

Strategic Roadmap FY2024 to FY2025+ Project List



Strengthen Organizational Health

✦ = Racial Equity Focus Project 📖 = Education Focus Project

Projects		Y1	Y2+	Departments
Strengthen Fiscal Sustainability and Transparency				
R1	Hold a work session with the Council to provide an overview of the updated General Fund Long Range Financial model			FN
R2	Expand financial transparency and data sharing through platforms like OpenGov			FN
R3	Prioritize Hayward's involvement in the creation of a Public Bank			FN
Strengthen and Streamline Customer Service and Access				
R4	Conduct a language access assessment ✦			CM
R5	Conduct a post-COVID assessment of on-line and in-person customer service needs, including Access Hayward			CM
R6	Assess hybrid meeting model for Board and Commissions and explore options to add additional meeting locations with hybrid capacity			CM, IT
R7	Develop systems for tracking and responding to constituent requests for Council, such as using a ticketing system and having more informational updates online			CM
Strengthen Employee Engagement, Professional Development, and Retention				
R8	Develop talent acquisition plan for citywide and critical positions ✦			HR
R9	Audit existing policies and HR processes for compliance including areas for revision and general enhancement			HR
R10	Develop a citywide compensation philosophy with internal benchmarks in alignment with the comparator marketplace			HR
R11	Implement 360 evaluations for all department heads and simultaneously implement executive coaching			HR, CM
Invest in a Safe Work Environment				
R12	Conduct a workplace safety assessment for all workplace locations and implement phased improvements			HR, PD, FR, MS
R13	Develop the Police Department's Wellness program			PD
Optimize Access to Workforce Technology				
R14	Ensure up to date technologies and processes including the City's procurement system by optimizing ERP solution through use of different modules			FN, IT
R15	Implement an IT Governance workgroup to ensure business alignment with technology solutions			IT