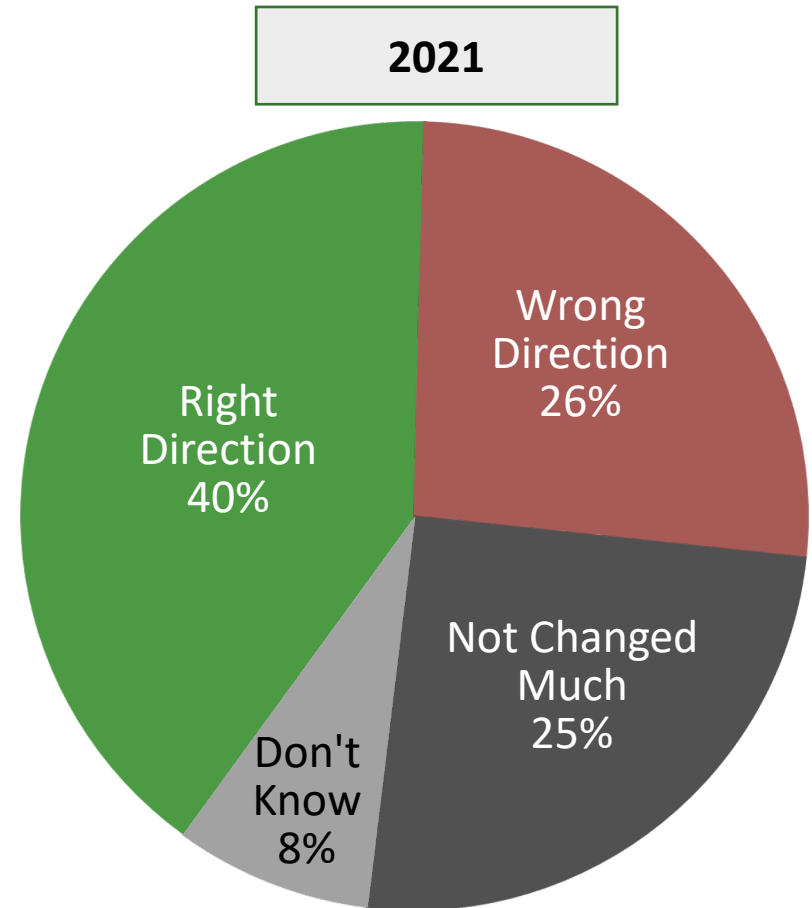
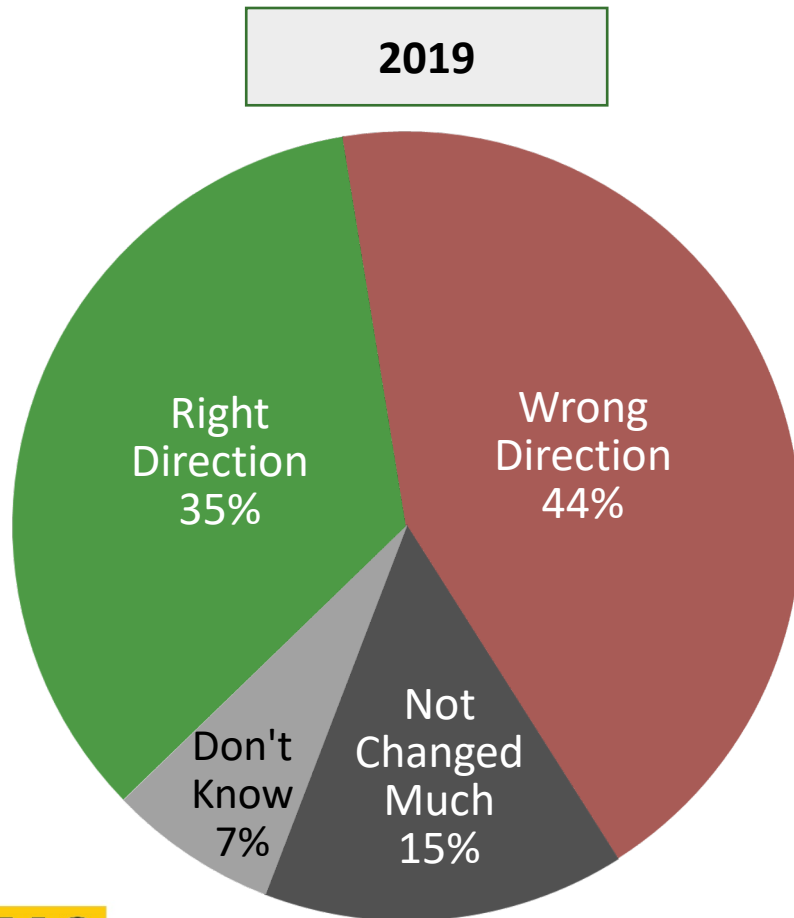
- Those with a household income of \$150k-\$200k
- Latino residents
- Asian American residents under 50
- High-school educated residents

More Likely to Say Things are Headed in the Wrong Direction

- Residents 50 and older
- White residents, especially those without a college degree
- Residents who have lived in Dublin for over 16 years

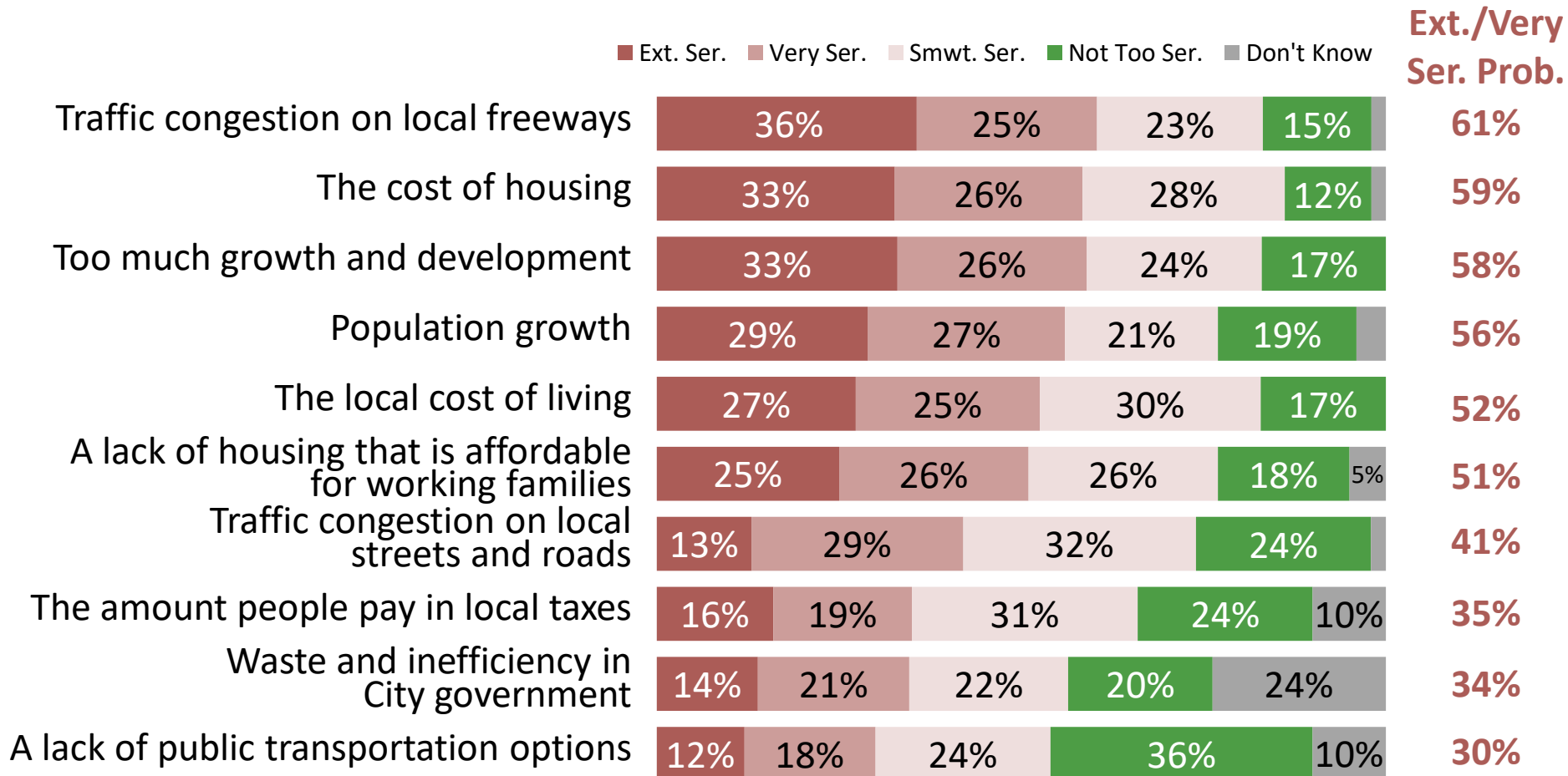
More residents believed the City was moving in the wrong direction back in 2019.

Would you say that things in the City of Dublin have been moving in the right direction, in the wrong direction, or have not changed much over the last two years?



Residents' top concerns include freeway congestion, housing costs, and growth.

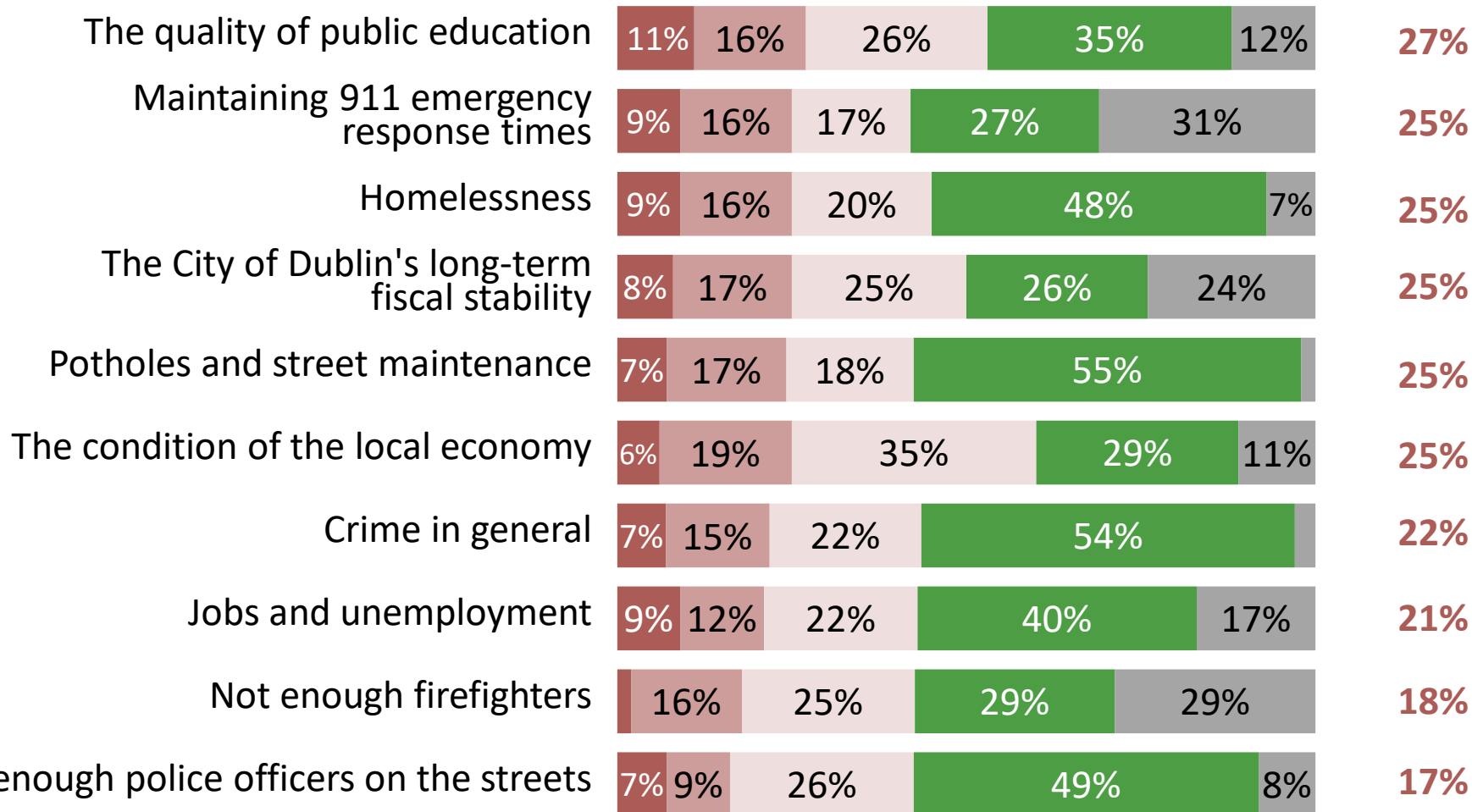
I am going to read you a list of issues that some people say might be problems in the City of Dublin. Please tell me whether you think it is an extremely serious problem, a very serious problem, a somewhat serious problem, or not too serious a problem in the city.



Crime and the economy were urgent concerns for relatively few.

■ Ext. Ser. ■ Very Ser. ■ Smwt. Ser. ■ Not Too Ser. ■ Don't Know

Ext./Very
Ser. Prob.



Concern about homelessness doubled since 2019; and traffic concern nearly halved.

(Extremely/Very Serious Problem)

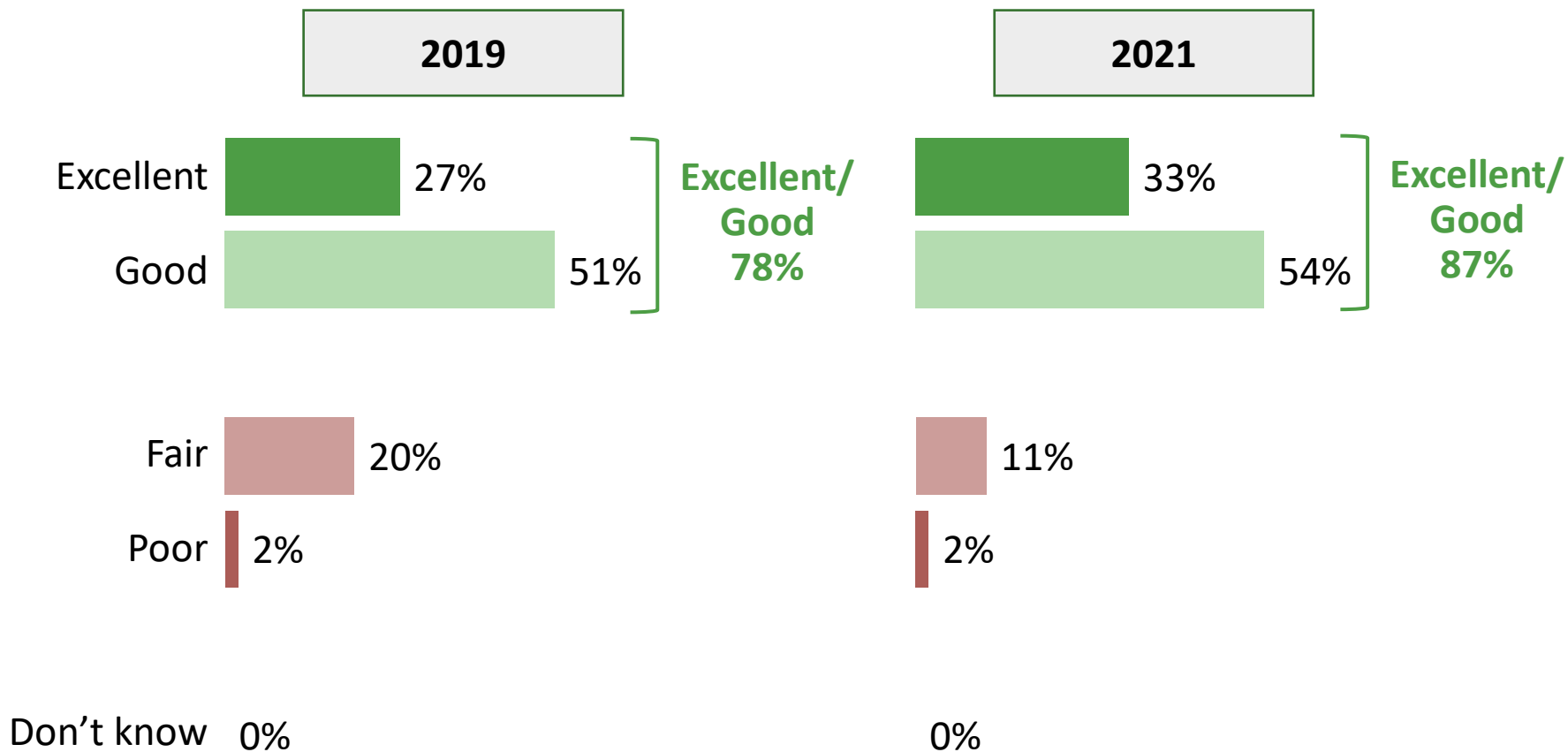
Issue	2019	2021	Difference
Homelessness	12%	25%	+13%
Jobs and unemployment	15%	21%	+6%
A lack of public transportation options	29%	30%	+1%
Crime in general	21%	22%	+1%
The amount people pay in local taxes	34%	35%	+1%
A lack of housing that is affordable for working families	52%	51%	-1%
The condition of the local economy	26%	25%	-1%
Potholes and street maintenance	27%	25%	-2%
The local cost of living	57%	52%	-5%
Waste and inefficiency in City government	39%	34%	-5%
Maintaining 911 emergency response times	31%	25%	-6%
Not enough police officers on the streets	24%	17%	-7%
Not enough firefighters	25%	18%	-7%
The quality of public education	35%	27%	-8%
The cost of housing	67%	59%	-8%
Population growth	69%	56%	-13%
Too much growth and development	72%	58%	-14%
Traffic congestion on local freeways	78%	61%	-17%
Traffic congestion on local streets and roads	71%	41%	-30%



Perceptions of Dublin

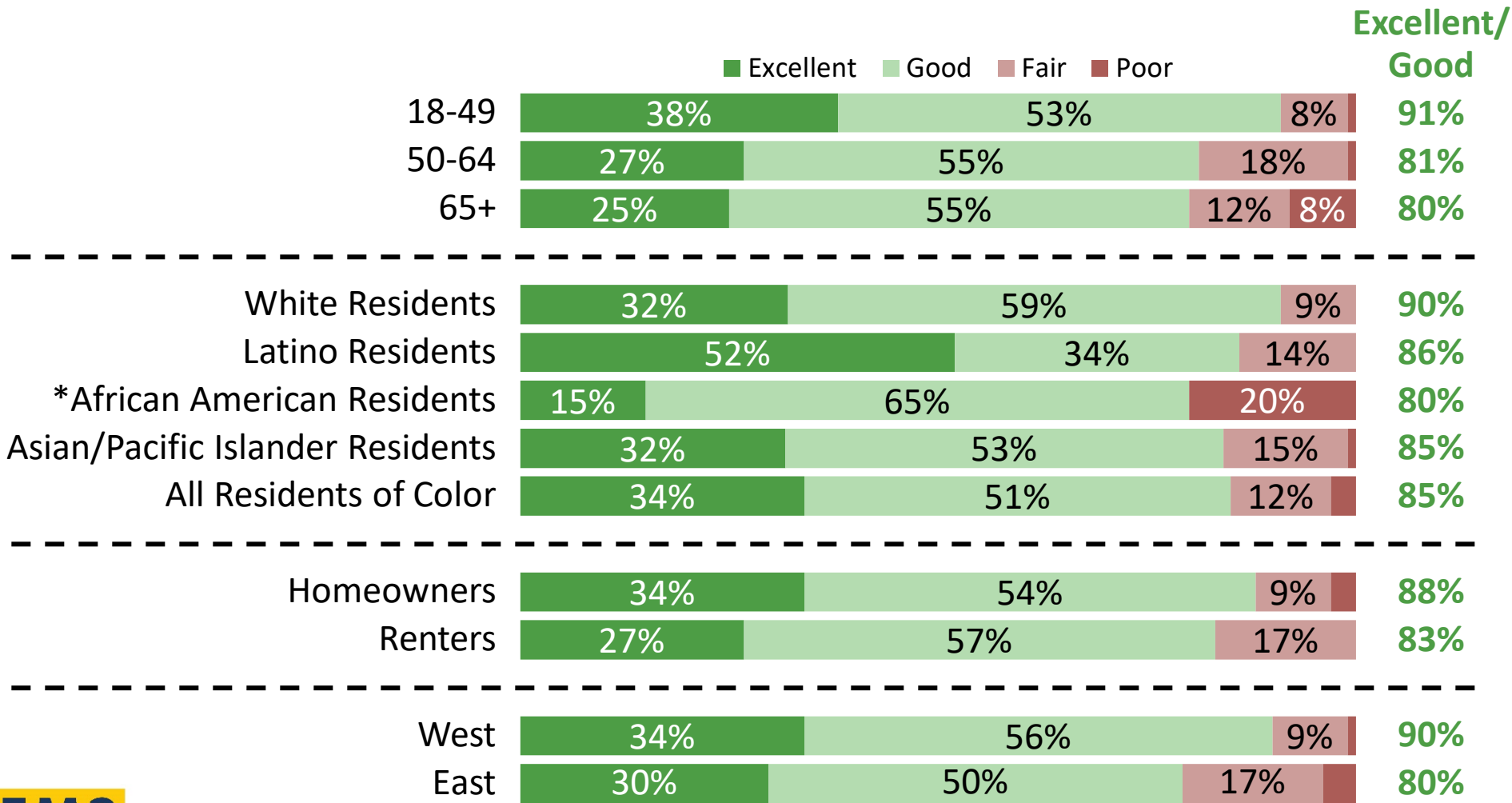
Views on Dublin as a place to live grew more positive since 2019.

Would you say that Dublin is an excellent, good, fair, or poor place to live?



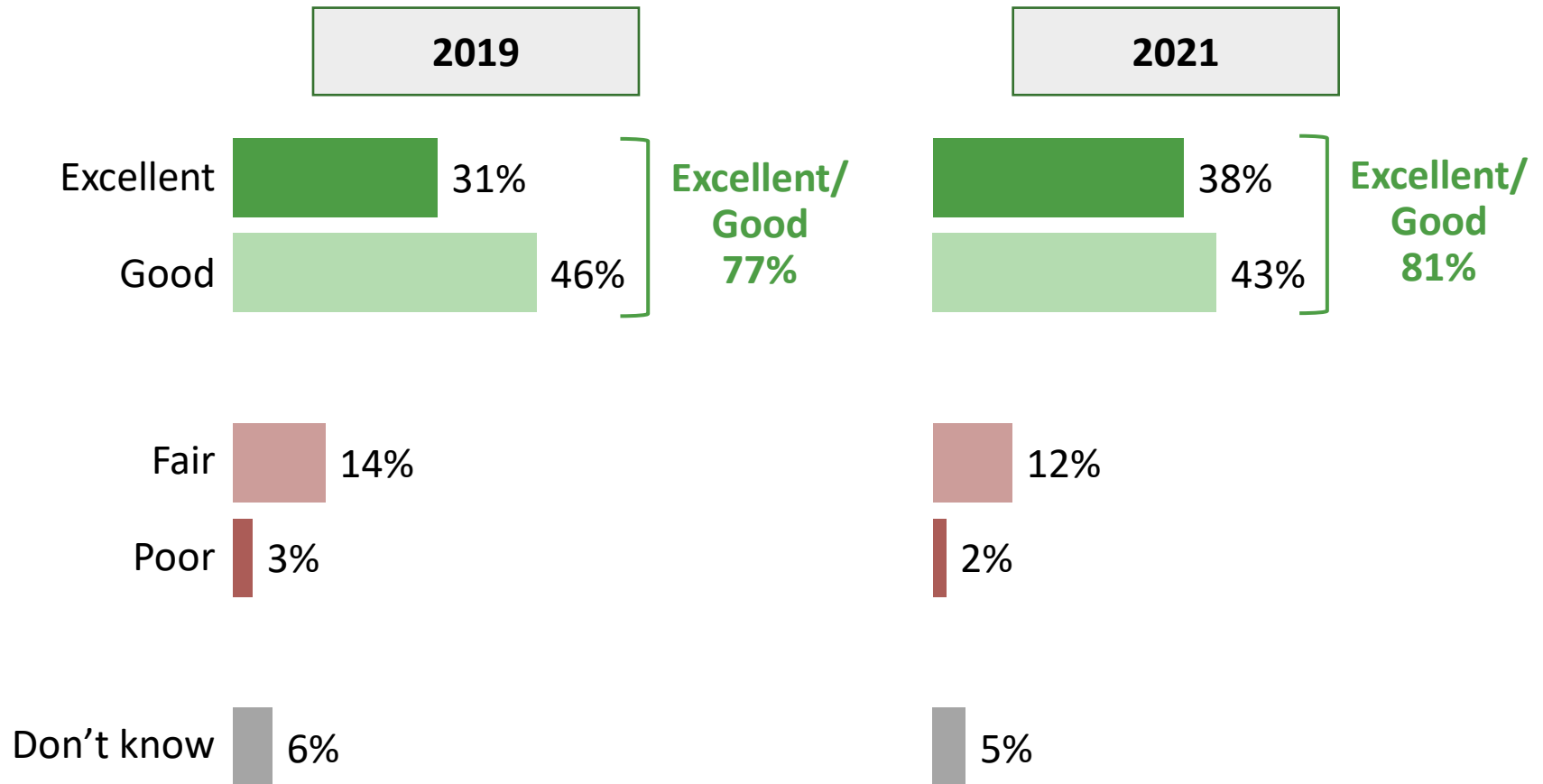
These positive views were broadly held across age, ethnicity, and neighborhood.

By Age, Race/Ethnicity, Residence and Neighborhood



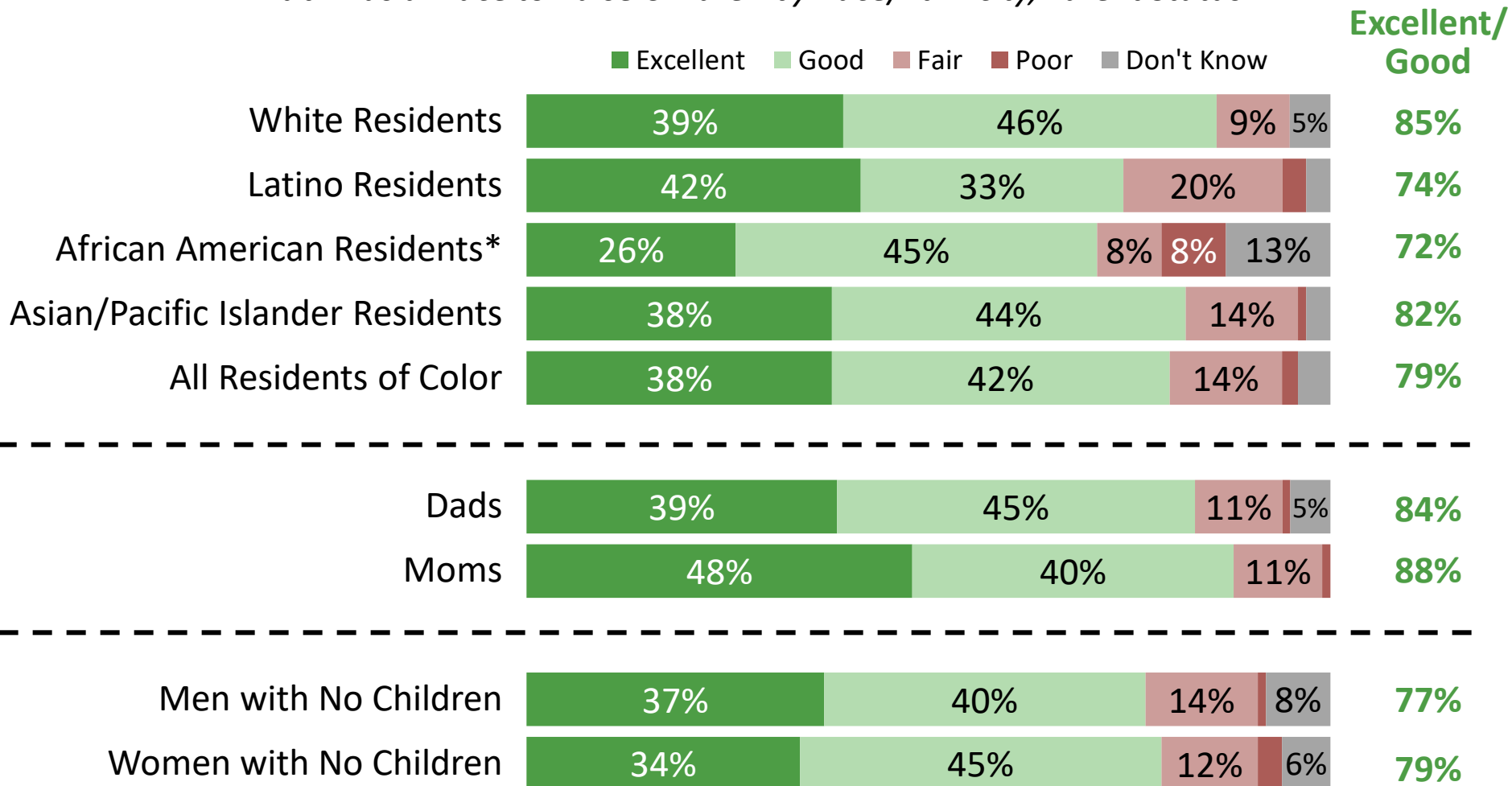
Views of Dublin as a place to raise children became slightly more positive.

Would you say that Dublin is an excellent, good, fair, or poor place to raise children?

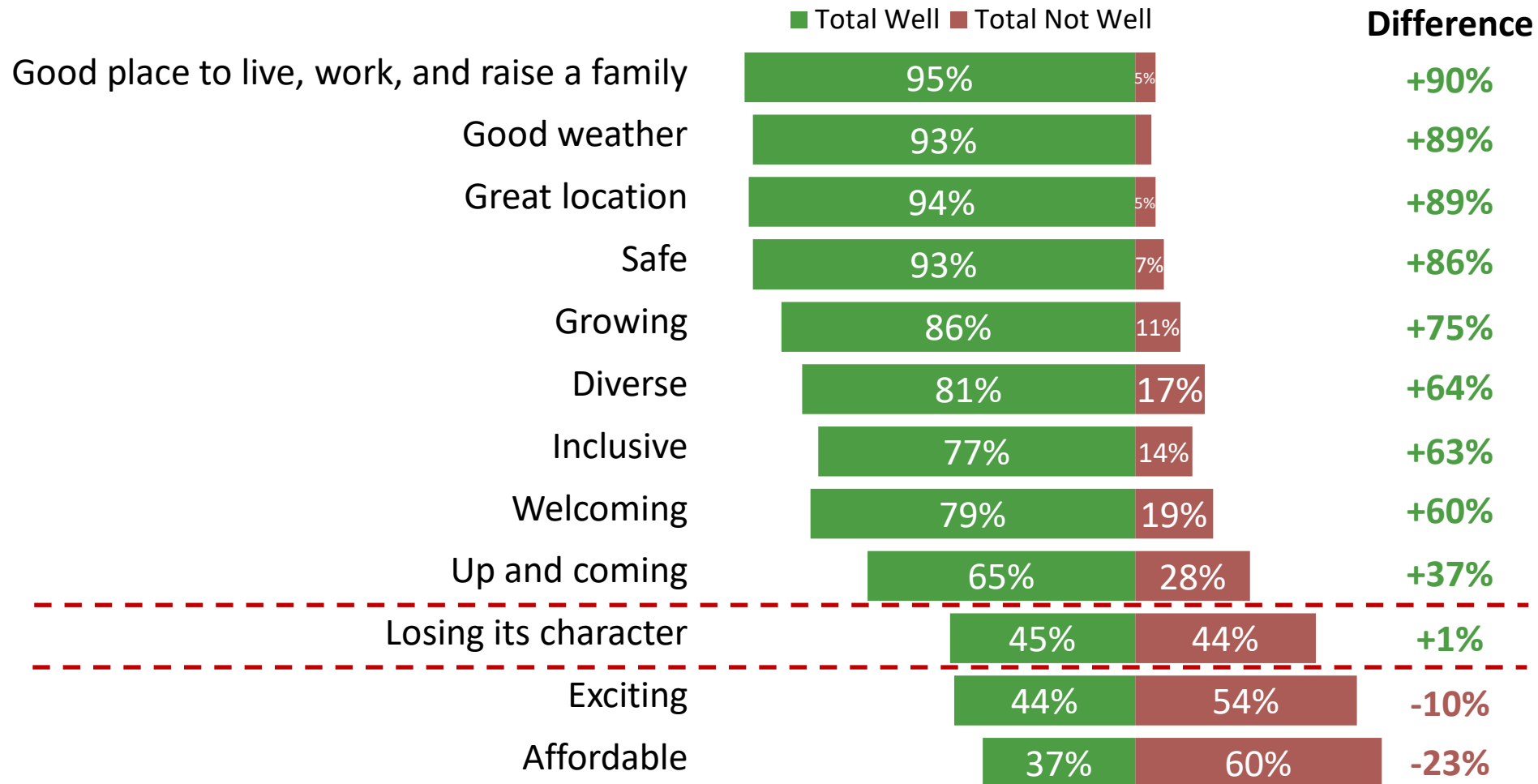


More than four in five parents felt Dublin was an “excellent” or “good” place to raise kids.

Dublin as a Place to Raise Children by Race/Ethnicity, Parent Status



Nine in ten described Dublin as being a good place to live and work, and as having good weather and a great location.



Interestingly, the perception that Dublin is “affordable” has grown somewhat since 2019.

(Total Well)

Word/Phrase	2019	2021	Diff.
Good place to live, work, and raise a family	88%	95%	+7%
Affordable	31%	37%	+6%
Growing	81%	86%	+5%
Safe	89%	93%	+4%
Inclusive	73%	77%	+4%
Great location	93%	94%	+1%
Diverse	81%	81%	0%
Good weather	94%	93%	-1%
Welcoming	82%	79%	-3%
Exciting	47%	44%	-3%
Up and coming	72%	65%	-7%
Losing its character	52%	45%	-7%

Asian American residents are slightly more likely to say that Dublin is losing its character.

Demographic group	Total Well	Total Not Well	Diff.
All residents	45%	44%	+1%
Ethnicity			
White residents	42%	48%	-6%
Latino residents	45%	35%	+10%
African American residents*	46%	54%	-8%
Asian American/Pacific Islander residents	49%	39%	+10%
All Residents of Color	48%	40%	+8%
Gender			
Men	46%	44%	+2%
Women	46%	45%	+1%
Homeowner/Renter			
Homeowner	46%	44%	+2%
Renter	39%	45%	-6%

As are residents who've lived in Dublin for over twenty years.

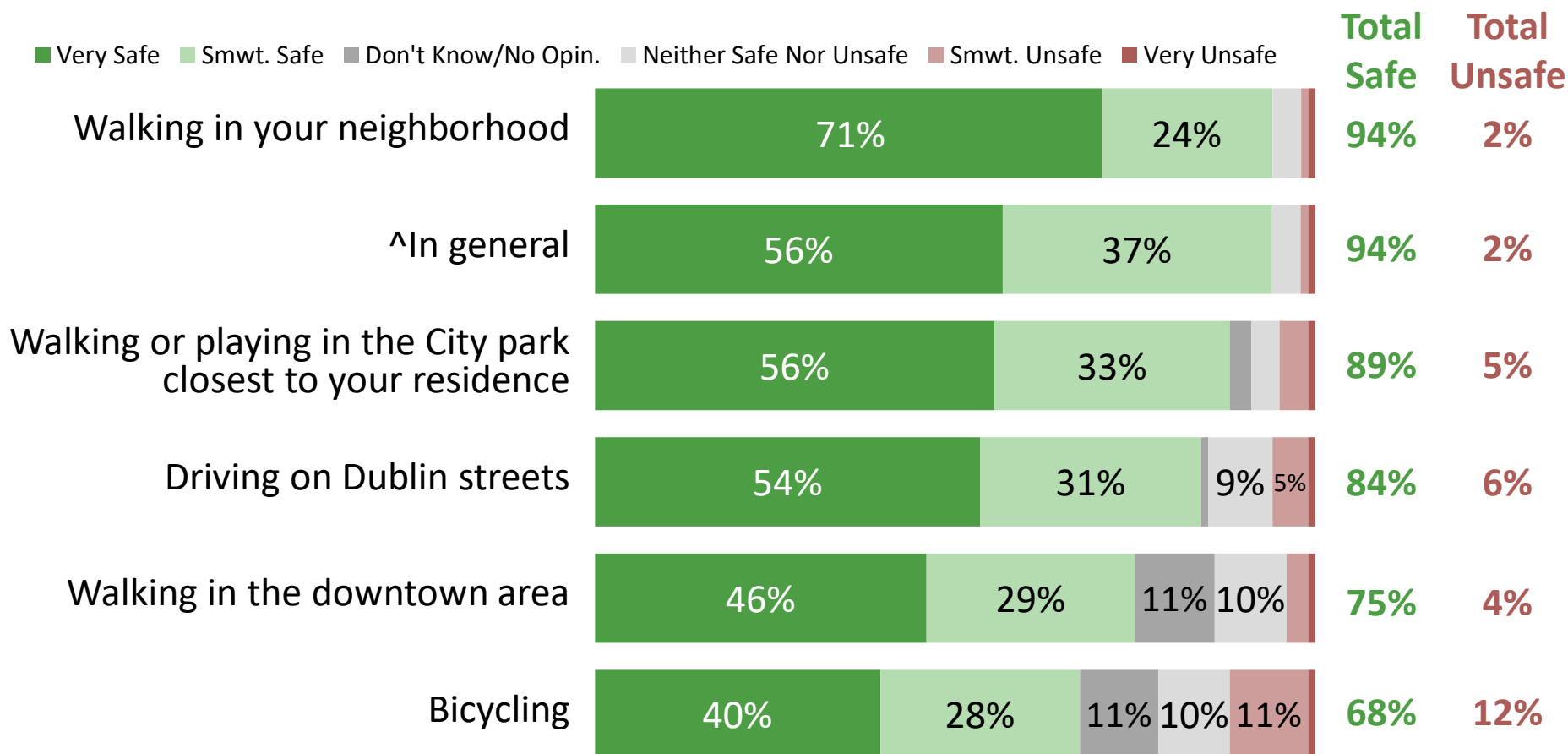
Demographic group	Total Well	Total Not Well	Diff.
Age			
18-49	48%	40%	+8%
50-64	39%	51%	-12%
65+	45%	45%	0%
Residency length			
0-5 years	26%	48%	-22%
6-10 years	47%	44%	+3%
11-15 years	41%	51%	+10%
16-20 years	47%	50%	-3%
21+ years	56%	37%	+19%
Neighborhood			
West	46%	42%	+4%
East	42%	47%	-5%



Safety

Few reported feeling unsafe walking, driving, and bicycling.

*How safe do you feel in Dublin _____?
Do you feel safe, unsafe, or neither safe nor unsafe?*



Residents feel somewhat safer bicycling and driving in Dublin.

(Total Safe)

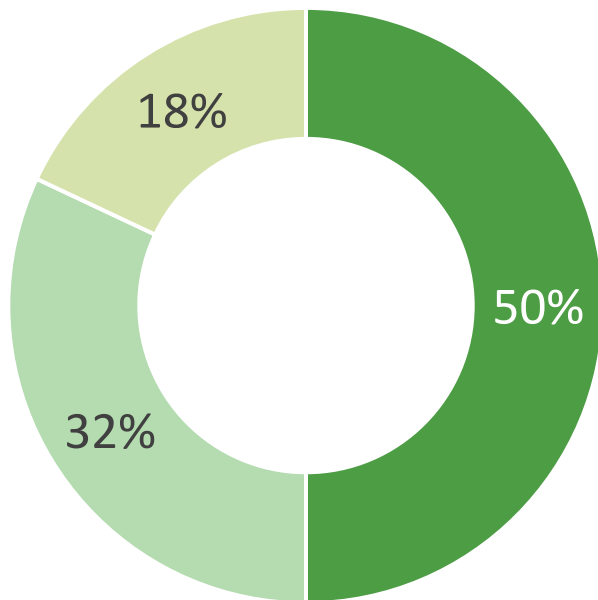
Activity	2019	2021	Difference
Bicycling	61%	68%	+7%
^In general	89%	94%	+5%
Driving on Dublin streets	79%	84%	+5%
Walking or playing in the City park closest to your residence	91%	89%	-2%
Walking in your neighborhood	97%	94%	-3%
Walking in the downtown area	82%	75%	-7%

The decline in perceived safety walking downtown is driven by more who say they can't rate it – likely an impact of the pandemic.



Views of City Government

Profiles of City Engagement



Residents were evaluated on three conditions:

- 1) Know enough to rate the City on job performance
- 2) Know enough to rate the City's services/programs
- 3) Have heard at least a little of the Preferred Vision

Highly Engaged Residents: 2+ of 3

They are disproportionately Latino, high-school educated, HH income \$100K-\$150K, and lived in Dublin 21+ years.

Somewhat Engaged Residents: 1 of 3

They are disproportionately HH income <\$100K and \$250K+, lived in Dublin 16-20 years, and non-college white residents.

Less Engaged Residents: 0 of 3

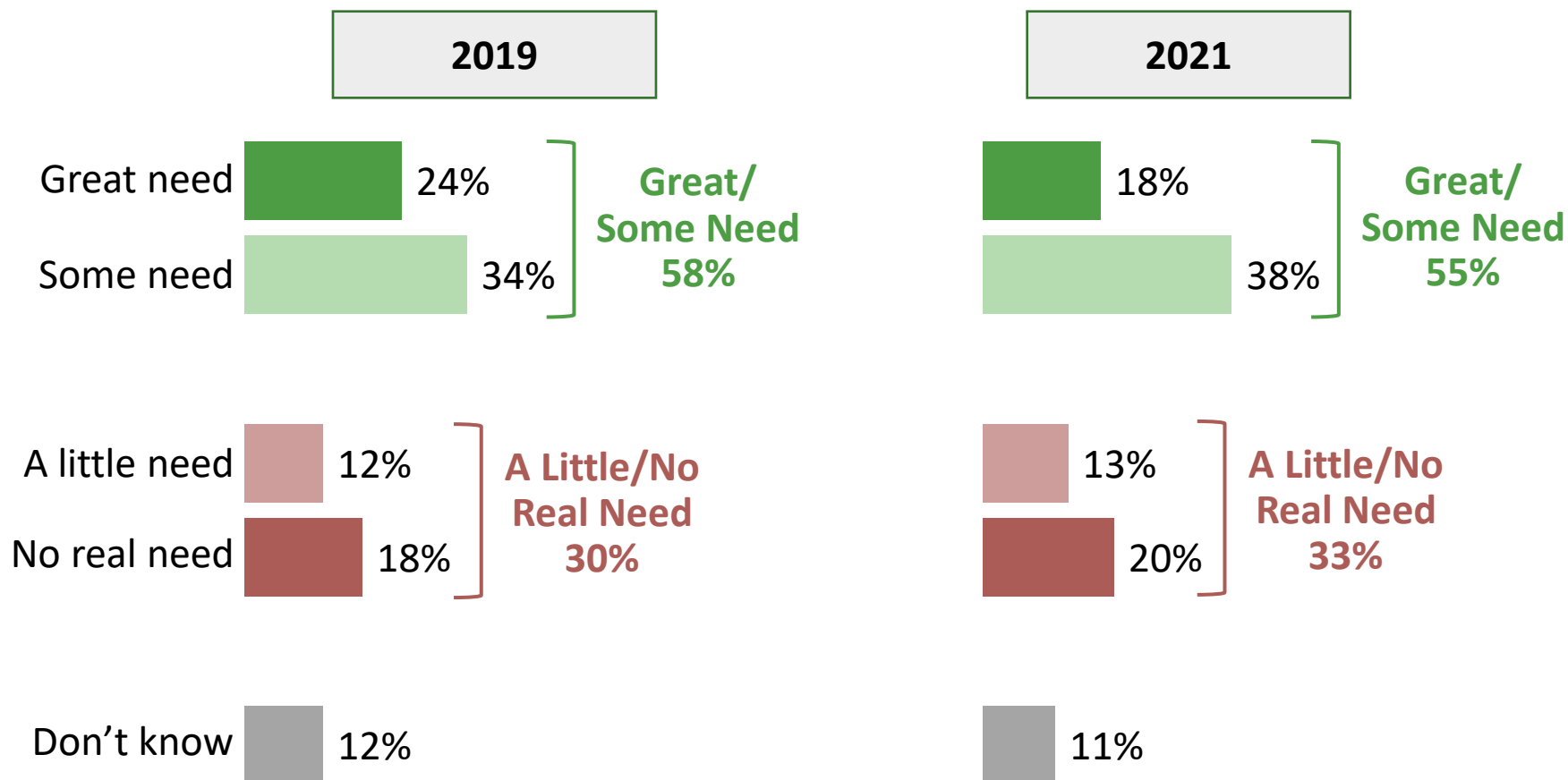
They are disproportionately African Americans, less than 5 years in Dublin, renters, ages 65-74, and east Dublin.

City Engagement Profiles by Ethnicity

Demographic group	Highly engaged	Somewhat engaged	Less engaged
All respondents	39%	42%	20%
White residents	38%	42%	21%
Latino residents	69%	27%	4%
African American residents*	33%	30%	36%
Asian American/Pacific Islander residents	32%	49%	19%
All People of Color	40%	41%	19%

While majorities still saw at least some need for funding, fewer saw “a great need.”

Do you think there is a great need, some need, a little need, or no real need for additional funds to continue to provide the level of City services that Dublin residents need and want?

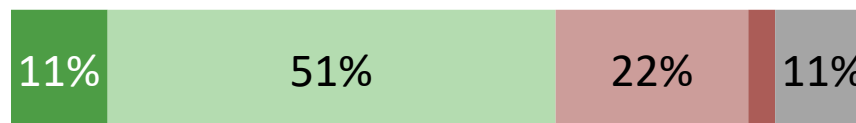


Overall services are viewed favorably, but many are critical of infrastructure planning.

I am going to ask you about some specific services that the City of Dublin provides. Please tell me whether you think the City is doing an excellent, good, fair, or poor job in providing that service. If you have no opinion or don't know about a particular function of government that I mention to you, you can tell me that too.

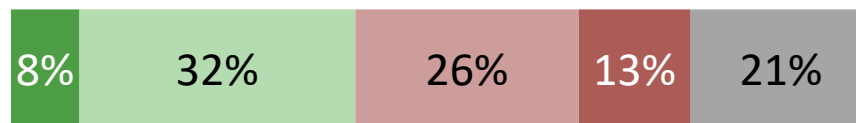
■ Excellent ■ Good ■ Fair ■ Poor ■ Don't Know **Excellent/
Good**

Providing services in general



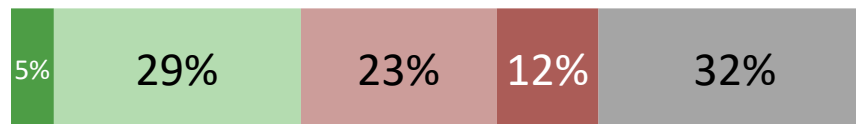
63%

Operating in a way that is open and accountable to the public



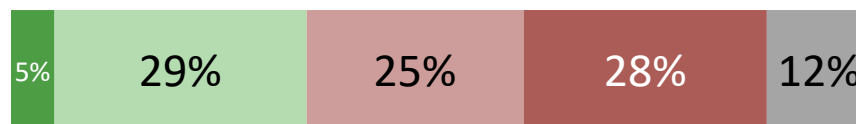
39%

Managing the City's budget and finances



34%

Planning for the City's future infrastructure needs, in terms of designing future City roads and traffic controls



34%

However, views of infrastructure planning are trending positive, along with other areas.

(Excellent/Good)

Service	2019	2021	Difference
Planning for the City's future infrastructure needs, in terms of designing future City roads and traffic controls	23%	34%	+11%
Managing the City's budget and finances	27%	34%	+7%
Providing services in general	57%	63%	+6%
Operating in a way that is open and accountable to the public	33%	39%	+6%



Importance of and Satisfaction with City Services and Programs

Assessing City Services

- ✓ Respondents were asked to rate the importance of 23 services and programs that the City provides: is it extremely, very, somewhat or not too important to making Dublin a good place to live?
- ✓ Then they were asked whether they were satisfied or dissatisfied with the same list of services and programs.
- ✓ We also looked at the interaction of importance and satisfaction levels to show areas of strength and areas for improvement.



Public safety services, traffic management, and park maintenance are top priorities.

How important each service is to making Dublin a good place to live: extremely important, very important, somewhat important, or not too important. If you have no opinion or don't know about a service I mention to you, you can tell me that too.

■ Ext. Impt. ■ Very Impt. ■ Smwt. Impt. ■ Not Too Impt. ■ No Opin./Don't Know

**Ext./Very
Impt.**

Providing 911 emergency
response services

63%

29%

6%

92%

^Police treating the local community
professionally

55%

33%

10%

88%

Providing fire protection services

48%

38%

10%

86%

Maintaining City parks

36%

50%

13%

86%

Managing traffic signal timing and traffic
flow on City streets

46%

39%

11%

85%

Providing safe sidewalks and paths
for pedestrians

44%

40%

13%

84%

Four in five ranked maintaining City buildings and youth programs as important priorities.

■ Ext. Impt. ■ Very Impt. ■ Smwt. Impt. ■ Not Too Impt. ■ No Opin./Don't Know

Ext./Very Impt.

Keeping City buildings, such as the library, Shannon Community Center, the Senior Center, The Wave Aquatic Complex, and local police and fire stations, clean and in good condition



83%

Providing playing fields for youth and adult sports



82%

Providing recreational programs and opportunities for youth



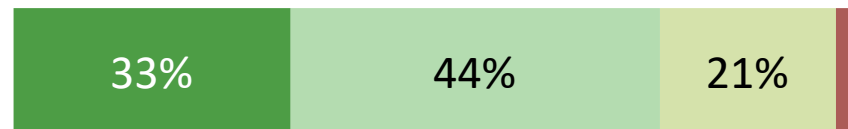
80%

Preserving open space



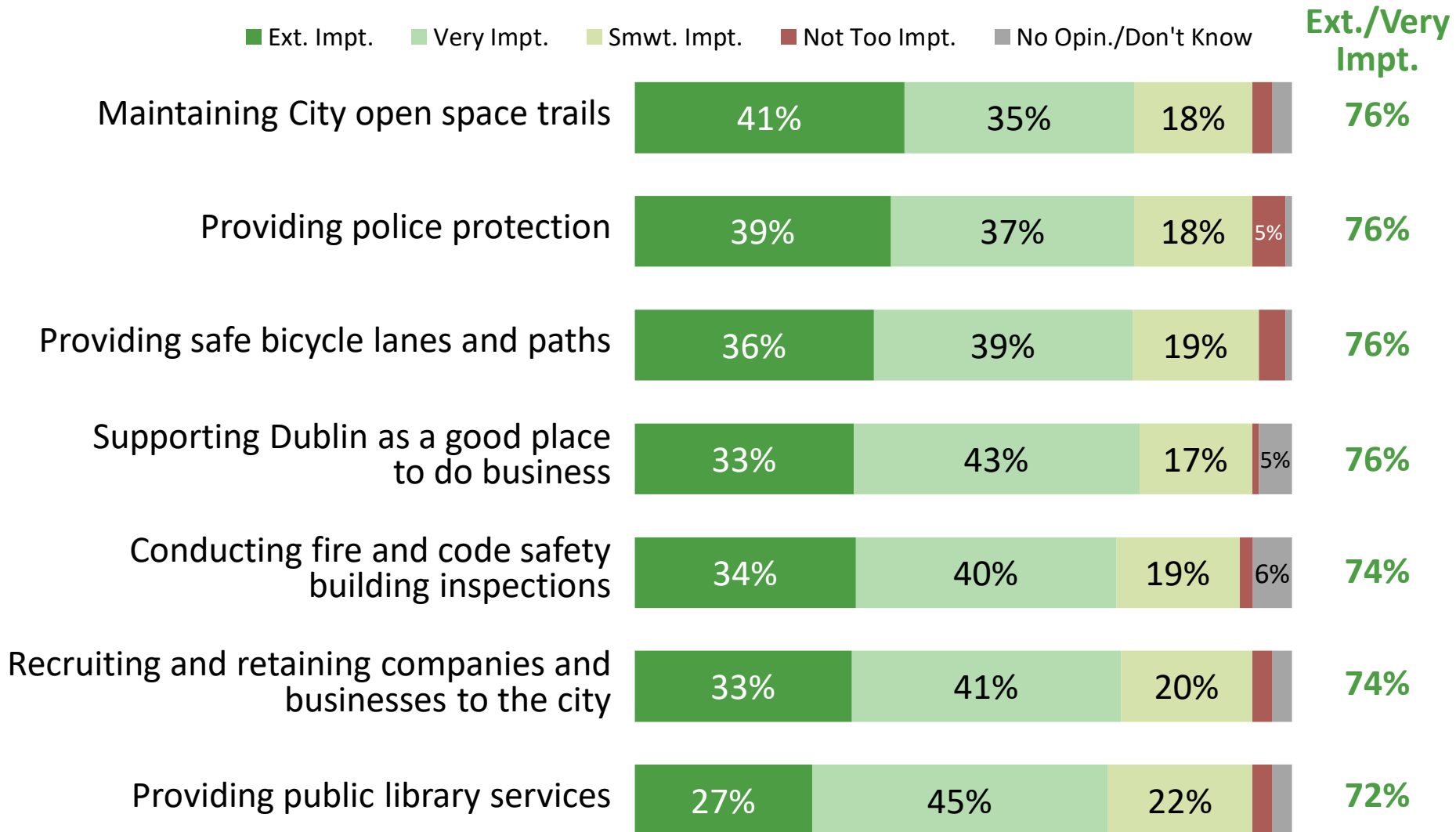
79%

Repairing and maintaining local streets and roads



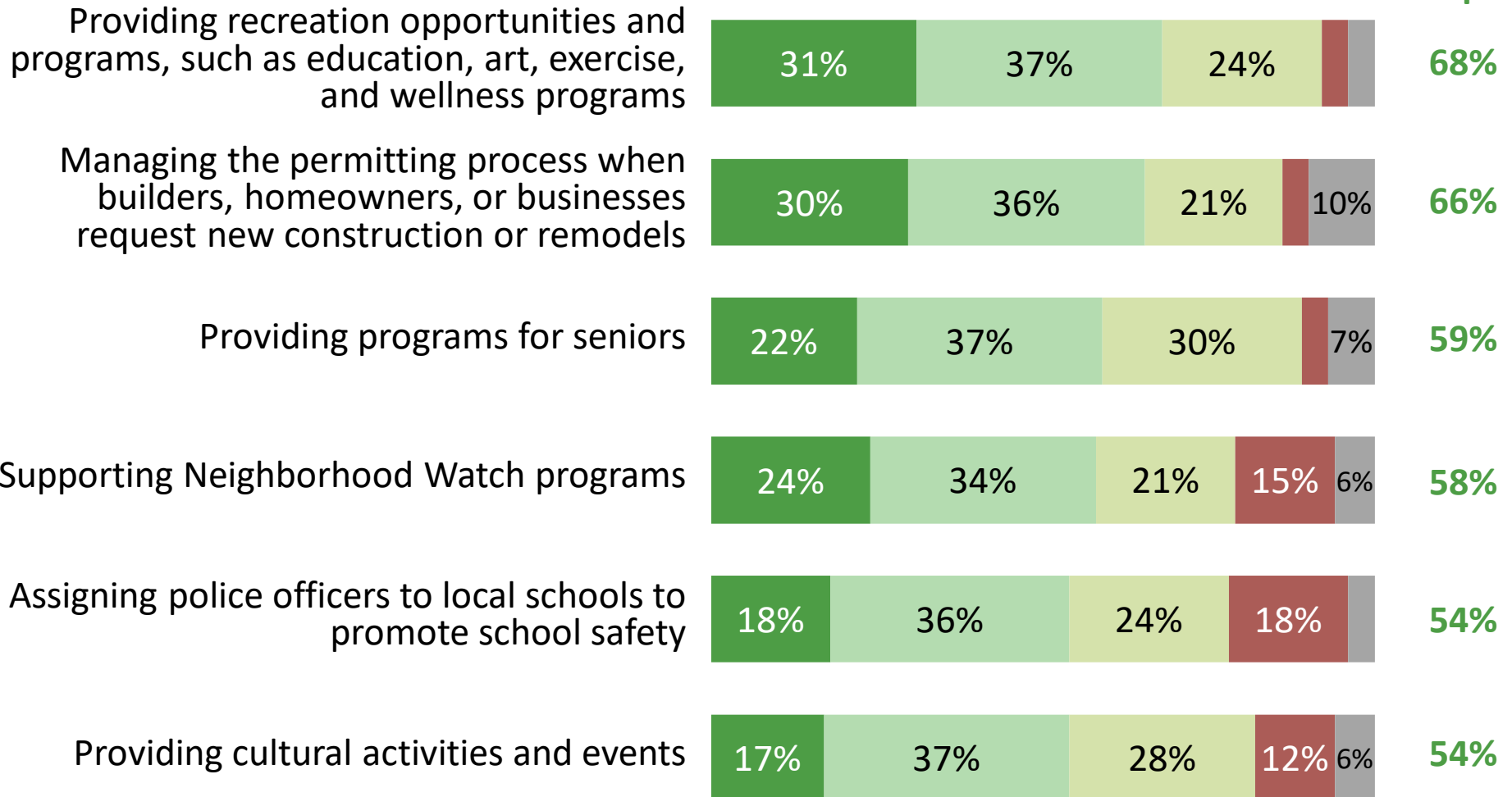
77%

Three in four placed importance on trails, police, bike lanes, and supporting businesses.



Dublin residents put relatively less importance to cultural activities and school police officers.

■ Ext. Impt. ■ Very Impt. ■ Smwt. Impt. ■ Not Too Impt. ■ No Opin./Don't Know **Ext./Very Impt.**

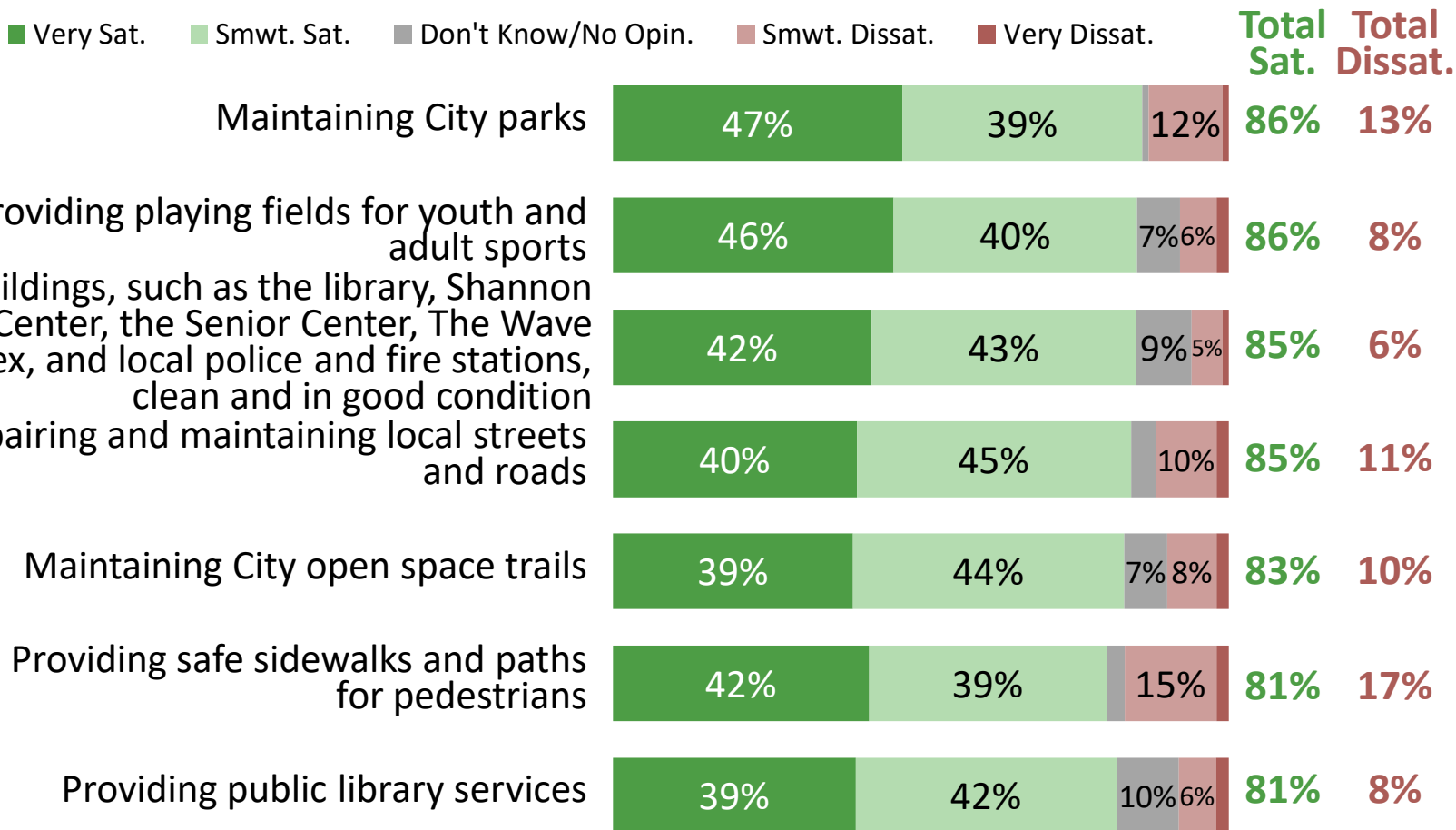


Residents now feel youth activities and business support are more important; police services are less important.

More Important (Ext/Very)	Less Important (Ext/Very)
(+8%) Providing playing fields for youth and adult sports	(-14%) Assigning police officers to local schools to promote school safety
(+8%) Recruiting and retaining companies and businesses to the city	(-12%) Providing police protection
(+6%) Providing recreational programs and opportunities for youth	(-9%) Repairing and maintaining local streets and roads
	(-7%) Supporting Neighborhood Watch programs
	(-6%) Conducting fire and code safety building inspections
	(-6%) Providing fire protection services

Residents are most satisfied with parks, City buildings, roads, and areas for sports.

This time I would like you to tell me how satisfied you are personally with the job being done by the City of Dublin in providing that program or service to City residents: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. If you have no opinion or don't know about a service I mention to you, you can tell me that too.



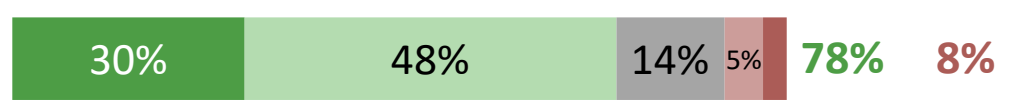
Over three in four were satisfied with bike lanes, recreation opportunities, and fire services.

■ Very Sat.
■ Smwt. Sat.
■ Don't Know/No Opin.
■ Smwt. Dissat.
■ Very Dissat.
Total Sat.
Total Dissat.

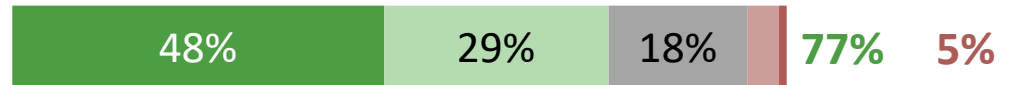
Providing safe bicycle lanes and paths



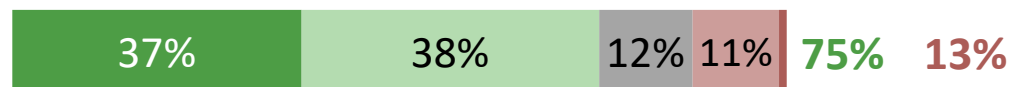
Providing recreation opportunities and programs, such as education, art, exercise and wellness programs



Providing fire protection services



Providing recreational programs and opportunities for youth



Providing police protection



^Police treating the local community professionally



Managing traffic signal timing and traffic flow on City streets

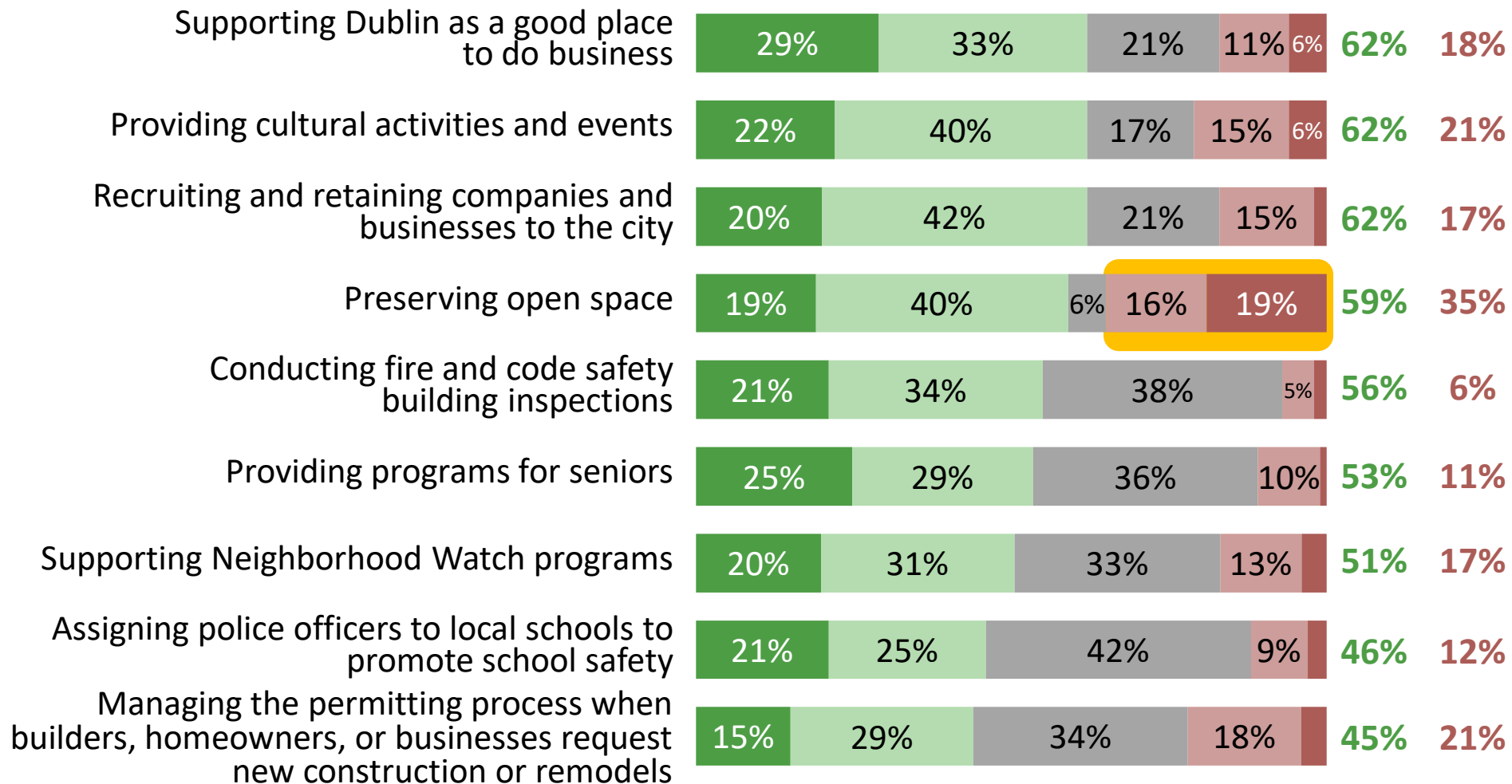


Providing 911 emergency response services



One in three were dissatisfied with the City's efforts to preserve open space.

■ Very Sat. ■ Smwt. Sat. ■ Don't Know/No Opin. ■ Smwt. Dissat. ■ Very Dissat. **Total Sat.** **Total Dissat.**

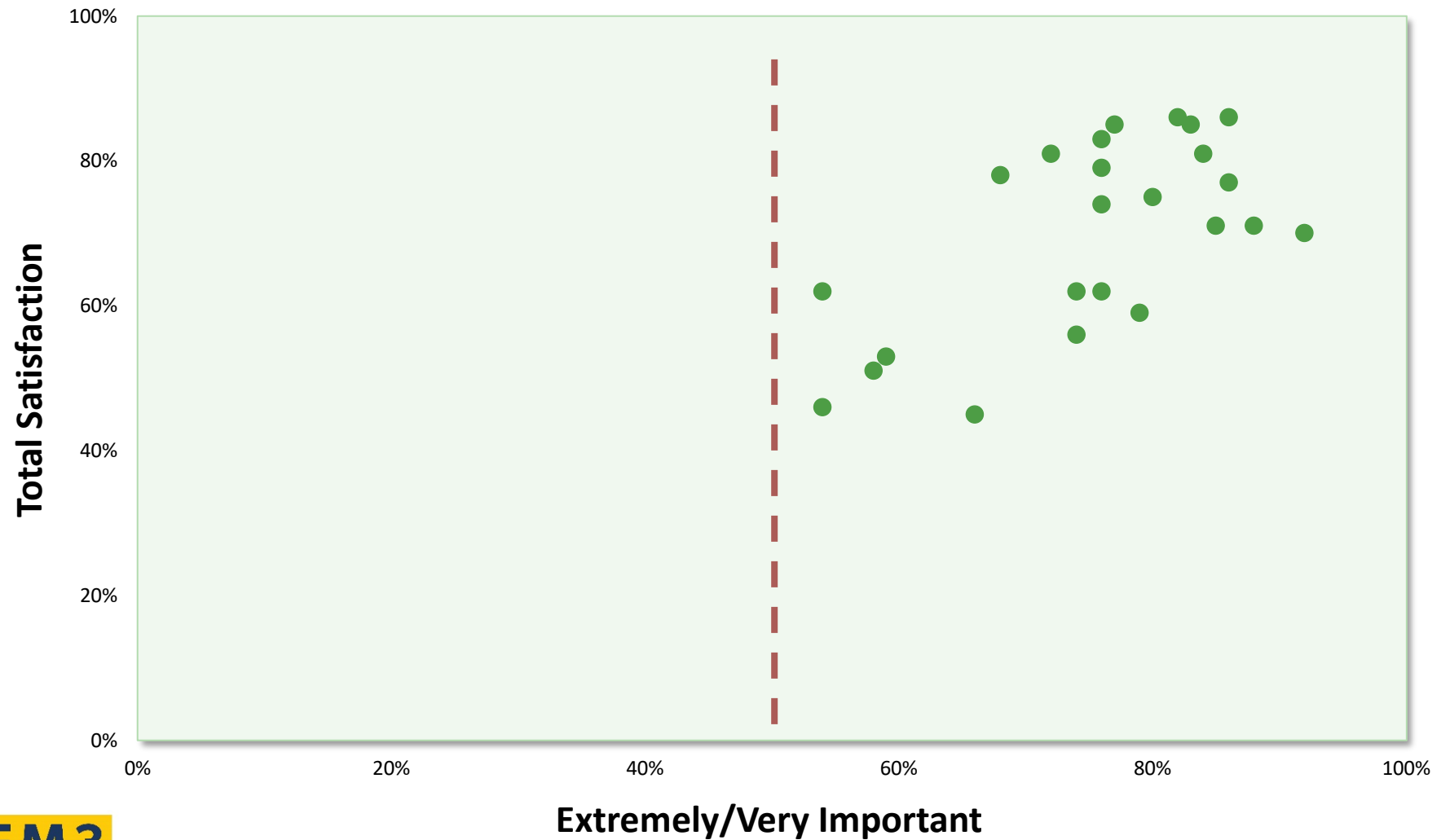


They are more satisfied with business services, permitting and bike and traffic infrastructure.

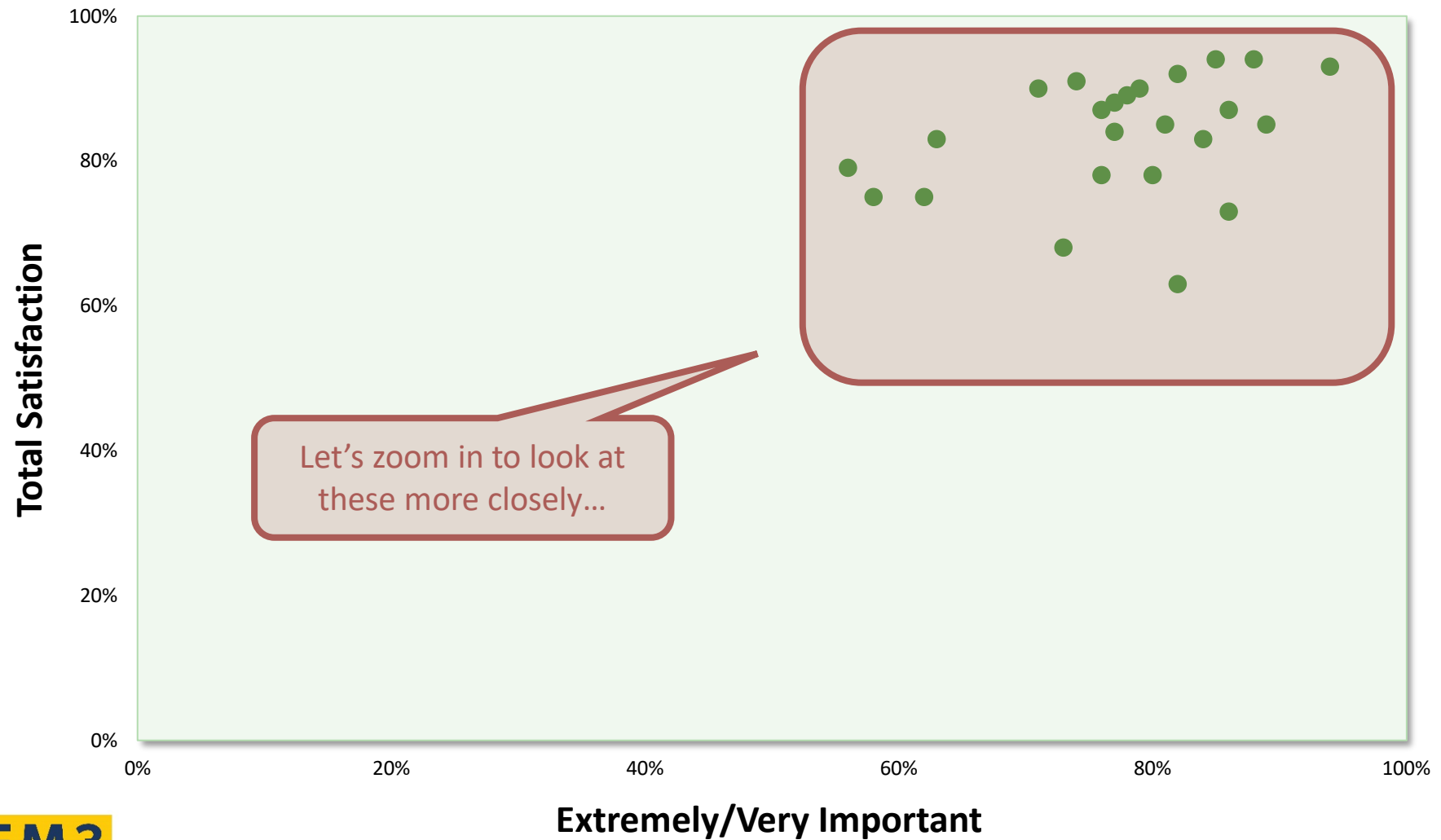
More Satisfied	Less Satisfied
Conducting fire and code safety building inspections +14	Providing cultural activities and events -11
Recruiting and retaining companies and businesses to the city +13	Providing police protection -10
Managing traffic signal timing and traffic flow on City streets +12	Providing safe sidewalks and paths for pedestrians -7
Providing safe bicycle lanes and paths +10	
Managing the permitting process when builders, homeowners, or businesses request new construction or remodels +9	
Repairing and maintaining local streets and roads +8	
Providing recreational programs and opportunities for youth +6	

It can be informative for planning and budgeting purposes to combine the importance and satisfaction ratings to see if there are any relative mismatches between importance and satisfaction.

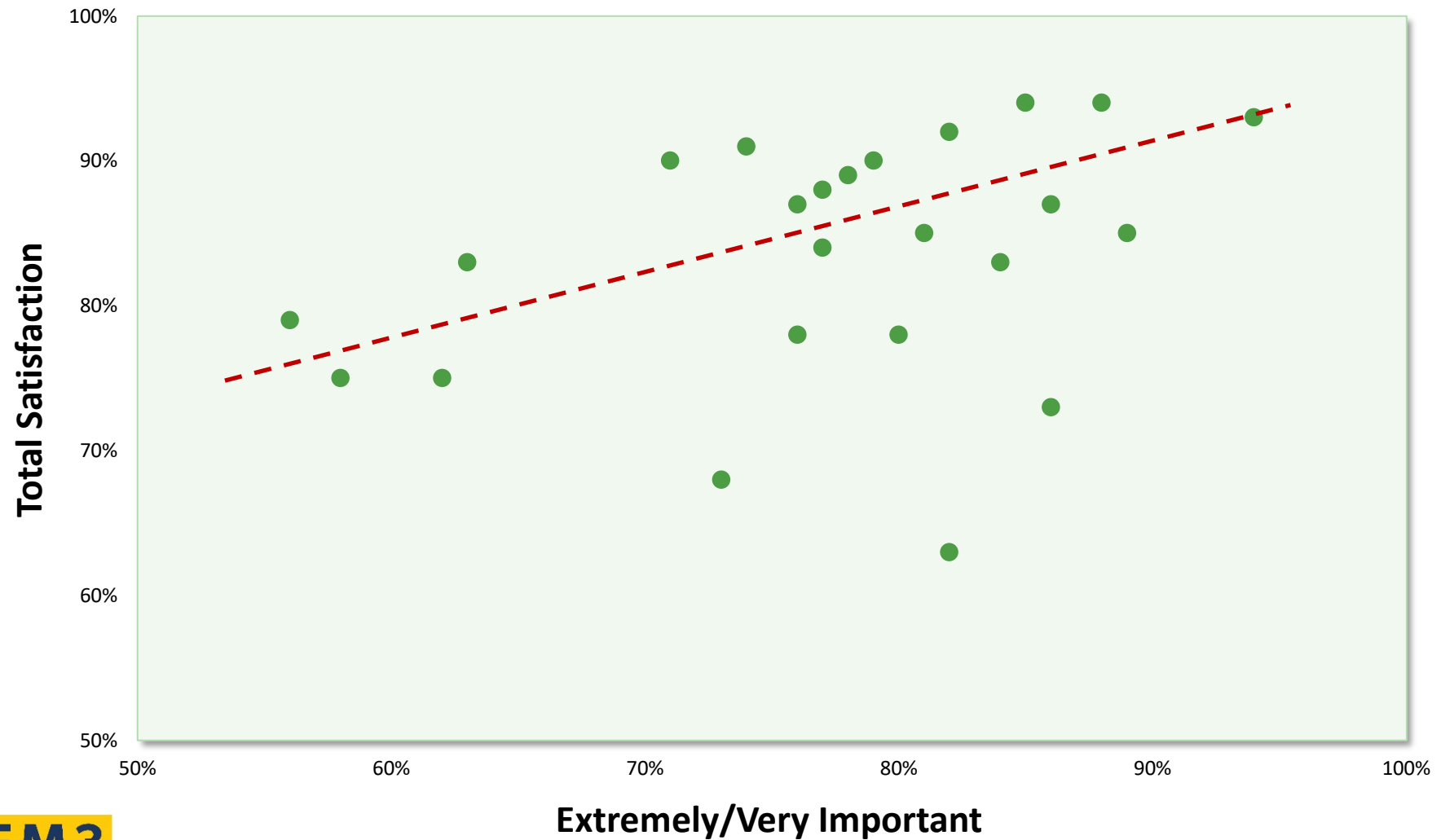
All services are generally seen as important, but given unfamiliarity with many, some satisfaction levels appear somewhat low.



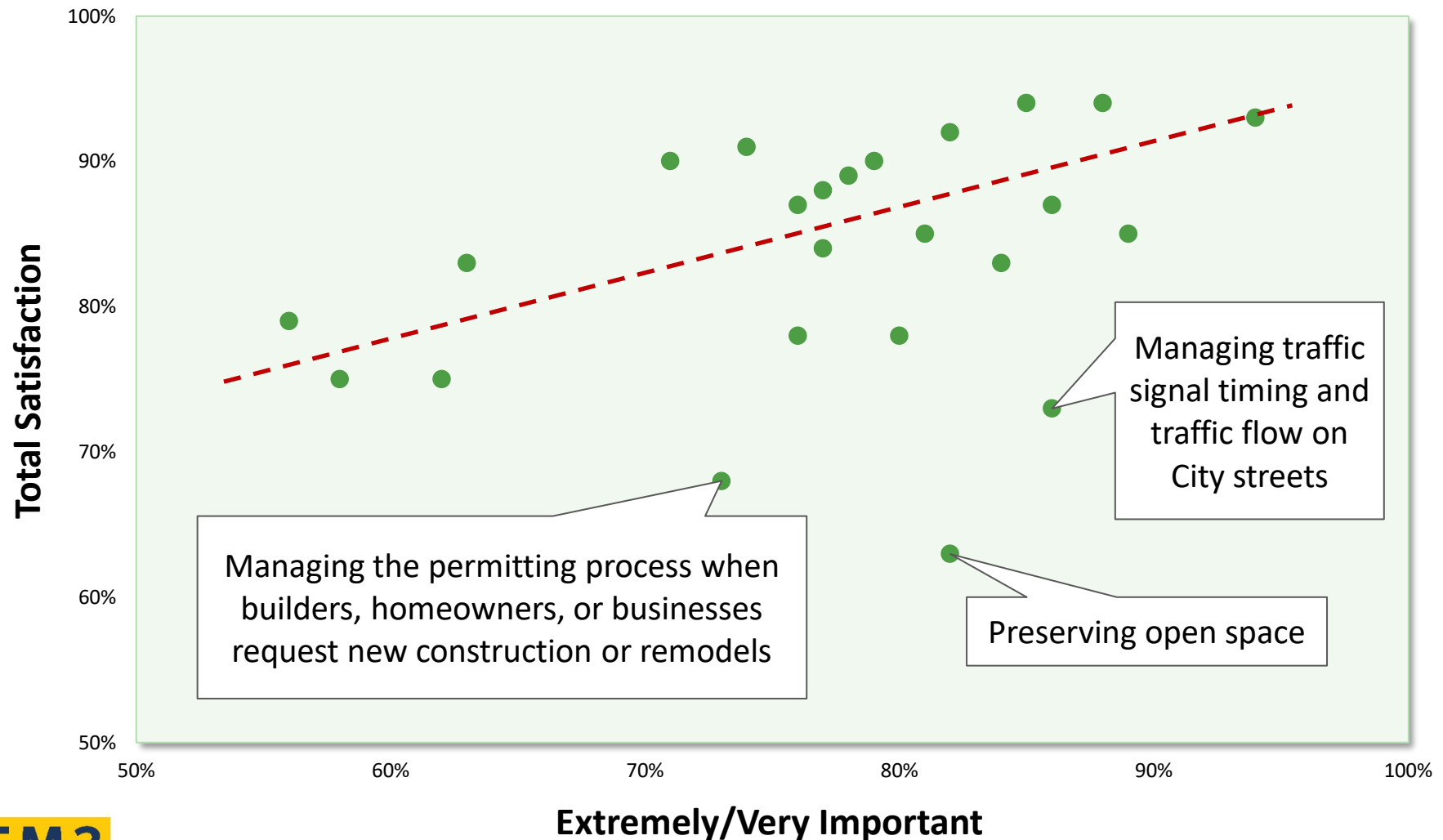
Removing the "don't knows" from the satisfaction ratings to create "informed" satisfaction ratings creates a cluster of services in the upper right ...



In general, it appears that informed satisfaction levels are the highest with services residents deem to be most important...



The three potential exceptions are traffic management, permitting, and preserving open space.



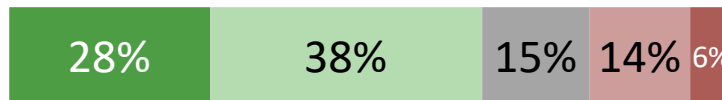
Those with an opinion of the City's COVID services broadly viewed them positively.

I am going to mention services and programs the City has offered in response to the coronavirus pandemic. Please tell me how satisfied you are personally with the job being done by the City of Dublin in providing that program or service to City residents: very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. If you have no opinion or don't know about a service I mention to you, you can tell me that too.

■ Very Satis. ■ Smwt. Satis. ■ No Opin./Don't Know ■ Smwt. Dissatis. ■ Very Dissatis.

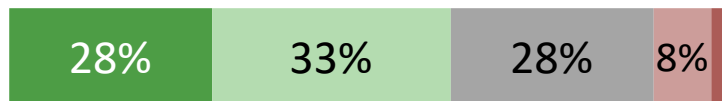
Total Sat. **Total Dissat.**

Communicating COVID-19 updates



66% **20%**

Enforcing County Health Officer Orders



61% **11%**

Transitioning City services and processes like Development Plan Check and business license permit application to virtual formats



43% **7%**

Providing childcare and recreational activities for the children of essential workers



39% **10%**

Providing support and financial relief for small businesses



35% **10%**

Providing grants and support for families at risk of being evicted or losing their homes



30% **8%**



Views of the Downtown Dublin Preferred Vision

By a two-to-one ratio, more residents believe development is good for Dublin than bad.

I am going to read you a pair of statements about recent and planned development in Dublin. Please choose the one which comes closest to your opinion. Please choose just one even if it's hard to decide.

Development is good for Dublin overall, because we need more housing options, including affordable housing; local businesses and restaurants; and things for us to do close to home

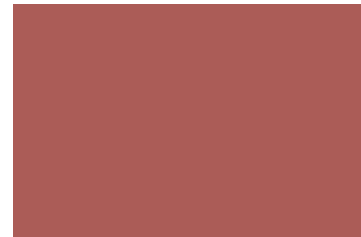
OR

Development is bad for Dublin overall, because it creates more traffic, increases demand on public services, and changes the character of our community

Both/Neither/Don't know



60%

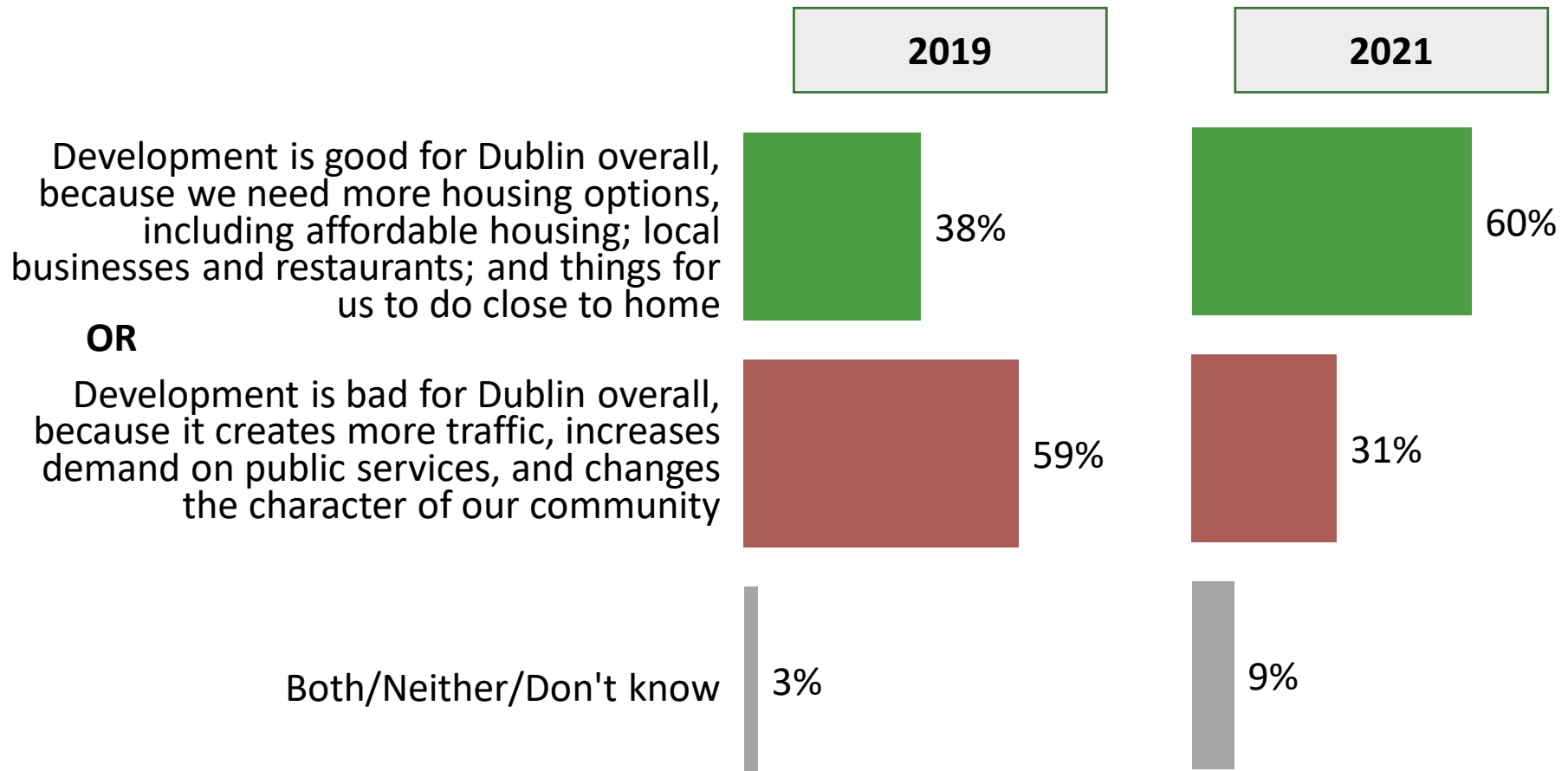


31%



9%

This broadly positive view of development is a reversal of views held in 2019.



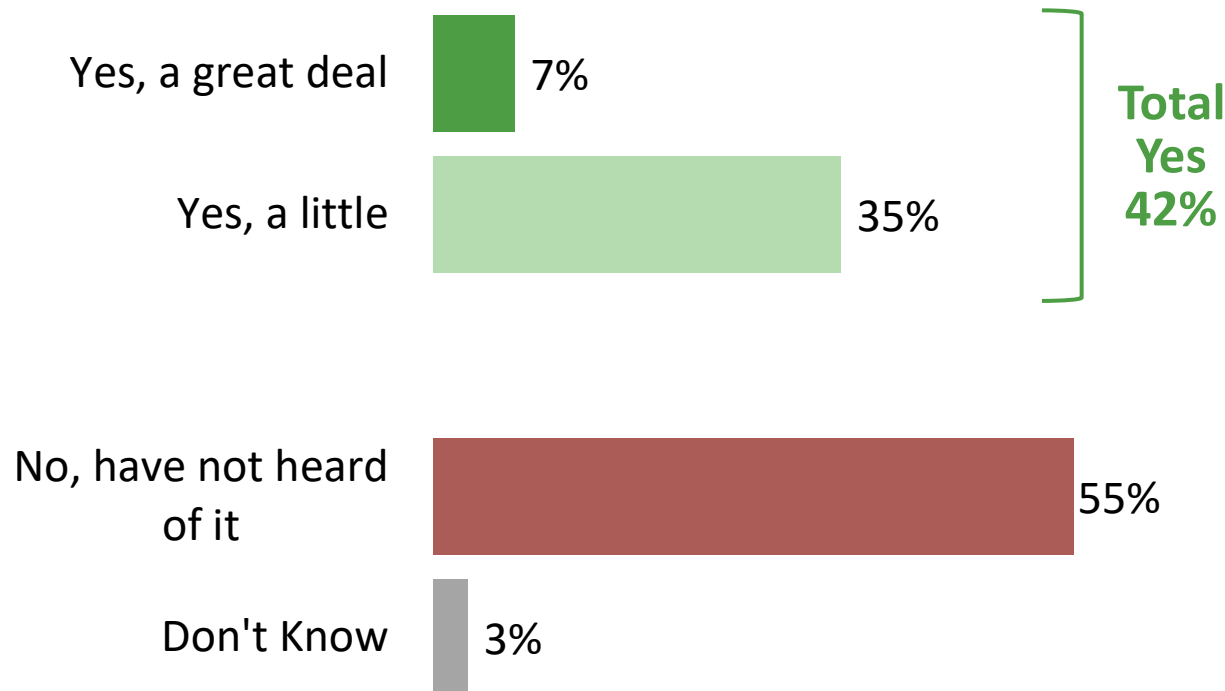
This change in attitudes holds across major demographic categories (except 65+).

% Agreeing Development is More Good than Bad

Demographic Group	2019	2021	Diff.
<i>Men</i>	41%	61%	+20
<i>Women</i>	59%	37%	+22
<i>Ages 18-49</i>	36%	64%	+28
<i>Ages 50-64</i>	34%	50%	+16
<i>Ages 65+</i>	47%	50%	+3
<i>Homeowners</i>	35%	58%	+23
<i>Renters</i>	46%	73%	+27
<i>West Dublin</i>	40%	58%	+18
<i>East Dublin</i>	33%	64%	+31
<i>White Residents</i>	39%	57%	+18
<i>Residents of Color</i>	37%	63%	+26

More than half have not heard of the Downtown Dublin Preferred Vision plan.

Have you heard of the Downtown Dublin Preferred Vision?

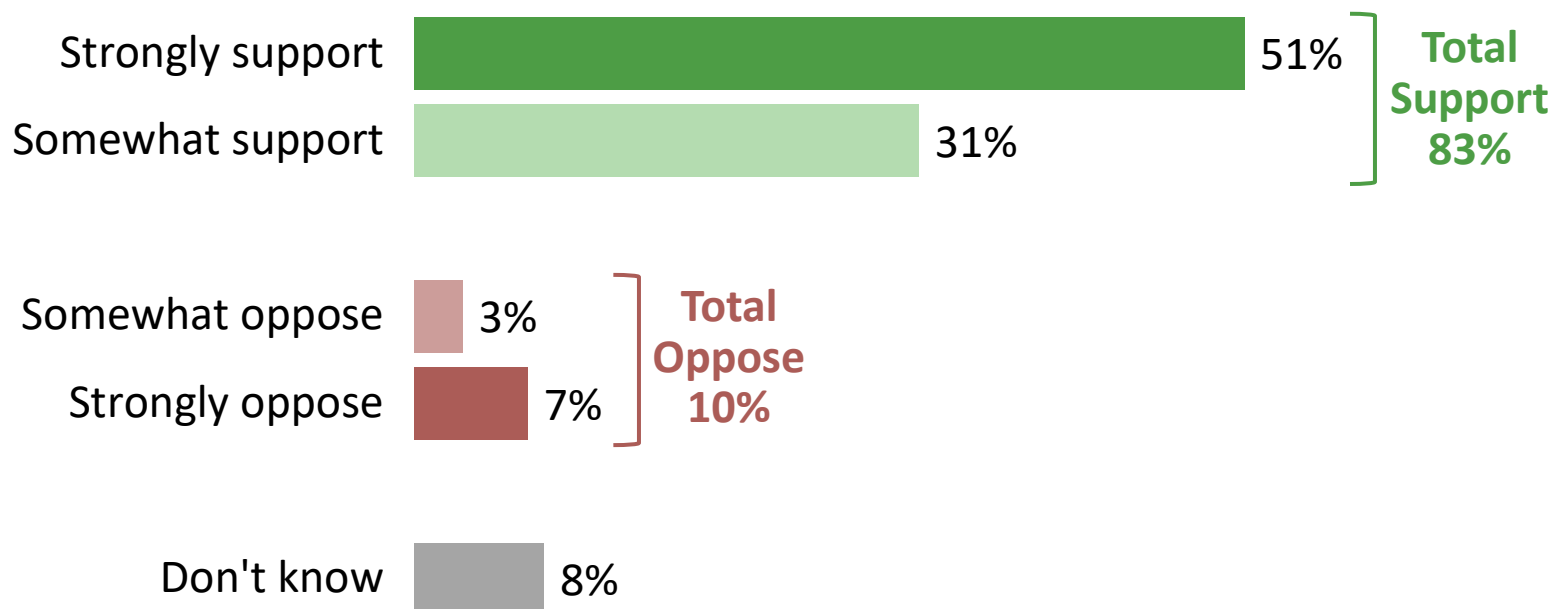


Those most likely to have heard of the plan include:

- Latino residents;
- White residents, especially women, those above 50, and those college-educated;
- Older residents in general; and
- Higher-income households.

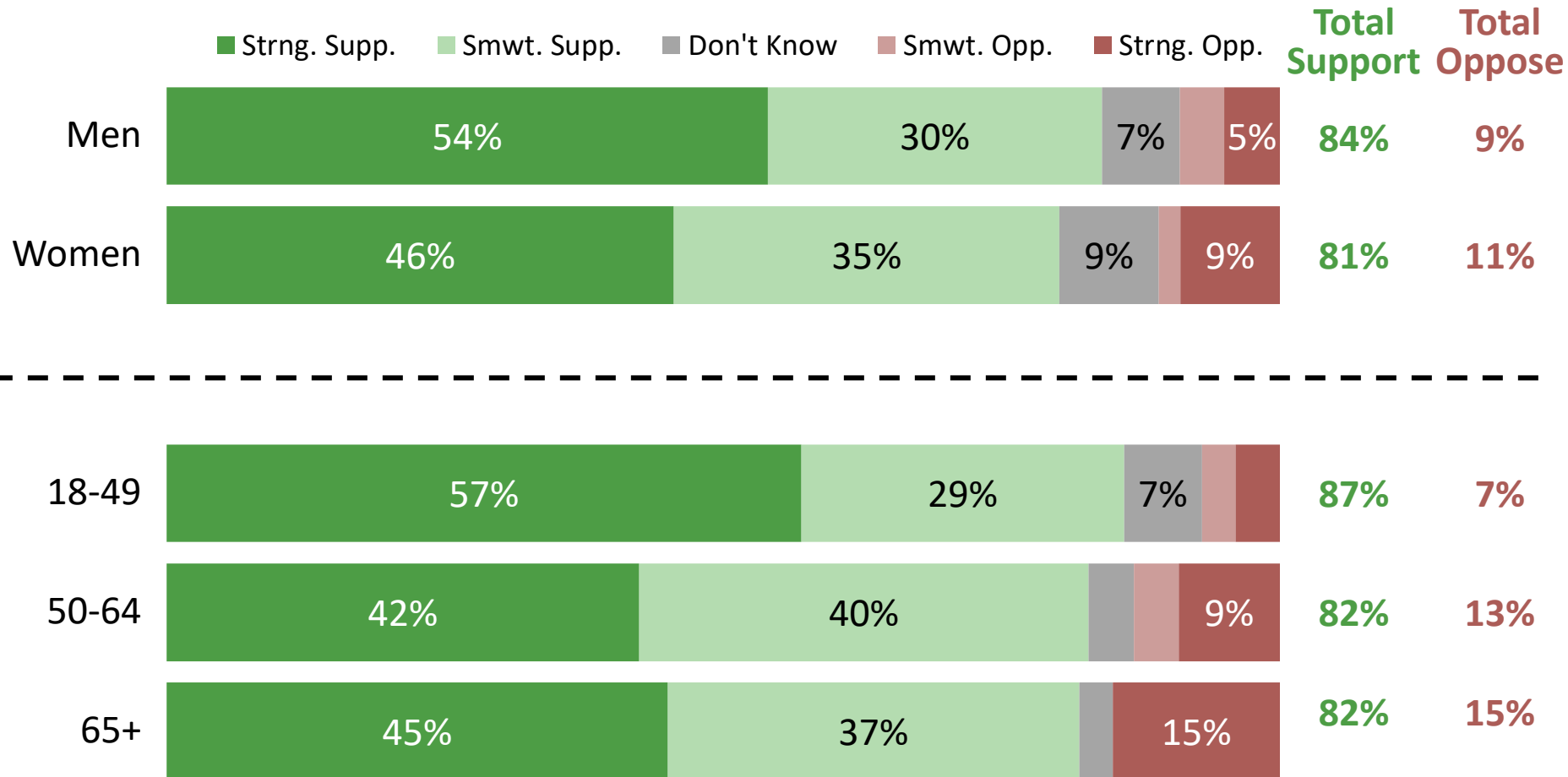
Four in five support the Dublin Preferred Vision as described; half strongly support.

In late 2019, after months of community outreach and input, the City Council adopted the Downtown Dublin Preferred Vision, which provides a roadmap to redeveloping the retail district of downtown Dublin over the next 30 to 50 years into a walkable and vibrant Main Street. This would adapt to growth by providing for a mix of land uses near one another like retail, offices and housing at different price points, and develop neighborhoods with easy, safe access to schools, parks, shops and restaurants, especially for walking and biking. In general, is this something you would support or oppose for Dublin's future?



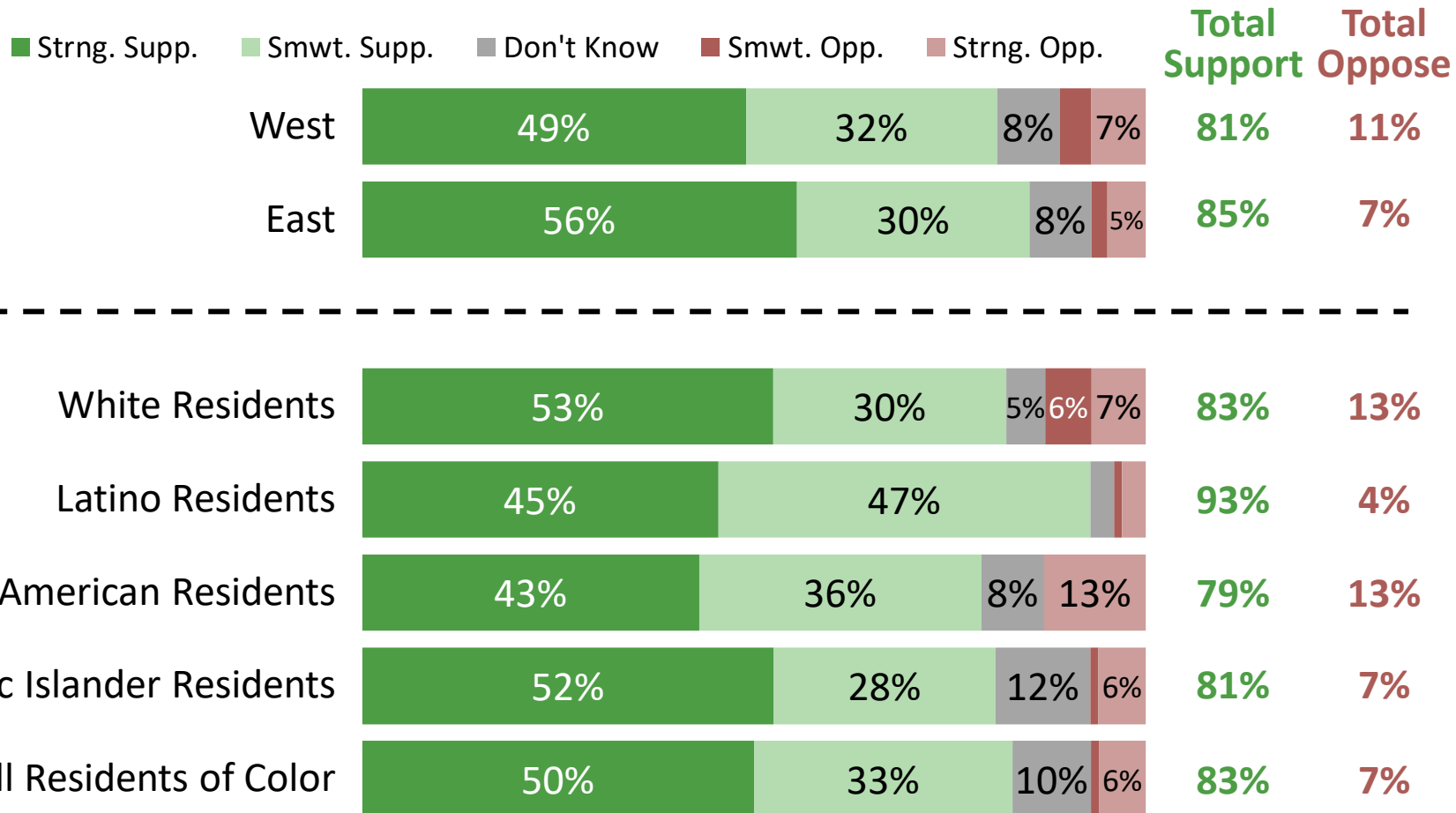
Four in five or more support the plan across gender and age.

View of Downtown Dublin Preferred Vision by Gender & Age



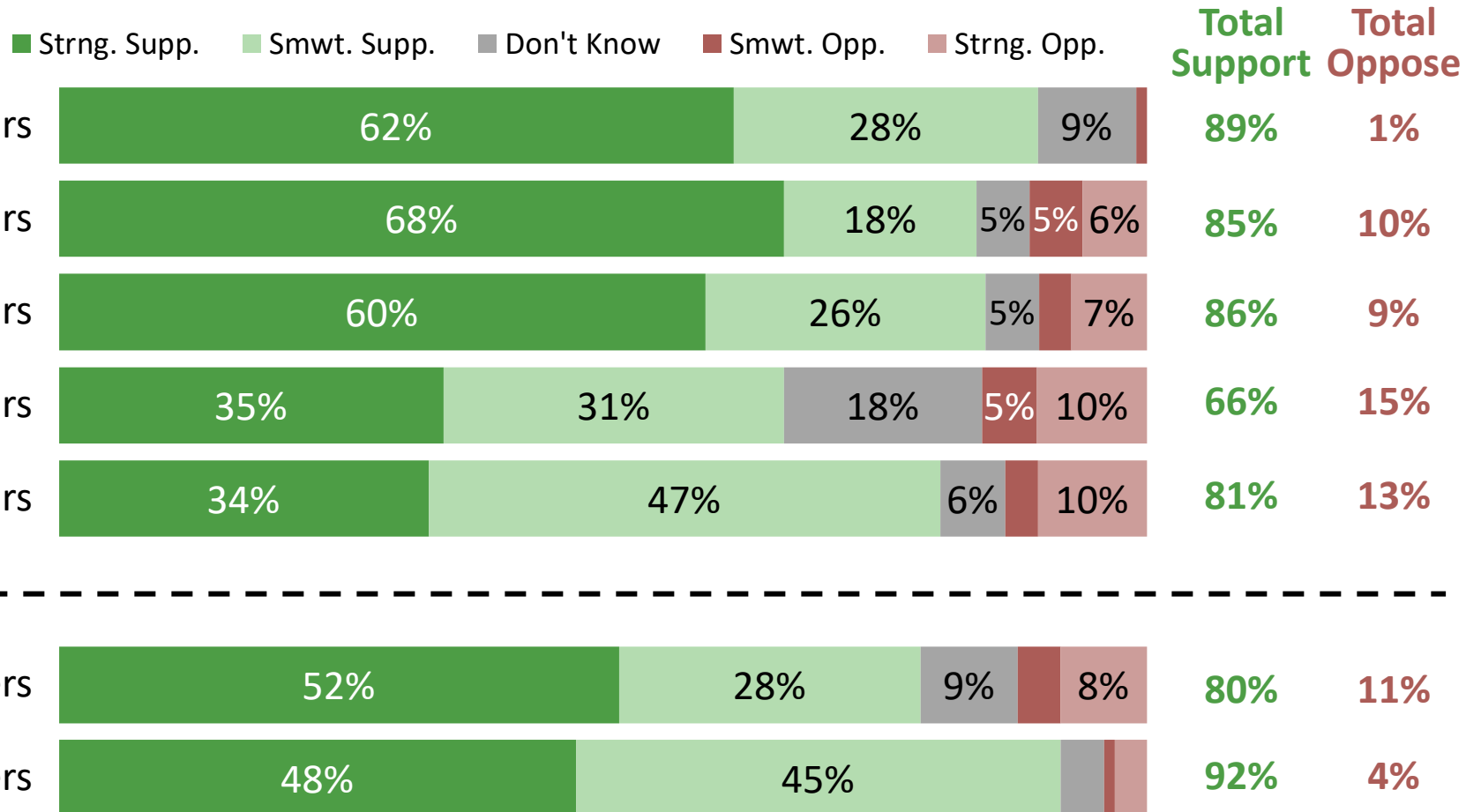
Broad support cut across neighborhood and ethnicity, as well.

View of Downtown Dublin Preferred Vision by Neighborhood & Race/Ethnicity



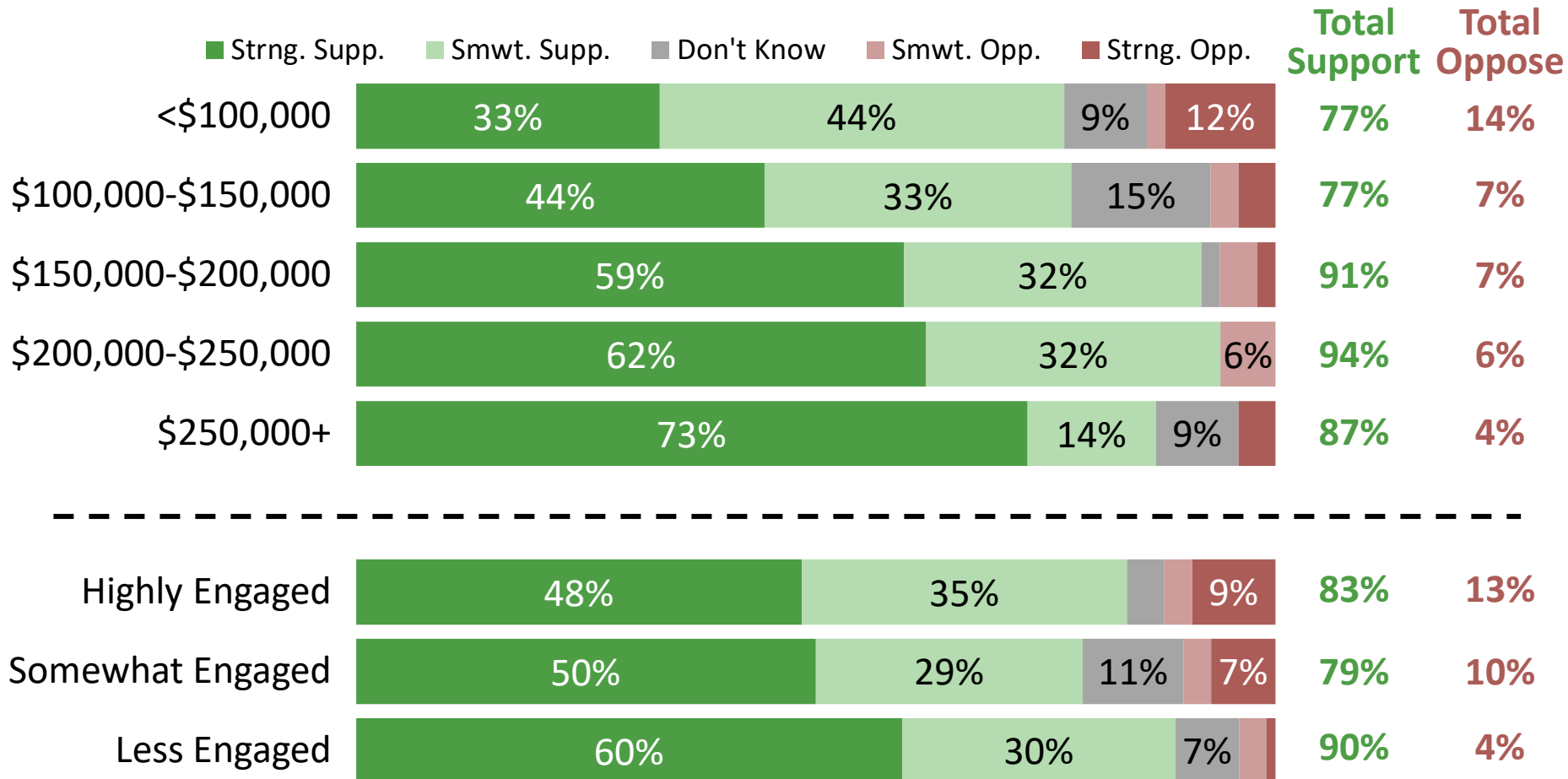
Newer arrivals to the city were more likely to offer strong support for the vision.

View of Downtown Dublin Preferred Vision by Residency Length & Residence



Residents of higher-income households are more likely to support the plan.

View of Downtown Dublin Preferred Vision by Household Income & City Engagement



Each element of the plan individually had support from more than three-quarters.

*I am going to read you a few potential elements of this plan for the downtown area.
Please tell me whether you support or oppose it.*

■ Strng. Supp. ■ Smwt. Supp. ■ Don't Know ■ Smwt. Opp. ■ Strng. Opp. **Total Supp.** **Total Opp.**

A walkable, pedestrian-friendly street grid surrounding Main Street



91% **7%**

A new "Main Street", with walkable shops and restaurants



91% **8%**

A one-acre town square park



89% **8%**

Mixed-use development, providing for retail, offices and housing, including affordable housing



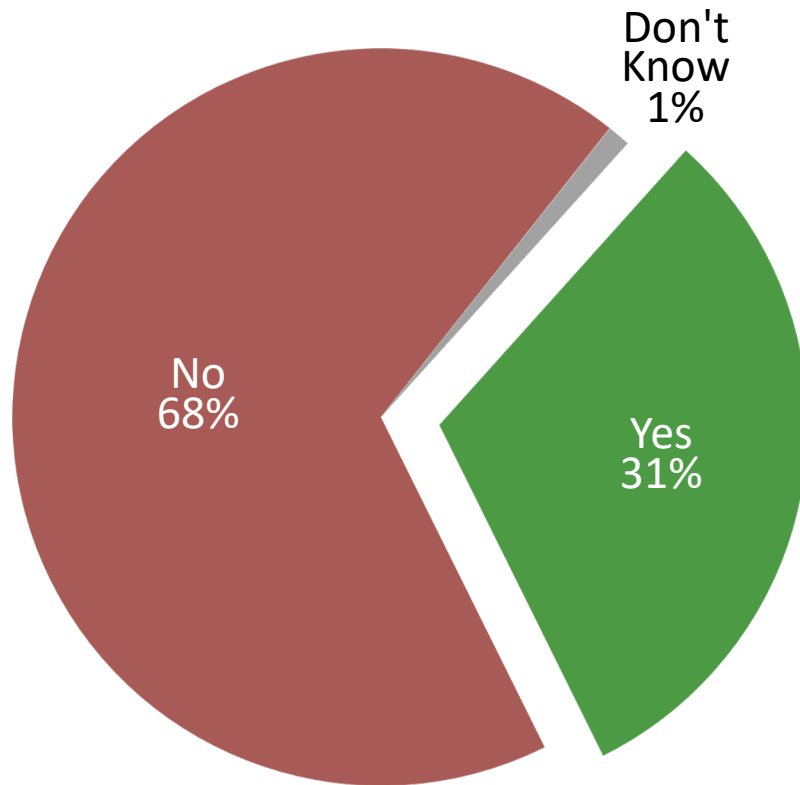
78% **18%**



Interactions with the City

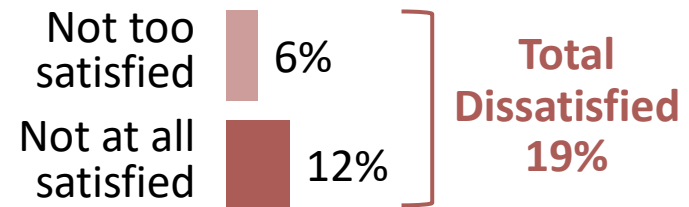
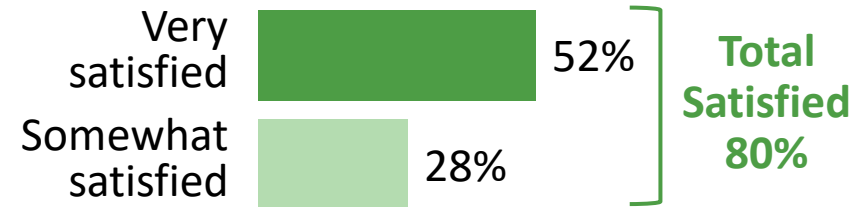
Among those who interacted with the City, four in five were satisfied.

Over the last two years, have you had contact with a City department or agency in person, on the phone, or via email?



Would you say that you were very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied with the overall level of customer service you received?

(Asked of Those who Interacted)

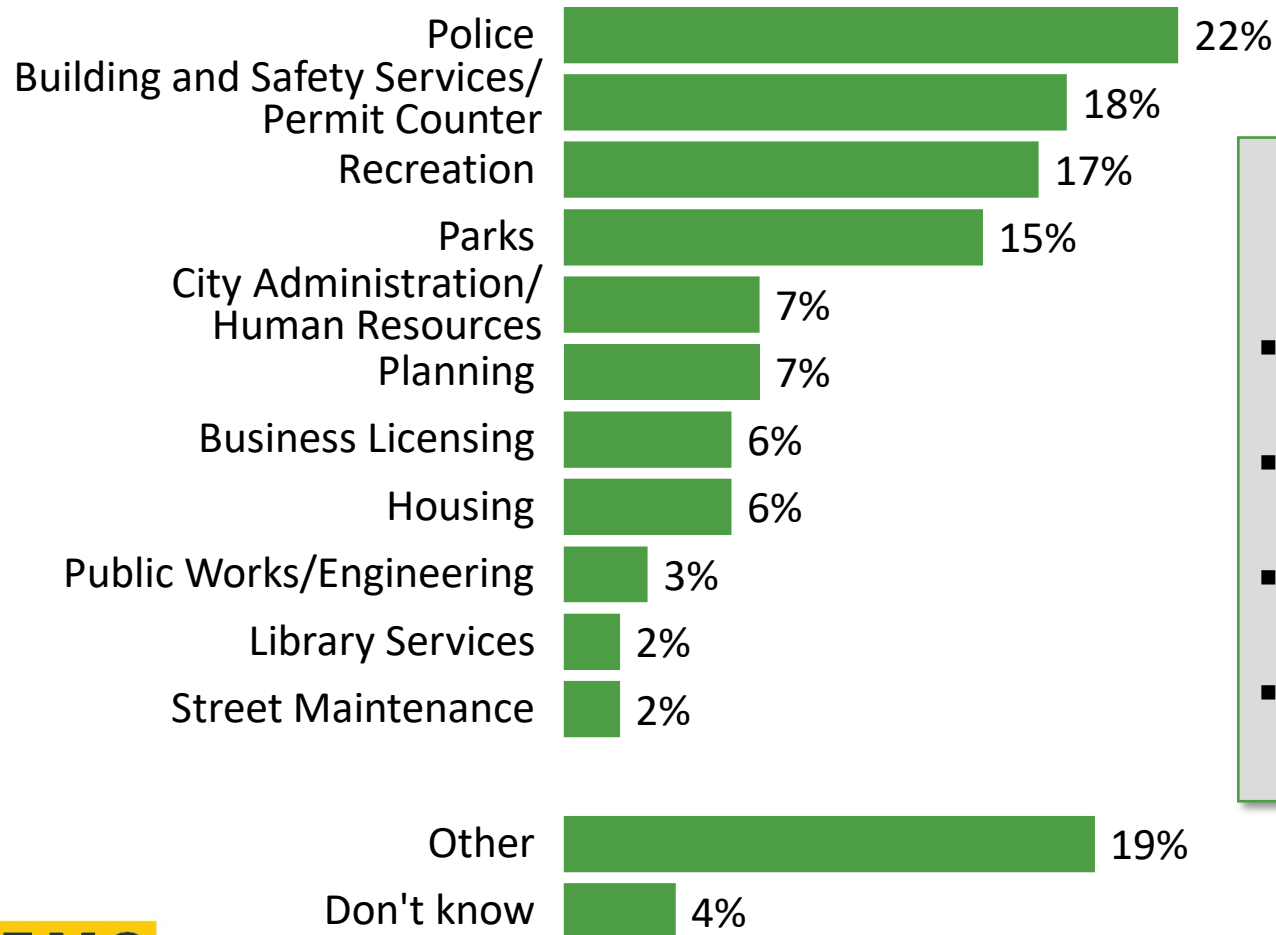


Don't know 1%

Residents mostly interacted with the police, permit counter, and parks and recreation.

With which City department did you have contact?

(Asked of Yes Respondents, Open-ended, Multiple Responses Accepted; n=124)



In comparison to City interactions in 2019:

- Interaction with police has declined from 35%
- Contact with Building and Safety increased from 5%
- Contact with Recreation increased from 11%
- Parks contact increased from 8%

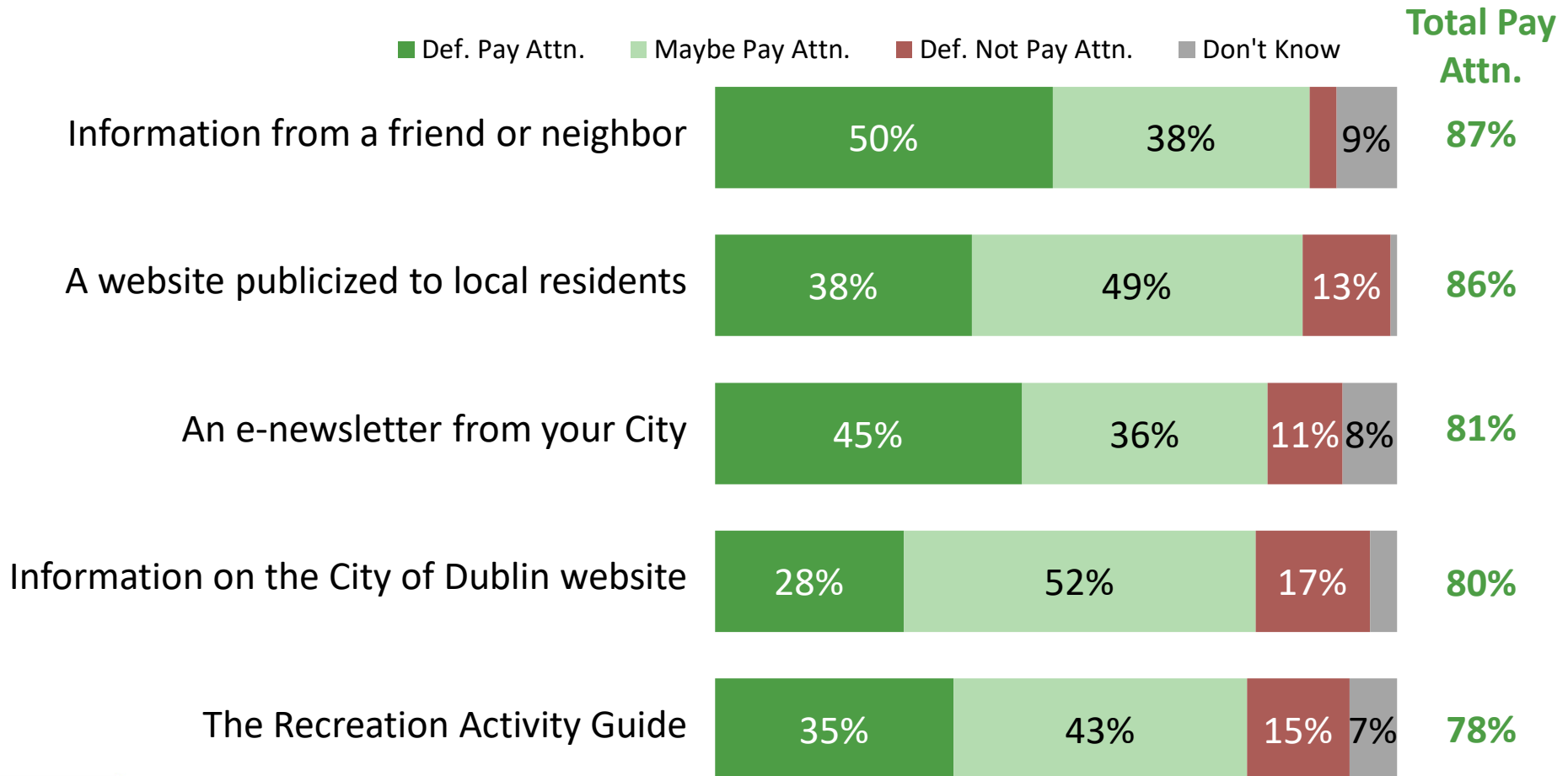


Communicating with Residents

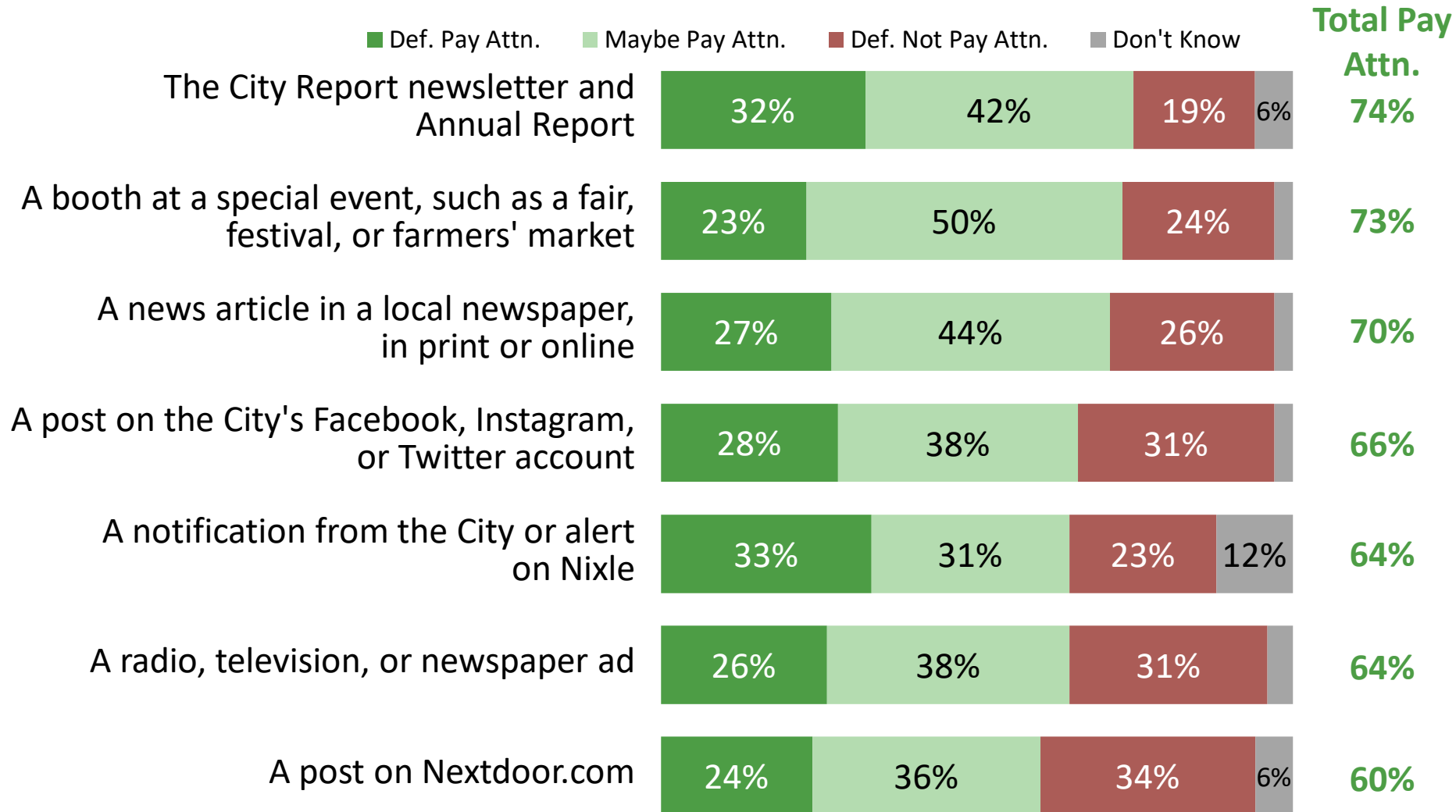
Residents said they are most likely to pay attention to word of mouth and a City website.

I am going to read a list of ways the City of Dublin may provide information to local residents.

Please tell me whether you would definitely pay attention, maybe pay attention, or definitely not pay attention to information about the City if it were presented to you in that way.



Three in four said they would pay attention to the City Report newsletter.



Word of mouth and e-newsletters were the most popular media across age groups.

(Total Pay Attention)

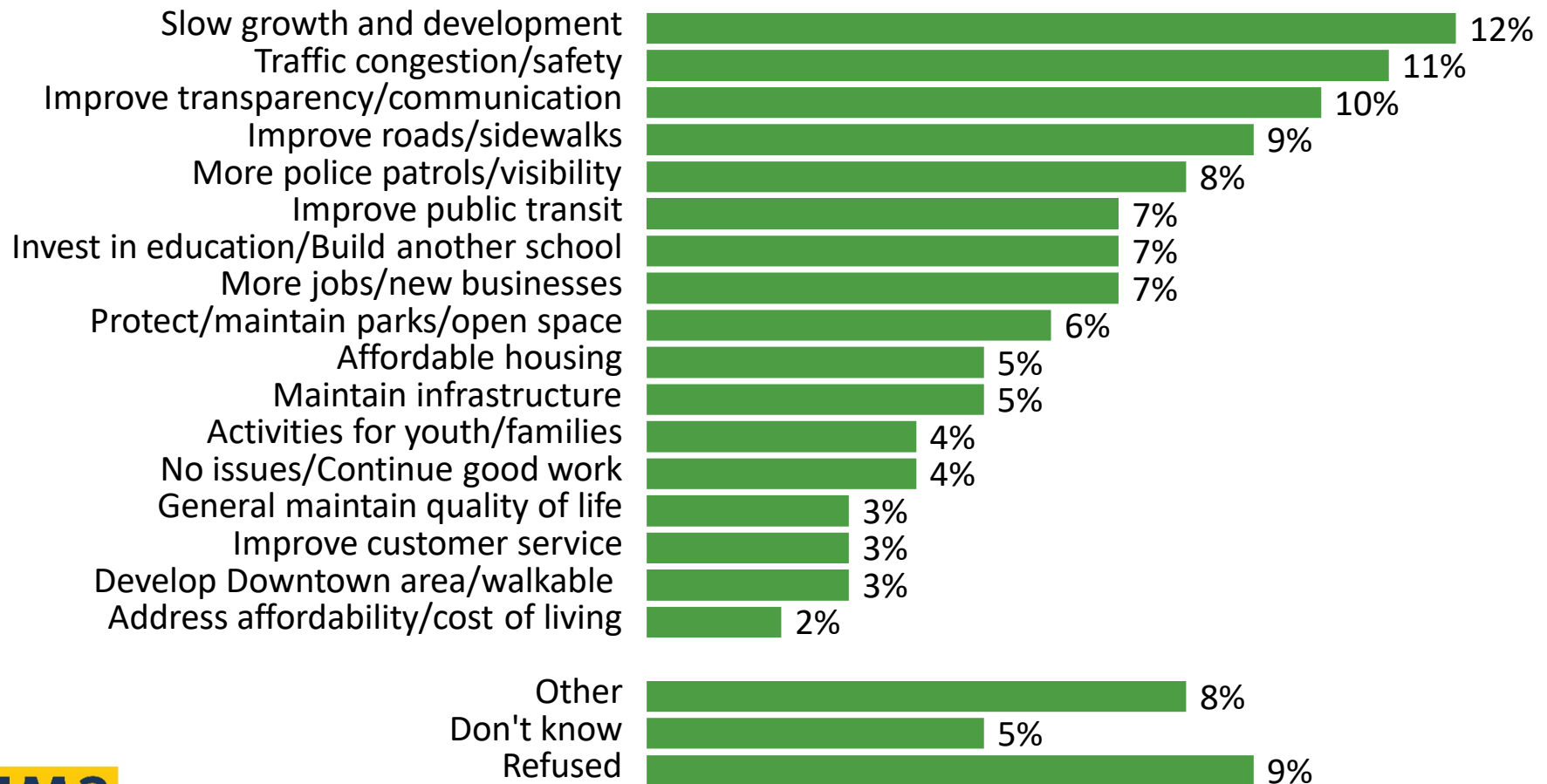
Method of Communication	All Residents	Age		
		18-49	50-64	65+
Information from a friend or neighbor	87%	89%	83%	85%
A website publicized to local residents	86%	89%	87%	68%
An e-newsletter from your City	81%	82%	81%	86%
Information on the City of Dublin website	80%	78%	88%	83%
The Recreation Activity Guide	78%	80%	83%	65%
The City Report newsletter and Annual Report	74%	76%	75%	74%
A booth at a special event, such as a fair, festival, or farmers' market	73%	74%	75%	74%
A news article in a local newspaper, in print or online	70%	68%	69%	90%
A post on the City's Facebook, Instagram, or Twitter account	66%	73%	66%	55%
A notification from the City or alert on Nixle	64%	60%	79%	54%
A radio, television, or newspaper ad	64%	58%	77%	67%
A post on Nextdoor.com	60%	59%	63%	70%



Conclusions

Residents shared a variety of things they felt the City should address most urgently.

In your opinion, what is the most important thing the City of Dublin can do to improve City services for the people who live and/or work here?
(Open-ended)



Comparing most urgent issues to 2019

- ✓ Managing growth and improving traffic conditions remain the most repeated concerns, though the share of respondents who mentioned these issues have gone down (26% to 12% for the former; and 22% to 11% for the latter).
- ✓ Improving transparency and communication has emerged as a more common issue (from 4% to 10%).
- ✓ Fewer residents mentioned the need for building new schools compared to 2019 (17% to 7%).
- ✓ Other issues have statistically remained the same in resident demand since 2019.

Conclusions

- ✓ Residents have broadly positive views of Dublin: they feel it's a great place to live and raise a family, that it is safe, and give good ratings on job performance.
- ✓ There are a few key issues that remain concerning – and they are the same ones that were concerns in 2019 – namely, traffic, affordability, and the pressures of growth and development.
- ✓ The coronavirus pandemic has shifted some perceptions: Notably, people see youth activities and recreation as more important than in 2019, and they are more satisfied with them. Those familiar with the City's COVID responses are happy with them as well.
- ✓ However, growth and development is a complex issue. Most residents feel it is a net positive, especially when it address a couple of areas of concern: housing and things to do. Residents see growth as increasing traffic and decreasing available open space.
- ✓ Residents support more development if it is consistent with the Vision: more things to do, more “walkability,” and a new park in the center of town. Given this specific vision, support for development is much broader than it was two years ago.

For more information, contact:



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STAFF REPORT

CITY COUNCIL

DATE: March 11, 2023

TO: Honorable Mayor and City Councilmembers

FROM: Linda Smith, City Manager

SUBJECT: Remote Meetings
Prepared by: John Bakker, City Attorney and Marsha Moore, MMC, City Clerk

EXECUTIVE SUMMARY:

The City Council will receive a presentation regarding remote meetings and authority established by Assembly Bill 2449.

STAFF RECOMMENDATION:

Receive the presentation and provide feedback.

FINANCIAL IMPACT:

None.

DESCRIPTION:

Background

Teleconferencing Under the Brown Act

The law in effect prior to COVID-19 (“the traditional teleconferencing rules”) allowed and continues to allow teleconferencing. (See Gov. Code §54953, Subd. (b) [Attachment 1]). The traditional teleconferencing rules contain the following significant caveats: each teleconference location must be disclosed on the agenda and open to the public and a quorum must be within the City. The traditional teleconferencing rules remain in effect, despite the enactment of Assembly Bill (AB) 2449’s additional teleconferencing authority (discussed below).

After the various state and local COVID-19 shelter-in-place orders, the Governor issued a series of executive orders that suspended the Brown Act’s teleconferencing restrictions. Eventually, the Governor allowed the executive order to expire. In response, the Legislature adopted AB 361 in 2021 to allow teleconference meetings as the pandemic continued, subject

to certain restrictions. The City was already operating under a hybrid structure for meetings, allowing members of the public to participate in person or via Zoom. At its May 3, 2022, meeting, the City Council adopted the first resolution allowing the City Council and its legislative bodies to meet virtually, including hybrid meetings, pursuant to AB 361. The City can no longer use AB 361 since the expiration of the Governor's emergency proclamation expired on February 28, 2023.

Assembly Bill No. 2449

AB 2449 creates additional authority for remote meetings. Like the traditional telecommunications rules, AB 2449 has a few significant rules. In particular:

1. At least a quorum must participate *in person* at a site open to the public.
2. Legislative body members can participate remotely only if they have a
 - a. "Just cause" (child or family care, need related to disability, contagious illness, or travel on official business of the agency or another state or local agency) or
 - b. "Emergency circumstances" (physical or family medical emergency) (The findings to support this can be made at the meeting and must be acted on by the legislative body.)
3. If members participate remotely under AB 2449:
 - a. They must "participate through both audio and visual technology."
 - b. The public is entitled to "remotely hear and visually observe" and "remotely address" the meeting.
 - c. Disclose the presence of persons in the room with them over 18 years of age, and their relationship.
4. Members are limited to the number of times this authority can be used:
 - a. Limited to two meetings per calendar year using 'just cause' and no more than three consecutive months, or
 - b. 20% of regular meetings using either 'just cause' or 'emergency circumstances.'

Analysis

It is the City Attorney's view that agencies can elect *not* to use AB 2449's teleconferencing authority. While the statute seems designed to allow individual councilmembers to choose to participate remotely in certain very limited circumstances that create a need for their absence, the statute also says that legislative bodies "*may* use teleconferencing." Thus, the City Council can determine whether or not to use AB 2449 (and even adopt more restrictive rules governing its use).

Staff suggests two options for the City Council to consider. These high-level options are focused on City Council meetings, and the City Council could choose to adopt rules that vary among the City Council, its committees, and the various commissions.

Option 1 – Discontinue Hybrid Meetings, Prohibit Use of AB 2249, and Follow the Current Rules for the Conduct of Meetings of the City Council Regarding Remote Meetings

Under option one, the City Council would no longer meet under a hybrid format and Zoom would not be available for public comment, Councilmembers, Staff, or consultants. Meetings would be held in-person and operate under the traditional methods of teleconferencing. In addition, the Planning Commission would no longer hold a hybrid meeting.

City Council meetings have experienced a small number of public commenters participating remotely, and more members of the public now appear to be comfortable participating in the meeting from the Council Chamber.

In order to participate remotely under Option 1, Councilmembers would be required to post their location on the agenda and open their location up to the public and all other applicable rules would have to be followed.

Should the City Council choose Option 1, Staff would bring a future agenda item requesting that the City Council act to not authorize the City Council or other legislative bodies to participate remotely under the authority established by Assembly Bill 2449.

Option 2 – Continue to Hold Hybrid Meetings and Allow Teleconferencing Through Traditional Teleconferencing or the New Authority Allowed Under AB 2449

Meetings would continue to be held as they are today, and Councilmembers would be able to participate via Zoom under either the traditional methods or under the new authority allowed by AB 2449.

Continuing to operate hybrid meetings would allow Councilmembers to participate remotely and provide a virtual option for the public. In addition, City consultants and staff (when necessary) could continue to participate remotely.

Under the authority created by AB 2449, Councilmembers take on additional responsibilities to provide a brief explanation of their need to participate remotely, keep track of how many times they have participated remotely, and the City Council will have to act, at times last minute, to approve a colleague's remote attendance. This can become burdensome on the Councilmembers.

Should the City Council choose Option 2, Staff would bring a future agenda item with edits to the Rules for Conduct of Meetings of the City Council outlining a process for remote participation under the AB 2449 authority.

STRATEGIC PLAN INITIATIVE:

None.

NOTICING REQUIREMENTS/PUBLIC OUTREACH:

The City Council Agenda was posted.

ATTACHMENTS:

- 1) Gov. Code §54953

State of California

GOVERNMENT CODE

Section 54953

54953. (a) All meetings of the legislative body of a local agency shall be open and public, and all persons shall be permitted to attend any meeting of the legislative body of a local agency, except as otherwise provided in this chapter.

(b) (1) Notwithstanding any other provision of law, the legislative body of a local agency may use teleconferencing for the benefit of the public and the legislative body of a local agency in connection with any meeting or proceeding authorized by law. The teleconferenced meeting or proceeding shall comply with all otherwise applicable requirements of this chapter and all otherwise applicable provisions of law relating to a specific type of meeting or proceeding.

(2) Teleconferencing, as authorized by this section, may be used for all purposes in connection with any meeting within the subject matter jurisdiction of the legislative body. If the legislative body of a local agency elects to use teleconferencing, the legislative body of a local agency shall comply with all of the following:

(A) All votes taken during a teleconferenced meeting shall be by rollcall.

(B) The teleconferenced meetings shall be conducted in a manner that protects the statutory and constitutional rights of the parties or the public appearing before the legislative body of a local agency.

(C) The legislative body shall give notice of the meeting and post agendas as otherwise required by this chapter.

(D) The legislative body shall allow members of the public to access the meeting and the agenda shall provide an opportunity for members of the public to address the legislative body directly pursuant to Section 54954.3.

(3) If the legislative body of a local agency elects to use teleconferencing, it shall post agendas at all teleconference locations. Each teleconference location shall be identified in the notice and agenda of the meeting or proceeding, and each teleconference location shall be accessible to the public. During the teleconference, at least a quorum of the members of the legislative body shall participate from locations within the boundaries of the territory over which the local agency exercises jurisdiction, except as provided in subdivisions (d) and (e).

(c) (1) No legislative body shall take action by secret ballot, whether preliminary or final.

(2) The legislative body of a local agency shall publicly report any action taken and the vote or abstention on that action of each member present for the action.

(3) Prior to taking final action, the legislative body shall orally report a summary of a recommendation for a final action on the salaries, salary schedules, or compensation paid in the form of fringe benefits of a local agency executive, as defined

in subdivision (d) of Section 3511.1, during the open meeting in which the final action is to be taken. This paragraph shall not affect the public's right under the California Public Records Act (Division 10 (commencing with Section 7920.000) of Title 1) to inspect or copy records created or received in the process of developing the recommendation.

(d) (1) Notwithstanding the provisions relating to a quorum in paragraph (3) of subdivision (b), if a health authority conducts a teleconference meeting, members who are outside the jurisdiction of the authority may be counted toward the establishment of a quorum when participating in the teleconference if at least 50 percent of the number of members that would establish a quorum are present within the boundaries of the territory over which the authority exercises jurisdiction, and the health authority provides a teleconference number, and associated access codes, if any, that allows any person to call in to participate in the meeting and the number and access codes are identified in the notice and agenda of the meeting.

(2) Nothing in this subdivision shall be construed as discouraging health authority members from regularly meeting at a common physical site within the jurisdiction of the authority or from using teleconference locations within or near the jurisdiction of the authority. A teleconference meeting for which a quorum is established pursuant to this subdivision shall be subject to all other requirements of this section.

(3) For purposes of this subdivision, a health authority means any entity created pursuant to Sections 14018.7, 14087.31, 14087.35, 14087.36, 14087.38, and 14087.9605 of the Welfare and Institutions Code, any joint powers authority created pursuant to Article 1 (commencing with Section 6500) of Chapter 5 of Division 7 for the purpose of contracting pursuant to Section 14087.3 of the Welfare and Institutions Code, and any advisory committee to a county-sponsored health plan licensed pursuant to Chapter 2.2 (commencing with Section 1340) of Division 2 of the Health and Safety Code if the advisory committee has 12 or more members.

(e) (1) The legislative body of a local agency may use teleconferencing without complying with the requirements of paragraph (3) of subdivision (b) if the legislative body complies with the requirements of paragraph (2) of this subdivision in any of the following circumstances:

(A) The legislative body holds a meeting during a proclaimed state of emergency, and state or local officials have imposed or recommended measures to promote social distancing.

(B) The legislative body holds a meeting during a proclaimed state of emergency for the purpose of determining, by majority vote, whether as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

(C) The legislative body holds a meeting during a proclaimed state of emergency and has determined, by majority vote, pursuant to subparagraph (B), that, as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

(2) A legislative body that holds a meeting pursuant to this subdivision shall do all of the following:

(A) In each instance in which notice of the time of the teleconferenced meeting is otherwise given or the agenda for the meeting is otherwise posted, the legislative body shall also give notice of the means by which members of the public may access the meeting and offer public comment. The agenda shall identify and include an opportunity for all persons to attend via a call-in option or an internet-based service option.

(B) In the event of a disruption that prevents the legislative body from broadcasting the meeting to members of the public using the call-in option or internet-based service option, or in the event of a disruption within the local agency's control that prevents members of the public from offering public comments using the call-in option or internet-based service option, the legislative body shall take no further action on items appearing on the meeting agenda until public access to the meeting via the call-in option or internet-based service option is restored. Actions taken on agenda items during a disruption that prevents the legislative body from broadcasting the meeting may be challenged pursuant to Section 54960.1.

(C) The legislative body shall not require public comments to be submitted in advance of the meeting and must provide an opportunity for the public to address the legislative body and offer comment in real time.

(D) Notwithstanding Section 54953.3, an individual desiring to provide public comment through the use of an internet website, or other online platform, not under the control of the local legislative body, that requires registration to log in to a teleconference may be required to register as required by the third-party internet website or online platform to participate.

(E) (i) A legislative body that provides a timed public comment period for each agenda item shall not close the public comment period for the agenda item, or the opportunity to register, pursuant to subparagraph (F), to provide public comment until that timed public comment period has elapsed.

(ii) A legislative body that does not provide a timed public comment period, but takes public comment separately on each agenda item, shall allow a reasonable amount of time per agenda item to allow public members the opportunity to provide public comment, including time for members of the public to register pursuant to subparagraph (F), or otherwise be recognized for the purpose of providing public comment.

(iii) A legislative body that provides a timed general public comment period that does not correspond to a specific agenda item shall not close the public comment period or the opportunity to register, pursuant to subparagraph (F), until the timed general public comment period has elapsed.

(3) If a state of emergency remains active, or state or local officials have imposed or recommended measures to promote social distancing, in order to continue to teleconference without compliance with paragraph (3) of subdivision (b), the legislative body shall, not later than 30 days after teleconferencing for the first time pursuant to subparagraph (A), (B), or (C) of paragraph (1), and every 30 days thereafter, make the following findings by majority vote:

(A) The legislative body has reconsidered the circumstances of the state of emergency.

(B) Any of the following circumstances exist:

(i) The state of emergency continues to directly impact the ability of the members to meet safely in person.

(ii) State or local officials continue to impose or recommend measures to promote social distancing.

(4) This subdivision shall not be construed to require the legislative body to provide a physical location from which the public may attend or comment.

(f) (1) The legislative body of a local agency may use teleconferencing without complying with paragraph (3) of subdivision (b) if, during the teleconference meeting, at least a quorum of the members of the legislative body participates in person from a singular physical location clearly identified on the agenda, which location shall be open to the public and situated within the boundaries of the territory over which the local agency exercises jurisdiction and the legislative body complies with all of the following:

(A) The legislative body shall provide at least one of the following as a means by which the public may remotely hear and visually observe the meeting, and remotely address the legislative body:

(i) A two-way audiovisual platform.

(ii) A two-way telephonic service and a live webcasting of the meeting.

(B) In each instance in which notice of the time of the teleconferenced meeting is otherwise given or the agenda for the meeting is otherwise posted, the legislative body shall also give notice of the means by which members of the public may access the meeting and offer public comment.

(C) The agenda shall identify and include an opportunity for all persons to attend and address the legislative body directly pursuant to Section 54954.3 via a call-in option, via an internet-based service option, and at the in-person location of the meeting.

(D) In the event of a disruption that prevents the legislative body from broadcasting the meeting to members of the public using the call-in option or internet-based service option, or in the event of a disruption within the local agency's control that prevents members of the public from offering public comments using the call-in option or internet-based service option, the legislative body shall take no further action on items appearing on the meeting agenda until public access to the meeting via the call-in option or internet-based service option is restored. Actions taken on agenda items during a disruption that prevents the legislative body from broadcasting the meeting may be challenged pursuant to Section 54960.1.

(E) The legislative body shall not require public comments to be submitted in advance of the meeting and must provide an opportunity for the public to address the legislative body and offer comment in real time.

(F) Notwithstanding Section 54953.3, an individual desiring to provide public comment through the use of an internet website, or other online platform, not under the control of the local legislative body, that requires registration to log in to a

teleconference may be required to register as required by the third-party internet website or online platform to participate.

(2) A member of the legislative body shall only participate in the meeting remotely pursuant to this subdivision, if all of the following requirements are met:

(A) One of the following circumstances applies:

(i) The member notifies the legislative body at the earliest opportunity possible, including at the start of a regular meeting, of their need to participate remotely for just cause, including a general description of the circumstances relating to their need to appear remotely at the given meeting. The provisions of this clause shall not be used by any member of the legislative body for more than two meetings per calendar year.

(ii) The member requests the legislative body to allow them to participate in the meeting remotely due to emergency circumstances and the legislative body takes action to approve the request. The legislative body shall request a general description of the circumstances relating to their need to appear remotely at the given meeting. A general description of an item generally need not exceed 20 words and shall not require the member to disclose any medical diagnosis or disability, or any personal medical information that is already exempt under existing law, such as the Confidentiality of Medical Information Act (Chapter 1 (commencing with Section 56) of Part 2.6 of Division 1 of the Civil Code). For the purposes of this clause, the following requirements apply:

(I) A member shall make a request to participate remotely at a meeting pursuant to this clause as soon as possible. The member shall make a separate request for each meeting in which they seek to participate remotely.

(II) The legislative body may take action on a request to participate remotely at the earliest opportunity. If the request does not allow sufficient time to place proposed action on such a request on the posted agenda for the meeting for which the request is made, the legislative body may take action at the beginning of the meeting in accordance with paragraph (4) of subdivision (b) of Section 54954.2.

(B) The member shall publicly disclose at the meeting before any action is taken, whether any other individuals 18 years of age or older are present in the room at the remote location with the member, and the general nature of the member's relationship with any such individuals.

(C) The member shall participate through both audio and visual technology.

(3) The provisions of this subdivision shall not serve as a means for any member of a legislative body to participate in meetings of the legislative body solely by teleconference from a remote location for a period of more than three consecutive months or 20 percent of the regular meetings for the local agency within a calendar year, or more than two meetings if the legislative body regularly meets fewer than 10 times per calendar year.

(g) The legislative body shall have and implement a procedure for receiving and swiftly resolving requests for reasonable accommodation for individuals with disabilities, consistent with the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and resolving any doubt in favor of accessibility. In each instance

in which notice of the time of the meeting is otherwise given or the agenda for the meeting is otherwise posted, the legislative body shall also give notice of the procedure for receiving and resolving requests for accommodation.

(h) The legislative body shall conduct meetings subject to this chapter consistent with applicable civil rights and nondiscrimination laws.

(i) (1) Nothing in this section shall prohibit a legislative body from providing the public with additional teleconference locations.

(2) Nothing in this section shall prohibit a legislative body from providing members of the public with additional physical locations in which the public may observe and address the legislative body by electronic means.

(j) For the purposes of this section, the following definitions shall apply:

(1) “Emergency circumstances” means a physical or family medical emergency that prevents a member from attending in person.

(2) “Just cause” means any of the following:

(A) A childcare or caregiving need of a child, parent, grandparent, grandchild, sibling, spouse, or domestic partner that requires them to participate remotely. “Child,” “parent,” “grandparent,” “grandchild,” and “sibling” have the same meaning as those terms do in Section 12945.2.

(B) A contagious illness that prevents a member from attending in person.

(C) A need related to a physical or mental disability as defined in Sections 12926 and 12926.1 not otherwise accommodated by subdivision (g).

(D) Travel while on official business of the legislative body or another state or local agency.

(3) “Remote location” means a location from which a member of a legislative body participates in a meeting pursuant to subdivision (f), other than any physical meeting location designated in the notice of the meeting. Remote locations need not be accessible to the public.

(4) “Remote participation” means participation in a meeting by teleconference at a location other than any physical meeting location designated in the notice of the meeting. Watching or listening to a meeting via webcasting or another similar electronic medium that does not permit members to interactively hear, discuss, or deliberate on matters, does not constitute remote participation.

(5) “State of emergency” means a state of emergency proclaimed pursuant to Section 8625 of the California Emergency Services Act (Article 1 (commencing with Section 8550) of Chapter 7 of Division 1 of Title 2).

(6) “Teleconference” means a meeting of a legislative body, the members of which are in different locations, connected by electronic means, through either audio or video, or both.

(7) “Two-way audiovisual platform” means an online platform that provides participants with the ability to participate in a meeting via both an interactive video conference and a two-way telephonic function.

(8) “Two-way telephonic service” means a telephone service that does not require internet access, is not provided as part of a two-way audiovisual platform, and allows participants to dial a telephone number to listen and verbally participate.

(9) “Webcasting” means a streaming video broadcast online or on television, using streaming media technology to distribute a single content source to many simultaneous listeners and viewers.

(k) This section shall remain in effect only until January 1, 2024, and as of that date is repealed.

(Amended (as amended by Stats. 2021, Ch. 165, Sec. 3) by Stats. 2022, Ch. 285, Sec. 1. (AB 2449) Effective January 1, 2023. Repealed as of January 1, 2024, by its own provisions. See later operative version, as amended by Sec. 2 of Stats. 2022, Ch. 285.)