



**9/5/19 GOVERNANCE SESSION REFERRALS TO STAFF
FOR FOLLOW-UP/ACTION**
Updated 1/10/20

	Source	Referral Description	Assigned Department	Status
1.	Governance Study Session	Review current Santa Clara Code of Ethics and Values	City Manager	Discussed at Oct. 24, 2019 Governance Committee and requested to be referenced in Board and Commission Policy.
2.	Governance Study Session	Review current Council referral policy and process; discuss potential updates	City Manager	This item will go to City Council in Jan./Feb. 2020 for review.
3.	Governance Study Session	Council would like a better understanding of staff capacity and current workload allocation	City Manager	A study session on this topic is being scheduled for Apr. 2020.
4.	Governance Study Session	Provide increased transparency and education on Public Records Act requests, what drives this workload and how it impacts staff capacity	City Manager	NextRequest launched on Oct. 21, 2019. All PRA requests are tracked through this online portal.
5.	Governance Study Session	Direction to establish process for scheduling Council and City Manager one-on-ones	City Manager	The City Manager's Executive Assistant has reached out to each Councilmember to schedule one-on-ones.
6.	Governance Study Session	Define a central location for Council to obtain accurate information about City events or incidents from City staff before disseminating, as well as the Councilmembers informing the City Manager of things happening in the City	City Manager	The City Manager and staff continue to share pertinent information via email, City Manager blog, community letters, social media, videos, and City Manager reports.
7.	Governance Study Session	Improve communication out to the public from official City staff (easy to understand, timely, accurate)	City Manager	Staff has been intentional about simple messaging and has hired communication consultants to assist.
8.	Governance Study Session	Provide scheduled communications and strategy	City Manager	Staff is developing a communication lookahead that will outline communication efforts by the City and work with new firms on this effort.
9.	Governance Study Session	Need general guidelines for all social media for elected officials	City Attorney	TBD
10.	Governance Study Session	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	City Attorney	TBD
11.	Governance Study Session	Develop a reporting method to keep Council better informed about the status of referred resident inquiries	City Manager	Staff has implemented a tracking system and has been ensuring that Council and residents are informed of the status of the inquiries. Staff is also reviewing how to best use MySantaClara in this



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				effort.
12.	Governance Study Session	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.	City Manager	TBD
13.	Governance Study Session	Refer discussion about another governance check-in to the Governance Committee	City Manager	TBD for future Governance Committee meeting.