COUNCIL TRACKING REPORT - MAY 2009 Business Assistance Center

•	Business Assi	stance Center	OF	FILED FICE OF THE CITY GLEM OAKLAND 9 JIL gistar No.
	REPORT TITLE		Date Approved	9 JUL egistar No.
Redevelopmen District Redev And Central C Cooperation A Marketing An 2) A City Reso Development I Designee To H / Leasing, Equ Center, And A	Resolution Authorizing A Contribution Of \$434, at Project Funds, West Oakland Redevelopment is elopment Project Funds, Oakland Army Base Re City East Redevelopment Project Funds, To The G Agreement, For Staffing, Build-Out, Operations / d Contingencies For The Oakland Business Assis flution Appropriating And Allocating Up To \$100 Block Grant Funds, And Authorizing The City A lire Staff And Negotiate And Execute Agreement ipment, Marketing And Contingencies For The G Accepting A Contribution Of \$434,791 For This P at Agency Under The Cooperation Agreement	Project Funds, Central edevelopment Project Funds City of Oakland Under The Leasing, Equipment, stance Center 0,000 Of Community dministrator Or His s For Build-Out, Operations Oakland Business Assistance	Council 4/21/09	09-0006
	Motion		Department	Staff person(s)
Brunner, that the 2) A motion was	as made by Agency member De La Fuente, seconder his matter be Adopted as Amended. his made by Councilmember De La Fuente, seconded his matter be Adopted.		CEDA	Gregory Hunter Michael McPherson
Due Date	Action Steps	Prog	ress Report	- -
May 2009	Establish project for budget purposes	April 2009 – Funds transfer f	from.accounts-	completed
July 2009	Configure office space and purchase / install office furnishings, space build-out and services contracting	 April 2009 – Review office design furniture options colors, materials and contractors for BAC May 2009 – Approved final designs and furniture choices, fabrics & colors for BAC, office furniture equipment, cubicles ordered Contractors chosen, painting completed, old outdoor signage removed, to make room for new. Carpet cleaning scheduled. Received bid for installation of additional electrical outlets 		niture choices, fabrics at, cubicles ordered outdoor signage caning scheduled.

COUNCIL TRACKING REPORT - MAY 2009 Business Assistance Center

.

Due Date	Action Steps	Progress Report
July 2009	(cont'd.) Configure office space and purchase / install office furnishings, space build-out and services contracting and order office supplies	Janitorial services ordered cleaning begins in June. Outside door locks changed. Office supply list being created. Bids received for IT wiring, phone installation, computer software, and equipment ordered. Getting a bid for alarm systems for both doors.
July 2009	 Create and promote BAC branding materials. Intake forms 1-page step-by-step to navigate Agency requirements Business Service Organizations (BSO) collateral materials FAQ sheets from Departments and outside partners BAC website 	 April 2009 – Marketing materials will be developed on an on- going basis to be completed prior to opening. E-mail sent to Departments to prepare 1-page outline process steps for their service(s). Client in-take form being beta-tested (Econ-wave Salesforce). Website in development May 2009 – Met with marketing staff and One California Bank to coordinate collection of collateral materials. Met with Marketing staff to complete and execute marketing plan for branding BAC. Intake form revisions being made. Draft 1-page outlines / FAQ sheets being reviewed and edited. Website review and modification underway
June 2009	Develop a citywide letter to introduce the BAC to City staff. Letter to Agency to provide Department Liaisons on-call for BAC staff	April 2009- In process May 2009 – Both letters are complete for distribution, awaiting final approval from City Administrator. Completed.
July 2009	Create intra-departmental service agreements between the Agency and the BAC	April 2009 – In process May 2009 - Met with G. Hunter for guidelines on developing a draft agreement for review, draft is being reviewed by G. Hunter
July 2009	Identify staffing for the BAC to include staff training on Salesforce and a general orientation of BAC	April 2009- Discussion with Mr. Hunter, who will handle the staffing issue May 2009 – Still in process with G. Hunter
July 2009	Soft grand opening July 1, 2009	May 2009 - Met with marketing to coordinate the soft opening for the BAC, with a grand opening at a later date in July

COUNCIL TRACKING REPORT - MAY 2009 Retail Enhancement Strategy

`

	REPORT TITLE		Date Approved	Legistar No.
	Report And Recommendations To Accept The To Authorize Actions Included In The Implem		Council 1/6/09	07-1175
<u></u>	Motion		Department	Staff person(s)
Approved the committee's recommendation and requested the following additional information on: 1) Retail retention; 2) Restaurant marketing; 3) Land banking; and 4) Nurturing new retail areas. Staff was also requested to bring back a report on the use of redevelopment funds and rezoning as part of the Planning Department's report. The December 16, 2008 Community and Economic Development Committee directed staff to take action and bring back a status report on the following: 1) A large format store program (page 6, task 3); 2) A key vacancy program (page 8, task 2;) 3) A consumer-oriented marketing campaign (page 11, task 2) including "Modifying the city's web pages to be more similar to San Jose's www.sanjoseretail.com; 4) A retail working group (page 12, task 1) 5) A retail cabinet (page 13, task 2) 6) An annual retail report to Council (page 14, task 4, action 1) and 7) Analysis of site locations for auto dealerships, including evaluation of schools and churches in major thoroughfares		CEDA	Keira Williams	
	ation of schools and churches in major thorough			
Due Date	ation of schools and churches in major thorought Action Steps	ares	ress Report	

Retail Enhancement Strategy

Due Date	Action Steps	Progress Report
June 2009, followed by on-going monthly activities	(continued) Develop large-format store program Broadway/Valdez District Grocery Initiative	 Broadway/Valdez District. ED staff completed its initial project startup work and is participating in facilitation of the community stakeholder and public outreach meetings, as well as ongoing discussions with consultant team. April 2009 - Grocery Initiative: A national large-format full service grocer is in escrow on a property in West Oakland and is seriously interested in an East Oakland site. A national smallformat grocer has renewed its interest in Oakland and is looking at a number of sites. Staff is also working with Safeway as it pursues its major renovation efforts at Claremont & College and 51st & Broadway locations May 2009 - Broadway/Valdez District: At the ICSC trade show, discussed the area with 5-10 retailers and brokers; have serious interest from 4 major retail developers. Continue to speak with area property owners. Staff is reviewing Specific Plan team's Existing Conditions draft report. One public outreach meeting (over 100 participants), one community stakeholder group (about 30 participants) and two technical advisory group meetings have been held. An incentive targeting retailers with the potential for high job creation, high sales tax generation, and/or highly desired small retailers is included in an upcoming report to CED on June 23 on prospective business incentives. May 2009880 Loop: Working with prospective buyer of former Home Base site, which has a major retailer in tow. Next up - inventory sites.

,

Retail Enhancement Strategy

Due Date	Action Steps	Progress Report
June 2009, followed by on-going monthly activities	(continued) Develop large-format store program Broadway/Valdez District Grocery Initiative	An incentive targeting retailers with the potential for high job creation, high sales tax generation, and/or highly desired small retailers is included in an upcoming report to CED on June 23 on prospective business incentives. May 2009 – <i>Grocery Initiative:</i> Had solid discussions with both national grocers while at ICSC trade show; discussed sites they've been interested in for some time as well as some new sites. Meeting scheduled for June 15 to discuss a grocer prospect at JL Gateway Center. Have had several discussions with a national discount store chain, half of whose sales are from food; the chain would like to have several stores in Oakland. Have spoken with property owners, brokers and small-format produce and meat retailers re new food retail operations. An incentive targeting new grocers in East and West Oakland is included in an upcoming report to CED on June 23 on prospective business incentives. In the last year, staff have been interviewed by PolicyLink, Local Initiatives Support Corporation and some foundations re food access policy, including what the City is doing to promote new grocers in underserved areas.
July 2009, followed by on-going monthly activities	Implement key neighborhood vacancy program / nurture neighborhood retail nodes (on-going)	 Jan/Feb 2009 – Conducting discussions with Redevelopment and Neighborhood Services staff, Local Initiatives Support Corporation, CBDs, OMLF to set parameters and ID appropriate nodes. Staff gathering materials to create a matrix catalog of all 53 retail nodes. March 2009 - Staff continues to work with commercial district stakeholders wishing to renew BID/CBD designation, pursue

.

n,

•

Retail Enhancement Strategy

Due Date	Action Steps	Progress Report
July 2009, followed by on-going monthly activities	(continued) Implement key vacancy program / nurture neighborhood retail nodes	CBD designation: Dimond, Grand Avenue, Oakland Airport Business Park, and Piedmont Avenue, as well as work with existing CBD managers on areas of common concern. April 2009 - Did analysis of opportunity sites recently acquired by ORA. Assessed which are viable for retail. Worked with Cultural Arts & Marketing to develop attractive 1- page "opportunity site flyers" for each site, to be used at ICSC events and elsewhere: 2777 Foothill Blvd. Foothill & Seminary (multiple parcels) 73rd & Foothill 66th & San Leandro 6775 Oakport Way Have run CoStar reports of retail for-lease and for-sale inventory and identified key sites to market at upcoming trade show. Next step: Build meeting schedule around these and other sites at upcoming ICSC Las Vegas trade show, May 17-20. May 2009 <i>Key Vacancies:</i> Completed aforementioned flyers. Met with 53 retailers, developers, brokers and shared with them info/flyers on these and other opportunity sites. RFQ is in the works to recruit developer(s) to develop a group of ORA owned sites, including most of these. An incentive targeting retailers with the potential for high job creation, high sales tax generation, and/or highly desired small retailers is included in an upcoming report to CED on June 23 on prospective business incentives. Also included in the prospected incentives is a prospective Master Retail Tenant Program in which the City would lease ground floor tenant spaces in targeted nodes, and thus control

Retail Enhancement Strategy

Due Date	Action Steps	Progress Report
July 2009, followed by on-going monthly activities	(continued) Implement key vacancy program / nurture neighborhood retail nodes	 who occupies the spaces. May 2009 Nurture Neighborhood Nodes: Staff is developing a Community Benefit District Academy (CBD) to provide training to CBD leaders. Staff is working with the Alameda County Small Business Development Center to launch a retailer training program. OMLF is continuing to survey merchants associations as to their level of organization, capacity, needs, readiness to consider forming a CBD, etc.
November 2009	Develop and expand current Marketing / Retention programs • Retail Real Estate Marketing (9/09)	 Jan/Feb 2009 – Continued to delegate projects to OMLF and provide referrals to local business service organizations. Identifying other cities to contact about best practices. Working with principals at Restaurant Bootcamp to stage Restaurant Bootcamp 20009 in Oakland in July. Updating collateral materials for next 2 International Council of Shopping Centers conferences Staff meets every two weeks to discuss market strategies for Agency owned and privately held properties. March 2009 – Met with Cultural Arts staff March 3rd to discuss prospective retailer retention initiative, retail oriented marketing, and web content. <i>Retail Retention:</i> Under ED staff direction, OMLF holding training workshops, and doing outreach to merchant associations, [facilitate their tapping into Oakland's business service organizations (BSOs), participate in merchant survey, and inventorying retail vacancies]. ED staff continues to work with small to large retailers requesting assistance, delegating projects to OMLF, making referrals to BSOs, supporting the City's Community Benefit Districts and

Retail Enhancement Strategy

Due Date	Action Steps	Progress Report
Due Date	Action Steps (continued) Develop and expand current Marketing / Retention programs • Retail Real Estate Marketing (9/09)	 Staff checking other cities about best practices (e.g., City of San Francisco's Better Neighborhoods initiative), speaking with retailers on issues they're facing in the current economy. April 2009 - ED staff following up on discussions Council President Brunner and Cultural Arts & Marketing staff had on marketing, including web content to consumers, mostly the "Dine Oakland" campaign. ED and Marketing staff continued working with principals at Restaurant Bootcamp (http://restaurantbootcamp.com) to stage Restaurant Bootcamp 2009 in Oakland, now slated for October 2009 (not July) to be held at Jack London Square. <i>Retail Real Estate Marketing:</i> Staff is preparing for the upcoming International Council of Shopping Centers trade show by updating 4 marketing pieces, creating a new retail "lure" piece, as well as creating the aforementioned 5 opportunity site flyers. Work also included finalizing a "leasing mall" booth, ordering a giveaway item, identifying other key opportunity sites, scheduling meetings for staff with developers, brokers and retailers May 2009Successfully executed trade show mission: 200 sf booth, 5 Oakland personnel, 53 meetings/discussions, 186 booth visitors, several lunches and receptions. Produced Downtown aerial competition/opportunity map as well as the aforementioned new/revised collateral pieces. Will start work on revising What Oakland Offers and Oakland
		 Produced Downtown aerial competition/opportunity map as well as the aforementioned new/revised collateral pieces. Will start work on revising What Oakland Offers and Oakland Shopping Centers pieces. Working on new Business Assistance Center's collateral: 1-
		 page flyers on pertinent City agencies, tweaking BAC's website, working on client interface/program. Producing an Oakland Retail Tour to occur in September 2009.

Retail Enhancement Strategy

Due Date	Action Steps	Progress Report
July 2009	Establish a Retail Working Group (interdisciplinary City staff)	Jan/Feb 2009 – Names and list of topics compiled. March 2009 - Names and topic have been compiled. Next step is scheduling initial meeting composed of City economic development, redevelopment, building services, planning, public works, police, fire, and City Administrator staff. April 2009 - No progress to report. May 2009 – Next up on the action list.
July 2009	Establish a Retail Advisory Group (Cabinet) of External Stakeholders	Jan/Feb 2009 – Names and list of topics identified March 2009 – Names and topic have been compiled. Next step is scheduling initial meeting with steering committee. Members of the advisory group are anticipated to represent retail business owners, brokers, developers, consultants, designers, contractors, local business advocates, and CBDs. April 2009 - No additional progress to report. May 2009 - Next up on the action list.
July 2009	Identify possible sites for auto dealers who may need to relocate from Auto Row	 Jan/Feb 2009 – CoStar report completed – Identified locations in Coliseum area 2-acres or larger March 2009 – Met with ED and Redevelopment marketing team March 23rd to discuss prospective sites. April 2009 - No additional progress to report. May 2009An incentive targeting auto dealers is included in an upcoming report to CED on June 23 on prospective business incentives. Staff continues to monitor the former Superior Toyota site (in bankruptcy). Staff in talks with Infiniti and two banks to identify sources of working capital. Staff working with Honda and Caltrans to park Honda's cars under I-580.

-

Retail Enhancement Strategy

Due Date	Action Steps	Progress Report
On-going	Land Banking (Land Assembly)	 Jan/Feb 2009 – Recently purchased/in process of buying: 2777 Foothill, 606 Clara + 9418 Edes, 6775 Oakport Way, multiple parcels at Foothill & Seminary, and 73rd & Foothill. March 2009 – No additional progress to report. April 2009 – See "Implement key vacancy program/nurture neighborhood retail nodes" section above for recent property purchases. May 2009 – Staff exploring stepping up strategic land acquisition and site options.

ç

.

.

~

COUNCIL TRACKING REPORT - MAY 2009 Sidewalk Liability

	REPORT TITLE			Legistar No.
-	Adopt an Ordinance of the City of Oakland Adding Chapter 12.22 to the Oakland Municipal Code to Establish Landowner Responsibility and Liability for Sidewalk Safety and Maintenance		Council 2/3/09	07-1731
	Motion		Department	Staff person
Council rejected staff's recommendation but asked staff to develop a brochure to educate property owners about their responsibility for sidewalk damages. Council also directed staff to come forward with a budget request for \$45K during the budget process to create an electronic database of tree records.		CEDA - Engineer	Mike Neary Gus Amirzehni S. Hom B. Saunders D. Gallagher	
Due Date	Action Steps		ogress Report	
May 2009	Develop plan for and initiate tree data entry	Feb. 2009 - Staff is explore entry March 2009 - Recent ESR to have identifiers attached application tool. Current P to perform the data entry to April 2009 – No actions re May 2009 – DIT GIS Team associated with tree survey	I software update to specific asset p WA staff will be update tree attrib ported n developed progr	will permit GIS data points. DIT creating trained and assigned putes.
May/June 2009	Submit budget request for database development	Feb. 2009 - Discussing soft March 16 th . March 2009 - ESRI softwa application tool being prepa a new \$45k database progra This Action Step is now o	are update noted a ared by DIT will e am.	bove, with eliminate the need for

•

.

· .

COUNCIL TRACKING REPORT - MAY 2009 Sidewalk Liability

	Due Date	Action Steps Progress Report
April 2009	Create and distribute brochure	 Feb. 2009 - Staff is reviewing brochure to make changes. Staff has contacted EBMUD about possible insertion in billing. March 2009 - Brochure update will be completed by April's end. Staff will include a copy of the brochure when sending Notices To Repair to property owners. Additional options for mass mailing include direct mailing or using solid waste billing. Staff is exploring these options. April 2009 - Brochure being finalized for printing. May 2009 - Brochure complete (copy attached) - Copy included as part of a Supplemental Report to the Rosas Bros. repair contract (Legistar No. 09-0339) at Public Works Committee on May 26th. Staff working on logistics to send copy out with utility bills this summer.

-

REPAIR GUIDELINES

To Repair Low or Moderate Damage

- Low Damage: less than ½ inch vertical difference in height (offset)
- Moderate Damage: ½ inch 1½ inch vertical offset

Remove the offset concrete panel to the nearest score line and replace to an even grade. Or, you can grind the offset or apply a patch to the offset area by sloping at a 1 (vertical) to 12 (horizontal) ratio.

To Repair High or very High Damage

- High Damage: 1½ inch 3 inch vertical offset
- Very High Damage: 3 inch vertical offset and over or broken concrete

Remove the offset concrete panel to the nearest score line and replace to an even grade.

REPAIR OPTIONS

Do the work yourself or hire a licensed contractor

If the area to be repaired is greater than 25 square feet, you or your contractor must obtain a City permit prior to beginning repair work. The cost of the permit is listed in the current Master Fee Schedule of the City of Oakland.

Use a City contractor

With a City of Oakland Request for Services form, you can avoid the process of hiring a contractor by using the City's competitively priced contractor. The repair will be scheduled in a timely manner and the costs will be billed to you after the repairs are completed.

ENFORCEMENT

Notice to Repair

A City Right of Way inspector identifies the areas of sidewalk needing repair. A Notice to Repair is then sent to the property owner. The date of the Notice to Repair begins a two week period during which the property owner can pursue one of the two repair options.

Mandatory Repair Proceedings

If a permit is not obtained within the two week period, the City may begin mandatory repair proceedings. A hearing will be scheduled which will give the property owner a chance to protest the cities findings. Repair of the sidewalk will be scheduled with one of the cities contractors. After the City completes the work, the property owner will receive a notice that will include the total cost of the repair.

Protest

A protest may be made either by appearing at the hearing or by sending your objections in a letter prior to the meeting. If no protest is received, or the City Council overrules the protest, the property owner will receive a bill from the City Finance Office. A Notice of Lien will be placed upon your property on completion of any construction work done by the City and released upon full payment.

FOR MORE INFORMATION

For property owner responsibilities California State Streets and Highways Code Sections 5600-5602 available at: http://www.leginfo.ca.gov/calaw.html

Right of Way Management - 238-3651 www.oaklandpw.com – "Sidewalk Repair"

City Sidewalk Code <u>www.oaklandnet.com</u> – "Municipal Code" Chapter 12.04.

Printed on 100% post consumer recycled paper with soy-based inks

SIDEWALKS

Property Owners

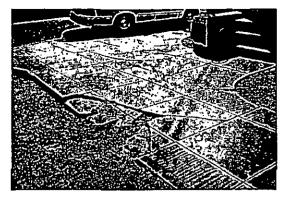
WHAT YOU NEED TO KNOW



SIDEWALK REPAIR PROGRAM

City of Oakland Right of Way Management

(510) 238-3651 www.oaklandpw.com "Sidewalk Repair"



Sidewalk Damage Requiring Repair

SIDEWALKS

WHO SHOULD REPAIR?

State law and local ordinances hold the owner of the fronting property responsible for sidewalk maintenance and repair (Section 5600 – 5602 of the California State Street and Highways code and Section 12.04 of the Oakland Municipal Code).

What if the property owner does not repair or maintain the sidewalk?

Property owners who do not maintain sidewalks adjacent to their property in a safe condition may be assessed the cost the City incurs to maintain and repair the sidewalks. Owners may also face liability for injuries due to hazardous sidewalk conditions adjacent to their property.

The City enforces private repair of sidewalk when sidewalk damage becomes an issue of safety.

In the interest of preventing potential injuries and expensive legal claims, the City's Right of Way Inspector will respond to reports of unsafe conditions and will assist property owners through the repair process.

PARKWAY (PLANTER) STRIP WHO'S RESPONSIBLE?

The area between the sidewalk and the curb (commonly called the "planter strip") can be landscaped with plants and trees, or filled with hardscape such as concrete, pavers or bricks. The property owner must repair or remove improvements to the parkway strip when they:

- Prevent or interfere with sidewalk repair, or
- Include defects that may cause a risk of injury to the public.

It is especially important for the parkway strip to be in good, safe condition if it is in an area of high pedestrian use (e.g. at a crosswalk) and is used as an extension of the sidewalk.



Sidewalk and Parkway Strip in need of Maintenance and Repair

Finally, when adjacent sidewalk repairs are made, the property owner should also ensure that the parkway strip is in good condition. The conditions and costs related to improvements within the parkway strip are exclusively the property owner's responsibility.



Tree Damage to Sidewalk

TREES IN THE PARKWAY STRIP

Street trees are a common cause of sidewalk damage. The City of Oakland has assumed responsibility for all damage to sidewalks caused by "official City trees." To determine for other street tree questions contact the City of Oakland Tree Division at:

> (510) 615-5934 www.oaklandpw.com

ONLY RAIN DOWN THE DRAIN

When repairing your sidewalk please make sure that no pollutants enter the storm drain. Street gutters and storm drains flow directly to local creeks and the San Francisco Bay with no treatment. Trash, fertilizers, soap, concrete saw cuttings, glues, paint and other pollutants flow through the storm drains to our waterways and harm wildlife. Remember only rain down the drain. For more info go to: <u>www.cleanwaterprogram.org</u>

COUNCIL TRACKING REPORT - MAY 2009 Sidewalk Repair Program

	REPORT TITLE		Date Approved	Legistar No.
Adopt A Resolution Establishing A Five Year Prioritization Plan For The City Of Oakland's Sidewalk Repair Program And Allocating Sidewalk Repair Funds To Specific			Council 1/6/09	07-1711
	Repair Each Year	F		
	Motion		Department	Staff person
Council amended the Resolution by adding the following:				
Be it further resolved that within each Council District, not more than 15% of the resources				
dedicated to corridors may be shifted to residential sidewalks where there is a need. Prior to			CEDA	Mike Neary
making such adjustments, the City Administrator will consult with the Council office for the			CAO	Marcel Uzegbu
district in question and if necessary bring the issue to the Council.				Christine Calabrese
Council also amended the funding split for sidewalk repairs as follows:50% on prioritized				
corridors, 40% on selected low priority repairs (residential areas),10% on mitigating ADA				
complaints and trip and fall claims				
Due Date	Action Steps	Progress Report		
February 2009	Establish on-call sidewalk policy / grievance	Jan/Feb 2009 – Policy and procedures adopted.		
	procedures	March 2009 – This Action Step is complete.		
	Jan/Feb 2009 – Advertised and bid sidewalk co			k contract for year-1
			n contract award scheduled for Public	
May 2009	Award contract for 1-year corridor project		ks Committee approval on May 26 th (Legistar No. 09-0339)	
		April 2009 – Same as previous.		
			proved (Rosas Brothers Construction,	
		o 6/2/09 Council		

•

-

COUNCIL TRACKING REPORT - MAY 2009 Sidewalk Repair Program

Due Date	Action Steps	Progress Report		
May 2009 Award contracts for City-wide on call curb ramp repairs		Jan/Feb 2009 – Advertised and bid City-wide contracts for sidewalk and curb ramps (and continuously administer Notice to Repair for NTR for private sidewalk damage)March 2009 – Construction contract award scheduled for Public Works Committee approval on May 26th (Legistar No. 09-0337)April 2009 – Same as previous. 		
June 2009	Research and Apply for project funds from federal/state grantor agencies	 and forwarded to 6/2/09 Council Jan/Feb 2009 – Applied for federal stimulus funding for sidewalk and curb ramps. Jan/Feb 2009 – Packaged construction contract and began obtaining approvals for stimulus funding March 2009 – Project documents being reviewed for submittal to Caltrans for approval by April 30th. April 2009 - Project documents have been submitted to Caltrans for approval. May 2009 – Caltrans approved sidewalk/curb ramp stimulus fund 		
June 2009	Provide sidewalk outreach presentations at community meetings	 application in amount of \$1,194,000. Jan/Feb 2009 – Sidewalk outreach provided at community meeting 2/4/09 in District 7 (Beat 35X NCPC). March 2009 – No presentations this month. April 2009 – Same as previous. May 2009 – Sidewalk outreach provided at District 4 Community meeting (5/28/09) 		

.