



CITY OF HAYWARD
AGENDA REPORT

AGENDA DATE 11/19/02
AGENDA ITEM _____
WORK SESSION ITEM WS 3

TO: Mayor and City Council
FROM: City Manager
SUBJECT: Plan of Action to Address Concerns Identified at Harder-Tennyson Community Meeting

RECOMMENDATION:

It is recommended that City Council review and comment on this report.

DISCUSSION:

Over the past ten to twenty years, the City has invested substantial sums of money in the Harder-Tennyson area, including approximately four million dollars of Community Development Block Grant (CDBG) funds and two million dollars of Low and Moderate Income Housing (Low/Mod) Fund monies. CDBG funds have been invested in building affordable housing with Eden Housing, Inc. (projects include: La Solana, La Solanita, Tyrrell Gardens and Huntwood Commons); acquiring and rehabilitating WINGS' transitional housing for battered women and their children; constructing the childcare and infant care buildings at the Emergency Shelter Program; rehabilitating the Eden Youth and Family Center; supporting the Boys and Girls Club by enabling it to purchase the site for its new facility, and to purchase a scoreboard and bleachers for the gym. Low/Mod Fund monies were used by Northern California Community Development (NCCD) to acquire and rehabilitate GT Arms. Separately, these funds were also made available to rehabilitate the Spring Court Condominiums. In addition to issuing multifamily mortgage bonds, the City/Redevelopment Agency provided Low/Mod Fund monies to support the acquisition and rehabilitation of Tennyson Gardens. Nearby, the Weekes Branch Library was expanded to nearly twice its size. And working with HARD and HUSD, summer and after school programs have been initiated in the area.

Although these investments by the City and private groups have had an effect on the appearance and dynamics of the neighborhood, some problems continue.

On October 22, 2002, the City Council held a meeting at Tyrrell Elementary School to hear the concerns and suggestions of community residents regarding issues affecting their neighborhood. Approximately 250 people attended the meeting. Eight pages of notes from nine tables of participants (Exhibit A) are attached.

Subsequent to the meeting, a letter was mailed to the participants thanking them for their participation and providing them with a list of frequently called numbers. Both the letter and the list of numbers were printed in English and Spanish. To date, positive feedback has been received regarding the telephone numbers.

Primary areas of concern appeared to center on public safety, physical appearance, and youth activities. Public safety focused on the need to: Continue police presence in the neighborhood; remove drug sellers and buyers from the area; gain more neighborhood cooperation through groups such as Neighborhood Watch; increase existing lighting and the number of streetlights throughout the neighborhood; and slow speeding cars. Physical appearance focused on the need to: Clean streets more often; place more trash cans in the neighborhood; fix substandard housing; and, in general, improve neighborhood appearance. Youth activities focused on the need to: Create more youth enrichment and sports activities; and develop more childcare for pre-school children. Other needs listed included: affordable housing, more interaction with community members and bilingual assistance, and job skills training for youths and adults.

Staff from various departments reviewed these concerns and identified action steps the City can take to address the noted concerns.

Public Safety

- The Police Patrol, Special Duty Unit and Narcotics Bureau will continue to focus on the neighborhood. In addition, the Street Enforcement Team, comprising a team of four additional officers charged with addressing street level drug enforcement, will make this area a high priority.
- Current law allows for the imposition of enhanced penalties for drug violations within 1,000 feet of a school. To emphasize this point, "Drug Free Zone" signs will be posted in the vicinity of Tyrrell, Shepherd, and Glassbrook schools by January 1, 2003.
- Participants from the Police Department's Community Collaborative Program will be organized into a Neighborhood Watch group in the Tyrrell/Forselles area by January 1, 2003;
- The Police Department will utilize existing penal code and vehicle code statutes to provide consequences to those individuals that purchase drugs from street dealers. These consequences will include arrest, and towing of their vehicles as a result of their actions. Once the vehicle is towed the vehicle owner will be responsible for paying the City's impound fees and as well as storage charges. In total, this amount could reach hundreds of dollars

Physical Appearance

- In the area bounded by Gadding Road/Patrick Avenue to Manon Avenue and Tennyson Road to Schafer Road, the City will increase the wattage of all 101 existing lights from 70 watts to 100 watts by February 2003 and add 48 new lights on existing utility poles by May 2003. Adherence to this timetable is dependent upon the availability of PG&E and Alameda County to perform this work.
- Nine trashcans will be placed in locations adjacent to Tyrrell, Shepherd, and Glassbrook Schools by mid-December. Since Waste Management's regular practice is to empty these trash cans in conjunction with their regular routes, City staff will monitor how full they are

and let Waste Management know when an additional pick up is needed to make sure that there is no over flow;

- A large dumpster will be placed near each of the school sites to collect junk and debris on the last weekend of each month.
- City staff will take a proactive approach to speeding and other traffic calming efforts in the neighborhood by placing speed humps or raised intersections in front of Tyrrell, Shepherd and Glassbrook schools to make these areas as safe as possible. It is anticipated that this work will be completed by the end of January 2003.
- City staff will look at other candidate locations for speed humps and other traffic calming devices in the neighborhood. By the end of the year, staff will meet with community residents to get their reactions to proposed traffic calming approaches and locations. Forselles Way will be studied to identify restrictions that might narrow the street and slow down traffic to reduce its attractiveness to drug dealers
- City staff will work with the schools to develop a Safe Routes to School program, putting crosswalks where they are needed;
- Assuming action on program revisions recently reviewed by Council, the Residential Rental Inspection Program will focus on the Harder-Tennyson neighborhood beginning early next year;
- Some multifamily complexes lack adequate landscaping which contributes to the blighted appearance of the neighborhood. Staff will research options available to the City to address this problem, and submit its findings to the Council in January.
- City staff will work with the Rental Housing Owners Association to develop a program to train area property managers in tenant screening techniques, fair housing practices, property management techniques, and to make them aware of pertinent City regulations.

Youth Activities

- Staff has discussed with the Hayward Area Recreation District (HARD), Eden Youth and Family Center and the Boys and Girls Club the possibility of creating a program of activities for neighborhood youth. Preliminarily, the three agencies have expressed receptivity to this concept. In January 2003, City staff will submit to Council a proposed program of evening and/or weekend activities, jointly sponsored by the City, HARD, Eden Youth and Family Center and the Boys and Girls Club.

Council is asked to comment on the above list of possible activities and provide feedback to the staff regarding priorities and timing. Although some of these activities can be accomplished by redirecting staff time and already budgeted dollars, some will require formal Council action. Staff will return with the required actions to Council before the end of the year.



Jesús Armas, City Manager

Attachment: A: Notes from October 22, 2002 Community Meeting
B: Area Map

Harder/Tennyson Community Meeting October 22, 2002 at Tyrrell Elementary School

Table 1

- Restore the police substation on Forselles Way
- On Manon near Tennyson, drug transactions are obvious during the afternoon (3-5pm)
- Improve property management at apartments on both sides of Forselles Way
- Increased police patrols have helped the situation
- Children do not feel safe going to school (because of drugs, etc.)
- Police should be undercover or wear civilian clothes on patrol
- Some landlords do not make improvements/repairs in a timely manner (this includes proper exterior lighting)
- Perhaps additional lighting on Shepherd for security
- Need to take care of substandard housing conditions
- Liquor stores are Pompano and Tennyson is a haven for loitering, etc.
- Streets need better cleaning
- Need pre-school programs at schools (cooperatives, etc.)
- Could use police presence for security when students are arriving and leaving adult school classes in the evening hours.
- No bus service for middle school students going to M.L.King
- Greater awareness (and publicity) for Youth Enrichment Programs)
- Get probation officers and police officers working together to deal with parolees (perhaps moving them to another location)
- Publicize methods of finding out about parolees and sexual predators in the neighborhood
- Seek cooperation among the neighbors in smaller complexes (1-4 units) to watch out for children and provide security/surveillance
- Awareness of curfew (10pm) in this area

Table 2

- Cooperation with local groups
- Youth Enrichment Programs
 - Need to involve parents
 - Extend hours to 7pm
 - Encourage going to church
- Drug dealers don't live in the area
 - Keep them out, do random checks
- People getting beaten up on streets
 - Police should be on foot patrol
 - Be more visible
 - Keep particular officers assigned so residents and kids know them
- Use loudspeakers to get people to listen
- Create ordinances to keep people from hanging around corners

- Use plainclothes officers to listen and get to know who is who
- Get kids involved to parents involved
- Churches need to get together and do more outreach
- More garbage cans in area
- More speed bumps
- Narrow roadway for no through traffic on Forselles
- Better lighting on streets—closer together also more lighting on buildings
- Have a hotline about crime or suspected criminal activity—strictly confidential because of the concern of retaliation/security
- Put up signs saying the area is being watched
- Need Neighborhood Watch
- Need more after-school activities
 - Basketball in evenings (even midnight basketball)
 - Police to open and close gym
 - Job skill training—computers, carpentry, mechanics
 - Give money for work (school and work)
- Find work for kids to do
 - Earn money and learn skills
- Focus on parents—also need training for job skills
- Fine parents for problems their cause
 - Like Santa Clara County
- Survey kids about what types of programs they would like or use
- Hire people who care about the kids
 - College students—student teachers
- Breakfast Clubs—food, crafts, speakers
- Ask families and kids what they can/will give to make it work--volunteering

Table 3

(Problem will be followed by solutions discussed, if any.)

- Dangerous crossing the street
 - Install speed bumps on Tyrrell and Schaefer
 - Extra crossing guard mid-block
 - Flashing lights at crosswalk
- Expensive after-school activities. Not enough to go around. Need some that are just fun—not only homework/school work oriented
 - Financial assistance for after-school programs
 - Work with churches and non-profit groups
 - Head Start programs are good.
 - General satisfaction with public school performance.
 - Music and art activities for kids
- Need parent/youth organizations with responsible representatives
 - Parent/family-elected representatives
- Not enough child care facilities in the neighborhood.
- Public transportation is insufficient. Not enough bus stops. Need bi-lingual bus drivers.

- Need more bi-lingual assistance at public places and with public services
- Kids on skateboards monopolize the streets, cars have to go around.
 - Skate park
- Kids can't play outside. Fear of known repeat offenders with weapons. Also fear of retaliation for calling police. Street vendors are being robbed.
 - More police presence in general especially at the start and end of school
 - More fences around houses and apartments that could be locked in the evenings.
- Need translators at city-offered/sponsored classes (for example: First-time home buying classes)
 - Refer interested parties to our class hotline (583-4244) that let's them know in both English and Spanish about upcoming classes. Some of which are translated or could be with enough notice of interest.
- Need more affordable housing with managers on-site or available by a central number.
 - Rent control
 - Neighborhood groups that work with apt. managers regarding maintenance issues and problem residents.
- More aggressive removal of couches and mattresses left on public sidewalks.
 - Clean up the streets
- Need more parks and libraries
 - Make existing facilities safer. Eliminate drug and alcohol use in parks
 - Replace old and broken equipment
- Need more community meetings like tonight's
- Need better notification of city meetings
 - Distribute notices through school

Table 4

Big concerns:

- Drugs—problem is slowing down but still causes other problems

Suggestion:

- City can help by supporting more activities for kids (cricket fields)
- More street lights
- More foot patrols
- Mobile police station—can it come here?
- Community meetings at schools maybe twice a month
- What community centers are being used or community groups (Eden Youth Center)
- More centers and sports activities would help
- Use of school sites for youth activities
- Jobs for young people would reduce “hanging out”
- Parks lit up at night
- Develop existing parks: lights/courts/skateboarding
 - Gathering places throughout neighborhood

- Promote Hayward Police Department Academy
- Develop relationships with cops who know residents personally
- “Neighborhood Watch” group could work here

Other comments:

- Problems come from inside and outside the neighborhood
- Higher speed bumps
- Low turnover=people stay
- Indoor gym for winter basketball (Boys and Girls Club)
- Find out how to access the Boys and Girls Club for night ball and tournaments year-round
- Meetings like this one on a Friday night specifically for school-age kids
- Job Fair for Youth (in the neighborhood)
- Property/landscape problem between school and aqueduct: light and cleanup
- Smoke shop needs “spotters” to keep store from selling to youth
- Tree roots erupting through sidewalk concrete
- Permit parking (in neighborhood)
- Quicker, more direct response from HPD dispatchers
 - Putting callers on hold and asking too many questions
- Infrastructure to maintain the improved system (continue to emphasize communication)

Table 5

--Changes in Neighborhood:

- Haven’t noticed any
- Quieter
- Need more police on Shepherd
- “Sidewalk extortion”
- People afraid to call police
- Better/larger street signs
- Signs in Spanish
- 311 System
- Anonymous calls to police
- Youth/citizen patrols

--Suggested Activities

- Boys and Girls club too expensive!
- Kids and teens are bored
- Skateboard kids are taking over the streets
- Another Boys & Girls club for kids that is free
- Weekes Library—what’s happening
 - Needs better lighting
- Youth facilities lack capacity and coordination
- Fund-raising activities?

- Job-training and job opportunities
- Rent control
- Better security at apartment complexes
- Expand existing school sites for youth activities
- Larger speed bumps on Forselles
 - “One-way streets are stupid!”
- Crime solutions throughout neighborhood with citizens making bad guys feel uncomfortable and with the police treating everyone like a criminal
- More neighborhood alert groups
- Neighbors need to live co-dependently
- Criminal commute into Hayward
- Flood control channel on Forselles is disgusting
- Faster and equitable garbage clean-up
- Drug dealers walk by sub-station

Table 6

Comments and problems

- Gunshots in neighborhoods—safety
- Need to be proactive not reactive
- Fear
- Lack of sense of community
- Drug sales
- Cars doing donuts in street
- Skateboarding
- Poor lighting
- Gangs extorting money (new problem)
- Lack of immediate police response to calls reporting incidents
- Neighbors don’t call police because of fear factor
- Problems in community blamed on transients
- People from outside of the community view residents as “those people”
- Speeding in the neighborhoods
- Lack of activities for youth (sports, etc.)
- Property not maintained
- Community should be responsible for building relationships
- Lack of ownership in South Hayward
- Multi-family units are not the primary problem
- Lack of communication between the City and community regarding policy and strategies
- Poor police response (emphasized)
- As neighborhood problems are addressed, criminal activity moves to new location
- Clean streets are needed
- Consolidated City services are needed
 - Quality should be uniform and improved (i.e. red zones)
- Boundaries between

- W. Harder/Gading /Patrick/Schaeffer
- 12th Ave/Huntwood/Dixon
- Is the City of Hayward committed to South Hayward?
- South Hayward has been marginalized
- South Hayward has a number of churches in the area: not reflected in the community

Solutions

- Required after-school activities
- Community policing
- What resources will the City commit to South Hayward
- Arrest the buyers/dealers that come into the neighborhood to purchase/sell drugs
- Because of the absence of new development services to South Hayward have been limited.
- Community must be included in efforts to redevelop/change South Hayward
- Collaboration is needed in South Hayward, but not just in partnerships
 - Strategic plans
 - Follow through
 - Communication
- Community should work together to insure safety of children
- Enhance safety signs (speed limit, etc.) around schools.
 - More policing before/after school to discourage speeding and encourage safety when kids arrive/depart
- More police on the streets
 - Bicycle patrol
 - Walking a beat
- Mimic successful neighborhood strategies (benchmark other cities, neighborhoods)
- Potential “drug free zones” with enforcement of policies
- Collaboration with arts programs (e.g. Sun Gallery) for children
- More sports programs

Table 7

Problems:

- Racing/speeding cars
- Mechanics working on street
- Inadequate street lighting
- Students from King feel threatened on way to school;
- Cross guards and crosswalks are needed
- Drug dealing on Berry Avenue
- Young people loitering on corners
- Undercover police needed when residents call
- Restrooms at Weekes Park being used by drug users
- Juvenile groups at Huntwood skate park selling drugs and grouping with older adults who are drinking

- At Whitman/Tennyson (in front of C. Chavez) drug dealing (recommendation: plain clothes officers)
- Near South Hayward BART—holes in structures that allow easy modes of trespassing and illegal behavior (recommendation: BART management should fix points of entry and exit)
- Harris and Manon and around Schaeffer, too: Cars cruising and racing
 - Put recording cameras on the streets
 - Some residence have video tapes but are afraid to turn them in
 - Put in more speed bumps
 - More police presence at start and end of school
- Tennyson and Patrick
- Suspicious cars (near KFC) in morning, on way to work, people exchanging cars (happens often). Does HPD keep track of reports that are made?
 - Some fear of calling HPD
- Would like Spanish-speaking lawyers
- Reasons for not calling Hayward Police Department:
 - Fear of reprisals, no speaks Spanish, 911 Dispatcher doesn't speak Spanish. (Considering Hayward's population there should be more Spanish-speaker city workers)
 - Spanish phone line should be established for HPD for reporting problems and getting information
 - Some people want to help/volunteer and HPD but don't speak English—how can they help? Many would prefer to be paid rather than volunteer.
- In front of Shepherd Elementary School a woman and child was hit by a car three months ago. Hit and Run
- Streets are dirty in area—abandon cars
- Need information regarding childhood nutrition
- Want a report back on items discussed here tonight
- Concerned with high cost of housing—many families can't afford rent—have to live with many families in one home
- Questions regarding rights for illegals for qualify for Section 8

Table 8

- More help to stop the sale of drugs—particularly in daylight
- More police presence in Weekes Parks where drug dealers/buyers have moved from Forselles/
- Dealers/buyers seem to know when police are coming and come back when police leave.
- Thank you for the increased police presence—drugs have decreased a lot.
- Close Forselles (and changing its name) so that drug users can't run through.
- Change name because of bad reputation for both Forselles and Tyrrell.
- Slow down cards going down streets—stop them from doing “doughnuts”
- Kids on skateboards sometimes scare walkers—are very aggressive.
- Get trash cans on street corners for trash from ice cream vendors.
- Don't like broken furniture on street put out by neighbors.

- Friends and family feel intimidated and are afraid to report crime.
- Sometimes on racial/ethnic group seems against another.
- More control over drugs in neighborhoods
- Want to feel safe.
- Kids feel pressure to belong to gangs.
- Want kids to feel safer and NOT like they have to join a gang.
- Residents like what the schools are doing with street cleaning but the property owners need to be made to clean up their property on a continuous basis.
- Sometimes property managers treat people without paper differently—change more rent, etc.
- Cars go too fast—scare pedestrians.
- More safety near schools and at night.
- Improve appearance of schools (look run-down)
- More after-school programs
- More parental supervision of children and more park and playground supervision with cell phones.
- Want school uniforms (majority of parents at this table do)
- Rents are too high—people are moving out of the area
- Create Neighborhood Watch program
- Have more lighting in the streets
- Need dance, arts and crafts for kids
- Need sports for boys—team sports and karate, etc.
- Need hotline phone number for criminal activity so police department comes right away (callers to remain anonymous)
- Housing units are sub-standard—need to be brought up to code
- Dogs not kept on leashes—some may attack

Table 9

- Lighting at Tyrrell and Forselles Park
- Curfew
- Impound drug dealers/buyers vehicles (suspend licenses)
- Make Forselles one-way
- Citizen patrol with police officers
- Incentive/Education/Scholarships
- Patrol other side of tracks (Huntwood/Schaeffer)
- More high-profile patrols
- Surveillance cameras
- Impound cars
- Increase fines
- Diversion—Program for dealers education
- Liquor stores on corners/no liquor/loitering
- Alcohol programs/education for youth

EXHIBIT B



Legend

- Increase Wattage (70W-100W)
- Proposed New Lights
- 🚩 Schools

