

Referrals from the Council Session on Governance on September 5, 2019

Referral		Reference	Follow-up
1.	Review current Santa Clara Code of Ethics & Values and discuss	Principle #2 (pg.5): We will follow our Santa Clara ethical values.	Governance Committee 10/24/2019
2.	Discuss framework for January 2020 Council Priority Setting Session	Commitment #3 (pg.6): City Manager will work with the City Council on governance issues that advance the goals and priorities of Santa Clara.	Governance Committee 10/24/2019
3.	Review current Council referral policy and process; discuss potential updates	Commitment #3 (pg.6): City Manager will work with the City Council on governance issues that advance the goals and priorities of Santa Clara.	Governance Committee 10/24/2019
4.	Council would like a better understanding of staff capacity and current workload allocation	Commitment #6 (pg.6): City Manager will manage citywide, advise the Council about capacity and speak up when issues arise.	January 2020 Council Priority Setting Session
5.	Provide increased transparency & education on Public Records Act requests, what drives this workload and how it impacts staff capacity	Commitment #6 (pg.6): City Manager will manage citywide, advise the Council about capacity and speak up when issues arise.	Complete/Ongoing – PRA tracking log is reported weekly on Fridays (launched 9/18/2019). Also, Nextrequest will be able to track these once it is launched
6.	Direction to establish process for scheduling Council & City Manager one-on-ones	Commitment #8 (pg.7): City Manager and Councilmembers will hold one-on-one meetings.	Complete/Ongoing – City Manager's Executive Assistant working with Councilmembers to schedule
7.	Define a central location for Council to obtain accurate information from City staff before disseminating	Commitment #10 (pg.7): City Manager and City Council will have an effective means of communicating with the public, including social media and other forms of communication.	In Progress/Ongoing – City Manager and staff continue to share pertinent information via email, City Manager blog, community letters, social media, videos, etc.
8.	Improve communication out to the public from official City staff (easy to understand, timely, accurate)	Commitment #10 (pg.7): City Manager and City Council will have an effective means of communicating with the public, including social media and other forms of communication.	In Progress/Ongoing <ul style="list-style-type: none"> - Videos - City Hall news - Increased email communication - Community Letters

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9.	Provide scheduled communications and strategy	Commitment #10 (pg.7): City Manager and City Council will have an effective means of communicating with the public, including social media and other forms of communication.	In Progress <ul style="list-style-type: none"> - A weekly schedule for social media currently exists - Annual schedule for promotional videos in progress
10.	Need general guidelines for all social media	Commitment #10 (pg.7): City Manager and City Council will have an effective means of communicating with the public, including social media and other forms of communication.	In Progress – Social media policy exists. Staff is researching League of California Cities resources for social media best practices
11.	CAO to provide refresher course on the Brown Act as it pertains to confidentiality and what can be covered in closed session, and will include options regarding a “signed pledge;” this course will be in open session	Commitment #11 (pg.7): All items discussed in closed session will remain confidential.	Study Session to be scheduled
12.	Develop a reporting method to keep Council better informed about the status of referred resident inquiries	Procedure #2 (pg.8): How staff prioritizes requests from Councilmembers <ul style="list-style-type: none"> • Responses to resident inquiries 	In Progress – staff is reviewing the current process and potential improvements
13.	Council expressed interest in being able to hold their own town halls or community meetings and asked whether City resources could be available, including use of City facilities, etc.	Procedure #5 (pg.9): Town halls and Councilmembers’ district meetings	City staff will review this request from a policy and staffing perspective and present information at the January 2020 Council Priority Setting Session
14.	Refer discussion about another governance check-in to the Governance Committee	Next Steps (pg.10): future sessions on governance	Governance Committee – Q1 2020