



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
County Manager



**Date:** Feb. 4, 2016  
**Board Meeting Date:** Feb. 9, 2016  
**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** John L. Maltbie, County Manager

**Subject:** County Manager's Report #3

**RECOMMENDATION:**

Accept this informational report.

**BACKGROUND:**

This report will provide you with updates on a variety of County initiatives focusing on Public Safety, Health and Human Services, Community Services and Performance, in addition to reports on legislation and issues that require your action. We also will keep you and the public informed about new services, upcoming events and general updates.

**DISCUSSION:**

**Public Safety**

**Airport noise complaint tool drawing wider user pool**

The launch of a new airport noise complaint system for the Half Moon Bay and San Carlos airports has not immediately increased the overall number of reports but did result in complaints from a wider geographic area. Prior to publicizing the new PlaneNoise system, reports came from Menlo Park and Redwood City. After the outreach, noise complaints also came from San Carlos, Atherton and Los Gatos. In this mapping, the Airports Division noted that the reports came from a fewer number of distinct households than total calls. While the Half Moon Bay has not received any reports, the Airports Division anticipates coastside complaints may increase in spring when weather improves.

During the week leading up to Super Bowl 50, the San Carlos Airport also braced for additional noise complaints due to plane arrivals at unusual times. Due to its small size, the San Carlos Airport could only accommodate an extra 50 parked aircraft. Half Moon Bay Airport has significantly more space but is not equipped to provide jet fuel or ground transportation. However, prior to the event, the Airports Division received a high number

of inquiries. The airports only offered first-come, first-served ramp space instead of reservations.

## **Health and Human Services**

### **Position changes coming to Health, Medical Center**

In addition to Dr. Susan Ehrlich's recent announcement she will resign as CEO of San Mateo Medical Center to join Zuckerberg General Hospital in San Francisco, the County's Health System has other significant staffing changes. Dr. Cassius Lockett's is the system's new Public Health Director as of Feb. 8. He returns to his Bay Area roots from Nevada County where he served as Director of Community Health for Southern Nevada Health District which has more than 2 million residents. His experience also includes substantial expertise in research, epidemiology and biomedical informatics. He is passionate about improving health equity and preventing chronic disease.

In Correctional Health Services, Interim Director Cal Remington is moving back to a Southern California position as interim Chief Probation Officer for Los Angeles County. Remington did an outstanding job during this time with San Mateo County as he also did when serving as our Interim Chief Probation Officer prior to Chief John Keene's hiring. Carlos Morales, a long-time clinical manager in Behavioral Health and Recovery Services, will serve as the new interim director.

The Health System is also saying good-bye to Robyn Thaw, who is retiring after serving seven years as its communications officer. Thaw joined the County after a long career of health care marketing and communications including as chief marketing officer for the San Francisco Health Plan. She departs March 29 and the Health System is currently recruiting for the position.

## **Community Services**

### **Possible fixes evaluated for damaged North Fair Oaks entrance sign**

The Department of Public Works has twice tried to straighten the North Fair Oaks entrance sign at Middlefield Road and Eighth Avenue. The blue sign, a metal silhouette of an adult and two children on the median strip, was bent late last year when possibly struck by a vehicle. The North Fair Oaks Forward team is asking professional metal experts to try fully straightening the sign without compromising the silhouette. If that solution is possible, the County will save on costs to fabricate an entirely new sign although it will still need painting and reinstallation. DPW is also considering installing a barrier between the sign and cars to prevent future damage.

### **Atypical job shadow day gives high schoolers lesson in County workings**

Your eyes don't deceive you if the County Center workforce looks a little younger next week. Up to 40 Sequoia High School students will be on hand Feb. 18 for a new take on job shadowing. Rather than sitting down with one specific employee to learn about that job, the students will get a sense of what County government encompasses and its range of functions by hearing from both department heads and other individual contributors through the organizational chart. Attendees will rotate in groups of 12 through five breakout sessions on "County areas"— administration and fiscal services,

community services, criminal justice, health services and social services — to learn about values and skills as much as roles and positions.

Students will also have access beyond that day to a web page with documents and informational links to employment and internship opportunities. Similar job days will be held simultaneously in Santa Clara County and the cities and special districts within the two counties, thanks to the “Two-County Next Generation Committee” which focuses on succession planning initiatives.

### **Willow Housing completely leased**

Willow Housing, the 60-unit veterans’ housing project on the Veterans Administration campus in Menlo Park, is now completely leased and almost all are Section 8 voucher holders. Of those voucher holders, half are participants of the Veterans Affairs Supportive Housing (VASH) program. A grand opening ceremony and ribbon-cutting will be held Thursday, Feb. 18 to celebration completion of this affordable community aimed at serving those who served.

### **Performance**

#### **Why WiFi? — Users share reasons they choose County’s public hot spots**

More than six months into the official launch of the County’s 17 public WiFi spots, the Information Services Department surveyed users when they connected to ask them the benefit of choosing the service. The answers were pretty evenly split between the four possible answers provided to mirror the project’s goals: easy access to County services, educational opportunities, good for local business and service for those with limited Internet access. The answers are consistent with the County’s larger vision for public WiFi which is bridging the digital divide, supporting student opportunities, spurring local economic development and expanding access to County services. Full survey results by month are available on the County’s online Open Data Portal.

### **Upcoming**

#### **Performance priority teams formed**

Results from last September’s performance assessment survey of managers and supervisors were used to form six performance priority teams which kicked off in December. The cross-departmental teams are being led by County Manager Analysts and Human Resources to evaluate dashboards and goal tracking, benchmarking, customer service, the annual training goal of 20 hours per employee, feedback and evaluation and employee engagement.

They will present updates to department heads at monthly Executive Council meetings, with final results resented in July.

#### **Closing the Jobs/Housing Gap Task Force to create toolkit**

The Closing the Jobs/Housing Gap Task Force, convened by President Slocum and Supervisor Horsley, will continue meeting through June and in the last two months held study sessions addressing high and low density infill development, homelessness, affordability and displacement. The sessions also gave an overview of the complexities

of affordable housing funding and potential federal, state and local funding options. From March through June, the Task Force will develop a “Closing the Jobs/Housing Gap Tool Kit” that includes recommendations for community education and coalition building.

In early March, a Livable Wage Work Group will also convene with recommendations reported to the Board in June.

**Homeless shelter expansion projected for Spring 2016**

The Maple Street Homeless Shelter will be renovated and expanded into the Sheriff’s Work Program following that program’s transfer to the new Maple Street Correctional Center. The original architects’ revised fee proposal was more than double their earlier submission, leading to a new request for proposal and the selection of CJW Architecture at almost half the cost. Development of construction documents is underway and construction is estimated to start in Spring 2016.