



Issue 2 | July 16, 2018

WELCOME

The City Manager's Office is excited to welcome Paul Buddenhagen into his new role as interim Deputy City Manager. Paul has done extraordinary work for the City as director of Health, Housing, and Community Services (HHCS), one of the largest departments in the City in terms of number of staff and type of work. The work of HHCS includes running a public health clinic, developing housing policy, inspecting restaurants, staffing our senior centers, and operating YouthWorks, among many, many other things. During his time as director, in addition to overseeing the daily work of HHCS, Paul has championed initiatives to increase diversity, equity, and inclusion in the department and improve workplace culture. These initiatives have already led to new ideas and practices, including diversity/equity workgroups, a decision-making guide, tri-annual employee orientations, a hiring toolkit, and increases in communication and transparency. As director of HHCS, Paul also piloted the use of results-based accountability to better understand the impact of the department's work. His experience with handling the day-to-day of a large department, as well as his dedication to continuous improvement will be a welcome addition to the City Manager's Office.

MEMORIAL

This Saturday, July 21, 2018 there will be an unveiling of a Memorial Plaque for the Irish and Irish American students who tragically lost their lives in a balcony collapse three years ago in Berkeley. The plaque will be unveiled at the southwest corner of Martin Luther King Jr. Civic Center Park at 11:00 am by Mayor Jesse Arreguín and Ambassador Dan Mulhall, on behalf of the Consulate General Ireland of San Francisco, the Irish Immigration Pastoral Center, and the City of Berkeley. After the dedication ceremony, there will be a reception at old City Hall. Even though the events of June 16, 2015 were tragic, the City has implemented a number of efforts to prevent something like this from happening again. After the collapse, building and housing code changes proposed by staff and approved by Council have not only increased safety for buildings throughout the City, they have also been used as a model for reform statewide.

DID YOU KNOW?

Has the art of talking on the phone disappeared? Are we fully in a text-only era? For our staff in the 311 Customer Service Call Center, nothing could be further from the truth. The City of Berkeley has 311, an information number available from any landline in Berkeley or 510.981.CITY from a mobile phone. Last year alone, 311 Customer Service received over:

- 95,000 phone calls
- 6,900 emails
- 3,000 voice mails
- 6,000 [online service center](#) requests

KEY DATES



July 20 Derby Day West Campus Pool

July 27 *Mulan* Movies in the Park

July 28 *KidChella!* Music in the Park

August 2 Olympics Day Frances Albrier Community Center

August 10 *Paddington 2* Movies in the Park