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## ATTN: Civil Grand Jury Response (Honoring Commitments to the Public)

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**Emeline Nguyen** <enguyen@santacruzca.gov>

Mon, Dec 4, 2023 at 7:55 AM

To: "syda.cogliati@santacruzcourt.org" <syda.cogliati@santacruzcourt.org>, Santa Cruz County Grand Jury <grandjury@scgrandjury.org>, Matt Huffaker <mhuffaker@santacruzca.gov>, Laura Schmidt <LSchmidt@santacruzca.gov>, Tony Elliot <telliott@santacruzca.gov>, Lisa Murphy <LMurphy@santacruzca.gov>, Lee Butler <lbutler@santacruzca.gov>, Ken Morgan <kmorgan@santacruzca.gov>, Gina Liebig <gliebig@santacruzca.gov>

Good afternoon Honorable Judge Cogliati and Santa Cruz County Grand Jury,

On behalf of the City, please see the attached Civil Grand Jury Response relating to *Honoring Commitments to the Public* from the November 28<sup>th</sup> City Council meeting. Feel free to reach out if you have any questions.

Thank you,

**Emeline Nguyen**

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The 2022–2023 Santa Cruz County Civil Grand Jury  
Requires the

## Santa Cruz City Council

to Respond by September 5, 2023

to the Findings and Recommendations listed below  
which were assigned to them in the report titled

## Honoring Commitments to the Public

County Agency Actions in Response to  
2019–2020 Grand Jury Recommendations

Responses are **required** from elected officials, elected agency or department heads, and elected boards, councils, and committees which are investigated by the Grand Jury. You are required to respond and to make your response available to the public by the California Penal Code [\(PC\) §933\(c\)](#).

Your response will be considered **compliant** under [PC §933.05](#) if it contains an appropriate comment on **all** findings and recommendations **which were assigned to you** in this report.

Please follow the instructions below when preparing your response.

## Instructions for Respondents

Your assigned [Findings](#) and [Recommendations](#) are listed on the following pages with check boxes and an expandable space for summaries, timeframes, and explanations. Please follow these instructions, which paraphrase [PC §933.05](#):

1. **For the Findings, mark one of the following responses with an “X” and provide the required additional information:**
  - a. **AGREE with the Finding**, or
  - b. **PARTIALLY DISAGREE with the Finding** – specify the portion of the Finding that is disputed and include an explanation of the reasons why, or
  - c. **DISAGREE with the Finding** – provide an explanation of the reasons why.
2. **For the Recommendations, mark one of the following actions with an “X” and provide the required additional information:**
  - a. **HAS BEEN IMPLEMENTED** – provide a summary of the action taken, or
  - b. **HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IN THE FUTURE** – provide a timeframe or expected date for completion, or
  - c. **REQUIRES FURTHER ANALYSIS** – provide an explanation, scope, and parameters of an analysis to be completed within six months, or
  - d. **WILL NOT BE IMPLEMENTED** – provide an explanation of why it is not warranted or not reasonable.
3. **Please confirm the date on which you approved the assigned responses:**

We approved these responses in a regular public meeting as shown in our minutes dated [November 28, 2023](#).

4. **When your responses are complete, please email your completed Response Packet as a PDF file attachment to both**

The Honorable Judge Syda Cogliati [Syda.Cogliati@santacruzcourt.org](mailto:Syda.Cogliati@santacruzcourt.org) and

The Santa Cruz County Grand Jury [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org).

**If you have questions about this response form, please contact the Grand Jury by calling 831-454-2099 or by sending an email to [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org).**

# Findings

**F1.** The 2022-2023 Grand Jury reviewed responses to five of the 2019-2020 reports and found that, in general, commitments were kept.

- AGREE**
- PARTIALLY DISAGREE**
- DISAGREE**

**Response explanation** (required for a response other than **Agree**):

**F2.** The evident coordination of responses from agencies leaves the public without independent contributions across agencies.

**AGREE**

**PARTIALLY DISAGREE**

**DISAGREE**

**Response explanation** (required for a response other than **Agree**):

When an agency agrees with the response of another agency or coordinates with another agency, the positive interpretation of that could be that there is synchronization and agreement of content – be that approach, subject matter expertise, next steps, etc. This alignment can be viewed as a good thing. Should the City have a partial disagreement with another agency’s response or need to clarify portions, the City would note that and do so.

**F3.** The City of Santa Cruz delayed the timeline rather than proceeding as outlined in their 2020 response to the Grand Jury. Instead, the City budgeted for a more comprehensive assessment of system-wide facilities and a capital investment plan to be completed in 2023.

**AGREE**

**PARTIALLY DISAGREE**

**DISAGREE**

**Response explanation** (required for a response other than **Agree**):

The Parks & Recreation Department has evaluated the condition of the driving range/cart barn and requested capital investment program (CIP) funding in the City's Fiscal Year 2023 budget. The Department received funding through the City's budget process, has made initial structural and safety improvements to the facilities, and will lead a more complete, full-scale renovation of the facilities with the appropriated funding in Fiscal Year 2024.

It is accurate that the Parks & Recreation Department's broader *Facility Condition Assessment* has been delayed. It will be implemented in Fiscal Year 2024. However, that study will look at *all* Department-operated facilities to establish an understanding of broader CIP needs and lead to prioritization for funding and investment in facilities with deferred maintenance. The customer-facing facilities at DeLaveaga Golf Course have been assessed, and the Parks & Recreation Department has funding, appropriated through the City's budget process, to make necessary improvements.

**F5.** The adoption of multi-year plans by both the City and County of Santa Cruz offer the public some assurance that locations can be found within the County where homeless services will be provided.

- AGREE**
- PARTIALLY DISAGREE**
- DISAGREE**

**Response explanation** (required for a response other than **Agree**):

**F7.** The master plan for Coral Street being worked by the City of Santa Cruz includes consideration of limiting vehicle access to Coral Street, but the grants received by the City and the plan to build 120 units of supportive housing preempt the original Grand Jury recommendation to consider closing it.

**AGREE**

**PARTIALLY DISAGREE**

**DISAGREE**

**Response explanation** (required for a response other than **Agree**):

A variety of uses exist on Coral Street. Vehicular access is needed to/from many of those residences and businesses, not just the 120 units of supportive housing. A number of enhancements are considered to the streetscape as part of the Visioning Report. See pages 39-40 and 48-49 at <https://www.cityofsantacruz.com/home/showpublisheddocument/94159/638222689026170000>. Staff will continue to consider options for how to improve the Coral Street right-of-way as development and uses along Coral Street evolve.

**F8.** Staffing shortages made automating the process for updating the website of the City of Santa Cruz and redesigning the website of the City of Scotts Valley more difficult.

**AGREE**

**PARTIALLY DISAGREE**

**DISAGREE**

**Response explanation** (required for a response other than **Agree**):

For the City of Santa Cruz, significant progress has been made in addressing staffing shortages within the IT Department, and continuous efforts are underway to enhance the City's website update procedures. These initiatives involve integrating third-party tools to bolster auditing and analytics capabilities, facilitating in-depth content analysis for departmental review and action.

Moreover, the IT Department has recently enlisted a dedicated temporary resource to address content deficiencies and resolve numerous issues related to broken links on the website.

Lastly, the City of Santa Cruz has allocated funds for an extensive website redesign project, set to occur in the latter part of Fiscal Year 2024 or the early stages of Fiscal Year 2025.

## Recommendations

**R1.** All agencies should provide their own independent responses to findings and recommendations instead of referring to the response of another agency. (F2)

**HAS BEEN IMPLEMENTED** – summarize what has been done

**HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IN THE FUTURE** – summarize what will be done and the timeframe

**REQUIRES FURTHER ANALYSIS** – explain the scope and timeframe (not to exceed six months)

**WILL NOT BE IMPLEMENTED** – explain why

### Required response explanation, summary, and timeframe:

When an agency agrees with the response of another agency or coordinates with another agency, the positive interpretation of that could be that there is synchronization and agreement of content – be that approach, subject matter expertise, next steps, etc. This alignment can be viewed as a very good thing. Should the City have a partial disagreement with another agency's response or need to clarify portions, the City would note that and do so.

**R2.** We continue to recommend that all organizations create and regularly update formal records of the actions they take to address Grand Jury recommendations, and to share those records with the public, in accordance with CA Penal Code Section 933(c). (F1, F2)

**HAS BEEN IMPLEMENTED** – summarize what has been done

**HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IN THE FUTURE** – summarize what will be done and the timeframe

**REQUIRES FURTHER ANALYSIS** – explain the scope and timeframe (not to exceed six months)

**WILL NOT BE IMPLEMENTED** – explain why

**Required response explanation, summary, and timeframe:**

The Civil Grand Jury has, over the years, issued annual reports covering a wide variety of topics and issues, with a range of recommendations from the very granular (e.g., R6 “assign one individual responsible to cyber-security”), to very broad and general (e.g., R18 “demonstrate progress in working collaboratively with UCSC...”), some of which the City agrees with and others it does not. It is neither practical nor economically feasible for the City to create a formal record of all actions taken to “address Grand Jury recommendations,” as it would impose a substantial burden on City staff and resources over and above the cost and administrative burden of preparing responses to Grand Jury Reports, in the first instance, as required by Cal. Penal Code Section 933(c). Moreover, the recommendations the City agrees with would be implemented because the City agrees with them, and not because they “address Grand Jury recommendations.”

**R3.** The City of Santa Cruz should report to the Grand Jury on the completion status of the Facilities Assessment and capital investment plan no later than December 31, 2023. (F3)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain the scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Required response explanation, summary, and timeframe:**

The Parks & Recreation system-wide Facilities Condition Assessment will be conducted in early 2024. This is separate from the condition assessments performed at DeLaveaga Golf Course, which have already led to CIP investment to make needed repairs. The broader assessment will look at all Parks & Recreation facilities and characterize the specific needs for investment. Staff could report these findings at a later time (estimated summer 2024), but the assessment will not be complete by December 31, 2023.

**R6.** The County of Santa Cruz and the four cities should plan to provide services for homeless persons at the sites identified in their plans, including but not limited to supportive housing, case management, and medical services. The County of Santa Cruz and the four cities should report to the Grand Jury on the status of providing homeless services at the sites identified no later than December 31, 2023. (F5, F6)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain the scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Required response explanation, summary, and timeframe:**

The City of Santa Cruz offers two emergency shelter sites, one located at 1220 River Street, and one at the Armory located in DeLaveaga Park. The City avails these locations to the County Staff to provide a location for case workers to provide services and offer limited medical services. The County in its capacity as the arm of the state is responsible for providing medical services. City staff works with shelter participants to connect them to a variety of services including assistance with finding housing.

**R7.** The City of Santa Cruz should complete and then implement their Master Plan for Coral Street, including consideration of limiting vehicle access. The City of Santa Cruz should report to the Grand Jury on the status of Coral Street no later than December 31, 2023. (F7)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain the scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Required response explanation, summary, and timeframe:**

The Coral Street visioning community engagement was conducted in late 2022 and early 2023. The Coral Street Visioning Report is complete and was accepted by the City Council on May 9, 2023. The vision will be implemented over time. Work on two of the projects – short- and long-term use and development of 125 Coral Street and the former River Street Shelter site – is in process. The City purchased 125 Coral Street, and the current tenant is expected to vacate the site late this year. The City is currently further assessing needs for environmental remediation in advance of interim uses and future uses contemplated in the vision, and the City is coordinating closely with the County on potential funding and associated building design options. The former River Street Shelter site will be demolished in the coming months to prepare the site for interim uses and future uses contemplated in the vision.

**R8.** The City of Santa Cruz should verify that their commitment to automate the process for updating their website has been completed by October 31, 2023. (F8)

**HAS BEEN IMPLEMENTED** – summarize what has been done

**HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IN THE FUTURE** – summarize what will be done and the timeframe

**REQUIRES FURTHER ANALYSIS** – explain the scope and timeframe (not to exceed six months)

**WILL NOT BE IMPLEMENTED** – explain why

**Required response explanation, summary, and timeframe:**

Automating updates to the City's website is in progress, highlighting the City's commitment through its investment in and deployment of specialized software tools. These tools are aimed at overseeing and enhancing various aspects of the City's website, such as accessibility, content quality, branding, data privacy, core web vitals, and more. Additionally, with the upcoming website refresh planned for either the end of Fiscal Year 2024 or beginning of Fiscal Year 2025, the City will leverage modern website automation tools that are readily available.