



Issue 20 | March 13, 2019

SAN PABLO PARK CAMERAS

Security cameras that council approved for San Pablo Park have been installed and they have been operational since 9 am on Friday, March 8. Should there be a need, BPD and civilian staff are able to review the recorded footage.

After the Council's recommendation to install cameras on October 16, city staff developed an online survey to gather input and also increase awareness among city residents about this potential practice in a public park. Staff distributed the survey for a week using all City social media channels. Roughly 80 percent of the 328 respondents favored installing cameras in city parks.

Following the survey, staff signed a contract with a vendor. However, the heavy winter rains delayed installation. There are now 17 surveillance cameras in five different locations and they cover the vast majority of San Pablo Park. The \$30,000 project requires no ongoing costs for the system, but future staff costs have not been estimated. Staff are planning to install signs to increase awareness.

GROUNDBREAKING CEREMONY

Join us on Thursday, March 21 for the groundbreaking of the Mental Health Services Center, which delivers critical services to some of our most vulnerable community members.

Thursday, March 21 at 1:15 pm.
2640 Martin Luther King Jr. Way

The project, made possible by Measure T1, will make for a safer, more secure, and more accessible environment for our clients and staff. It addresses systemic air quality, pest infestation, and water intrusion concerns. Once renovated, the Center will house Berkeley's mental health clinic and provide a variety of services to adults in Berkeley and Albany, such as counseling, case management, medication, nursing, psychiatry, and wellness and recovery groups.

Berkeley's Mental Health division is the "front door" to the public mental health system, providing on-demand assessments and linking people to care and services. Through this division, Berkeley provides comprehensive treatment for low-income members of our community, responds to emergencies, and funds a variety of community providers and projects.

PUBLIC WORKS REACCREDITATION

Kudos to the Department of Public Works on their fourth reaccreditation with the American Public Works Association. The [accreditation](#) is a formal verification and recognition of public works agencies for compliance with recommended practices. External evaluators reviewed 148 practices in the department, commenting, "Fantastic program. Wonderful staff with years of experience. Impressed with the caliber of staff." Berkeley was the third Public Works agency in the nation to become re-accredited and the first city in California. Later this year, the Department of Public Works will receive a summary from the evaluation process, outlining the different practices reviewed.

311 CALL CENTER FEATURED IN NATIONAL PUBLICATION

The City of Berkeley's 311 Call Center was recently featured in Customer Communicator, a national publication for customer service providers. The feature described the 311 Call Center's New Year's resolution to focus on quality. As the article notes, 311 wants, "to improve both the quality of our customer conversations, and also the quality of the data input into our [CRM](#) cases." The 311 Call Center is the initial point of contact for customers. They take in information and record it in cases, which are then distributed to the departments to follow-up on and resolve. By focusing on the quality of the information they take in and pass along, 311 helps departments to more quickly resolve cases with less need for follow-up questions to the customers.

RECREATION EVENTS

- Mar 30 *San Pablo Park Playground Improvements Community Meeting*, 10:00 am, Frances Albrier Auditorium
- Apr 10 *Teen Flashlight Egg Hunt*, 7:00 pm, Grove Park
- Apr 13 *Game of Skate*, 12:00-6:00 pm, Berkeley Skate Park
- Apr 20 *Spring Egg Hunt*, 9:30 am - 1:00 pm, Willard Park
- Earthday Shoreline Clean Up*, 9:00 am - 11:30 am, Shorebird Park/Nature Center