Recommendation
This is an information item and does not require City Council action.

Policy Issues
Supporting Belle Haven residents and businesses in improving the Belle Haven area is consistent with existing City Council policies and goals.

Background
Led by the City of Menlo Park’s Community Services staff and consultants from MIG, Inc. (MIG), the Belle Haven neighborhood participated in a visioning process that began in January 2013 and concluded in July 2013. The visioning process built on the work initiated by the City and sought to engage a broader cross-section of the Belle Haven neighborhood than had been involved with earlier planning processes. It was designed to identify community values, prioritize services and programs, identify needed improvements, and build capacity and better position Belle Haven residents to work with the City of Menlo Park, community partners and other stakeholders to advocate for the neighborhood’s interests.

The six-month community visioning process included multiple strategies for engaging and gathering input from Belle Haven residents and other community members. The culmination of the work has led to the development of a Belle Haven Neighborhood Action Plan (Attachment A) which outlines and highlights high-level action items for the City, Belle Haven residents and stakeholder groups to guide implementation of next steps. The plan emphasizes a small number of action items for each topic so that residents and the City can take on a manageable number of actions and achieve “quick wins” while organizing toward longer-term goals. This approach will further neighborhood capacity building and leadership development which will be essential for achieving the long-term neighborhood goals.

On August 20, 2013, the City Council received and approved the Neighborhood Action Plan and proposed next steps. The next steps focused on helping convene resident action teams and stakeholders, developing and strengthening resident capacity to achieve short and long-term goals, building infrastructure for continued engagement and support, as well as addressing some of the particular action items where resources and strategies may be more easily identified. At this meeting, the Council requested measurable outcomes for the project and directed Staff to return to provide a progress report on those outcomes. A progress summary of outcomes and measures can be found as part of the Belle Haven Action Plan Outcome Measures Table (Attachment B).
Following City Council approval of the Action Plan, the next four months were devoted to extensive planning including developing Requests for Proposals (RFPs) and seeking bids from qualified consultants who could support City staff and neighborhood residents and begin working on the Action Plan. Two RFPs addressed the early stages of work in the Neighborhood Action Plan that include the Belle Haven Action Team Support and Community Capacity Building and Youth and Neighborhood Engagement. After consultants were selected for the project, work plans were developed and refined based on the approved Action Plan goals. The Peninsula Conflict Resolution Center (PCRC) is focusing on the facilitation of action teams, neighborhood community building and leadership development as well as support for youth development and diversion. The other consultant is Alejandro Vilchez (AV Consulting), who was selected as the Community Connector focusing on community engagement, resource and referral and neighborhood safety. The combined scope of work for the consultants which includes specific strategies, corresponding measurable outcomes and proposed timelines was presented to Council on January 23, 2014.

Also during this planning period, City staff laid the ground work for a number of projects in support of the Neighborhood Action Plan which include working with the Silicon Valley Community Foundation and Belle Haven Community Development Fund to finalize the details of the Council approved mini-grant program, collaborated with the Menlo Park Rotary for the development of the Belle Haven Community Garden and seeing the opening of the Belle Haven Neighborhood Services Center (Police Substation). The launch of the Neighborhood Action Plan work began officially with a kickoff event that was held at the Menlo Park Senior Center on Thursday, February 13, 2014.

The first six months of the Neighborhood Action Plan implementation focused on developing and strengthening the neighborhood’s capacity to achieve its short-term goals, while creating the foundation and organization to achieve the longer-term goals. This initial investment has focused on training and preparation which will lead to goal attainment and a neighborhood whose residents are stronger and in a better position to advocate for their needs, now and in the future. During this short period of time, new resident leaders and representative groups emerged to compliment many of the long time active resident leaders that already existed. A complete progress report and summary of early work on the Neighborhood Action Plan was presented to the City Council at their meeting on August 26, 2014 which includes the staff report and Belle Haven Action Plan Outcomes and Measures Table (Attachment B).

The work on the Neighborhood Action Plan continued in Fiscal Year 2014-15 with significant progress on Action Plan goals. The overall focus continued to be on strengthening the neighborhood’s capacity to achieve its high priority outcomes. As more resident leaders and groups form and are strengthened by their experience and successes in their partnership with the City and other stakeholders, it is expected that the City’s role as a “convener” will eventually be assumed by these resident leaders and groups. Over time, representative neighborhood groups can take on the responsibility of convening and advocating on behalf of residents with the leadership and capacity to accomplish many of the neighborhood’s long-term goals. The following analysis contains a summary of the work completed in FY 2014-15 and a status update for this fiscal year as we enter the final and transitional year of the consultant supported work.
Analysis
During FY 2014-15, work on the Neighborhood Action Plan continued similarly as it did in the first year but with special focus on activities strengthening communication, addressing neighborhood safety and fostering resident capacity and initiative. New partners were also introduced into the visioning process which included local merchants and youth service providers.

The Belle Haven Action Plan Outcomes and Measures Table for FY 2014-15 (Attachment C) is included which details the various actions taken in addressing the goals and high priority outcomes that were developed by neighborhood residents. In addition, listed here are some of the highlights during last year on behalf of Belle Haven residents, community partners and other stakeholders.

Summer
- July 16 – Belle Haven Photovoice Dialogue
- July 31 – Neighborhood Watch Community Meeting
- August 14 – Belle Haven Neighborhood Meeting
- September 18 – Youth Dialogue with local police chiefs (Menlo Park, Palo Alto, East Palo Alto)
- September 22 – Community Garden planning meeting

Fall
- October 23 – San Mateo Credit Union Meet & Greet Financial Workshop
- October 31 – Halloween event at Neighborhood Services Center and Substation with local merchants
- November 1 – Community Garden Orientation
- November 5 – Connect Menlo Open House
- November 8 – Community Garden Workday
- November 18 – SMCU Financial Workshop
- November 22 – Community Garden Grand Opening
- December 4 – Belle Haven Merchants Meeting
- December 18 – Connect Menlo Neighborhood Meeting

Winter
- January 8 – Connect Menlo Neighborhood Meeting
- January 22 – Code Enforcement Dialogue
- January 30 – Mini-Grants Orientation
- February 5 – SMCU Financial Workshop
- February 7 – Mini-grants Orientation / Tax Preparation workshop by local resident
- February 24 – MPPD dialogue with Beechwood School
- February 26 – Youth Services Roundtable
- March 19 – ConnectMenlo Meeting
- March 23 – Public Safety Action Team (PSAT) community meeting re: Ballast material

Spring
- April 16 – Police Youth Academy Launched
- April 23 – SMCU Financial Workshop
- April 27 – Belle Haven Merchants Meeting
- April 30 – “Know Your Rights” Student Dialogue at Menlo Atherton High School
May 15 – Community Movie Night at Belle Haven Pool
June 6 – Belle Haven Community Resource Fair
June 6 – Police Youth Academy graduation

In addition to the above activities, Belle Haven residents took the initiative to organize their own efforts to ensure broad resident participation in neighborhood meetings. For the ConnectMenlo meetings, residents canvassed the neighborhood with bilingual flyers informing the community of the upcoming meetings that will have a direct impact on the neighborhood’s quality of life.

Another example of resident initiative was formation of the Belle Haven Youth Soccer League. In less than six months, the league registered nearly 100 local youth forming seven different teams who practiced using local city fields and played Saturday games at Belle Haven School.

In the course of 12 months, residents in collaboration with city staff and other community partners spent many hours in support of the Neighborhood Action Plan that has contributed to neighborhood’s vibrancy. As we enter a transitional year for the Neighborhood Action Plan implementation, it is important to consider the gains made over the past two years to ensure the results are not shelved and forgotten, which has been a concern of residents from previous community engagement processes. Genuine community change takes several years to take effect and often the results are not felt until years after the original initiative. It is imperative that all neighborhood stakeholders implement measures that will ensure long term and sustainable change is solidified.

The City Council allocated $85,000 as part of the FY 2015-16 budget process for the Belle Haven Neighborhood Action Plan. Working closely with residents and other neighborhood partners, staff and consultants will build on the progress made over the past couple of years with emphasis on strengthening communications; support of ConnectMenlo community outreach and engagement; pursuit of partnerships with local businesses to support internships, mentorships and hiring opportunities for youth; strengthening relationships between neighborhood stakeholders through public forums and dialogues; and further development and support of the Public Safety Action Team through training and strengthen roles in the community.

Public Notice
Public Notification was achieved by posting the agenda, with the agenda items being listed, at least 72 hours prior to the meeting.

Attachments
A. Belle Haven Neighborhood Action Plan
B. City Council Staff Report and Belle Haven Neighborhood Action Plan Outcome Measures Table for August 26, 2014
C. Belle Haven Action Plan Outcomes and Measures Table for FY 2014-15

Report prepared by:
Derek Schweigart, Community Services Manager
ACTION PLAN
July 2013

Background
Menlo Park’s Belle Haven neighborhood is a community that is geographically, demographically and economically distinct from the larger city. The neighborhood has a strong sense of identity and a desire to improve the quality of life for neighborhood residents while strengthening connections across the community.

Belle Haven experiences challenges with crime, education and maintaining funding for services for residents. These issues have been exacerbated by the dissolution of redevelopment agencies in California, which removed a major tool for the City to provide services to the community. Major land use changes are underway or planned near or adjacent to the Belle Haven neighborhood, including Facebook’s relocation to the Willow Road East Campus, development of a second Facebook Campus on the Willow Road West Campus and the approved mixed-use Menlo Gateway Project.

Recognizing that these changes present both challenges and opportunities for residents, the Menlo Park City Council approved a comprehensive community visioning process for Belle Haven in September 2012. The City laid the groundwork for this effort by completing a Community Snapshot (demographic profile, attached to this document) as well as two dozen stakeholder interviews in late 2012 (attached).

The Visioning Process
Led by City Community Services staff and consultants from MIG, Inc. (MIG), the visioning process began in January 2013 and concluded in July 2013. The visioning process built on the work initiated by the City and sought to engage a broader cross-section of the Belle Haven neighborhood than had been involved with earlier planning processes. It was designed to identify community values, prioritize services and programs, identify needed improvements, build capacity and better position Belle Haven to work with the City of Menlo Park and private developers to advocate for their interests.

A key tactic in achieving these goals was hiring neighborhood residents as outreach associates and as an extension of the MIG team. This strategy
enabled the City and its consultant to use trusted local residents to encourage participation in the visioning process and to better access existing communications networks and community-based organizations. This approach was also intended to identify and support neighborhood leaders and to strengthen relationships and communications between residents and their City government.

The six-month community visioning process included multiple strategies for engaging and gathering input from Belle Haven residents and other community members. This document outlines and highlights these activities and includes a high-level action plan for the City, Belle Haven residents and stakeholder groups to guide implementation of next steps. This Action Plan builds on the Community Vision and includes recommended roles, responsibilities and timelines for implementation. Visioning documents, questionnaire results, newsletters and other work products are attached as appendices at the end of the Action Plan.

**Summary of Accomplishments**

The visioning and outreach process consistently engaged and mobilized residents through a host of grassroots community outreach activities. Outreach efforts engaged many residents who have not historically engaged with the City, including many new residents, renters, and Spanish-speakers as well as youth and students. The visioning effort provided an opportunity to cultivate and strengthen the neighborhood’s partnership with the City and to identify neighborhood priorities, community assets and needed improvements. Highlights and accomplishments of the process include:

- Over 80 residents attended a Kick-Off meeting on January 29 that introduced the MIG team and solicited volunteers for a variety of activities.
- Four Belle Haven residents were hired as part-time Outreach Associates. The Outreach Team included three English/Spanish bi-lingual members. MIG and the City held an orientation and training for the associates.
- A Community Meeting was co-hosted with the Menlo Park Police Department (MPPD) on March 21st to introduce the outreach associates and new Police Chief. A second joint meeting was held with the MPPD on May 16th. Approximately 70 people participated in both meetings.
- A neighborhood newsletter was developed and published in March and June. This newsletter, written in English and Spanish, was distributed both electronically and in hard copy. The City will continue to use this communication platform going forward.
• In March, the City launched a web page dedicated to the Visioning Process: www.menlopark.org/bellehaven. Moving forward, the City will continue to use this web page to share information and news relevant to the Belle Haven community.

• A Communications and Engagement Strategy identified target audiences, key messages and outreach tactics. The grassroots outreach approach focused on “high-touch,” in-person activities.

• A set of outreach and information tools was developed, including a Fact Sheet, Frequently Asked Questions (FAQ), Community Questionnaire, Discussion Guide, and Outreach Toolkit for use by staff and associates. All materials for public audiences were developed in both Spanish and English.

• Between early April and early June, outreach associates, MIG and City staff conducted extensive grassroots outreach in the Belle Haven community. This included:
  ○ Nine community conversations hosted by residents
  ○ Four community events (e.g., Walk/Bike to School Day, Easter Egg Hunt)
  ○ Intercept activities in five neighborhood locations (e.g., grocery stores and coffee shops)
  ○ Meetings with five local community-based organizations
  ○ Three “fishbowl” meetings with youth at local schools

• On Saturday, April 20, nearly 300 people attended a Community Visioning Fair at the Senior Center that included interactive activities for resident input, 10 community organizations, children’s activities, lunch and free plant giveaways for Earth Day.

• Over 240 questionnaires were completed by community stakeholders and residents.

• Associates completed a neighborhood canvass of the 1,200 housing units in the neighborhood, distributing information and a questionnaire at each home.

• A Community Action Workshop was held on June 20th, attended by about 50 people, including residents, City staff and elected officials, and other community leaders. The workshop presentation of the outreach findings included questionnaire results. An interactive exercise to review and prioritize potential action items generated by the community was followed by group dialogues on key issues, commitments to support residents’ top neighborhood goals, and an invitation to form neighborhood action teams.

• During the June 20th workshop, residents committed to forming action teams including Neighborhood Watch Leaders and an Education
Committee, as well as individual commitments on high-priority action items.

**Questionnaire Results**

During outreach and engagement activities, a broad cross-section of Belle Haven residents participated and provided input on neighborhood priorities. The community questionnaire enabled the City to collect data from a diverse group of Belle Haven residents, since it was available in English and Spanish, and both in hard copy and online. Outreach associates distributed questionnaires at all activities, meetings and group discussions they attended, as well as through neighborhood canvassing. A description of questionnaire respondents and highlights of findings is included below. A detailed summary is attached to this document.

**Demographics**

- A total of 244 questionnaires were returned.
- Half of the respondents were homeowners and half rent their home.
- 58% identified themselves as Hispanic or Latino, 15% Caucasian, 12% African-American, 12% Asian/Pacific Islander, 5% other (respondents were asked to check all applicable responses, so total is greater than 100%).
- The primary language of respondents was 54% English, 41% Spanish, and 4% other.
- 75% of the questionnaires were completed in English and 25% completed in Spanish.
- 79% of respondents were residents of Belle Haven.
- 42% of respondents have lived in Belle Haven 5 years or less, and about 20% each have lived in the neighborhood for 6-10, 11-20 or over 20 years.
- 85% of questionnaire respondents completed printed questionnaires and 15% completed online.

**Neighborhood Priorities**

The following lists reflect the ranking of services, programs and issues from the questionnaire results:

*Most-used programs and facilities:*

- Branch Library
- Kelly Park Fields
- Belle Haven Pool
- Onetta Harris Community Center
Senior Center

Most important to have in the neighborhood:

- After-school recreation programs for youth
- Branch library
- Health clinic and services
- Community center / programs for all ages
- Sports and recreation facilities

Most important issues:

- Public safety and reducing crime
- Educational support and opportunities for youth
- Job training and employment programs
- Physical health and health care
- Quality affordable housing and preventing displacement

Other Findings
The questionnaire also asked residents about how to best affect change in the neighborhood and about interacting with the City. Key findings include:

- A majority (64%) of respondents support working with local developers and foundations to identify resources for the neighborhood.
- Almost half (49%) support having one group that represents the Belle Haven neighborhood, while 39% support having multiple groups working on specific topics.
- When asked about individual commitments, respondents expressed in the questionnaire that they were most willing to join a mailing list to get information (43%), attend City Council or commission meetings to share ideas (40%) and volunteer with a committee or action team (38%).
- When asked about barriers to participating in neighborhood improvement, the most popular response was that people are already busy with work and family commitments (50%).

Improvement Themes
In addition to data gathered from the questionnaires, input was collected from open-ended questions as well as during community conversations, neighborhood meetings and community workshops. (Meeting and workshop summaries are attached to this document.)
Through these many avenues, input began to coalesce around common themes. The primary areas of improvement identified by community members are:

- Public Safety and Crime Prevention
- Educational Quality and Access
- Economic Opportunity and Job Training
- City Services and Programs
- Neighborhood Infrastructure and Aesthetics
- Traffic and Safety
- Working Effectively with the City

These themes were used to organize potential action items for review and prioritization by the community during the June 20th Action Workshop. While some action items cross multiple topic areas, the themes listed above serve as the organizing tool for the Action Plan that follows.

**From Vision to Action**

Throughout the community outreach process, residents were asked about their top concerns and priorities. There was considerable agreement about the highest priorities, with many residents focusing on public safety and education. During community conversations and neighborhood meetings, community members were also asked to think of tangible actions that could be undertaken by a) residents b) the City and c) other partners to implement improvements in the neighborhood. Project staff collected these potential action items and organized them by improvement theme. These action items were presented as ideas generated from the community, not as assignments or commitments on the part of the City or neighborhood.

At the Community Action Workshop on June 20, 2013, residents prioritized the lists of action items and generated new ideas. Residents were asked to identify top-priority action items through a dot-ranking exercise. (The complete results of this exercise are attached to this document.) After voting and suggesting new action items, the large group split into three smaller groups to discuss the most popular topics – public safety and crime prevention; educational quality and access; and traffic and safety.

In each group, facilitators identified the 2 or 3 top priorities from the dot-ranking exercise and discussed what tangible steps residents could take to work towards these actions. Where appropriate, City staff and officials offered ways to support neighbors in those efforts. Groups also discussed potential leadership structures to work directly with the City or other partners to further
their goals. The results of the exercise and small group discussions are the foundation for the Action Plan below.

The following Action Plan emphasizes a small number of action items for each topic area, and focuses on “quick wins” so that residents and the City can take on a manageable number of actions with available resources while organizing towards longer-term goals. The top-priority actions items were based on community input at the Action Workshop. Other ideas generated throughout the process are included for future consideration.

Please note that the Goal and Next Step ordering are for reference purposes only.
# Public Safety and Crime Prevention

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actions and Next Steps</th>
<th>Lead</th>
<th>Partners</th>
<th>Time Frame</th>
<th>Resources</th>
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<tbody>
<tr>
<td>1)</td>
<td>Promote and create educational and recreational options for youth to help prevent crime</td>
<td>a) Identify and promote youth programs (e.g., teen leadership or community service programs)</td>
<td>Residents</td>
<td>• City Community Services Department</td>
<td>Short (6-12 months)</td>
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<tr>
<td></td>
<td>b) Pursue an outdoor community bulletin board to share information on programs</td>
<td>City</td>
<td>• CBOs • Residents</td>
<td>Short (6-12 months)</td>
<td></td>
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<tr>
<td>2)</td>
<td>Organize neighborhood watch groups</td>
<td>a) Contact MPPD to identify resources and next steps</td>
<td>Residents</td>
<td>• MPPD</td>
<td>Immediate (1-3 months)</td>
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<td></td>
<td>b) Identify block captains to organize residents</td>
<td>Residents</td>
<td>• MPPD</td>
<td>Short (6-12 months)</td>
<td>• Belle Haven mailing list • Next Door</td>
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<td>3)</td>
<td>Participate in ongoing dialogues with MPPD Chief and other law enforcement officers</td>
<td>a) Secure commitment from MPPD for regular dialogues; schedule and promote next event</td>
<td>Residents</td>
<td>• MPPD • Neighborhood Watch Groups • City</td>
<td>Ongoing (quarterly or bi-annual dialogues)</td>
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## Public Safety and Crime Prevention

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<th>Resources</th>
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</table>
| 4) Host a workshop on burglary prevention | a) Schedule, plan and promote workshop | MPPD | • City  
• Neighborhood Watch Groups | Immediate or Short (<12 months) |  |
| 5) Develop a community advisory group to support public safety and crime prevention goals | a) Meet with MPPD and / or City to discuss potential advisory group structure and roles | Residents | • City  
• MPPD  
• Neighborhood Watch Groups | Short (6-12 months) |  |

### Other Ideas for Consideration
- Improve lighting on homes and in public spaces
- Work with MPPD to add cameras or bring other surveillance technology to the neighborhood
- Improve code enforcement activities
- Create more ways for anonymous and safe reporting of suspicious or criminal activity
- Better publicize existing MPPD reporting and communication tools (e.g., Next Door)
- Support community policing
## Traffic and Safety

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<tr>
<th>Goal</th>
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<th>Partners</th>
<th>Time Frame</th>
<th>Resources</th>
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</thead>
</table>
| 6) Improve safety near schools and areas where children often walk by implementing the Safe Routes to Schools Plan and other actions | a) Recruit parents or neighbors to be volunteer crossing guards | Residents | • City  
• CBOs  
• RCSD | Short (6-12 months) | • Belle Haven mailing list  
• School communication tools |
| | b) Find the Safe Routes to Schools Plan and ask Ravenswood School District to post it online | Residents | • City – Public Works  
• RCSD | Immediate (1-3 months) | |
| | c) Convene a meeting of MPPD, Public Works, School District Staff and other partners to discuss priorities and next steps | City – Public Works | • RCSD  
• MPPD  
• Residents  
• Parents | Short (6-12 months) | • Safe Routes to Schools Plan |
### Traffic and Safety

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<tr>
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<th>Time Frame</th>
<th>Resources</th>
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<tbody>
<tr>
<td>7) Pursue incentives and programs to reduce driving</td>
<td>a) Research tools (including Survey Monkey and Next Door) to find out why and where people are driving</td>
<td>Residents</td>
<td>• City – Public Works</td>
<td>• Short (6-12 months)</td>
<td>• Next Door</td>
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<td></td>
<td>b) Identify and promote existing ride-share resources</td>
<td>Residents</td>
<td>• City – Public Works</td>
<td>• Short (6-12 months)</td>
<td>• City staff • Existing publications</td>
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<td></td>
<td>c) Explore opportunities for new or expanded ride-share resources (e.g., Zim Ride)</td>
<td>Residents</td>
<td>• Local employers</td>
<td>• Medium (12-24 months)</td>
<td>• 511.org • Transit agencies</td>
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<td></td>
<td>d) Pursue an outdoor bulletin board to share information</td>
<td>See above under Public Safety and Crime Prevention</td>
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### Other Ideas for Consideration
- Eliminate parking around bus stops to avoid congestion and conflicts
- Add speed bumps or other traffic calming measures around schools
- Investigate traffic controls to minimize congestion during peak hours
- Review bus stop locations and improve bus stop amenities
## Educational Quality and Access

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<tbody>
<tr>
<td>8) Investigate the option of joining Menlo Park City School District</td>
<td>a) Provide a consultant to work with the neighborhood and education committee</td>
<td>City</td>
<td>• Education Committee</td>
<td>• Short (6-12 months)</td>
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<td></td>
<td>b) Identify a City Council member to champion the process</td>
<td>City – Community Services</td>
<td>• City Council</td>
<td>• Short (6-12 months)</td>
<td></td>
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<tr>
<td>9) Improve and expand educational support programs within RCSD and Belle Haven</td>
<td>a) Convene a meeting with Belle Haven School to discuss education issues</td>
<td>RCSD</td>
<td>• Education Committee • Community School Funders</td>
<td>• Immediate (1-3 months)</td>
<td></td>
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<td></td>
<td>b) Support free or affordable homework programs</td>
<td>Education Committee</td>
<td>• RCSD • City • Community School Funders • CBOs</td>
<td>• Medium (12 -24 months)</td>
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<td></td>
<td>c) Encourage local non-profits to work with Belle Haven schools</td>
<td>Education Committee</td>
<td>• RCSD • City • CBOs</td>
<td>• Medium (12 -24 months)</td>
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# Educational Quality and Access

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<td></td>
<td>d) Identify and organize volunteer counselors and tutors for students and families</td>
<td>Education Committee</td>
<td>• RCSD</td>
<td>• Short (6-12 months)</td>
<td>• Belle Haven mailing list</td>
</tr>
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<td></td>
<td>e) Support service learning / community service in the neighborhood</td>
<td>Education Committee</td>
<td>• RCSD • CBOs • Local non-profits and businesses</td>
<td>• Medium (12-24 months)</td>
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**Other Ideas for Consideration**
- Grow volunteer tutoring programs with residents and area employees
- Identify or provide more work spaces for students
### Economic Opportunity and Job Training

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<th>Goal</th>
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<th>Partners</th>
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<tbody>
<tr>
<td>10) Pursue or expand partnerships with local businesses to support internships, mentoring or hiring opportunities</td>
<td>a) Establish neighborhood leader(s) or organization(s) for this effort</td>
<td>Residents</td>
<td>• City • CBOs</td>
<td>Immediate (1-3 months)</td>
<td>• Belle Haven mailing list • Next Door</td>
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<td></td>
<td>b) Convene a meeting of neighborhood and community leaders with businesses or liaisons to identify opportunities and next steps</td>
<td>Residents</td>
<td>• Chamber of Commerce • Local business organizations • Local employers • CBOs</td>
<td>Short (6-12 months)</td>
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<tr>
<td>Increase service learning opportunities for students</td>
<td><strong>See above under Educational Quality and Access</strong></td>
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### Other Ideas for Consideration
- Continue to support Job Train
- Engage middle school students in community service through the City of Menlo Park
- Identify paid opportunities for community members to share services and expertise (e.g., classes at Onetta Harris)
- Promote summer employment and internships to Belle Haven youth
- Work with local employers to pursue priority hiring agreements and/or additional outreach to Belle Haven residents
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<tr>
<td>11) Provide more afternoon and evening activities for youth and high-school age students including drop-in programs and places</td>
<td>See above under Public Safety and Crime Prevention</td>
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<td>12) Improve the quality and diversity of programs and classes</td>
<td>a) Gather and evaluate feedback on programs, classes and instructors provided in Belle Haven and other Menlo Park neighborhoods</td>
<td>City – Community Services</td>
<td>• Residents</td>
<td>• Short (6-12 months)</td>
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<tr>
<td>b) Identify top-priority improvements and implement changes as budget and resources allow</td>
<td>City – Community Services</td>
<td>• Residents</td>
<td>• Medium (12 -24 months)</td>
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</table>

**Other Ideas for Consideration**
- Consider moving and/or improving the branch library
- Improve resident access to fields in the neighborhood
- Make more computers available in public places
- Increase the number and hours of current popular programs
- Ensure responsiveness to resident requests
## Neighborhood Infrastructure and Aesthetics

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actions and Next Steps</th>
<th>Lead</th>
<th>Partners</th>
<th>Time Frame</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>13) Identity resources and programs to help property owners and residents maintain their property</td>
<td>a) Establish neighborhood leader(s) or organization(s) for this effort</td>
<td>Residents</td>
<td>• City</td>
<td>• Immediate (1-3 months)</td>
<td>• Belle Haven mailing list</td>
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<td>• CBOs</td>
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<td></td>
<td>b) Identify key maintenance issues and barriers to upkeep</td>
<td>Residents</td>
<td>• City</td>
<td>• Short (6-12 months)</td>
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<td></td>
<td>c) Inventory and promote existing resources</td>
<td>City</td>
<td>• Residents</td>
<td>• Short (6-12 months)</td>
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<td>• CBOs</td>
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<td></td>
<td>d) Consider sliding scale or reduced fees for high-priority needs</td>
<td>City</td>
<td></td>
<td>• Medium (12-24 months)</td>
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<tr>
<td>14) Organize resident efforts to clean up the neighborhood and make minor property improvements</td>
<td>a) Host a meeting with resident leaders and recruit volunteers to plan and promote events</td>
<td>Residents</td>
<td>• CBOs</td>
<td>• Short (6-12 months)</td>
<td>• Belle Haven mailing list</td>
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<td>• City</td>
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## Neighborhood Infrastructure and Aesthetics

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<th>Resources</th>
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</table>
| Other Ideas for Consideration | • Enforce crew clean up after landscape maintenance  
• Provide more public trash cans and plastic bags for dog waste  
• Locate cameras along major streets  
• Locate a dog park in Belle Haven |      |          |            |           |

July 2013
<table>
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<tr>
<th>Goal</th>
<th>Actions and Next Steps</th>
<th>Lead</th>
<th>Partners</th>
<th>Time Frame</th>
<th>Resources</th>
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<tr>
<td>15) Meet with neighborhood groups to discuss neighborhood history and issues of distrust</td>
<td>a) Establish neighborhood leader(s) or organization(s) for this effort</td>
<td>Residents</td>
<td>• CBOs</td>
<td>• Immediate (1-3 months)</td>
<td>• Belle Haven mailing list</td>
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<td></td>
<td>b) Draft an agenda and request a meeting with City leadership</td>
<td>Residents</td>
<td>• CBOs</td>
<td>• Short (6-12 months)</td>
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<td>16) Consider providing a dedicated Council position for Belle Haven</td>
<td>a) Establish neighborhood leader(s) or organization(s) for this effort</td>
<td>Residents</td>
<td>• CBOs</td>
<td>• Immediate (1-3 months)</td>
<td>• Belle Haven mailing list</td>
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<td></td>
<td>b) Draft an agenda and request a meeting with City leadership</td>
<td>Residents</td>
<td>• CBOs</td>
<td>• Short (6-12 months)</td>
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<td>17) Disseminate information about City resources to support implementation of</td>
<td>a) Report annually on City grant funding of community organizations</td>
<td>City – Community Services</td>
<td>• CBOs</td>
<td>• Ongoing (annually)</td>
<td>• Belle Haven mailing list</td>
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## Working Effectively with the City

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<tr>
<td>Visioning Process action items</td>
<td>b) Provide information on plans and funding through regular neighborhood communications</td>
<td>City – Community Services</td>
<td>• CBOs • Residents</td>
<td>• Ongoing (quarterly)</td>
<td>• Belle Haven newsletter</td>
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### Other Ideas for Consideration
- Create new forums for submitting ideas and issues to the City
- Create additional neighborhood action committees
- Increase awareness of existing opportunities for engaging and working with the City
- Identify resources to support Belle Haven residents’ elections
- Consider using OHCC staff as liaisons and for referrals to City services and staff
- Create signs in both Spanish and English in Belle Haven
**Recommended Process Improvements**

In addition to the action items outlined by topic in the Action Plan, MIG recommends the following steps to improve the effectiveness of the Belle Haven / City partnership moving forward.

1. **Improve two-way communication**
   a. Continue to use the Belle Haven webpage on the City website and the newsletter for regular communications with Belle Haven residents and stakeholders. (City)
   b. Identify and use official channels for City communication (e.g., public comment at City Council meetings, Open Town Hall on website, etc). (Residents/CBOs)
   c. Identify neighborhood leaders, residents and/or City staff who can serve as liaisons to the City for residents who prefer not to use formal communications channels. (Residents/CBOs/City).
   d. Invite neighborhood leaders and residents to contribute to staff presentations to City Council to increase the authenticity of progress reports and action item updates. (City).
   e. Maintain and expand the Belle Haven master mailing list, and continue the practice of sending hard-copy materials to residents who do not use email. (City)
   f. Share City communications with neighbors, networks, family and colleagues through formal (e.g., Next Door) or informal channels. (Residents/CBOs)
   g. Continue to provide bi-lingual communications to the neighborhood as well as real-time interpretation for monolingual Spanish-speaking residents. (City)
   h. Identify volunteer interpreters who can support neighborhood participation for monolingual Spanish-speakers. (Residents/CBOs)

2. **Use non-electronic neighborhood communication tool(s) in addition to the Belle Haven webpage and e-blasts.**
   a. Pursue the installation and management of an outdoor community bulletin board. (City)
   b. Continue use of flyers and banners to promote neighborhood events (City).
   c. Disseminate information and materials to residents who do not have access to computers or the internet. (Residents/CBOs)

3. **Hold an annual Community Fair to build community identify, share information with residents, get input on key issues and report results.**
a. Identify and recruit partners (e.g., community-based organizations and foundations) to support an annual event. (City)
b. Volunteer to help organize, staff and promote annual event. (Residents/CBOs)
c. Include an event or activity that reports progress made on key issues and action items from the Visioning process. (Residents/CBOs/City)

4. Ensure transparency and share information and data
   a. Document complaints and issues with City services (e.g., maintenance issues) including date, time, and actions taken. (Residents)
   b. Make specific requests for information of the City (e.g., City Services budget or accounting of redevelopment funds). (Residents, CBOs)
   c. Provide detailed information upon request or as needed to address confusion and questions about City processes. (City)

5. Increase Belle Haven representation on City commissions and committees
   a. Identify and recruit Belle Haven residents for vacancies on City commissions, committees and other leadership roles. (Residents/CBOs)
   b. Notify the Belle Haven community of commission vacancies and other opportunities as they arise, using established communication networks. (City)
   c. Identify resources to support residents’ campaigns for City Council or other elected positions. (CBOs)

6. Sponsor a capacity-building workshop for Belle Haven residents to learn about City decision-making, communications, and public outreach practices and to identify appropriate points of contact.
   a. Promote workshop attendance and share information with those who could not attend (CBOs/Residents).

7. Consider forming a Belle Haven Commission or other formal advisory body that draws from existing community organizations and reflects the diversity of the neighborhood.
Attachments

- Community Snapshot
- Community Conversations
- Outreach and Communications Strategy
- Fact Sheet
- FAQ
- Questionnaire
- Questionnaire Summary
- Action Plan Priority Exercise Results
- Neighborhood and Community Workshop Flyers
- Neighborhood and Community Workshop Summaries
- Neighborhood and Community Workshop Presentations
- Newsletters
COMMUNITY SERVICES DEPARTMENT

Council Meeting Date: August 26, 2014
Staff Report #: 14-152
Agenda Item #: A-2

PRESENTATION: Belle Haven Neighborhood Action Plan Update

RECOMMENDATION

Staff recommends that the City Council receive the Belle Haven Neighborhood Action Plan Update and provide feedback to staff concerning implementation and progress toward goals and measures.

BACKGROUND

Led by the City of Menlo Park’s Community Services staff and consultants from MIG, Inc. (MIG), the Belle Haven neighborhood participated in a visioning process that began in January 2013 and concluded in July 2013. The visioning process built on the work initiated by the City and sought to engage a broader cross-section of the Belle Haven neighborhood than had been involved with earlier planning processes. It was designed to identify community values, prioritize services and programs, identify needed improvements, build capacity and better position Belle Haven residents to work with the City of Menlo Park, community partners and other stakeholders to advocate for the neighborhood’s interests.

The six-month community visioning process included multiple strategies for engaging and gathering input from Belle Haven residents and other community members. The culmination of the work has led to the development of a Belle Haven Neighborhood Action Plan which outlines and highlights high-level action items for the City, Belle Haven residents and stakeholder groups to guide implementation of next steps. The plan emphasizes a small number of action items for each topic so that residents and the City can take on a manageable number of actions and achieve “quick wins” while organizing toward longer-term goals. This approach will further neighborhood capacity building and leadership development which will be essential for achieving the long-term neighborhood goals.

On August 20, 2013, the City Council received and approved the Belle Haven Action Plan and proposed next steps. The next steps focused on helping convene resident action teams and stakeholders, developing and strengthening resident capacity to achieve short and long term goals, building infrastructure for continued engagement and support, as well as addressing some of the particular action items where resources and
strategies may be more easily identified. At this meeting, the Council requested measurable outcomes for the project and directed Staff to return to provide a progress report on those outcomes. A progress summary of outcomes and measures can be found as part of the Belle Haven Action Plan Outcome Measures Table, Attachment A.

Following Council approval of the Action Plan, the next four months were devoted to extensive planning including developing Requests for Proposals (RFPs) and seeking bids from qualified consultants to support City staff and neighborhood residents and begin working on the Action Plan. Two RFPs addressed the early stages of work in the Neighborhood Action Plan and include Belle Haven Action Team Support and Community Capacity Building and Youth and Neighborhood Engagement. After consultants were selected for the project, work plans were developed and refined based on the approved Action Plan goals. The Peninsula Conflict Resolution Center (PCRC) is focusing on the facilitation of action teams, neighborhood community building and leadership development as well as support for youth development and diversion. Alejandro Vilchez (AV Consulting) was selected as the Community Connector focusing on community engagement, resource and referral and neighborhood safety. The combined scope of work for the consultants which includes specific strategies, corresponding measurable outcomes and proposed timelines was presented to Council on January 23, 2014.

During this planning period staff also began working with the Silicon Valley Community Foundation and their affiliate, the Belle Haven Community Development Fund, to finalize the details of the Council-approved mini grant program. The mini grants included funding up to $1000 for neighborhood and community building projects, cleaning and greening activities and small home improvements. The Belle Haven Community Development Fund administered the mini grant program with the Silicon Valley Community Foundation serving as the fiscal agent.

Other ongoing projects during the last six months include: collaboration with the Menlo Park Rotary on a proposed community garden for Belle Haven; the development of a neighborhood newsletter; the opening of the Belle Haven Neighborhood Services Center (Police Substation); and a Belle Haven Action Plan kickoff event held on Thursday, February 13 at 6:30 at the Senior Center.

ANALYSIS

Progress Toward Goals
The first six months of the Neighborhood Action Plan implementation has focused on developing and strengthening the neighborhood’s capacity to achieve its short term goals, while creating the foundation needed to achieve longer term goals. This initial investment focused on training and preparation so that resident groups are stronger and in a better position to advocate for their needs, now and in the future. Considerable ramping up and community engagement was required during this period, as the neighborhood had not convened regarding the Neighborhood Action Plan since last summer. In this short period of time resident leaders have emerged as well as
representative groups composed of both long time and newer residents. As these leaders and groups experience successes in partnership with the City and other stakeholders, the City’s role as “convener” will transition to these resident groups and they will be empowered to accomplish many of the neighborhood’s long term goals with less direct City support.

The Belle Haven Neighborhood Action Plan goals coalesced around clear themes concerning resident priorities and are divided among seven primary areas for improvement. A complete progress report of the Belle Haven Action Plan Outcomes and Measures can be found in Attachment A. Below is a brief synopsis of each of the seven primary areas and measurable results achieved during the past six months as well as challenges and potential next steps.

1. **Public Safety and Crime Prevention**
   Public Safety and Crime Prevention emerged as one of the top priorities during the Belle Haven Visioning Process and has been a significant focus early Action Plan implementation, including formation of the Public Safety Action Team, recruitment and training of Neighborhood Watch “Community Captains”, early development of a youth diversion and community service program, and resident relationship building with the Menlo Park Police. A highlight includes the opening of the long-awaited Neighborhood Services Center (Police Substation) which is a symbol of the emerging partnership and strengthened relationship between residents in Belle Haven and Menlo Park Police. Residents have indicated they feel greater trust and confidence toward the police and increased personal connections. Several Police Dialogues have also strengthened relationships and understanding between residents and beat officers. The resident-led Public Safety Action Team is beginning to feel empowered as they learn how to advocate for their concerns and create positive change in the neighborhood. The upcoming year will need to see a greater focus on youth diversion and family engagement, providing youth leadership opportunities and additional ways for youth to contribute positively to their community.

2. **Traffic and Safety**
   The City’s Public Works Department committed to addressing another top priority -- traffic safety. Progress includes improved bus stop amenities, on-street parking removal to accommodate bus stops and significant coordination between Samtrans, MPPD, Public Works, the School District and other partners. Traffic safety has also been addressed by the Public Safety Action Team including concerns about obstruction of street lighting by street trees, which has been addressed by Public Works.

   Traffic congestion and safety around schools is a high priority for residents and will require the attention of multiple stakeholders. The implementation of the Safe Routes to School Plan has been identified by residents as a priority. Parent and resident engagement will be essential for its success. An emerging concern for the neighborhood is the large number of employee commuter buses that are now driving through the neighborhood obstructing traffic.
3. Educational Quality and Access
Education emerged as one of the neighborhood’s top priorities and includes residents’ concern for education equity and quality opportunities for Belle Haven youth. In the development of the scope of work for this high priority area, the new Ravenswood City School District Superintendent requested that the City Council allow the school district the opportunity to address this high priority issue. The City remains a willing partner in support of education quality for residents. Opportunities exist for the City to serve as a convener and facilitator for educational leaders to support other educational activities such as lifelong and service learning, afterschool homework and study programs, creation of work spaces for students, tutoring and mentorship and youth leadership opportunities.

4. Economic Opportunity and Job Training
This area of concern was not addressed as a part of the initial implementation of the Neighborhood Action Plan as it was not a high priority for residents. However, when creating the Belle Haven Mini-Grant Program, the City, in partnership with the Belle Haven Community Development Fund, was intentional in developing a list of approved contractors who are also residents of Belle Haven. As a result, 10 residents from Belle Haven were identified and approved to perform work on approved mini grant projects. One of the goals for this year is to bring together local business owners from Belle Haven to identify opportunities and champions in the neighborhood to take the lead on developing strategies for this Action Plan goal.

5. City Services and Programs
The primary focus for this area is to provide youth and teens more opportunities for recreation, leadership and safe places, as well as improving and diversifying the range of programming offered to residents in Belle Haven. The Community Services Department regularly surveys and evaluates its program offerings to ensure they are meeting the diverse needs of the community. During the current fiscal year, the Department plans to conduct an inventory of existing youth and teen leadership programs available to Belle Haven youth and identify gaps and opportunities, including, for example, programming and events that would appeal to the Pacific Islander population. Residents identified the need for more computers in public spaces in the neighborhood. Positive developments in response to this action item include installation of public Wi-Fi at the Onetta Harris Community Center, Menlo Park Senior Center and Youth Center. In addition, plans are in place to upgrade the computers at the Onetta Harris Community Center Computer Lab and to begin a marketing campaign to let residents know of this valuable resource.

6. Neighborhood Infrastructure and Aesthetics
Progress in this area over the past 6-8 months has included the Mini-Grant program provided in collaboration with the recently formed Belle Haven Community Development Fund. As a result of the Fund’s leadership and hard work, the first round of funding for the mini-grant program received 23 eligible applications from Belle Haven residents with 18 mini-grants being awarded totaling $13,000. The next round of funding scheduled for the mini-grant program will be in the spring of 2015. The enthusiasm in the
neighborhood about this program is reflected in the survey results, where residents have indicated they feel an increased pride to live in the neighborhood and that they notice their fellow residents are taking pride in their neighborhood as well.

7. Working Effectively with the City
A major focus of the first 6 months of Action Plan implementation was to develop and strengthen relationships between City Staff and residents in Belle Haven. A key component of the consultants’ scope of work and that of City staff has been to improve communication with residents using various strategies and media including a quarterly neighborhood newsletter, growing a neighborhood email database and sending out frequent neighborhood updates, promoting the use of NextDoor which has led to a 90% subscription increase in the past year, and ensuring that all communication is in both English and Spanish. This is reflected in the resident survey where 70% of residents reported that they have increased knowledge of where to go if they want information on current events in Belle Haven. 56% of residents have also indicated they are more aware of how to access City services.

One of the highlights of the work thus far has been the well-attended community dialogues held in Belle Haven which include: My Changing Community Photovoice Project, City staff and resident relationship building dialogue, and the Public Safety dialogue with residents and Menlo Park Police Beat Officers. Staff have identified other dialogues which would be beneficial, including helping residents to identify their neighborhood representatives from various governmental agencies and how to successfully engage them.

IMPACT ON CITY RESOURCES

The City Council approved and allocated $130,500 for FY 2013-14 and $122,500 for FY 2014-15 toward the Belle Haven Neighborhood Action Plan implementation. City staff is currently revising and updating the project scope of work and contracts are being negotiated for the remainder of the fiscal year. As the neighborhood appears to be interested in broadening the scope of work for the Action Plan, City staff may return to update the Council and to seek additional allocations for this fiscal year in order to continue the progress made toward the Action Plan goals.

POLICY ISSUES

Supporting Belle Haven residents and businesses in improving the Belle Haven area is consistent with existing Council policies and goals.

ENVIRONMENTAL REVIEW

The neighborhood visioning and action plan process is not a project under CEQA.
PUBLIC NOTICE

Public Notification was achieved by posting the agenda, with this agenda item being listed, at least 72 hours prior to the meeting.

ATTACHMENTS

A. Belle Haven Action Plan Outcome Measures Table

Report prepared by:
Derek Schweigart
Community Services Manager
### Public Safety and Crime Prevention

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actions</th>
<th>Measure</th>
<th>Impacts / Result</th>
<th>Next Steps</th>
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</table>
| 1. Promote and create educational and recreational options for youth to help prevent crime. | • Collaborated with MPPD to establish youth diversion and truancy prevention program that will launch in fall 2014.  
• Developed partnership with Youth Community Service (YCS) as a resource for the youth diversion program. | • Family and youth engagement.  
• Identify families for Parent Project.  
• Photovoice participation by youth.  
• Families and youth increase their skills and ability to navigate the school system.  
• Youth and families participate more in community and school activities. | ✓ 25 youth referrals received by MPPD.  
✓ 21 intake assessments scheduled and conducted with families to initiate service.  
✓ 4 youth participants for the Photovoice project and showcase  
✓ 2 family conferences held over the past 6 months.  
✓ 15 families identified for the Parent Project.  
✓ 5 families participating in the youth diversion program have increased participation in BH community events such as the clean-up days and dialogues.  
✓ 4 out of 7 youth completed summer school programs as a requirement of the diversion program. 3 of the families chose not to participate.  
✓ 1 youth was referred and successfully enrolled in the MMAP (Music Murals and Arts Program).  
✓ 5 families have increased skills and ability to navigate the school system.  
✓ 2 diversion families using county crisis intervention services. | 1. Conduct inventory of existing youth and teen leadership programs available to BH youth.  
2. Identify gaps in programming and explore new programs and partnerships if needed to provide teens an opportunity to develop leadership and give back to the community.  
3. Complete Community bulletin board and kiosk project for information sharing. |
| 2. Organize neighborhood watch groups. | • Conducted outreach and community engagement to identify BH block captains.  
• Conducted Neighborhood Watch orientation and training | • National Night Out event to be held in BH in collaboration with neighborhood residents.  
• BH Block captains recruited in support of the Neighborhood Watch program. | ✓ 11 BH Neighborhood Watch block captains recruited.  
✓ 8 BH residents who attended the Neighborhood Watch orientation and received training on 7/31/14. | 1. BH residents expressed interest in forming Neighborhood Watch group composed of “Community Captains” with support of MPPD.  
2. BH Neighborhood Watch group expressed interest in promoting |
### Belle Haven Action Plan – Progress Toward Goals

#### Outcome Measures Table

<table>
<thead>
<tr>
<th>Goal</th>
<th>Action</th>
<th>Description</th>
<th>Progress</th>
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<td>1. <strong>Next resident-MPPD dialogue planned for September 2014.</strong></td>
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<td>2. Explore combining Neighborhood Watch “Community Captains” with Public Safety Action Team.</td>
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<td>3. <strong>Participate in on-going dialogues with MPPD Chief and other law enforcement officers.</strong></td>
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<td>Coordinate and facilitated meetings with BH Neighborhood Watch captains.</td>
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<td></td>
<td>Coordinated and helped facilitate National Night Out event.</td>
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<td>Residents attend and receive training on the Neighborhood Watch program.</td>
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<td>Complete 6 month survey of resident public safety perceptions.</td>
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<td>National Night Out event was held on 8/5/14 hosted by the Mt. Olive Church and neighborhood residents which was well received and attended.</td>
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<td>4. <strong>Host a workshop on burglary prevention.</strong></td>
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<td>Worked with MPPD to establish public safety advisory group.</td>
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<td>Conducted outreach to recruit residents to serve on Public Safety Action Team.</td>
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<td>Complete 6 month survey of</td>
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<td>20 MP residents who serve on the Chief’s Advisory Group that includes 2 BH residents.</td>
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<td>18 residents serve on Public Safety Action Team meeting monthly.</td>
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<td>69% of BH residents surveyed report they have/somewhat have increased personal connection with MPPD assigned to BH in the past 6 months.</td>
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<td>5. <strong>Develop a community advisory group to support public safety and crime prevention goals.</strong></td>
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<td></td>
<td>18 residents serve on Public Safety Action Team meeting monthly.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>69% of BH residents surveyed report they have/somewhat have increased personal connection with MPPD assigned to BH in the past 6 months.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Outcome Measures Table

<table>
<thead>
<tr>
<th>Resident Public Safety Perceptions</th>
<th>Public Safety Concerns</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ 65% of BH residents surveyed report that they have shared their crime prevention and neighborhood safety concerns with city staff in the past 6 months.</td>
<td>✓ 57% of BH residents surveyed report that they have somewhat shared how to address specific crime prevention efforts and safety concerns with other residents in the past 6 months.</td>
</tr>
<tr>
<td>✓ There have been 2-4 residents from the Action Team taking the lead on the outreaching to other residents.</td>
<td>✓ The Action Team partnered with City to resolve obstruction of street lights by trees in the neighborhood.</td>
</tr>
<tr>
<td>✓ The Action Team created a resident troubleshooting resource guide.</td>
<td>✓ Street lighting on homes and in public places will be improved in the neighborhood.</td>
</tr>
<tr>
<td>✓ Surveillance cameras will be installed in high traffic and areas of concern in the neighborhood.</td>
<td>✓ There will be an increased presence of code enforcement in the BH neighborhood.</td>
</tr>
<tr>
<td>✓ Residents understand the impact of their involvement in the neighborhood.</td>
<td>✓ 4 Surveillance cameras installed at Willow and Newbridge, Willow and Ivy, Willow and Hamilton, Chilco and Terminal.</td>
</tr>
<tr>
<td>✓ ALPR – Automated License Plate Readers have been deployed by the MPPD.</td>
<td>✓ Public Safety Action Team worked with Public Works to trim trees around street lights and as a result the lighting around homes and important intersections has improved based on resident feedback.</td>
</tr>
<tr>
<td>✓ New code enforcement officer</td>
<td>✓ 4 Surveillance cameras installed at Willow and Newbridge, Willow and Ivy, Willow and Hamilton, Chilco and Terminal.</td>
</tr>
</tbody>
</table>

### Other Ideas for Consideration:

- Improve lighting on homes and in public spaces
- Work with MPPD to add cameras or bring other surveillance technology to the neighborhood
- Improve code enforcement activities
- Create more ways for anonymous and safe reporting of suspicious or criminal activity
- Better publicize existing MPPD reporting and communication tools (e.g., Next Door)
- Support community policing
- Street lighting on homes and in public places will be improved in the neighborhood.
- Surveillance cameras will be installed in high traffic and areas of concern in the neighborhood.
- There will be an increased presence of code enforcement in the BH neighborhood.
- Residents understand the impact of their involvement in the neighborhood.
Belle Haven Action Plan – Progress Toward Goals
Outcome Measures Table

<table>
<thead>
<tr>
<th>Traffic and Safety</th>
<th>Goal</th>
<th>Actions</th>
<th>Measure</th>
<th>Impacts / Result</th>
<th>Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Improve safety near schools and areas where children often walk by implementing the Safe Routes to Schools Plan and other actions.</td>
<td>• Public Safety Action Team increased its scope of work to include traffic safety concerns. • Participated in Ravenswood District Safe Routes to School Coordination Meetings held quarterly with District, Safe Routes, City of Menlo Park and City of EPA. • Coordinated monthly meetings with Menlo Park Transportation and MPPD.</td>
<td>• Meetings will be held with key neighborhood stakeholders to address the issue of Safe Routes to Schools Plan that will result in improved safety near schools.</td>
<td></td>
<td>1. Continue to coordinate efforts around Safe Routes to School. 2. Recruit parents and neighbors to be volunteer crossing guards 3. Convene and conduct a meeting of key stakeholders (MPPD, Public Works, School District and other partners) to discuss priorities and next steps. 4. Conduct resident survey to measure improved safety near schools.</td>
<td></td>
</tr>
<tr>
<td>7. Pursue incentives and programs to reduce driving.</td>
<td>• Communicated and promoted traffic safety, ride-share resources by using various media.</td>
<td>• Promotions and marketing collateral materials will be developed to promote traffic safety and ride share programs.</td>
<td>ü New signs, postcards, and marketing materials have been developed for the Menlo Park Shuttle Program. ü Hosted Bike to Work Day Energizer Station at Ringwood Pedestrian Overcrossing in May 2014.</td>
<td>1. Engage public safety action team to explore ride-share resources and expanded opportunities to ride-share. 2. Continue to communicate and promote traffic safety, ride-share using various media. 3. Evaluate potential grant opportunity for care share program in Menlo Park.</td>
<td></td>
</tr>
</tbody>
</table>

Other Ideas for Consideration:

- Work with Samtrans for new
- New Samtrans 281 bus stops on

1. Evaluation of Citywide
Belle Haven Action Plan – Progress Toward Goals
Outcome Measures Table

<table>
<thead>
<tr>
<th>Goal</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Explore drop-in hours for computer lab at Onetta Harris Community Center and develop a teen work study program.</td>
<td>Pending</td>
<td>Pending</td>
<td>1. Engage resident leaders and neighborhood groups to address this goal in winter ’14.</td>
</tr>
<tr>
<td>2.</td>
<td>Outreach to neighborhood residents, business owners and partners to explore tutoring and mentorship for youth options.</td>
<td>Pending</td>
<td>Pending</td>
<td>2. Convene meeting of neighborhood and community leaders,</td>
</tr>
<tr>
<td>3.</td>
<td>Conduct inventory of existing youth and teen leadership programs available to BH youth in the neighborhood.</td>
<td>Pending</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Explore new programs and partnerships to provide teens an opportunity to develop leadership and give back to the community.</td>
<td>Pending</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>

Other Ideas for Consideration:
- Grow volunteer tutoring programs with residents and area employees
- Identify or provide more work spaces for students
- Support free or affordable homework programs
- Identify and organize volunteer counselors and tutors for students and families
- Support service learning and community service in neighborhood

Education Quality and Access

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>8.</td>
<td>Investigate the option of joining Menlo Park City School District.</td>
<td>Per the request of the RCSD Superintendent to the City Council, the area of improvement concerning Education Quality and Access was to be addressed by the school district.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Improve and expand educational support programs within RCSD and Belle Haven.</td>
<td></td>
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</tbody>
</table>

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<tr>
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</thead>
<tbody>
<tr>
<td>10.</td>
<td>Pursue or expand partnerships with local businesses to support internships, mentoring or hiring opportunities.</td>
<td>Pending</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>
### Other Ideas for Consideration:
- Continue to support Job Train
- Engage middle school students in community service through the City of Menlo Park
- Identify paid opportunities for community members to share services and expertise
- Promote summer employment and internships for Belle Haven youth
- Work with local employers to pursue priority hiring agreements and/or additional outreach to Belle Haven residents

### City Services and Programs

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| 11. Provide more afternoon and evening activities for youth and high-school age students including drop-in programs and places. | • Promoted existing drop-in programs and places in the neighborhood and identified opportunities for expansion.  
• Continued to promote existing drop-in programs that include Basketball and the Fitness Center. | ✓ Expand drop-in programs offered by the Community Services Department. | ✓ Expanded drop-in option for fitness and recreation classes at Onetta Harris Community Center | 1. Conduct inventory of existing youth and teen leadership programs available to BH youth in the neighborhood.  
2. Explore new programs and partnerships to provide teens an opportunity to develop leadership and give back to the community.  
3. Explore drop-in hours for computer lab at Onetta Harris Community Center and development of teen work study program. |
| 12. Improve the quality and diversity of programs and classes. | Pending | Pending | Pending | 1. Survey and evaluate current Community Services programs and explore opportunities to enhance and increase offerings to reflect the diversity of the neighborhood.  
2. Conduct needs assessment for programs and services and recommend changes during the budget process |

### Other Ideas for Consideration:
- Library services are expanded in  
  ✓ The "Little Library" was opened  
  1. Expand "Little Libraries" around
### Belle Haven Action Plan – Progress Toward Goals

#### Outcome Measures Table

<table>
<thead>
<tr>
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</tr>
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<tbody>
<tr>
<td>13. Identify resources and programs to help property owners and residents maintain their property.</td>
<td>Implemented neighborhood mini-grant program. Established resident-led mini-grant orientation, application and review process. Consulted and collaborated with residents on mini-grant best practices. Assisted the promotion and outreach of the mini-grant program.</td>
<td>Implement neighborhood mini-grant program in collaboration with BH residents. Develop and implement a grant review process in collaboration with BH residents. Receive 7-10 mini grant applications in the first grant cycle. Before/After photos of projects and community events. Complete 6 month survey of resident perception of involvement and pride in the neighborhood.</td>
<td>✓ Belle Haven Community Development Fund made up of mostly BH residents took the lead on the mini-grant program. ✓ Grant review committee was composed of 7 members, 5 of which are BH residents. ✓ 23 eligible mini-grant applications received in first round of funding. ✓ 18 mini-grants awarded for a total of $13,000. ✓ 72% of BH residents surveyed report they feel increased pride to live in the neighborhood over the past 6 months. ✓ 73% of BH residents surveyed report they feel increased pride to live in the neighborhood over the past 6 months.</td>
<td>1. Next round of mini-grant funding scheduled for September-October. 2. Document and report on results of first round of mini-grant awards. 3. Identify key maintenance issues and barriers to upkeep of resident properties and public areas.</td>
</tr>
</tbody>
</table>

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>14. Organize resident efforts to clean up the neighborhood and make minor property improvements.</td>
<td>Collaborated with residents and resident groups to conduct neighborhood clean-up activities. Implemented neighborhood mini-grant program to assist residents on minor property improvements.</td>
<td>1-2 neighborhood clean-up events will be held in the BH neighborhood. Complete 6 month survey of resident perception of involvement and pride in the neighborhood.</td>
<td>✓ 3 neighborhood clean-up events held over the past 6 months. ✓ 71% of BH residents report that they feel more/somewhat more vested and connected to the BH community over the past 6 months. ✓ 73% of BH residents report that they feel increased pride to live in the neighborhood over the</td>
<td>1. Distribute “Who to Call” resource to neighborhood that was developed by the Public Safety Action Team.</td>
</tr>
</tbody>
</table>
### Other Ideas for Consideration:
- Enforce crew clean up after landscape maintenance
- Provide more public trash cans and plastic bags for dog waste
- Locate cameras along major streets
- Locate a dog park in Belle Haven

### Working Effectively with the City

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| 15.  | Meet with neighborhood groups to discuss neighborhood history and issues of distrust. | - Identified neighborhood resident leaders and groups for this effort.  
- City staff convened meetings with Belle Haven and other interested residents regarding the history of the City's RDA funds for Belle Haven.  
- Held community dialogues for relationship building and trust development between residents, PD and City staff. | - The following dialogues were conducted in the community: My changing Community, Then and Now (June 12) City staff/Resident Relationship building dialogue (June 17th), PhotoVoice Project Reception on July 16. Action plan kick off meeting (February 13), Public Safety and Traffic Community Meeting (March 26)  
- 69% of BH residents surveyed report that their trust with other residents has/somewhat has increased in the past 6 months.  
- 67% of BH residents surveyed report that their trust with the MPPD has/somewhat has increased in the past 6 months. | 1. Consider hosting a follow-up dialogue between City staff and BH residents on the topic of RDA funding and support of Belle Haven. |
| 16.  | Consider providing a dedicated Council position for Belle Haven | Pending | Pending | Pending |
| 17.  | Disseminate information about City resources to support implementation of Visioning Process action items. | - Annual reporting of City community grant funding of community organizations has been completed.  
- Completed neighborhood mini- | - Various media will be used to disseminate information about the Visioning Process, Neighborhood Action Plan and City resources.  
- Marketing collateral materials and marketing | - Published 3 neighborhood newsletters during the past year in both English/Spanish.  
- Use of NextDoor by BH residents has increased by 90% over the past 6 months. | 1. Promotion of City's Community Funding Process through various media sources.  
2. Continue to promote City's Community Funding Program |
### Outcome Measures Table

<table>
<thead>
<tr>
<th>Action Plan Area</th>
<th>Outcome Measures</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant Program</td>
<td>Grant program orientation and promotion to residents was conducted.</td>
<td>Past year. Resident database has increased to 270 email addresses.</td>
</tr>
<tr>
<td></td>
<td>Neighborhood communication will be in both English and Spanish.</td>
<td>The Public Safety Action Team produced &quot;Who to Contact&quot; list for BH residents.</td>
</tr>
<tr>
<td></td>
<td>• There will be a measurable increase in communication to BH residents regarding events and services.</td>
<td>70% of BH residents surveyed report they have an increased knowledge of where to go when they want information about BH events over the past 6 months.</td>
</tr>
<tr>
<td></td>
<td>• Residents will begin to use Nextdoor with greater frequency.</td>
<td>56% of BH residents surveyed report they are more aware and have accessed services provided by the City over the past 6 months.</td>
</tr>
</tbody>
</table>

### Other Ideas for Consideration:

- Create new forums for submitting ideas and issues to the City
- Create additional neighborhood action committees
- Increase awareness of existing opportunities for engaging and working with the City
- Identify resources to support Belle Haven residents' elections
- Consider using OHCC staff as liaisons and for referrals to City services and staff
- Create signs in both Spanish and English in Belle Haven
- Hold community events and meetings to provide opportunities for residents to share ideas and communicate issues to the City.
- 32 community meetings and neighborhood events held in the past 6 months (Feb-July).
- 56% of BH residents surveyed report they have increased/somewhat increased and strengthened their network in the community over the past 6 months.
- 32 community meetings and events hosted in first 6 months (February and July). Average of 4 events/month and 1 event/week.
- Increase in new residents (1-5 years) participating in community events
- New leaders emerged/identified during the Action Plan implementation
- Increase in BH residents accessing mediation services to resolve neighbor conflicts creating a stronger community and decreasing calls to PD and City departments
- 47% of residents report that they have or somewhat have taken leadership on one or more meetings/projects in the community over the past 6 months
- 64% of residents are more aware or somewhat more aware of and have utilized services of community based groups within Belle Haven over the past 6 months
- 78% of residents report they have taken on more responsibility to find out what’s happening in their community over the past 6 months
- 68% of residents report that they have gotten to know new people in the past 6 months

### Additional Outcomes and Impacts over the past 6 months

- Increase in BH residents accessing mediation services to resolve neighbor conflicts creating a stronger community and decreasing calls to PD and City departments.
- 47% of residents report that they have or somewhat have taken leadership on one or more meetings/projects in the community over the past 6 months.
- 64% of residents are more aware or somewhat more aware of and have utilized services of community based groups within Belle Haven over the past 6 months.
- 78% of residents report they have taken on more responsibility to find out what’s happening in their community over the past 6 months.
- 68% of residents report that they have gotten to know new people in the past 6 months.
77% of residents report they have felt the neighborhood to be more vibrant and active in the past 6 months.

*The survey conducted as part of this 6 month report had approximately 80 respondents with 72% responding in English and 28% in Spanish. Surveys were available online and on paper in both languages. Although there were a total of 80 surveys completed, some questions on individual surveys did not receive a response.*
## Public Safety and Crime Prevention

<table>
<thead>
<tr>
<th>Goal</th>
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</tr>
</thead>
</table>
| 1. Promote and create educational and recreational options for youth to help prevent crime. | - Receive on-going referrals from PD, Schools and other service departments to identify eligible youth and families for referral and support.  
- Conduct assessment meeting with youth and family in partnership with the Youth Diversion Officer.  
- Provide family a resource and referral guide according to their needs.  
- Coordinate, facilitate family group conference that engages participants in developing a plan to support the youth’s future success.  
- Provide families referral for mediation services where appropriate.  
- Coordinate and implement “restorative circles” for resolving conflict  
- Conduct restorative justice workshops at Beechwood School and BGCP  
- Convene meetings with MPPD and local youth to improve communication, increase understanding and improve trust. | - Family and youth engagement.  
- Families and youth increase their skills and ability to navigate the school system.  
- Youth and families participate more in community and school activities.  
- Youth and families complete referrals for crisis intervention and mediation services. | ✓ 17 youth referrals received by MPPD.  
✓ 17 intake assessments scheduled and conducted with families to initiate service.  
✓ 6 family conferences held  
✓ 8 families were referred and connected to county provided services including Medi-Cal, mediation, and mental health.  
✓ 17 restorative justice workshops were held at Beechwood School serving 11 youth.  
✓ 2 restorative justice workshops were held at BGCP serving 25 youth.  
✓ 1 restorative justice parent/child workshop held with 17 parents and 8 youth attending.  
✓ Youth Dialogue with local police chiefs (Menlo Park, Palo Alto, East Palo Alto) was held on September 18, 2014.  
✓ MPPD dialogue with Beechwood School held on February 24, 2015.  
✓ Held Youth Service Provider Roundtable in support of youth services on February 26, 2015.  
✓ MPPD conducted first ever Police Youth Academy in May 2015.  
✓ Conducted a “Know your Rights” Student Dialogue at Menlo Atherton High School on April 30, 2015. | 1. Conduct inventory of existing youth and teen leadership programs available to BH youth.  
2. Identify gaps in programming and explore new programs and partnerships if needed to provide teens an opportunity to develop leadership and give back to the community.  
3. The MPPD will continue to provide support to students at Belle Haven School and other area schools.  
4. MPPD will continue to partner with other youth service providers to address “restorative circles” and provide for other youth and family needs.  
5. Pursue partnerships with local businesses to support internships, mentorships and hiring of local youth. |
<table>
<thead>
<tr>
<th>Outcome Measures Table FY 2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2. Organize neighborhood watch groups.</strong></td>
</tr>
<tr>
<td>• Conduct Neighborhood Watch orientation and training</td>
</tr>
<tr>
<td>• Coordinate and facilitate meetings with BH Neighborhood Watch captains</td>
</tr>
<tr>
<td>• Coordinate and help facilitate National Night Out event.</td>
</tr>
<tr>
<td>• National Night Out event to be held in BH in collaboration with neighborhood residents.</td>
</tr>
<tr>
<td>• BH Block captains recruited in support of the Neighborhood Watch program.</td>
</tr>
<tr>
<td>• Residents attend and receive training on the Neighborhood Watch program.</td>
</tr>
<tr>
<td>✓ 11 BH Neighborhood Watch block captains recruited.</td>
</tr>
<tr>
<td>✓ 8 BH residents who attended the Neighborhood Watch orientation and received training on 7/31/14.</td>
</tr>
<tr>
<td>✓ National Night Out event was held on 8/4/15 hosted by the Mt. Olive Church and supported by PSAT members. The event was well received and attended.</td>
</tr>
<tr>
<td><strong>3. Participate in on-going dialogues with MPPD Chief and other law enforcement officers.</strong></td>
</tr>
<tr>
<td>• Coordinate and facilitate dialogues with residents and the MPPD.</td>
</tr>
<tr>
<td>• Hold a dialogue with the MPPD and residents that is well received and attended.</td>
</tr>
<tr>
<td>• Improve relationships between police and residents as reflected in participant and resident surveys.</td>
</tr>
<tr>
<td>• Complete 12 month survey of resident public safety perceptions.</td>
</tr>
<tr>
<td>• 40 participants attended a Youth Dialogue with local police chiefs (Menlo Park, Palo Alto, East Palo Alto) was held on September 18, 2014.</td>
</tr>
<tr>
<td>• 40 residents attended a Code Enforcement Dialogue and Community Meeting with the Chief on January 22, 2015.</td>
</tr>
<tr>
<td>• 26 youth attended MPPD dialogue with Beechwood School held on February 24, 2015.</td>
</tr>
<tr>
<td>• 26 participants attended a “Know your Rights” Student Dialogue at Menlo Atherton High School on April 30, 2015.</td>
</tr>
<tr>
<td>• 47% of BH residents surveyed report they are satisfied with the efforts to address their neighborhood safety concerns while 37% have no opinion reflecting 84% of respondents.</td>
</tr>
<tr>
<td><strong>4. Host a workshop on burglary prevention.</strong></td>
</tr>
<tr>
<td>Pending</td>
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<td>Pending</td>
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<tr>
<td>Pending</td>
</tr>
<tr>
<td><strong>1. The Public Safety Action Team (PSAT) and Neighborhood Watch participants will combine efforts for FY 2015-16 for addressing neighborhood safety.</strong></td>
</tr>
<tr>
<td><strong>2. Report on neighborhood code enforcement efforts at community meetings and continue ongoing dialogue with residents.</strong></td>
</tr>
<tr>
<td><strong>3. Conduct annual dialogue with the MPPD Chief and other law enforcement officers.</strong></td>
</tr>
<tr>
<td><strong>4. Workshop will explore co-hosting workshop with MPPD in FY 15-16.</strong></td>
</tr>
<tr>
<td>5. Develop a community advisory group to support public safety and crime prevention goals.</td>
</tr>
<tr>
<td>• Conducted outreach to recruit residents to serve on Public Safety Action Team.</td>
</tr>
<tr>
<td>• Convened and established a resident led Public Safety Action Team.</td>
</tr>
</tbody>
</table>

Other Ideas for Consideration:
• Improve lighting on homes and in public spaces
• Work with MPPD to add cameras or bring other surveillance technology
• Street lighting on homes and in public places will be improved in the neighborhood.

✓ 57% of residents report that they feel more vested and connected to the BH community over the

2. Continue to train, develop and build capacity with Action Team resulting in team leaders becoming facilitators and conveners of meetings.
3. Address graffiti abatement on Caltrans property.
4. PSAT to address traffic safety issues on Chilco.
### Belle Haven Action Plan – Progress Toward Goals

**Outcome Measures Table FY 2014-15**

**Traffic and Safety**

<table>
<thead>
<tr>
<th>Goal</th>
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</table>
| 6. Improve safety near schools and areas where children often walk by implementing the Safe Routes to Schools Plan and other actions. | • Public Safety Action Team increased its scope of work to include traffic safety concerns.  
• Participated in Ravenswood District Safe Routes to School Coordination Meetings held quarterly with District, Safe Routes, City of Menlo Park and City of EPA.  
• Coordinated monthly meetings with Menlo Park Transportation and MPPD.  
• Implement Safe Routes to School recommendations in conjunction with the Ravenswood City School District for Belle Haven Elementary School | • Meetings will be held with key neighborhood stakeholders to address the issue of Safe Routes to Schools Plan that will result in improved safety near schools.  
• Improvements implemented as part of the Safe Routes to School Program. | ✓ Henderson Avenue at Ivy Drive and Chilco Street, City replaced existing yellow transverse crosswalks with high visibility yellow ladder crosswalks  
✓ Ivy Drive at Almanor Avenue, City replaced existing yellow transverse crosswalks with high visibility yellow ladder crosswalks  
✓ Ivy Drive at Market Place, City upgraded east leg of intersection to high visibility white crosswalk; striped new high-visibility white crosswalks at all other crossings at the roundabout; installed YIELD teeth pavement markings at all legs.  
✓ Installed School Zone 25 mile speed limit signs on Ivy Drive, Hamilton Avenue, and Chilco Street approaches to the Belle Haven Elementary School.  
✓ Installed red curb at all legs of | 1. Continue to coordinate efforts around Safe Routes to School.  
2. Convene and conduct a meeting of key stakeholders (MPPD, Public Works, School District and other partners) to discuss priorities and next steps.  
3. Conduct resident survey to measure improved safety near schools.  
4. Host traffic safety dialogue with residents and other stakeholders.  
5. At intersection of Ivy Drive with Market Place, install YIELD signs at all legs; and, construct curb ramps at both ends of the southwestern crosswalk and the northern end of the western crosswalk and the northern end of the western crosswalk; retrofit all existing curb ramps with truncated domes.  
6. AT Ivy Drive Parking Lot, repaint the red curb at the school entrance as white for loading. |
### Outcome Measures Table FY 2014-15

**7. Pursue incentives and programs to reduce driving.**
- Communicated and promoted traffic safety, ride-share resources by using various media.
- Promotions and marketing collateral materials will be developed to promote traffic safety and ride share programs.
- The City participates every year in the Bike to Work Day by sponsoring stations throughout the City including the one near the Ringwood Avenue Bike/Ped Overcrossing on Pierce Road.

**Other Ideas for Consideration:**
- Eliminate parking around bus stops to avoid congestion and conflicts
- Add speed bumps or other traffic calming measures around schools
- Investigate traffic controls to minimize congestion during peak hours
- Review bus stop locations and improve bus stop amenities
- Work with Samtrans for new shelters and stop amenities.
- Key bus stops will see improved amenities in BH
- Evaluation of needs and projects are ongoing

**Education Quality and Access**

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<tbody>
<tr>
<td>8. Investigate the option of joining Menlo Park City School District.</td>
<td>Per the request of the RCSD Superintendent to the City Council, the area of improvement concerning Education Quality and Access was to be addressed by the school district.</td>
<td></td>
<td></td>
<td>1. Work with school district and Belle Haven School to host community dialogues on the topic of education.</td>
</tr>
</tbody>
</table>

| 9. Improve and expand educational support programs within RCSD and Belle Haven. |                                                                        |                                                                        |                                                                                | 2. Continue to partner with the school district and Belle Haven School to support family and community engagement. |

**Other Ideas for Consideration:**
- Grow volunteer tutoring programs with residents and area employees

1. Explore drop-in hours for computer lab at Onetta Harris
Belle Haven Action Plan – Progress Toward Goals
Outcome Measures Table FY 2014-15

- Identify or provide more work spaces for students
- Support free or affordable homework programs
- Identify and organize volunteer counselors and tutors for students and families
- Support service learning and community service in neighborhood

Community Center and develop a teen work study program.
2. Outreach to neighborhood residents, business owners and partners to explore tutoring and mentorship for youth options.
3. Conduct inventory of existing youth and teen leadership programs available to BH youth in the neighborhood.
4. Explore new programs and partnerships to provide teens an opportunity to develop leadership and give back to the community.

### Economic Opportunity and Job Training

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actions</th>
<th>Measure</th>
<th>Impacts / Result</th>
<th>Next Steps</th>
</tr>
</thead>
</table>
| 10. Pursue or expand partnerships with local businesses to support internships, mentoring or hiring opportunities. | • Explore existing/similar programs i.e. JobTrain to discuss & identify areas for collaboration with the city.  
• Continue BH Merchant Network to include local internship/mentoring opportunities.  
• Develop leadership development class.  
• Develop local student internship pool. | • Participants report and increase in interpersonal relational skills for workplace readiness.  
• A minimum of 50% of youth placed into mentoring/internship opportunities in the local area, i.e. within BH merchant Network.  
• One agency identified and committed to transfer program for continuation in 2016.  
• Job readiness of 5-10 local youth | ✓ Pending completion of consultant scope of work for FY 15-16. | 1. Pending completion of consultant scope of work for FY 15-16. |

### Other Ideas for Consideration:
- Continue to support JobTrain
- Engage middle school students in community service through the City of Menlo Park
- Identify paid opportunities for community members to share services and expertise
- Promote summer employment and internships for Belle Haven youth
- Work with local employers to pursue priority hiring agreements and/or additional outreach to Belle Haven residents

See Above

See Above

See Above
## City Services and Programs

### Goal 11. Provide more afternoon and evening activities for youth and high-school age students including drop-in programs and places.

**Actions**
- Promoted existing drop-in programs and places in the neighborhood and identified opportunities for expansion.
- Continued to promote existing drop-in programs that include Basketball and the Fitness Center.

**Measure**
- Expand drop-in programs offered by the Community Services Department.

**Impacts / Result**
- Expanded drop-in option for fitness and recreation classes at Onetta Harris Community Center

**Next Steps**
1. Conduct inventory of existing youth and teen leadership programs available to BH youth in the neighborhood.
2. Explore new programs and partnerships to provide teens an opportunity to develop leadership and give back to the community.
3. Explore drop-in hours for computer lab at Onetta Harris Community Center and development of teen work study program.

### Goal 12. Improve the quality and diversity of programs and classes.

**Actions**
- Survey and evaluate current Community Service programs and explore opportunities to enhance and increase offerings to reflect diversity of the neighborhood.
- Conduct needs assessment for programs and services and recommend changes during the budget process
- Participant surveys
- Resident and stakeholder feedback on department strategic plans
- New and improved class offerings available to residents in department Activity Guide

**Measure**
- Library services are expanded in the BH neighborhood

**Impacts / Result**
- Pending completion of program strategic plans and community center space needs analysis.
- Pending completion of approved CIP projects for Youth Center, Onetta Harris Community Center and Belle Haven Pool.

**Next Steps**
1. Continue to work on Community Services Department strategic plans.
2. Complete Onetta Harris Community Center space needs analysis and classroom expansion project.
3. Implement proposed CIP projects for Onetta Harris Community Center, Youth Center, and Belle Haven Pool.

### Other Ideas for Consideration:
- Consider moving and/or improving the branch library
- Improve resident access to fields in the neighborhood
- Make more computers available in public places
- Increase the number and hours of current popular programs
- Ensure responsiveness to resident requests

**Actions**
- Library services are expanded in the BH neighborhood

**Measure**
- “Little Libraries” installed near Hamilton Park and in Police Substation with more to come.

**Impacts / Result**
- Fitness and enrichment classes expanded to Senior Center during non-business hours after 3:00 p.m. to meet community needs.

**Next Steps**
1. Expand “Little Libraries” around the Belle Haven Neighborhood.
2. Computer Labs community needs analysis to be conducted this fiscal year.
3. Complete Onetta Harris Classroom Expansion to accommodate more fitness and enrichment class offerings.

## Neighborhood Infrastructure and Aesthetics

### Goal

**Actions**

**Measure**

**Impacts / Result**

**Next Steps**
### Outcome Measures Table FY 2014-15

<table>
<thead>
<tr>
<th>13. Identify resources and programs to help property owners and residents maintain their property.</th>
<th>Bell Haven Community Development Fund made up of mostly BH residents took the lead on the mini-grant program.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Implemented neighborhood mini-grant program.</td>
<td>✓ Grant review committee was composed of 7 members, 5 of which are BH residents.</td>
</tr>
<tr>
<td>• Established resident-led mini-grant orientation, application and review process.</td>
<td>✓ Application process that included various levels of support for residents was conducted January-April 2015 with awards announced in May 2015.</td>
</tr>
<tr>
<td>• Consulted and collaborated with residents on mini-grant best practices.</td>
<td>✓ 35 applications received in the 2nd year compared to 23 from last year.</td>
</tr>
<tr>
<td>• Assisted the promotion and outreach of the mini-grant program.</td>
<td>✓ 32 mini-grants and $23,000 awarded for 2nd year of program and increase over the 1st year which saw 18 mini-grants and $13,000 awarded.</td>
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<td>✓ 26 submissions for curb appeal projects and 6 for community building activities and events.</td>
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<td>✓ 69% of residents report that they feel the neighborhood is more engaged, active and vibrant.</td>
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<td></td>
<td>✓ 57% of residents report that they feel more vested and connected to their community.</td>
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<td></td>
<td>✓ Complete 12 month survey of resident perception of involvement and pride in the neighborhood.</td>
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<tr>
<td></td>
<td>✓ Completion of Belle Haven Community Garden.</td>
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<td></td>
<td>✓ Code Enforcement Dialogue was held with MPPD and residents on January 22, 2015.</td>
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<td></td>
<td>✓ Community Garden Planning meetings began in September 2014 with resident workdays held in October and November 2014.</td>
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<td>✓ Community Garden Grand Opening was held on November 1.</td>
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</table>

<table>
<thead>
<tr>
<th>14. Organize resident efforts to clean up the neighborhood and make minor property improvements.</th>
<th>1. Final report and documentation for Round 1 mini-grant funding.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Implement neighborhood mini-grant program to assist residents on minor property improvements.</td>
<td>2. Continue identify key maintenance issues and barriers to upkeep of resident properties and public areas.</td>
</tr>
<tr>
<td>• Convene meetings and provide information on code enforcement.</td>
<td>3. Continue to refine program to be more process friendly and more efficient for implementation.</td>
</tr>
<tr>
<td>• Work with community partners and residents to establish neighborhood community garden for Belle Haven.</td>
<td>4. Final report for Round 2 mini-grant funding by July 2016.</td>
</tr>
<tr>
<td>• Complete 12 month survey of resident perception of involvement and pride in the neighborhood.</td>
<td>5. Complete Round 3 mini-grant funding for FY 15-16.</td>
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<td></td>
<td>6. Consider a local “seed” or micro loans for residents with home-based or businesses in the neighborhood.</td>
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</tbody>
</table>
22, 2014.

- The Community Garden partners report that 35 garden beds are fully occupied by neighborhood families growing food for their own needs as well as sharing with others and that the garden has become a gathering place for the neighborhood in a safe, educational and fun atmosphere.
- PSAT worked with CalTrain for the successful removal of the Ballast Rock Material on Chilco.
- PSAT worked with CalTrain for the removal and debris and overgrowth of weeds along the CalTrain corridor.
- 69% of residents report that they feel the neighborhood is more engaged, active and vibrant.
- 57% of residents report that they feel more vested and connected to their community.

Other Ideas for Consideration:
- Enforce crew clean up after landscape maintenance
- Provide more public trash cans and plastic bags for dog waste
- Locate cameras along major streets
- Locate a dog park in Belle Haven

Working Effectively with the City

<table>
<thead>
<tr>
<th>Goal</th>
<th>Actions</th>
<th>Measure</th>
<th>Impacts / Result</th>
<th>Next Steps</th>
</tr>
</thead>
</table>
| 15.  Meet with neighborhood groups to discuss neighborhood history and issues of distrust. | • Identified neighborhood resident leaders and groups for this effort.  
• City staff convened meetings with Belle Haven and other interested residents regarding the history of the City’s RDA funds for Belle Haven.  
• Held community dialogues for | • Conduct community dialogues with residents, PD, City staff, business owners, and other neighborhood stakeholders. | • Belle Haven Photovoice Dialogue Event was held on July 16, 2014. | 1. Continue to host dialogues for relationship building and trust development between residents, MPPD and City Staff.  
2. Host a series of dialogues or town hall meetings with various community partners that include the school districts, Menlo Fire |
### Belle Haven Action Plan – Progress Toward Goals

#### Outcome Measures Table FY 2014-15

<table>
<thead>
<tr>
<th>Objective</th>
<th>Status</th>
<th>Measures/Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. Consider providing a dedicated Council position for Belle Haven</td>
<td>Pending</td>
<td></td>
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<tr>
<td>17. Disseminate information about City resources to support implementation of Visioning Process action items.</td>
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<tr>
<td>• Annual reporting of City community grant funding of community organizations.</td>
<td>Published 3 neighborhood newsletters during the past year in both English/Spanish. Use of NextDoor by BH residents has increased over 300% over the past couple years increasing from 70 active participants to 331. Resident database has increased to 384 email addresses up from 270 a year ago or an increase of 42%. The Public Safety Action Team produced &quot;Who to Contact&quot; list for BH residents. 72% of residents report they have been actively informed about meetings, events, and activities related to the neighborhood. 65% of residents report they</td>
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<tr>
<td>• Promote neighborhood mini-grant program.</td>
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<tr>
<td>• Publish quarterly newsletter and distribute to residents.</td>
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<tr>
<td>• Use all existing communication methods that include email blasts, City bulletin board, NextDoor, mailings etc.</td>
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<tr>
<td>• Various media will be used to disseminate information about the Visioning Process, Neighborhood Action Plan and City resources.</td>
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<td>• Marketing collateral materials and neighborhood communication will be in both English and Spanish.</td>
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<tr>
<td>• There will be a measurable increase in communication to BH residents regarding events and services.</td>
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<tr>
<td>• Residents will begin to use Nextdoor with greater frequency.</td>
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</table>

**District, Facebook or clarify misinformation about these entities.**

3. Develop a publication about the Belle Haven neighborhood from 1951 to present day chronicling its history, demographics, marginalization and recent renaissance.

4. Continue to host City Council, Commission and other major community meetings in Belle Haven.
Belle Haven Action Plan – Progress Toward Goals
Outcome Measures Table FY 2014-15

<table>
<thead>
<tr>
<th>Other Ideas for Consideration:</th>
<th>● Hold community events and meetings to provide opportunities for residents to share ideas and communicate issues to the City.</th>
<th>Have more responsibility to find out what’s happening in the neighborhood.</th>
</tr>
</thead>
<tbody>
<tr>
<td>● Create new forums for submitting ideas and issues to the City</td>
<td>✅ 29+ community meetings and neighborhood events held in the past 12 months (FY 2014-15).</td>
<td>1. Consider forming neighborhood advisory group that reflects the diversity of the neighborhood.</td>
</tr>
<tr>
<td>● Create additional neighborhood action committees</td>
<td>✅ 72% of residents report they have been actively informed about meetings, events, and activities related to the neighborhood.</td>
<td>2. Consider assigning an “ombudsman” to manage the flow of information internally and externally between city departments and other neighborhood stakeholders.</td>
</tr>
<tr>
<td>● Increase awareness of existing opportunities for engaging and working with the City</td>
<td>✅ 73% of residents report that they have participated in at least one community meeting, event, activity related to the BH neighborhood. 41% report that they participated in 4 or more such meetings.</td>
<td>3. Inventory the languages spoken City-wide and make necessary accommodations to ensure information is distributed equitably.</td>
</tr>
<tr>
<td>● Identify resources to support Belle Haven residents’ elections</td>
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<tr>
<td>● Consider using OHCC staff as liaisons and for referrals to City services and staff</td>
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<tr>
<td>● Create signs in both Spanish and English in Belle Haven</td>
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</table>

Additional Outcomes and Impacts over the past 12 months

● 29+ community meetings and events hosted in first 12 months (FY 14-15).
● Increase in new residents (1-5 years) participating in community events
● New leaders continue to emerge during the Action Plan implementation
● Increase in BH residents accessing mediation services to resolve neighbor conflicts creating a stronger community and decreasing calls to PD and City departments
● 53% of residents report they have gotten to know more people who live in the neighborhood.
● 69% of residents report they feel the neighborhood is more engaged, active and vibrant.
● 65% of residents report they know where to go when they want information on happenings within the neighborhood.
● 29% of residents report in addition to their participation they have taken a leadership role on one or more meetings/projects in their community.
● 44% of residents report they have made at least one call to the City to report a problem or suggest a solution.
● 27% of residents report they have learned new skills or received information regarding facilitation, conflict resolution, public speaking, event organizing or civic navigation.
● 57% of residents report they feel more vested and connected to their community.
*The survey conducted as part of this 12 month report had approximately 74 respondents with 78% responding in English and 22% in Spanish. Surveys were available online and on paper in both languages. Although there were a total of 74 surveys completed, some questions on individual surveys did not receive a response.