



**COMMUNITY ASSET MANAGEMENT PROGRAM (CAMP)
OUTREACH COMMITTEE**

**REGULAR MEETING
Wednesday, March 9, 2022, 4:00 PM
Minutes**

1. CALL TO ORDER

The meeting was held virtually using Zoom and called to order by Chair Allen at 4:01 p.m.

ROLL CALL

Committee Members Marco Torres
 Neal Pann
 Mark Palajac
 Jill Farrell
 Steven Dunbar
 Dawn Argula
 Chair Donna Allen

Absent Steve Stamos – excused
 Vice Chair Jennifer Yeamans - excused

Staff Present Debbie Bell, Management Analyst II
 Kathy Hughes, Administrative Assistant
 Scott Lanphier, Public Works Director
 Jeff Shafer, Assistant Public Works Director
 Tara Mazzanti, Assistant City Attorney
 Andy Hall, Asset Management Specialist
 Natalie Croak, WR Communications Representative
 Bob Vinn, City Engineer

Tim Carroll, MIG
Noé Noyola, MIG

2. CITIZENS FORUM

Staff Liaison Debbie Bell explained the public comments process for the meeting. Ms. Bell explained that the meeting was taking place using the Zoom platform and being conducted pursuant to provisions of the Brown Act and recent Executive Orders by the Governor to facilitate teleconferencing to reduce the risk of COVID-19 transmission at public meetings. An opportunity for public comments would be provided for each agenda item. Comments were to be submitted using the Zoom Q&A feature. Comments using the Chat feature would not be accepted. Comments were limited to one per person for each agenda item. Each comment should begin with the agenda item number and were limited to no more than 500 words. She explained that if more than one comment was submitted by a single person for a single item, only the last statement would be read into the record. The public comment period for each item would end when the Chair closes the comment period, and no additional comments would be read for that item.

There were no public comments for items not on the agenda, and the item was closed.

3. CONSENT CALENDAR

3.1 Approval of draft minutes from December 6, 2021

ON A MOTION FROM COMMITTEE MEMBER PANN, SECONDED BY COMMITTEE MEMBER PALAJAC, CARRIED ON A 5-0 VOTE, WITH COMMITTEE MEMBER ARGULA ABSTAINING DUE TO ABSENCE AT THE DECEMBER MEETING, THE DECEMBER 6, 2021 MINUTES WERE APPROVED AS SUBMITTED.

4. MATTERS FOR CONSIDERATION

Chair Allen changed the order of the agenda by moving Item 4.4 - Asset Management Stakeholder Briefing to the first Matters for Consideration item, to give Committee member Palajac time to speak as he needed to leave the meeting early due to a prior commitment.

4.4 Discussion Regarding Asset Management Stakeholder Briefings

Debbie Bell reminded the Committee about the stakeholder group spreadsheet that staff created. She encouraged them to sign up and reach out to the groups they have a connection with. She told the committee members to contact her if they wanted her to help in giving a presentation.

Chair Allen opened the item for public comments. There were none, and the item was closed for public comments.

Committee member Palajac spoke about his presentation to the Sons of Retirement. He thanked committee member Farrell for setting up the meeting, even though she could not attend. He said he spent a lot of time preparing for the meeting, not just with the fact sheets but also with the more detailed items such as roads and bridges because he anticipated multiple questions from the group because they are tech types and former LLNL employees. He said the presentation went about 40 minutes but it was mainly due to the questions asked. He said he got a lot of positive feedback from both people at the meeting, and people he saw a few days later that attended. He said if there was a technical question, he deferred to Debbie Bell, and she answered them. He also said that most of them took the survey at the end of the presentation.

Debbie Bell said the “tag team” approach worked well, and she offered to do it for any other committee members that want to do a presentation to one of their groups. She said that the people attending enjoyed that it was an interactive presentation. She said that participants liked the opportunity to give feedback via the survey at the end of the presentation, and that overall, it was an excellent opportunity to reach a larger group of people, especially one that will share the message with others. She also mentioned that after the meeting they shared the Asset Management general fact sheet with them. Committee member Palajac said he also sent them copies of the presentation so they could go over them on their own.

Noé Noyola asked committee member Palajac about the hardest part of giving the presentation. He said he didn't feel there was a hard part, because he had prepared himself in advance. Mr. Noyola asked committee member Farrell if there were any issues setting up the meeting. She said it was easy because they were already members of the S.I.R. hiking group, and they were familiar with many of them. Mr. Noyola asked what types of questions were asked. Debbie Bell said that at every presentation, people ask about the difference between the general fund and the enterprise fund. Committee member Palajac said that he was asked the cost savings for using LED lights in the traffic signals. Debbie reminded the members that if they don't have the answers, and she can't answer it, to ask for their email and she will get back to them with the answer. Committee member Palajac said he was also asked about the cooperation between the City of Livermore and the City of Pleasanton and how they share responsibilities to make things more efficient. Ms. Bell said someone asked about the responsibility for sidewalks in front of a business. She said she was able to explain that it's the responsibility of the business to maintain their sidewalks. They then specifically asked about the downtown area. Ms. Bell was able to explain that the downtown area is in a Landscape Maintenance District and there are different rules governing them. She said that was one of the more detailed questions, and she didn't expect the committee members to have all the answers, but to have them contact her for clarification.

Ms. Bell gave the presentation to the Livermore Youth Advisory Committee in January. She changed a few of the speaking points to make it more appropriate for that age group. She said they were very engaged and asked a lot of questions and felt that they learned a lot. Two members even asked how they could get involved in the program.

Committee member Pann asked if it was permissible to reach out and start contacting the groups on the spreadsheet and Ms. Bell said yes.

Committee member Argula asked if the list could be resent to the committee members. She said it's important to get the message out because of the recent defeat of the possible sales tax measure by Council at their meeting in February.

Mr. Noyola suggested that the committee members include Ms. Bell when they are presenting for the first time as a back-up for the difficult questions. He also asked that the committee members let him know what kinds of questions are being asked, so that they can incorporate the answers into the communications dialog, fact sheets, and website.

4.1 **Future In-Person Meeting Logistics**

Debbie Bell told the committee that based on the recent improvement in Covid numbers and the changes in state and county guidelines regarding masking, all advisory bodies will transition back to in person meetings starting on April 1, 2022. There will be no teleconference or Zoom options available. All advisory body meetings will be held in the new Community Center meeting room. Because of this, the dates will fill up fast. She asked the committee members to let her know what day and week of the month would work best, so she can get a standing reservation. She asked the members to let her know about their standing conflicts so she could try to pick a date that would work for everyone.

Chair Allen opened the item up for public comment. There were none, and the item was closed for public comment.

Chair Allen asked if it would be possible to send out a Doodle Poll or something similar. Ms. Bell said she would send out an email to the committee members after the meeting.

Committee member Palajac gave his conflict dates. Committee members Argula and Chair Allen said they prefer to wait for the email from Ms. Bell, so they could take their time and not miss anything.

4.2 **Report from CAMP Outreach Committee Members**

Debbie Bell told the committee members that they are the eyes and ears of the project and that the information they provide during this section of the agenda helps to determine if we need to adjust our messaging tone or detail level to better resonate with the Community.

Chair Allen opened the item for public comments. There were none and the item was closed for public comments.

Committee member Argula said that there have been some negative comments on Next Door regarding the possible sales tax. She said there are a lot of positive comments on the progress of Livermorium Park. She also said that the committee and the community should be mindful of when new assets come online, and the costs associated with the maintenance of those assets.

Committee member Dunbar said he had a conversation with a neighbor about getting kids to East Avenue Middle School with all the current maintenance work. He also did a cleanup along the Arroyo-Mocho trail and mentioned that a new trail is being installed and that it will be another piece of infrastructure to maintain. During this activity, he had a discussion about asset management and how to connect and maintain trails.

Chair Allen said she saw a discussion online asking if there will be an update or new geocache game anytime soon. She said that she's seen a lot of feedback on Livermore Rants and Raves regarding various issues with streetlights or street maintenance. She also wondered if there was a way to use Facebook to leverage the asset management message. She asked if sharing asset management links on various sites would be possible.

Committee member Dunbar cautioned that if you start conversations on Livermore Rants and Raves you will need to be prepared to answer multiple questions. He also said that City posts don't stay in the Next Door feed and that it's very hard to find them. He said he thinks it has something to do with their algorithm. Debbie Bell said she can speak to the city's Public Information Officer to see if there is anything she can do to help the posts stay up longer.

4.3 **Discussion Regarding Asset Management Fact Sheets**

Debbie Bell reminded the committee that they have reviewed several fact sheets at previous meetings. The intent is to make sure the sheets convey the most important information about the city's infrastructure classes, and to make sure

they are well written and at a level that's understandable to the public. She told the committee that based on their feedback, the general fact sheet is final and up on the website. She reminded the committee that three new fact sheets were presented to them in September. Using their comments and suggestions, the second draft of the fact sheets were shared at the December meeting. At that meeting the committee told staff that they did not like the grading system and thought that it didn't help communicate a clear picture of what is really happening. The committee also asked staff to make some of the explanations clearer. Staff took these comments and revised the fact sheets.

Chair Allen opened the item for public comments. There were none and the item was closed for public comments.

Tim Carroll thanked the committee for their feedback so far. He said the goal is to create fact sheets that are easily digestible but not overly simplified. Mr. Carroll went over some of the key changes that were made from the previous version. He told the committee that they simplified the quick facts, removed some of the data, and completely removed the financial health grade. They also removed the annual repair and replacement costs. They felt that so many numbers in one place was confusing. He said the more significant changes on page two were done to show the process the city uses to determine the level of risk. They changed from a Venn diagram to a matrix which is from the Asset Management Plan. The matrix is used as the source for the probability of failure and the consequence of failure and depicts the selection process and the criteria. They kept the temperature gauge but removed the cost-repair-replace pie chart because that information is contained in the temperature gauge. They also added a better explanation of the consequences of failure and the probability of failure. He felt the most significant change was the description of the financial health. It now shows the amount that is currently budgeted and how much money will be needed over time based on the City's projections. It also included a brief explanation of how the funding gap is determined and a graphic that shows the level of funding needed and is easy to understand.

Ms. Bell asked for the committee's opinions on the changes, to see if staff got the right level of detail. She said if they committee approved, this would be the format for all fact sheets going forward.

Committee member Pann said that the fact sheet mentions that the City inspects each asset, and he thought it would help to know how often that is done. He said when looking at the building fact sheet, it is unclear what the specific components are. He also said he was unclear on the consequences of failure portion. He said he understood more after the discussion, but the average person reading the fact sheet might have difficulty understanding it. He pointed out that there is

a title for the main chart area (Consequence of Failure), but no title for the other chart (Risk). He suggested keeping the language in the charts the same as the language in the corresponding paragraphs. He also suggested using better photos of the various City buildings. He felt the ones in the sheets were not instantly recognizable. He said the photo of Hageman ranch should show a building, since the photo used doesn't really show where the site is. Chair Allen agreed, saying the picture used does not represent the site.

Committee member Dunbar said that the "x" in the middle of the graph axis was unclear, and it took a minute to realize that it was the multiplication symbol. He felt that adding parenthesis might make it clearer. He felt that the graph was better, but that the paragraphs below the graph were not as clear as they originally were. He mentioned ways to make them more understandable and said he could email the suggested wording to staff after the meeting. He also commented that the diagrams for the funding gaps is almost identical on each sheet, so it doesn't give a good sense of magnitude for the gaps. He also liked that the numbers were simplified on the first page.

Chair Allen asked Mr. Carroll and Mr. Noyola how they felt the process was going, and if they felt the changes were helping the messaging. Mr. Carroll said that because it's a complex system, it was challenging to articulate the information without confusing people. He felt it was important to use the infographics to present the funding gap in a clear way to tell the correct story. He said staff may want to revisit the language dealing with assets and components, so the story is less confusing.

Chair Allen said she appreciated how much work had been done on the fact sheets and thanked staff for listening to the committee's suggestions.

Committee member Argula suggested tying the graphs to the respective paragraphs below to make it easier to understand the message that is being conveyed. She also felt that more explanation on the temperature gauge would be helpful. She said staff needs to be clear on how much money is needed to fund the asset each year.

4.5 **Report on Asset Management Technology Advances**

Debbie Bell told the committee that staff is constantly updated the asset management website. She said that staff recently uploaded staff reports, Council Goals and Priorities reports, White Paper reports, and bi-annual updates to Council. She said if any committee member has suggestions for additions to the website, to please email staff.

She told the committee that staff is working on an app and a web portal which can be downloaded to a mobile device and will allow the community to report any concerns dealing with infrastructure they see while driving or walking around town. The app will be called Livermore Connect and staff anticipates it will be ready for testing in late spring. If a resident sees an issue, such as a burned-out streetlight, they open the app and can drop a pin to the problem's location. This information will automatically be conveyed to our asset management software. Staff will be able to see the request for maintenance and assign it appropriately. If the resident chooses to provide their contact information, the system will send them an email notification when staff is sent out to repair, and when the repair is completed. There will be an opportunity for two committee members to test the application. Ms. Bell will send an email prior to testing to ask for volunteers.

Ms. Bell spoke about the work being done on IRIS, the cloud-based asset management software system. Staff currently used Nexgen in the field to track their repairs and hours, and Nexgen will then update the related asset data. IRIS takes it a step further by assessing the probability of and consequence of failure, as a type of risk-based scoring. It will allow staff to see what needs to be rehabilitated or replaced. This will help staff transition to create a publicly viewable dashboard which will assist staff and Council with budget projections to help them make informed decisions. Staff anticipates the software will be up and running by late fall.

Ms. Bell said that staff is working on getting mobile devices for field staff so that they are better able to track the infrastructure work they are doing. They also plan to give contractors limited access to the software systems so that when they are working on repairing or replacing a piece of our infrastructure, the work they do will automatically be integrated into our technology. This will help the continuously update our information to improve our funding projections.

Chair Allen opened the item for public comment. There were none, and the item was closed for public comment.

Committee member Argula said the average citizen will not recognize jurisdictional responsibilities, so staff is likely to get many requests for items that are not the responsibility of the City. She said she hopes that there will be a way for the app to directly notify the various jurisdictions so that the problem can be fixed, and not just provide the contact information to the user. It would also build collaboration and partnership between the various local governments.

Committee member Pann said he would be happy to volunteer to test the app.

Committee member Torres said that with his background in GIS he would be excited to test the app and report back.

Committee member Dunbar agreed with Committee member Argula. He said the app should also let the resident know who is responsible for the asset, so they are aware of who to contact in the future. He suggested finding a video reference to help explain why certain things might not be able to be resolved to the resident's satisfaction (i.e., traffic signal timing) rather than just telling them it can't be fixed. Ms. Bell agreed that this was a good idea. She said if there were other suggestions to let staff know. She was pleased with the number of committee members that volunteered to test the app. She said because of the limited number of software licenses, not everyone would get a chance to test, but she was willing to try to work something out to give everyone at least a limited time to test. She understood the concerns about being responsive but said the systems does not give a lot of freedom to communicate with external agencies. She said staff will work on internal policies for when we receive those kinds of requests.

Committee member Dunbar clarified that he thought it would be helpful to have a database of publicly accessible third-party videos that staff can refer people to for certain types of requests.

4.6 **Discussion Regarding Asset Management Outreach Program Updates and Next Steps**

Debbie Bell updated the committee on the item she took to the February 28 Council meeting. The item was about the results of the public opinion poll that was done in November to gauge support for potential new infrastructure revenue via a half cent sales tax. While the results of the poll indicated that Livermore residents have a positive view of the city's direction, 51% of those polled opposed the potential revenue measure. The measure would have needed 50% plus one to pass, so Council voted not to add the potential tax to the November 2022 ballot. Ms. Bell then explained to Council that without the additional funding from the tax, the City will have some difficult decisions ahead. She said the Asset Management Program will need to continue to focus on collecting and analyzing asset data and will need to focus funding on the highest risk infrastructure rather than all infrastructure. She also spoke about how the City will need to adopt and implement some difficult cost-effective policy programs and practices. She said the committee will need to continue their public outreach and education. She said that through these efforts we will be able to provide feedback to the Council and help build consensus for future decisions that will need to be made. Ms. Bell thanked Committee member Argula for speaking at the meeting saying that she was a great example of how to speak at a Council

meeting. She gave her name and mentioned her association with the CAMP Outreach Committee but made it clear that she was not speaking on behalf of the committee. Ms. Bell said that was a very important point because if someone were to speak to Council on behalf of the committee, the committee would have needed to elect a speaker prior to the meeting, and then vote to decide what direction they were trying to provide to Council.

Ms. Bell said that staff will continue to work with the consultants to finalize the fact sheets based on the feedback received at the meeting and will then begin work on the next set using the finalized format. She said the next sheets staff will work on will be traffic signs, curbs and gutters, and city walls.

Ms. Bell told the committee there were some public outreach opportunities coming up. She said Livermore Downtown Inc. is planning to hold a street fair May 14-15. The CAMP Outreach Committee will have the opportunity to speak to the community at the city-wide booth to help spread the message about asset management. Staff is working on materials to use during the event. Ms. Bell will send out an email with a sign-up list closer to the event. She also said the Farmer's Market will be back on Thursday's and she will let the committee know what days the committee can to staff a booth. She told the committee that the city newsletter will be delivered to all Livermore addresses in late Spring and the newsletter will feature an asset management fact sheet. She also let the committee know that the City Clerk's Office is promoting a sign-up link to their system to receive agendas to various meetings, including Council meeting or another advisory bodies. She said she would send the link to the committee members via email after the meeting.

Chair Allen opened the item for public comments. There were none, and the item was closed to public comments.

5. ADJOURNMENT

THE MEETING WAS ADJOURNED AT 6:58 P.M. TO THE NEXT REGULAR MEETING TO BE HELD AT A FUTURE DATE AND TIME, IN THE MENDENHALL ROOM OF THE LIVERMORE CIVIC CENTER MEETING HALL, 1016 S. LIVERMORE AVENUE, LIVERMORE CA 94550.