"The City With a Heart"

Jim Ruane, Mayor
Ken Ibarra, Vice Mayor
Rico E. Medina, Councilmember
Irene O'Connell, Councilmember
Michael Salazar, Councilmember

SPECIAL MEETING

AGENDA

SAN BRUNO CITY COUNCIL

February 14, 2012

6:00 p.m.

Meeting location: Senior Center, 1555 Crystal Springs Road, San Bruno, CA

1. **ROLL CALL:**

2. **PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA:** Individuals allowed three minutes, groups in attendance, five minutes. If you are unable to remain at the meeting, ask the City Clerk to request that the Council consider your comments earlier. It is the Council's policy to refer matters raised in this forum to staff for investigation and/or action where appropriate. The Brown Act prohibits the Council from discussing or acting upon any matter not agendized pursuant to State Law.

3. **CONDUCT OF BUSINESS:**

   Review FY 2011-12 Financial Result Impacts Related to the Loss of Redevelopment and Projections for FY 2012-13.

4. **ADJOURNMENT:**

   The next Regular City Council Meeting will be held on February 14, 2012, at 7:00 pm at the Senior Center, 1555 Crystal Springs Road.

Posted Pursuant to Law 02/10/12

"The City With a Heart"

Jim Ruane, Mayor
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AGENDA

SAN BRUNO CITY COUNCIL

February 14, 2012

7:00 p.m.

Meeting location: Senior Center, 1555 Crystal Springs Road, San Bruno

City Council meetings are conducted in accordance with Roberts Rules of Order Newly Revised and City Council Rules of Procedure. You may address any agenda item by standing at the microphone until recognized by the Council. All regular Council meetings are recorded and televised on CATV Channel 1 and replayed the following Thursday, at 2:00 pm. You may listen to recordings in the City Clerk's Office, purchase CD's, access our web site at **www.sanbruno.ca.gov** or check out copies at the Library. We welcome your participation. In compliance with the Americans with Disabilities Act, individuals requiring reasonable accommodations or appropriate alternative formats for notices, agendas and records for this meeting should notify us 48 hours prior to meeting. Please call the City Clerk's Office 650-616-7058.

Thank you **San Bruno Garden Club** for providing the beautiful floral arrangement.

1. **CALL TO ORDER:**
2. **ROLL CALL/PLEDGE OF ALLEGIANCE:**
3. **ANNOUNCEMENTS:**
4. **PRESENTATIONS:**
5. **REVIEW OF AGENDA:**
6. **APPROVAL OF MINUTES:** Special Council Meetings of January 10, 2012 and January 24, 2012 and Regular Council Meetings of January 10, 2012 and January 24, 2012
7. **CONSENT CALENDAR:** All items are considered routine or implement an earlier Council action and may be enacted by one motion; there will be no separate discussion unless requested by a Councilmember, citizen or staff.

   a. **Approve:** Accounts Payable of January 23 and 30, 2012.
   b. **Approve:** Payroll of January 15, 2012.
   c. **Waive:** Second Reading and Repeal San Bruno Municipal Code Section 2.36.070 through Section 2.36.140 and Amend Section 2.36.150 Relating to the Personnel Board, and Adopt Resolution Revising the Personnel Board By Laws.
      2.36150.
   d. **Accept:** Letter of Resignation from Bicycle and Pedestrian Committee Member, Declare a Committee Member Vacancy and Direct the City Clerk to Initiate the Process for Appointment of a New Member.
   e. **Accept:** Letter of Resignation from Culture and Arts Commission Member, Declare a Committee Member Vacancy and Direct the City Clerk to Initiate the Process for Appointment of a New Member.
   f. **Accept:** Letter of Resignation from Citizens Crime Prevention Member, Declare a Committee Member Vacancy and Direct the City Clerk to Initiate the Process for Appointment for a New Member.

8. PUBLIC HEARINGS (Notices have been published, posted and mailed):

9. PUBLIC COMMENT ON ITEMS NOT ON AGENDA: Individuals allowed three minutes, groups in attendance, five minutes. If you are unable to remain at the meeting, ask the City Clerk to request that the Council consider your comments earlier. It is the Council's policy to refer matters raised in this forum to staff for investigation and/or action where appropriate. The Brown Act prohibits the Council from discussing or acting upon any matter not agendized pursuant to State Law.

10. CONDUCT OF BUSINESS:

a. Receive Report on the Community Based Transportation Plan and Provide Feedback to The San Mateo City / County Association of Governments (C/CAG).
b. Receive Report and Provide Direction Regarding Revision of Fats, Oils, and Grease (FOG) Ordinance of the San Bruno Municipal Code (Chapter 10.12) and FOG Program Relating to Water Quality Control.
c. Receive Mid-Year Financial Report as of December 31, 2011 for the 2011-12 General Fund, Special Revenue Funds, Enterprise Funds, and Internal Service Funds Budget.

11. REPORT OF COMMISSIONS, BOARDS, & COMMITTEES:

12. COMMENTS FROM COUNCIL MEMBERS:

13. CLOSED SESSION:

a. Confer with Legal Counsel Regarding Anticipated Litigation (one case) (Cal Gov't Code Section 54956.9 (b)).
b. Public Employee Performance Evaluation Pursuant to Government Code Section 54957: City Attorney.

14. ADJOURNMENT:

The next regular City Council Meeting will be held on February 28, 2012 at 7:00 p.m. at the Senior Center, 1555 Crystal Springs Road, San Bruno.

Posted Pursuant to Law 02/10/12

"The City With a Heart"

Jim Ruane, Mayor
Ken Ibarra, Vice Mayor
Rico E. Medina, Councilmember
Irene O'Connell, Councilmember
Michael Salazar, Councilmember

SPECIAL MEETING
MINUTES
CITY COUNCIL CLOSED SESSION
January 10, 2012
6:15 p.m.

1. ROLL CALL: The meeting was called to order at 6:15 p.m. Presiding was Mayor Ruane, Vice Mayor Salazar, Council Members Ibarra, Medina and O'Connell. Recording by Clerk Bonner.

2. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA: None.

3. CLOSED SESSION:

Mayor Ruane said they would be going into closed session to Conference with Legal Counsel, Anticipated Litigation (one case) Significant Exposure to Litigation Pursuant to Gov't Code 54956.9(b) with no reportable action.

4. ADJOURNMENT:

The next Regular City Council Meeting will be held on January 10, 2012, at 7:00 pm at the Senior Center, 1555 Crystal Springs Road.

"The City With a Heart"

Jim Ruane, Mayor
Ken Ibarra, Vice Mayor
Rico E. Medina, Councilmember
Irene O'Connell, Councilmember
Michael Salazar, Councilmember

SPECIAL MEETING

MINUTES

CITY COUNCIL CLOSED SESSION

January 24, 2012

6:00 p.m.

1. ROLL CALL: The meeting was called to order at 6:00 p.m. Presiding was Mayor Ruane, Vice Mayor Salazar, Council Members Ibarra, Medina and O'Connell. Recording by Clerk Bonner.

2. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA: None.

3. CONDUCT OF BUSINESS:

Mayor Ruane said they would have a Conference with Legal Counsel, Anticipated Litigation (one case) Significant Exposure to Litigation Pursuant to Government Code 54956.9 (b) with no reportable action.

4. ADJOURNMENT:

The next Regular City Council Meeting will be held on January 24, 2012, at 7:00 pm at the Senior Center, 1555 Crystal Springs Road.

"The City With a Heart"

Jim Ruane, Mayor
Ken Ibarra, Vice Mayor
Rico E. Medina, Councilmember
Irene O'Connell, Councilmember
Michael Salazar, Councilmember

MINUTES

SAN BRUNO CITY COUNCIL
&
SAN BRUNO REDEVELOPMENT AGENCY

January 10, 2012

7:00 p.m.

1. CALL TO ORDER: THIS IS TO CERTIFY THAT the San Bruno City Council met on January 10, 2012 at the San Bruno Senior Center, 1555 Crystal Springs Rd., San Bruno, CA. The meeting was called to order at 7:00 p.m.

Mayor Ruane thanked the San Bruno Garden Club for the beautiful floral arrangement.

2. ROLL CALL/PLEDGE OF ALLEGIANCE: Presiding was Mayor/Chair Ruane, Vice Mayor/Vice Chair Salazar and Council/Board Members Ibarra, Medina and O'Connell. Recording by Clerk Bonner. **Housing and Redevelopment Director Sullivan** led the Pledge of Allegiance.

3. ANNOUNCEMENTS: None.

4. PRESENTATIONS: None.

5. REVIEW OF AGENDA:

Mayor Ruane said they did one of the closed sessions at a special meeting this evening at 6:15 p.m., Item 13.a.

6. APPROVAL OF MINUTES: City Council Special Meeting of December 13, 2011 and City Council Special Meeting of December 20, 2011, approved as submitted.

7. CONSENT CALENDAR:

a. **Approve:** Accounts Payable of December 12 and 22, 2011.
b. **Approve:** Payrolls of December 4 and 18, 2011.
c. **Accept:** Reconciliation of General Ledger to Bank Reports and the Investment Reports Dated November 30, 2011.
d. **Adopt:** Resolution Approving a Grant Application to the San Mateo County Housing Department for Accessibility Improvements to the Library's Lower Level Restrooms.

Alan Lubke, Fleetwood Dr. asked, regarding the Cable TV Administrator, what is the payroll savings for the payroll period regarding his departure? **City Manager Jackson** said she did not readily have this information but would provide it.

M/S Medina/Salazar to approve the Consent Calendar and passed with all ayes.

8. PUBLIC HEARINGS: None.

9. PUBLIC COMMENT ON ITEMS NOT ON AGENDA:

Alan Lubke, Fleetwood Dr. asked that Mike Hennessey be thanked for the wonderful job he did on the jail.

Alan Lubke also asked an item be placed on the agenda to address the rail overpass project, specifically traffic at the intersection of San Bruno Avenue and Huntington Aves.

10. CONDUCT OF BUSINESS:

a. Receive Oral Report on Upcoming Street Closures and Work Activities Associated with the Caltrain Grade Separation Project.

Mark Simon, Caltrain spoke about fatalities on Caltrain and the benefits of building a grade separation. He introduced Bevan Dufty, Christopher Dakamos and Rafael Bolon.

Bolon went over the project goals and what would be happening the next six months. There will be a shift of the tracks during the next week, which will start on Angus on Wednesday. There is a six-day duration of street closures. **Police Telford** said all agencies have been made aware of the change in the routes and maintaining safety is a priority. **Bolon** said pile driving would occur starting early in February and end late March during the hours of 9:00 a.m. to 5:00 p.m.

Vice Mayor Ibarra asked why does it have to be shut down for 29 hours? **Bolon** said the shoofly is significantly lower; it is for the vehicles going over it, not the trains. In an emergency situation, emergency vehicles will be prioritized. **Vice Mayor Ibarra** asked if the trains would slow down any when coming through San Bruno? **Bolon** said the trains will get slightly slower but they will still be fast. **Bolon** clarified the number of piles to be 361.

Councilmember Medina asked what radius received maps? **Bevin Dufty** said they mailed to a quarter mile radius, in both Spanish and English.

Councilmember O'Connell asked about the photography. **Bolon** said the smartest thing a resident can do is to take a picture and have it time-stamped if they have a concern any damage could be done to their property.

Councilmember Salazar asked if high-speed rail becomes part of the project what about the other piles. **Bolon** said if a year down the line high-speed rail comes to town, yes piles would have to be driven.

Simon said they would look into the issue of traffic.

Mayor Ruane asked if there would be any disruption to BART. **Bolon** said no but the piles will be predrilled that would have the potential to impact BART and the contractor will perform monitoring anytime Caltrain is working in it.

Alan Lubke, Fleetwood Dr. asked how long the detour would be that reroutes the flow of traffic? **Bolon** said six to eight weeks to allow the pile driving. **Consultant Bruce Shewchuck** said right now San Bruno Ave. has been reduced to one lane and after Monday it will go back to two lanes in each direction, which will increase the flow of traffic.

Robert Riechel, 7th Ave. asked if there was a phone number and name of someone to be reached Monday through Friday 9 to 5? **Bevin Dufty** said (415) 595-3213.

Vice Mayor Ibarra asked if vehicular traffic could be warned before they get there, like when they exit the freeway and at El Camino. **Bolon** said that is a good point.

Vice Mayor Ibarra asked if Caltrain would communicate to the residents and the City what is being planned? **Bolon** said door hangers would be distributed to the surrounding residents.

b. Receive Oral Report from the City Clerk on Attendance at the New Election Law Seminar in Long Beach, November 30, 2011.

City Clerk Bonner gave an overview of her attendance at the New Election Law Seminar and thanked Council for the opportunity to attend.

c. Receive Report Regarding the California Supreme Court's Decision to Eliminate

Redevelopment Agencies and Adopt Resolution Determining that the City Shall Serve as the Successor Agency for the Redevelopment Agency and Electing to Retain the Redevelopment Agency's Housing Assets and Functions.

Community Development Director Aknin gave an overview of the staff report and asked for questions.

Vice Chair Ibarra said decisions have been made to improve this community. He said the limitation of redevelopment gives the State the lion's share of the property tax revenue.

Boardmember O'Connell asked about existing obligations? **Aknin** said those will continue and the successor agency makes the payments.

Boardmember O'Connell introduced the resolution for adoption and passed with a unanimous vote.

d. Adopt Resolution Authorizing the City Manager to Execute a Cost Recovery Agreement with Artichoke Joe's Casino for Police Investigative Services.

Police Chief Telford gave an overview of the staff report and asked for questions.

Councilmember Medina referenced the agreement on Page 52, Section 1 where it says the Chief shall have the power to postpone the deadline of the termination notice for good cause. He asked if the rational for this had been determined? **City Attorney Zafferano** said after speaking with Artichoke Joe's attorney it was amended so the City as well as Artichoke Joe's has the ability to terminate the agreement. They also removed the last sentence. **Councilmember Medina** said hopefully this is a win/win for both sides.

Councilmember Salazar asked how the staffing would work. **Police Chief Telford** said one of our existing officers would be taken off the street and put into Artichoke Joe's and then open up a detective slot. **Councilmember Salazar** asked what percentage of the detective's time would be dedicated to Artichoke related investigations? **Police Chief Telford** said 90 to 100%, but they could be needed in another spot.

Councilmember Salazar said we seem to be developing an expertise for the benefit of one business that operates in San Bruno. Do other cities do something similar? **Police Chief Telford** said San Jose have several card rooms in their cities and in previous years had issues a result of which they developed a gaming bureau of their detective bureau with several investigators.

Councilmember Salazar asked if there is potential for the public's perception to call foul with the perception we could have a vested interest? **City Attorney Zafferano** said Paragraph 5.a. states the police officer is an employee of the City and we have total control over what that individual does.

Vice Mayor Ibarra asked where the Bureau of Gambling come in? **Police Chief Telford** said they felt it was a good idea, especially since the State is doing a lot of cuts. **Vice Mayor Ibarra** said down the line maybe something should be incorporated into our gaming ordinance having a police employee in the day-to-day operations. **Police Chief Telford** said one of his plans is to have the employee meet with the City Attorney to go over the municipal code and our ordinance related to gambling and working at Artichoke Joes and to look at it to see where we can make enhancements in our ordinance to cover any safety aspects that need updating.

Councilmember Salazar asked how much of the City's cost do the salary and benefits cover? **Police Chief Telford** said the initial cost of $19,000, which should be absorbed from monies in the

existing budget. In terms of ongoing long term cost, safety equipment at a couple of thousand dollars every five years and he said they would using their existing fleet.

Councilmember Medina said if a situation should happen like last March, is there anyway to address that at the next year? **Police Chief Telford** said they would be reviewing.

Councilmember Medina introduced the resolution for adoption and passed with a unanimous vote.

e. Adopt Resolution Authorizing a Purchase Agreement for Two 2012 Ford F-350 Pump Mechanic Trucks, One 2012 Ford F-550 Water Service Truck, and Two 2012 Ford 150 Cable Vans from Hansel Ford of Santa Rosa in the Amount of $245,116.01, and Appropriating $49,547 from the Cable Enterprise Fund.

Public Services Director Fabry gave an overview of the staff report. **Interim Director Johnson** gave an explanation of the need for two of the vehicles. **Water System and Conservation Manager Reinhardt** gave an explanation of the water service truck replacement.

Councilmember Salazar asked if any analysis was done on the specific vehicles being replaced? **Reinhardt** said no.

Councilmember Medina said he appreciated the clarification of capital improvement.

Councilmember O'Connell introduced the resolution for adoption and passed with a unanimous vote.

11. REPORT OF COMMISSIONS, BOARDS, & COMMITTEES: None.

12. COMMENTS FROM COUNCIL MEMBERS: None.

13. CLOSED SESSION:

Mayor Ruane said they would be going into closed session with no reportable action.

a. Conference with Legal Counsel, Anticipated Litigation (one case) Significant Exposure to Litigation Pursuant to Gov't Code 54956.9(b).

b. Conference with Real Property Negotiators Pursuant to Gov't Code §54956.8
Property: APN's 020-013-250 and 020-013-260
Agency Negotiator: City Manager
Negotiating Parties: City of San Bruno and Martin/Regis San Bruno Associates, L.P. Under Negotiation: Price and Terms of Payment

c. Public Employee Performance Evaluation Pursuant to Gov't Code Section 54957
Title: City Manager

14. ADJOURNMENT:

Mayor Ruane closed the meeting at 8:40 p.m. The next regular City Council Meeting will be on January 24, 2012 at 7:00 p.m. at the Senior Center, 1555 Crystal Springs Road, San Bruno.

Respectfully submitted for approval
at the regular City Council Meeting of
February 14, 2012

_____
Carol Bonner, City Clerk

_____
Jim Ruane, Mayor

"The City With a Heart"

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Michael Salazar, Councilmember

MINUTES

SAN BRUNO CITY COUNCIL
&
SAN BRUNO REDEVELOPMENT AGENCY
January 24, 2012
7:00 p.m.

1. CALL TO ORDER: THIS IS TO CERTIFY THAT the San Bruno City Council met on January 24, 2012 at the San Bruno Senior Center, 1555 Crystal Springs Rd., San Bruno, CA. The meeting was called to order at 7:00 p.m.

2. ROLL CALL/PLEDGE OF ALLEGIANCE: Presiding was Mayor/Chair Ruane, Vice Mayor/Vice Chair Salazar and Council/Board Members Ibarra, Medina and O'Connell. Recording by Clerk Bonner. **City Clerk Bonner** led Pledge of Allegiance.

Mayor Ruane thanked the San Bruno Garden Club for the beautiful flower arrangement.

3. ANNOUNCEMENTS: Mayor Ruane announced there will be a Crestmoor/Glenview meeting to talk about the extent of proposed improvements and the schedule of work planned on Thursday evening at 7:00 at Church of the Highlands. He also said there would be a Crestmoor/Glenview gathering on Saturday from 2:00 to 4:00 at the San Bruno Senior Center where coffee and dessert will be served. City staff will be on hand to answer questions.

Wastewater Services Manager Bosch gave an update on the gas pipe leak that took place at 556 Chestnut Ave. today and reported all residents should have gas service by 11:00 p.m. tonight.

4. PRESENTATIONS: Mayor Ruane presented a 25th anniversary proclamation to Senior Advisory Board Member Goff who thanked the City for all they do.

5. REVIEW OF AGENDA: Mayor Ruane moved Item 11. to follow Item 8.

6. APPROVAL OF MINUTES: None.

7. CONSENT CALENDAR:

a. **Approve:** Accounts Payable of January 9 and 17, 2012.
b. **Approve:** Payroll of January 1, 2012.
c. **Accept:** Reconciliation of General Ledger to Bank Reports and the Investment Reports Dated December 31, 2011.

M/S Medina/Ibarra to approve the Consent Calendar and passed with all ayes.

8. PUBLIC HEARINGS:

Hold Public Hearing, Waive Reading and Introduce an Ordinance of the City of San Bruno Repealing San Bruno Municipal Code Sections 2.36.070 through 2.36.140 and Amending Section 2.36.150 Relating to the Personnel Board.

Human Resources Director Yuki gave an overview of the staff report and asked for questions.

Mayor Ruane opened the Public Hearing. No one wished to speak.

M/S Medina/Ibarra to close the public hearing and passed with all ayes.

Councilmember Medina said he approved all the changes except for the elimination of the membership going from five to three. He said there were people from the community who were interviewed and prepared to serve and fill the vacancy we have. He said we are asking our citizens to be engaged and active in this community and this is one part to get a cross-section of diversity of our community to serve. He said by us eliminating it down to three, a sub-committee of one and a quorum of two was not in the best interest of the Board nor for us as a precedent by this Council encouraging those residents in our community to serve.

Councilmember O'Connell said the Personnel Board has had a big turnover and after they serve, they realize what they thought they were going to be doing is not actually what they have done. She also said there isn't a lot of business to be done on the Board at this time. She said it is time to move on to this venue.

Councilmember Medina noted the Board would be going to quarterly meetings but he also believed if the Board was asked they would be willing to take on additional tasks, which they could tell us if they were available.

M/S O'Connell/Ibarra to waive the first reading and passed with all ayes.

Councilmember O'Connell introduced the ordinance for adoption and passed with four ayes and one no, Councilmember Medina.

11. REPORT OF COMMISSIONS, BOARDS, & COMMITTEES: (moved to follow Item 8.)

Receive Annual Report from the Personnel Board.

President Ed Fuentes introduced the members of the Board and gave a review of what they have done over the last year and what they plan to do going forward.

9. PUBLIC COMMENT ON ITEMS NOT ON AGENDA: None.

10. CONDUCT OF BUSINESS:

a. Receive and Accept the Annual Audit and Financial Statements for the City and the Redevelopment Agency.

Adopt Resolution Accepting the City's Comprehensive Annual Financial Report (CAFR), Single Audit, and Measure A Funds Audit Report for the Fiscal Year Ended June 30, 2011.

Adopt Resolution Accepting the City's Comprehensive Annual Financial Report (CAFR) and the San Bruno Redevelopment Agency Audit Report for the Fiscal Year Ended June 30, 2011.

Finance Director Juran introduced Ahmad Gharaibeh from Vavrinek, Trine, Day & Company, LLP who gave a powerpoint presentation summarizing the findings of the City's comprehensive annual financial audit.

Councilmember Medina asked about segregation of duties. **Gharaibeh** said they were segregated as it relates to cash receipts, disbursements and accounts payable and it passed 100%. As it relates to payroll, it was noted they could access human resources and human resources could access payroll and this was corrected.

Councilmember Medina asked if there were any assessment views on policies and procedures. **Gharaibeh** said they look only to the extent they apply to the financial situation.

Vice Mayor Ibarra introduced the resolution accepting the City's Comprehensive Annual Financial Report (CAFR), Single Audit, and Measure A Funds Financial Report for adoption and passed with a unanimous vote.

Vice Chair Ibarra introduced the resolution accepting the City's Comprehensive Annual Financial Report and the San Bruno Redevelopment Agency Audit Report for adoption and passed with a unanimous vote.

b. Adopt Resolution Amending the Enforceable Obligation Payment Schedule for the San Bruno Redevelopment Agency.

Finance Director Juran gave an overview of the staff report and asked for questions.

Councilmember Medina asked if more information would be provided regarding the duties of the oversight committee? **Finance Director Juran** said this would come back at a separate meeting. The seven member board is made up of two appointed by the Mayor, two members come from the County Board of Supervisors, one comes from the County Superintendent of Education, one is an appointee of the Chancellor of the California Community College District and one other member is an appointee of the largest special district entity in the County.

Boardmember O'Connell introduced the resolution for adoption and passed with a unanimous vote.

c. Adopt Resolution Approving City of San Bruno Investment Policy.

City Treasurer Marty gave an overview of the staff report and asked for questions.

Councilmember Salazar introduced the resolution for adoption and passed with a unanimous Vote.

d. Adopt Resolution Authorizing the City Manager to Execute a Two-Year Sewer Spot Repair Contract with Trinet Construction, Inc. in an Amount Not to Exceed $1,203,500.

Public Services Director Fabry gave an overview of the staff report and introduced **Wasterwater Manager Bosch** who gave a powerpoint presentation of the sewer lines and asked for questions.

Councilmember Salazar asked if there was an opportunity to use different material to prevent those types of conditions? **Fabry** said in each situation an assessment will be made of how many locations there are on a segment of pipe, how many spot repairs need to be performed, then those spots are not repeated but the whole section of the main is replaced thereby not making it a spot repair, but a main replacement.

Bosch gave an explanation of pipebursting to **Councilmember O'Connell**.

Councilmember O'Connell introduced the resolution for adoption and passed with a unanimous vote.

e. Adopt Resolutions Authorizing Construction and Design Work Associated with the Crestmoor (Glenview) Neighborhood Reconstruction Project.

Resolution Authorizing the City Manager to Execute a Construction Contract for the Crestmoor (Glenview) Neighborhood Reconstruction – Phase I Water System Improvement Project with Casey Construction, Inc. in the Amount of $517,457 and Approving a Construction Budget of $645,000.

Resolution Amending the Contract with BKF Engineers, Inc. for Design Engineering Services Related to the Crestmoor (Glenview) Neighborhood Reconstruction and Increasing the Contract Amount by $405,100.

Mayor Ruane asked if we have flexibility in requiring these contractors be union? **City Attorney Zafferano** said the City is required to pay prevailing wage.

Project Manager Burrowes gave an overview of the staff report in a powerpoint presentation.

Mayor Ruane asked what comes after Phase I? **Burrowes** said the future phases would include the replacement of water/sewer lines/storm drain lines throughout the entire neighborhood, based on direction from Council.

Mayor Ruane asked if the BFK amendment encompassed the entire neighborhood? **Burrowes** concurred.

Councilmember O'Connell asked about potholing of utilities? **Burrowes** said it is excavating down to verify the depth and location of utilities. He also noted that if the Council decided to go underground with utilities, those costs are not included.

Councilmember O'Connell introduced the resolution authorizing a construction contract with Casey Construction and passed with a unanimous vote.

Councilmember O'Connell introduced the resolution amendment the contract with BKF Engineers and passed with a unanimous vote.

f. Receive Report Regarding Bay Area Water Supply and Conservation Agency's (BAWSCA) Sustainable Landscape Project at Fire Station 51.

Community Services Director Schwartz gave an overview of staff report and asked for questions.

Councilmember O'Connell expressed her excitement over the project and suggested maybe sign-ups could take place at Operation Clean Sweep. **Schwartz** said that could be done and there also will be a lot of advertisement.

g. Adopt Resolution Approving the Final Map and Accepting Dedication of Land for Public Use for the Cedar Mills Subdivision.

Interim City Engineer Razavi gave an overview of the staff report in a powerpoint presentation and asked for questions.

Councilmember Salazar introduced the resolution for adoption and passed with a unanimous vote.

11. REPORT OF COMMISSIONS, BOARDS, & COMMITTEES:

Receive Annual Report from the Personnel Board (moved to follow Item 8.)

12. COMMENTS FROM COUNCIL MEMBERS:

13. CLOSED SESSION:

14. ADJOURNMENT:

Mayor Ruane closed the meeting at 8:22 p.m. The next regular City Council Meeting will be on February 14, 2012 at 7:00 p.m. at the Senior Center, 1555 Crystal Springs Road, San Bruno.

Respectfully submitted for approval
at the regular City Council Meeting of
February 14, 2012

_____
Carol Bonner, City Clerk

_____
Jim Ruane, Mayor

01/23/12

CITY OF SAN BRUNO
WARRANT REGISTER
TOTAL FUND RECAP

FUND	FUND NAME	AMOUNT
001	GENERAL FUND	$398,842.84
121	FEDERAL/STATE GRANTS	$4,254.54
122	SOLID WASTE/RECYCL.	$150.00
190	EMERGENCY DISASTER FUND	$197,678.62
201	PARKS AND FACILITIES CAPITAL	$7,134.85
203	STREET IMPROVE. PROJECTS	$4,265.32
611	WATER FUND	$6,800.63
621	STORMWATER FUND	$516.00
631	WASTEWATER FUND	$9,662.25
641	CABLE TV FUND	$25,858.96
701	CENTRAL GARAGE	$150.00
702	FACILITY MAINT. FUND	$4,000.99
703	GENERAL EQUIPMENT REVOLVING	$474.77
880	PROJECT DEVELOP. TRUST	$4,702.33
891	S.B. GARBAGE CO. TRUST	$511,944.39

TOTAL FOR APPROVAL $1,176,436.49

HONORABLE MAYOR AND CITY COUNCIL:

THIS IS TO CERTIFY THAT THE CLAIMS LISTED ON PAGES NUMBERED FROM 1 THROUGH 2 INCLUSIVE, AND/OR CLAIMS NUMBERED FROM 132825 THROUGH 132924 INCLUSIVE, TOTALING IN THE AMOUNT OF $1,176,436.49 HAVE BEEN CHECKED IN DETAIL AND APPROVED BY THE PROPER OFFICIALS, AND IN MY OPINION REPRESENT FAIR AND JUST CHARGES AGAINST THE CITY IN ACCORDANCE WITH THEIR RESPECTIVE AMOUNTS AS INDICATED THEREON.

RESPECTFULLY SUBMITTED,

Kim Juran 1/25/12
FINANCE DIRECTOR DATE

7.Q.

Document group: komalley **Bank:** apbank 05507660

Vendor Code	Name	Check #	Check Date	Amount
0001170	AIRGAS NCN	132826	1/23/2012	81.61
0017459	ALL CITY MANAGEMENT SVC.INC.	132827	1/23/2012	89.28
0000372	ALLIED SECURITY ALARMS	132828	1/23/2012	951.00
0102355	AMAZON	132829	1/23/2012	317.33
0091913	AMERICAN SOCIETY OF CIVIL ENGINEERS (ASCE)	132845	1/23/2012	157.50
0016123	AT&T	132830	1/23/2012	115.71
0018363	AT&T LONG DISTANCE	132831	1/23/2012	22.50
0017211	AUTOMATIC DOOR SYSTEMS INC	132832	1/23/2012	402.27
0103973	B STREET MUSIC	132833	1/23/2012	1,369.38
0000345	BAKER & TAYLOR BOOKS	132834	1/23/2012	2,243.16
0096947	BARKER INTERNATIONAL GROUP LLC	132835	1/23/2012	13.98
0102745	BAY AREA NEWS GROUP	132837	1/23/2012	579.66
0017624	BKF ENGINEERS	132838	1/23/2012	160,106.80
0000098	BRODART CO.	132839	1/23/2012	127.12
0018048	CALLANDER ASSOCIATES LANDSCAPE ARCHITECT	132873	1/23/2012	55.35
0095358	CARLOS BARRERA	132836	1/23/2012	84.00
0095460	CAROLINE LUSARDI	132874	1/23/2012	44.00
0104778	CCTV SECURITY PROS	132842	1/23/2012	1,375.45
0016324	CINTAS CORPORATION #464	132843	1/23/2012	405.88
0098588	CITY OF BURLINGAME	132844	1/23/2012	3,388.50
0017802	CLEANSOURCE, INC.	132846	1/23/2012	774.84
0104685	CONSOLIDATED ENGINEERING LABORATORIES	132854	1/23/2012	4,243.00
0002012	CPS	132848	1/23/2012	423.50
0018282	CRITICAL REACH	132849	1/23/2012	395.00
0018331	CSG CONSULTANTS INC.	132850	1/23/2012	5,648.75
0104693	DEBBIE GRECH	132861	1/23/2012	777.69
0102820	DEBRA HALL	132862	1/23/2012	289.00
0000197	DEMCO SUPPLY INC.	132851	1/23/2012	591.70
0001646	ECOLAB INC.	132852	1/23/2012	331.77
0000944	FEDEX	132856	1/23/2012	22.32
0018117	FLYERS ENERGY, LLC	132857	1/23/2012	12,936.88
0102869	FRANCHISE TAX BOARD	132858	1/23/2012	150.00
0018864	GMA NETWORK INC.	132859	1/23/2012	857.39
0016969	GOLDEN IDEAS	132860	1/23/2012	341.48
0104770	HECTOR PECORINI	132891	1/23/2012	3,362.00
0000099	HIGHSMITH INC.	132863	1/23/2012	10.74
0018213	HILLYARD, INC.	132864	1/23/2012	642.07
0018838	INFOSEND, INC.	132866	1/23/2012	1,115.37
0018261	INTL MEDIA DISTRIBUTION, LLC	132867	1/23/2012	2,236.58
0017763	J.J.R. CONSTRUCTION, INC	132868	1/23/2012	6,710.63
0098126	JENNIE TUCKER	132914	1/23/2012	2,455.00
0103317	JILL ROFII	132902	1/23/2012	2,316.60
0096924	JOHN ALITA	132869	1/23/2012	500.00
0015077	JOHN BUCHNER	132840	1/23/2012	300.00
0018050	KAISER FOUNDATION HEALTH PLAN	132870	1/23/2012	2,924.00
0104699	KEMA INC.	132871	1/23/2012	6,560.00
0103359	KLARA A FABRY	132855	1/23/2012	500.00
0018498	KONICA MINOLTA	132872	1/23/2012	474.77
0104766	LYNNE A. BUENING	132841	1/23/2012	3,600.00
0017927	MATTHEW BENDER & CO INC.	132875	1/23/2012	193.02
0096714	MAXCOM INC	132876	1/23/2012	632.86
0018311	MEDCO SUPPLY COMPANY	132877	1/23/2012	120.00
0102770	METLIFE	132878	1/23/2012	1,045.46
0016863	MIDWEST TAPE, LLC	132879	1/23/2012	73.48
0017813	MILLS-PENINSULA HEALTH SERVICE	132880	1/23/2012	981.12
0017233	MITY-LITE INC	132881	1/23/2012	2,604.41

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0000333	MOSS RUBBER & EQUIP. CORP.	132882	1/23/2012	87.53
0000357	NATIONAL CABLE TV CO-OP, INC.	132883	1/23/2012	454.75
0096724	NATIONAL CONSTRUCTION RENTALS	132884	1/23/2012	5,171.04
0018319	NEAL MARTIN & ASSOCIATES	132885	1/23/2012	27,448.05
0018157	OCLC INC	132886	1/23/2012	311.25
0092263	OFFICE DEPOT INC	132887	1/23/2012	823.19
0018701	ORKIN INC.	132888	1/23/2012	429.24
0000012	PACIFIC GAS & ELECTRIC	132889	1/23/2012	1,536.28
0104697	PBS KIDS SPROUT	132890	1/23/2012	492.18
0018527	PG&E	132892	1/23/2012	13,806.59
0000285	PREFERRED ALLIANCE, INC.	132893	1/23/2012	279.30
0104774	PREFERRED INVESTIGATIONS	132894	1/23/2012	1,000.00
0097558	PURCHASE POWER	132895	1/23/2012	200.00
0018312	R. GUERRA & ASSOCIATES	132896	1/23/2012	250.00
0001363	RAINBOW WINDOW & GLASS	132897	1/23/2012	399.48
0017111	RANDOM HOUSE INC	132898	1/23/2012	171.04
0000175	RECOLOGY SAN BRUNO	132899	1/23/2012	511,944.39
0090749	RED WING SHOE STORE	132900	1/23/2012	197.81
0102821	RENEE WARGO	132825	1/20/2012	500.00
0016729	RICOH AMERICAS CORPORATION	132901	1/23/2012	389.90
0016213	ROZZI REPRODUCTION&SUPPLY INC.	132903	1/23/2012	519.50
0018839	RYAN JOHANSEN	132904	1/23/2012	99.00
0093465	SAN MATEO COUNTY SHERIFF	132905	1/23/2012	900.00
0102466	SHAUNA M. WILLIAMS	132923	1/23/2012	658.10
0018602	STARZ ENTERTAINMENT LLC.	132906	1/23/2012	2,686.95
0014075	STATE BOARD OF EQUALIZATION	132907	1/23/2012	6,898.00
0018264	SUMMERHILL HOMES, LLC	132908	1/23/2012	4,264.83
0000431	TEAMSTERS LOCAL #856	132909	1/23/2012	316,536.00
0018073	TEAMSTERS LOCAL 350	132910	1/23/2012	2,312.00
0015691	TEAMSTERS LOCAL 856	132911	1/23/2012	12,007.00
0015671	TECHNOLOGY, ENGINEERING & CONSTRUCTION, II	132847	1/23/2012	150.00
0002025	TELECOMMUNICATIONS ENGINEERING ASSOCIATE	132853	1/23/2012	1,984.00
0018816	TONY ANDREWS	132912	1/23/2012	90.00
0018818	TOSHIBA BUSINESS SOLUTIONS CA	132913	1/23/2012	507.22
0000462	TVC COMMUNICATIONS L.L.C.	132915	1/23/2012	3,233.60
0000019	U.S. POSTMASTER	132916	1/23/2012	3,800.00
0018618	UNITED SITE SERVICES INC.	132917	1/23/2012	184.95
0104736	UNITED STATES TREASURY	132918	1/23/2012	1,380.00
0000110	UNITED TEXTILE	132919	1/23/2012	162.38
0099592	UNIVISION COMMUNICATIONS, INC.	132920	1/23/2012	3,514.67
0102988	VANTAGEPOINT TRANSFER AGENTS	132921	1/23/2012	7,809.62
0104773	VICTOR HOWELL	132865	1/23/2012	66.00
0103619	VISION SPECIALTIES, INC.	132922	1/23/2012	1,438.25
0014850	XEROX CORPORATION	132924	1/23/2012	270.49
			GrandTotal:	**1,176,436.49**
			Total count:	**100**

01/30/12

CITY OF SAN BRUNO
WARRANT REGISTER
TOTAL FUND RECAP

FUND	FUND NAME	AMOUNT
001	GENERAL FUND	$65,877.99
121	FEDERAL/STATE GRANTS	$831.64
151	REDEVELOPMENT AGENCY - GENERAL	$3,209.02
152	RDA HOUSING SET-ASIDE	$586.25
190	EMERGENCY DISASTER FUND	$21,423.51
201	PARKS AND FACILITIES CAPITAL	$7,458.40
203	STREET IMPROVE. PROJECTS	$37,614.02
611	WATER FUND	$22,672.49
621	STORMWATER FUND	$179.21
631	WASTEWATER FUND	$6,145.98
641	CABLE TV FUND	$13,838.03
701	CENTRAL GARAGE	$8,194.19
702	FACILITY MAINT. FUND	$767.33
707	TECHNOLOGY DEVELOPMENT	$1,237.95
711	SELF INSURANCE	$8,716.99
880	PROJECT DEVELOP. TRUST	$2,796.05
891	S.B. GARBAGE CO. TRUST	$40,000.00

TOTAL FOR APPROVAL $241,549.05

HONORABLE MAYOR AND CITY COUNCIL:

THIS IS TO CERTIFY THAT THE CLAIMS LISTED ON PAGES NUMBERED FROM 1 THROUGH 3 INCLUSIVE, AND/OR CLAIMS NUMBERED FROM 132925 THROUGH 133079 INCLUSIVE, TOTALING IN THE AMOUNT OF $241,549.05 HAVE BEEN CHECKED IN DETAIL AND APPROVED BY THE PROPER OFFICIALS, AND IN MY OPINION REPRESENT FAIR AND JUST CHARGES AGAINST THE CITY IN ACCORDANCE WITH THEIR RESPECTIVE AMOUNTS AS INDICATED THEREON.

RESPECTFULLY SUBMITTED,

Kim Turner 2/1/12
FINANCE DIRECTOR DATE

Positive Pay Listing
City of San Bruno

Document group: komalley **Bank:** apbank 05507660

Vendor Code & Name		Check #	Check Date	Amount
0104768	A3GEO, INC.	132925	1/30/2012	10,196.56
0096852	ABAG PLAN CORPORATION	132926	1/30/2012	9,714.22
0104680	ACCESS 24 COMMUNICATIONS INC.	132927	1/30/2012	120.00
0000858	ADECCO EMPLOYMENT SERVICES	132929	1/30/2012	2,122.50
0001170	AIRGAS NCN	132930	1/30/2012	185.04
0000163	AIRPORT AUTO PARTS INC.	132931	1/30/2012	133.97
0101576	ALEF CONSTRUCTION CORP.	132932	1/30/2012	208.21
0095751	ALEXIS PETRU	133041	1/30/2012	2,500.00
0000372	ALLIED SECURITY ALARMS	132933	1/30/2012	453.00
0018976	ALPHA ANALYTICAL LAB. INC.	132934	1/30/2012	1,693.00
0000082	AMERICAN MESSAGING	132935	1/30/2012	40.12
0000706	AMERICAN PLANNING ASSOCIATION	132936	1/30/2012	10.00
0095412	ANTHONY NGUYEN	133030	1/30/2012	5.96
0001202	ARAMARK UNIFORM SERVICES	132938	1/30/2012	291.54
0016123	AT&T	132939	1/30/2012	1,661.18
0017191	AT&T	132940	1/30/2012	906.37
0018465	AT&T MOBILITY	132941	1/30/2012	45.45
0000345	BAKER & TAYLOR BOOKS	132942	1/30/2012	1,545.27
0104735	BAY AREA COATING CONSULTANTS, INC.	132958	1/30/2012	5,940.00
0017624	BKF ENGINEERS	132944	1/30/2012	7,200.00
0102737	BURKE, WILLIAMS & SORENSEN,LLP	132947	1/30/2012	92.04
0096798	BUSINESS PRODUCTS & SUPPLIES	132948	1/30/2012	146.14
0014739	CAL-STEAM	132949	1/30/2012	182.25
0095373	CHARLES MENDOZA	133014	1/30/2012	276.00
0017284	CHEMSEARCH	132950	1/30/2012	1,344.59
0016324	CINTAS CORPORATION #464	132954	1/30/2012	774.45
0000386	CITY OF SOUTH SAN FRANCISCO	132955	1/30/2012	3,500.00
0000508	CLEARLITE TROPHIES	132956	1/30/2012	2,326.02
0098656	COMPLETE LINEN SERVICE	132959	1/30/2012	73.27
0000169	COSTA'S / "JUST THINGS"	132960	1/30/2012	75.66
0015857	COUNTY OF SAN MATEO	132961	1/30/2012	3,208.17
0018331	CSG CONSULTANTS INC.	132962	1/30/2012	11,516.47
0018188	DAU PRODUCTS	132964	1/30/2012	2,960.15
0018169	DELL MARKETING L.P.	132966	1/30/2012	799.96
0093479	DEPARTMENT OF JUSTICE	132968	1/30/2012	379.00
0000430	DKS ASSOCIATES	132969	1/30/2012	2,953.46
0104661	DR. J. BRUNO	132970	1/30/2012	300.00
0000383	DWAN ELEVATOR CO.	132971	1/30/2012	296.38
0102673	EBI AGGREGATES	132972	1/30/2012	108.61
0000198	EBSCO SUBSCRIPTION SVCS.	132973	1/30/2012	218.25
0095431	EDITH DAVIDSON	132965	1/30/2012	47.38
0095379	EMMANUEL GUMBAN	132990	1/30/2012	65.00
0017300	ENVIRONMENTAL HEALTH FEE	132977	1/30/2012	649.00
0095313	ESTHER LO	133005	1/30/2012	200.00
0095384	EVELYN CLIFTON	132957	1/30/2012	50.00
0013683	F. FERRANDO & CO.	132978	1/30/2012	2,873.00
0000944	FEDEX	132979	1/30/2012	401.85
0001782	FLOWERS ELECTRIC & SVC.CO.INC.	132980	1/30/2012	5,312.10
0018272	GALE GROUP INC.	132983	1/30/2012	35.84
0016363	GCS ENVIRONMENTAL & EQUIPMENT SVC.	132976	1/30/2012	69.85
0016154	GOETZ BROTHERS SPORTING GOODS	132984	1/30/2012	2,075.15
0104764	GOLDEN ASSOCIATES	132985	1/30/2012	12,654.05
0001137	GOLDEN NURSERY	132986	1/30/2012	55.94
0000162	GRAINGER	132988	1/30/2012	325.30
0095966	GREAT AMERICA LEASING CORP.	132989	1/30/2012	804.01
0095792	HARRISON & BONINI	132991	1/30/2012	544.67

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0017362	HELEN TAM	133069	1/30/2012	27.06
0104779	INFORMATION DISPLAY COMPANY	132993	1/30/2012	1,789.99
0018557	INTERSTATE SALES	132994	1/30/2012	2,869.92
0095408	JACINTO MADAMBA	133007	1/30/2012	17.59
0095421	JOHN HOEBEKE	132992	1/30/2012	87.23
0000075	K-119 TOOLS OF CALIFORNIA INC.	132995	1/30/2012	540.93
0095472	KAN KONG CHOW	132952	1/30/2012	1,540.00
0000132	KELLY-MOORE PAINT CO INC.	132996	1/30/2012	449.69
0017918	KENNEDY/JENKS CONSULTANTS	132997	1/30/2012	507.60
0095462	KENT ENG	132974	1/30/2012	1,540.00
0096915	KEVIN REILLY ELECTRIC	132998	1/30/2012	1,940.00
0095404	KIRK SANDVIK	133057	1/30/2012	45.74
0096112	KIRSTIE ANDINO	132937	1/30/2012	200.00
0095401	KRISTINE QUINTANO	133046	1/30/2012	47.42
0000317	L.N. CURTIS & SONS	132999	1/30/2012	666.82
0103343	LCC PENINSULA DIVISION	133001	1/30/2012	100.00
0096805	LEXICON MARKETING, LLC	133002	1/30/2012	48.26
0091101	LIEBERT CASSIDY WHITMORE	133004	1/30/2012	55.00
0096658	LIZA CILIA	132953	1/30/2012	54.00
0095426	LORRAINE FORSTER	132981	1/30/2012	8.62
0018177	LOWE'S	133006	1/30/2012	550.10
0095418	LYN/JOHN MICHAEL	133016	1/30/2012	26.78
0101151	MAHA YASER-SHIHADIH	133008	1/30/2012	31.50
0095310	MARIBEL ORTIZ	133035	1/30/2012	100.00
0096794	MARIO E. CUELLAR	132963	1/30/2012	61.75
0095413	MARJORIE STEPHENSON	133066	1/30/2012	58.67
0100704	MARTY CARDONE	133010	1/30/2012	125.10
0018185	MARTY MEDINA	133013	1/30/2012	137.44
0095461	MELANIA MILLAR	133019	1/30/2012	83.00
0018448	METROPOLITAN TRANSPORTATION CO	133015	1/30/2012	5,310.00
0095419	MICHAEL MCGEE	133012	1/30/2012	6.05
0092285	MICROMARKETING LLC	133017	1/30/2012	24.95
0016863	MIDWEST TAPE, LLC	133018	1/30/2012	38.84
0014106	MILLS PARK CLEANERS	133020	1/30/2012	220.20
0098274	MITCHELL1	133021	1/30/2012	1,608.00
0017233	MITY-LITE INC	133022	1/30/2012	831.64
0096800	MOBILE CALIBRATION SVCS. LLC	133023	1/30/2012	241.72
0000333	MOSS RUBBER & EQUIP. CORP.	133024	1/30/2012	283.79
0000357	NATIONAL CABLE TV CO-OP, INC.	133025	1/30/2012	64.98
0000902	NATIONAL PEN CORPORATION	133026	1/30/2012	187.45
0090507	NCBPA	133027	1/30/2012	68.00
0018319	NEAL MARTIN & ASSOCIATES	133028	1/30/2012	5,100.00
0097579	NEXTEL COMMUNICATIONS	133029	1/30/2012	1.79
0096042	NORCAL SPORTWEARS	133031	1/30/2012	551.73
0092263	OFFICE DEPOT INC	133032	1/30/2012	507.40
0018284	OFFICEMAX INC.	133033	1/30/2012	252.80
0000210	OLE'S CARBURETOR &ELECTRIC INC	133034	1/30/2012	614.63
0000012	PACIFIC GAS & ELECTRIC	133036	1/30/2012	14,469.95
0096456	PB AMERICAS, INC.	133037	1/30/2012	9,496.51
0095468	PEI JI CHEN	132951	1/30/2012	1,000.00
0016241	PENINSULA BUILDING MATERIALS	133038	1/30/2012	37.89
0001327	PENINSULA PUMP & EQUIPMENT INC	133039	1/30/2012	1,185.85
0018283	PERFORMANCE TOW LLC	133040	1/30/2012	50.00
0095402	PETER DELLANINI	132967	1/30/2012	143.45
0102915	PRECISE PRINTING & MAILING	133042	1/30/2012	2,538.90
0016828	PRECISION AUTO SERVICE	133043	1/30/2012	79.95
0095376	PROFESSIONAL EQUIPMENT	133044	1/30/2012	240.82
0102563	PROPET DISTRIBUTORS, INC.	133045	1/30/2012	488.35

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0098719	QUEN MAK	133009	1/30/2012	1,000.00
0000071	R & B COMPANY	133047	1/30/2012	6,918.97
0017111	RANDOM HOUSE INC	133048	1/30/2012	38.10
0103238	RANDY BRASE	132946	1/30/2012	149.00
0000175	RECOLOGY SAN BRUNO	133049	1/30/2012	40,000.00
0090749	RED WING SHOE STORE	133050	1/30/2012	189.97
0103532	RETAIL ACQUISITION & DEVELOPMENT INC	132928	1/30/2012	159.91
0095380	RICHARD BOLOGNA	132945	1/30/2012	13.00
0095403	RICHARD SARRO	133058	1/30/2012	40.40
0018070	RON LAVEZZO	133000	1/30/2012	55.00
0104334	ROSENOW SPEVACEK GROUP,INC.	133051	1/30/2012	1,172.50
0016213	ROZZI REPRODUCTION&SUPPLY INC.	133052	1/30/2012	3,188.45
0093465	SAN MATEO COUNTY SHERIFF	133053	1/30/2012	600.00
0015418	SAN MATEO COUNTY TRAINING OFFICERS ASSOCI.	133074	1/30/2012	375.00
0099047	SAN MATEO CTY SHERIFF'S OFFICE	133054	1/30/2012	5,719.56
0018597	SAN MATEO DAILY JOURNAL	133055	1/30/2012	916.00
0017145	SAN MATEO LAWN MOWER SHOP	133056	1/30/2012	66.21
0098008	SBPFFA	133059	1/30/2012	194.84
0018461	SERRAMONTE FORD, INC.	133060	1/30/2012	957.30
0000216	SHOWTIME NETWORKS INC.	133061	1/30/2012	6,685.03
0098030	SHRED-IT SAN FRANCISCO	133062	1/30/2012	35.98
0093397	SPORT SUPPLY GROUP, INC.	133064	1/30/2012	235.23
0097079	SPRINT	133065	1/30/2012	64.89
0104390	STEPHANIE MAZA	133011	1/30/2012	54.00
0095312	STEVEN SILICI	133063	1/30/2012	100.00
0017036	STEVEN'S BAY AREA DIESEL SER., INC.	132943	1/30/2012	490.00
0000801	STEWART AUTOMOTIVE GROUP	133067	1/30/2012	88.22
0104782	SUMMIT FINANCIAL RESOURCES,LP	133068	1/30/2012	1,564.73
0002025	TELECOMMUNICATIONS ENGINEERING ASSOCIATE	132975	1/30/2012	85.00
0014382	THOMAS J. GORLEY	132987	1/30/2012	205.00
0000036	THOMSON WEST	133070	1/30/2012	771.35
0017089	THOMSON-REUTERS/BARCLAYS	133071	1/30/2012	75.00
0014763	TOMARK SPORTS, INC.	133072	1/30/2012	232.91
0018818	TOSHIBA BUSINESS SOLUTIONS CA	133073	1/30/2012	8.51
0001362	TV GUIDE MAGAZINE, LLC	133075	1/30/2012	339.98
0102744	UNIVERSAL BUILDING SERVICES	133076	1/30/2012	163.00
0018502	VALLEY POWER SYSTEMS, INC.	133077	1/30/2012	403.13
0096497	VERDE DESIGN, INC.	133078	1/30/2012	2,850.00
0095471	WAI S. FUNG	132982	1/30/2012	1,000.00
0016286	WINGFOOT COMMERCIAL TIRE, LLC	133079	1/30/2012	2,220.63
0095316	YONG HE LI	133003	1/30/2012	100.00
			GrandTotal:	**241,549.05**
			Total count:	**155**

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: February 14, 2012

TO: Honorable Mayor and Members of the City Council

FROM: Kim Juran, Finance Director

SUBJECT: Payroll Approval

City Council approval of the City payrolls distributed January 20, 2012 and February 3, 2012 is recommended. The Labor Summary report reflecting the total payroll amount of $1,207,213.74 and $1,228,556.11 for the bi-weekly pay periods ending January 15, 2012 and January 29, 2012, respectively, are attached.

7.6.

LABOR SUMMARY FOR PAY PERIOD ENDING : January 15, 2012

pyLaborDist	01/20/12
Fund: 001 - GENERAL FUND	897,005.81
Fund: 122 - SOLID WASTE/RECYCL.	1,490.57
Fund: 151 - REDEVELOPMENT AGENCY - GENERAL	16,404.20
Fund: 152 - RDA HOUSING SET-ASIDE	8,881.66
Fund: 190 - EMERGENCY DISASTER FUND	7,099.78
Fund: 201 - PARKS AND FACILITIES CAPITAL	4,546.25
Fund: 203 - STREET IMPROVE. PROJECTS	3,715.78
Fund: 611 - WATER FUND	70,860.85
Fund: 621 - STORMWATER FUND	12,083.26
Fund: 631 - WASTEWATER FUND	57,819.73
Fund: 641 - CABLE TV FUND	79,358.01
Fund: 701 - CENTRAL GARAGE	8,433.03
Fund: 702 - FACILITY MAINT.FUND	21,003.74
Fund: 707 - TECHNOLOGY DEVELOPMENT	12,336.30
Fund: 711 - SELF INSURANCE	6,174.77
Total	**1,207,213.74**

LABOR SUMMARY FOR PAY PERIOD ENDING : January 29, 2012

pyLaborDist	02/03/12
Fund: 001 - GENERAL FUND	918,375.21
Fund: 122 - SOLID WASTE/RECYCL.	1,519.66
Fund: 151 - REDEVELOPMENT AGENCY - GENERAL	16,319.69
Fund: 152 - RDA HOUSING SET-ASIDE	8,808.95
Fund: 190 - EMERGENCY DISASTER FUND	5,909.17
Fund: 201 - PARKS AND FACILITIES CAPITAL	5,002.99
Fund: 203 - STREET IMPROVE. PROJECTS	3,210.10
Fund: 611 - WATER FUND	69,682.67
Fund: 621 - STORMWATER FUND	9,666.31
Fund: 631 - WASTEWATER FUND	59,955.61
Fund: 641 - CABLE TV FUND	81,165.75
Fund: 701 - CENTRAL GARAGE	8,420.39
Fund: 702 - FACILITY MAINT.FUND	22,037.23
Fund: 707 - TECHNOLOGY DEVELOPMENT	12,317.70
Fund: 711 - SELF INSURANCE	6,164.68
Total	**1,228,556.11**

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: February 14, 2012

TO: Honorable Mayor and Members of the City Council

FROM: Tami Yuki, Human Resources Director

SUBJECT: Waive Second Reading and Repeal San Bruno Municipal Code Section 2.36.070 through Section 2.36.140 and Amend Section 2.36.150 Relating to the Personnel Board, and Adopt Resolution Revisisng the Personnel Board By Laws

BACKGROUND:

The Personnel Board is one of eleven Citizen Advisory bodies that are appointed by and responsible to the City Council. These advisory bodies provide citizen advisory recommendations to the City Council on strategies, policies, and programs on a wide variety of matters of public interest. On September 19, 2001, the Personnel Board met with Council Liaison O'Connell to primarily discuss the Board's work program as it had successfully completed its major work projects. The Board's composition and meeting schedule were also brought up during this discussion. There are currently four individuals serving on the Personnel Board with one ongoing vacancy. There have been four Board vacancies in the past two years, and a total of seven vacancies in five years. These ongoing vacancies on the Board make it difficult at times to achieve a quorum for the monthly meetings.

On November 8, 2011 the City Council was presented this information in an oral report and on November 22, 2011, the City Council reviewed the draft ordinance and provided direction to City staff on the proposed changes. The ordinance was introduced at the January 24, 2012 City Council meeting.

DISCUSSION:

At the November 22, 2011 City Council meeting, the City Council recommended that the attached changes to the San Bruno Municipal Code (Sections 2.36.070 to 2.36.150) move forward and be introduced at a following City Council meeting. The proposed changes will reduce the Board's membership from five to three, and will change to a quarterly meeting schedule instead of monthly meetings. In addition, references to the Personnel Board will be removed from the Municipal Code and added to the Personnel Board By-laws, consolidating the Board's operating procedures into one document. This approach is consistent with the way the work program and procedures for all other Citizen Advisory Committees are documented.

T.C.

The Personnel Board discussed at their December 19, 2011 Personnel Board meeting whether the By-Laws could allow for "a minimum of three" Board Members. Staff advised the Board of the operational difficulties that using this type of open-ended requirement would create. Staff subsequently consulted with the City Attorney who advised that a precise number of members should be used. The revised Personnel Board By-laws will be brought back at the February 14, 2012 City Council meeting. These actions will not adversely affect any of the Board's ongoing or anticipated tasks.

FISCAL IMPACT:

No fiscal impact.

ALTERNATIVES:

1. Direct staff to make additional changes to the proposed Personnel Board By Laws.

RECOMMENDATION:

Waive Second Reading and Repeal San Bruno Municipal Code Section 2.36.070 through Section 2.36.140 and Amend Section 2.36.150 Relating to the Personnel Board, and Adopt Resolution Revisisng the Personnel Board By Laws

ATTACHMENTS:

1. Proposed Ordinance
2. Proposed Personnel Board By Laws

DATE PREPARED:

February 1, 2012

REVIEWED BY:

_____ CM

ORDINANCE NO. _____

AN ORDINANCE OF THE CITY OF SAN BRUNO REPEALING SAN BRUNO MUNICIPAL CODE SECTIONS 2.36.070 THROUGH SECTION 2.36.140 AND AMENDING SECTION 2.36.150 RELATING TO THE PERSONNEL BOARD

The City Council of the City of San Bruno Ordains as follows:

Section 1. The following sections and subsections of the San Bruno Municipal Code shown below are amended by deleting the text shown in strikeout (~~example~~).

Section 2. Section 2.36.070 through Section 2.36.150, of Chapter 2.36 of the San Bruno Municipal Code is hereby amended as follows:

~~**2.36.070 Establishment- Personnel board**~~

~~There is established a personnel board. The board shall consist of five residents of the city, but not employees of the city. (Ord. 1630 § 2 (part), 2000)~~

~~**2.36.080 Appointment- Vacancy**~~

~~Members of the board shall be appointed by and serve at the pleasure of the mayor with the majority approval of the city council, subject to removal at any time, pursuant to city council procedures. If a vacancy shall occur in such appointment other than by expiration of term, it shall be filed by appointment for the unexpired term. (Ord. 1630 § 2 (part), 2000)~~

~~**2.36.090 Term.**~~

~~The term of office of each member is four years. (Ord. 1630 § 2 (part), 2000)~~

~~**2.36.100 Compensation**~~

~~No person shall receive compensation for service as a member of the board, except for reimbursement of all such expenses necessarily and legitimately incurred and authorized during the performance of official duties and for payment for service as a proctor during administration of employment examinations. (Ord. 1630 § 2 (part), 2000)~~

~~**2.36.110 Officers.**~~

~~The board shall select one of its members as chairperson and another as vice chairperson. Each shall serve a term not exceeding one year. (Ord. 1630 § 2 (part), 2000)~~

~~**2.36.120 By-laws- Rules of procedure- Quorum.**~~

~~A. By-laws. The board shall prepare by-laws governing its operations and including rules of procedure governing the conduct of its meetings. Except as provided in the rules of procedure to the contrary, Robert's Rules of Order Revised shall govern the conduct of such meetings. The by-laws shall be approved by the city council. The board shall review its by-laws on an annual basis.~~

B. Quorum. Three members of the board shall constitute a quorum for the transaction of business. (Ord. 1630 § 2 (part), 2000)

2.36.130 Minutes- Annual report.

A. Minutes. The board shall issue copies of the minutes of each board meeting to the city manager, the city clerk and the city council.

B. Annual Report. The board shall provide a report to the city council concerning the board's actions, activities and achievements during the preceding year, its goals for the subsequent year and any recommendations for improvement in providing service to the city. A summary of the annual report shall be presented orally at a regular city council meeting. (Ord. 1630 § 2 (part), 2000)

2.36.140 Personnel board- Powers and duties.

The powers and duties of the personnel board shall be as follows:

A. Serve in an advisory capacity to the city council and city manager;

B. Submit recommendations regarding the operation of the competitive service system related to recruiting and testing for the city council's consideration and approval;

C. Represent the public interest in the improvement of personnel administration in the city;

D. Monitor and provide oversight as to ensure that it is fair, equitable and just to all applicants;

E. Review the city's current hiring results and overall employee census; review the annual report which the city must submit to the Equal Employment Opportunity Commission (EEOC);

F. Monitor the city's job classification plan to ensure it is in compliance with current practice. Review proposed or modified job descriptions for conformance with the approved classification plan guidelines. Issue recommendations when a job description is determined to be in need of modification;

G. Monitor and review recruitment and marketing strategies to ensure that a broad based applicant pool has been advised of the opening. Review and comment upon recruitment flyers, advertising, etc., which may be used by the personnel office and issue recommendations for modification or improvement;

H. Provide input, recommendations and otherwise assist in the development of an overall recruitment and marketing strategy for announcement of openings; to ensure

~~outreach activities and efforts are made within San Bruno to advise local residents of job openings within the city organization;~~

~~I. Serve as a monitor, or as a participant when requested by the personnel officer, on oral board interview and assessment center processes which are used to screen finalists. Issue recommendations and concerns as to the conformance of these processes with the personnel system rules and regulations;~~

~~J. Periodically review the city's screening process and procedures to ensure a broad based applicant pool. Provide recommendations, if needed, to the city manager for focused or targeted recruitment populations;~~

~~K. Serve as proctor for various written and pre-employment examinations as necessary; and~~

~~L. Provide other assistance as requested by the city council or the city manager. (Ord. 1763 § 2, 2008; Ord. 1630 § 2 (part), 2000)~~

2.36.150 Contracting for special services.

The city council may contract with any qualified person or agency for the establishment or operation of the personnel system. The contract may include delegation to the person or agency so retained of all or a part of the responsibilities and duties imposed in this chapter ~~upon the personnel board~~, but shall not include the delegation of powers and duties vested in the city council, city manager, personnel officer or personnel office. (Ord. 1630 § 2 (part), 2000)

Section 3. If any section, subsection, clause or phrase of this Ordinance is for any reason held to be invalid, such decision shall not affect the validity of the remaining portion or sections or the Ordinance. The City Council of the City of San Bruno hereby declares that it should have adopted the Ordinance and each section, subsection, sentence, clause or phrase thereof irrespective of the fact that any one or more sections, subsections, sentences, clauses or phrases be declared unconstitutional.

Section 4. This Ordinance shall take effect and be in force 30 days after its adoption.

(Section left intentionally blank)

Section 5. The City Clerk shall publish this Ordinance according to law.

_____
Mayor

ATTEST:

_____
City Clerk

APPROVED AS TO FORM

_____
City Attorney

---o0o---

I hereby certify that the foregoing Ordinance No. _____ was introduced on _____, 201___, and adopted at a regular meeting of the San Bruno City Council on _____, 201___, by the following vote:

AYES: COUNCILMEMBERS:_____

NOES: COUNCILMEMBERS:_____

ABSENT: COUNCILMEMBERS:_____

_____
City Clerk

Attachment A

PERSONNEL BOARD BY-LAWS

1. **Purpose and Intent.** The membership and duties of the Personnel Board (the "Board") ~~are prescribed in Chapter 2.36 of the San Bruno Municipal Code~~is established by the San Bruno City Council. These by-laws set forth the procedural rules for the conduct of Board meetings.

2. **Meetings.** The Board shall conduct its business in accordance with ~~Chapter 2.36.120 of the San Bruno Municipal Code,~~ these by-laws, the Ralph M. Brown Act (Government Code Section 54950 *et seq.*) and the Code of Conduct adopted by the City Council by way of Resolution No. 01-2604.

   2.1 **Regular Meetings** . The Board shall hold regular quarterly meetings at 5:30 pm on the third Monday of each quarter month, except that no meeting shall be held if a regular meeting day falls on a legal holiday. Regular meetings shall be held at the San Bruno City Hall.

   2.2 **Special Meetings.** Special meetings may be called at any time by the Chair or by a majority of Board, by delivering written notice to each Board Member and by posting the notice in the designated posting locations. Such notice may be delivered by any means and must be received at least twenty-four hours before the time of such meeting as specified in the notice, unless notice is waived in writing. The notice shall specify the time and place of the special meeting and the business to be transacted, and no other business shall be transacted at that meeting other than that contained in the notice.

   2.3 **Adjourned Meetings.** All meetings may be adjourned to another specified time, place and date, but not beyond the next regular meeting. If all members are absent from any regular or adjourned regular meeting the Secretary may declare the meeting adjourned to a stated time and place, and shall cause a written notice of the adjournment to be given in the same manner as provided in paragraph 2.2 above for special meetings. A copy of the notice of adjournment shall be conspicuously posted on or near the door of the place where the meeting was held within 24 hours after the time of the adjournment.

2.4 **Public Meetings.** All meetings and study sessions of the Board shall be open to the public. Closed sessions may be held only when specifically authorized by the Brown Act.

2.5 **Cancellation of Regular Meetings.** The Board may cancel an upcoming regular meeting for lack of a quorum. Notice of the cancellation shall be posted in lieu of an agenda.

3. Organization of the Board.

3.1 **Establishment.** There is established a personnel board. The Board shall consist of ~~five~~ three residents of the city, but not employees of the city. Members of the board shall be appointed by and serve at the pleasure of the mayor with the majority approval of the city council, subject to removal at any time, pursuant to city council procedures.

3.2 **Term.** The term of office of each member is four years.

3.3 **Compensation.** No person shall receive compensation for service as a member of the board, except for reimbursement of all such expenses necessarily and legitimately incurred and authorized during the performance of official duties for payment for service as a proctor during administration of employment examinations.

~~3.1~~3.4 **Officers.** The Board shall elect from its membership a Chair, who shall preside over Board meetings. The Board shall also elect a Vice-Chair, who shall preside in the absence of the Chair. The Chair and Vice-Chair are sometimes referred to herein as the "presiding officer." The Chair shall have the following powers:

~~3.1.1~~3.4.1 To call to order the Board meeting and to conduct the order of business as set forth in the agenda.

~~3.1.2~~3.4.2 To adjust the agenda, if needed, at the time of the meeting with the approval of the Board;

~~3.1.3~~3.4.3 To move, second, debate and vote;

~~3.1.4~~3.4.4 To rule motions in or out of order;

~~3.1.5~~3.4.5 To determine whether a speaker from the audience has exceeded his or her time or is otherwise out of order;

~~3.1.6~~3.4.6 To rule on questions of parliamentary procedure based generally on Robert's Rules of Order;

~~3.1.7~~3.4.7 To sign all documents necessitating his or her signature;

~~3.1.8~~3.4.8 To call a brief recess during a meeting;

~~3.1.9~~3.4.9 To appoint Board Members to subcommittees with the approval of the Board; and

~~3.1.10~~3.4.10 To maintain decorum.

The presiding officer's determination as to any of the above matters may be overruled by a majority of the Board Members present.

~~3.2~~3.5 Organizational Meetings. At its first meeting in January, the members of the Board shall elect a Chair and Vice-Chair from among its members.

~~3.3~~3.6 Term of Chair and Vice-Chair. The term of office of the Chair and Vice Chair shall be one year. A Board Member may serve more than one consecutive term as Chair or Vice-Chair. Nothing shall prevent the Board from removing and replacing the Chair or Vice-Chair at any time during their respective terms, provided that the item is properly on the agenda of the meeting.

~~3.4~~3.7 Vacancy in the Office of Chair or Vice-Chair. A vacancy in the office of Chair or Vice-Chair shall be filled for the remainder of the unexpired term by election at the next meeting provided the election has been noticed on the agenda. If the Chair is absent, the Vice Chair shall act as Chair.

~~3.5~~3.8 Vacancy of Board Member's Seat. In the event of an unscheduled vacancy of any Board Member's seat prior to the expiration of his or her term, the City Council may appoint a member to serve the remainder of the unexpired term pursuant to the procedure set forth in the San Bruno Municipal Code Section 2.36.080. The newly appointed member shall take and subscribe to the oath of office before the next regular meeting after his or her appointment by the City Council.

~~3.6~~3.9 Quorum. A majority of the total membership of the Board shall constitute a quorum for the transaction of business. Where there is not a quorum present, the Chair, Vice Chair, or Secretary shall announce that no meeting will be held due to lack of a quorum, and shall announce the date of the next regular or adjourned meeting. When a member of the Board is disqualified due to a conflict of interest, his or her presence shall not be considered in determining the presence of a quorum. Any decision of the Board shall require a vote of the majority of the Board present and qualified to vote.

~~3.7~~3.10 Subcommittees. The Board may from time to time establish either standing or ad hoc subcommittees consisting of any number less than a quorum of its membership for the purposes of studying a specific area of concern. Standing subcommittees (which have a regular meeting schedule or continuing subject matter jurisdiction) are subject to all of the requirements of the Brown Act. The Board may refer matters to a subcommittee to report back to the full Board at a future date. The subcommittee report will be considered advisory and its recommendations are subject to action by the full Board.

~~3.8~~3.11 Absences from meetings. If a member of the Personnel Board is absent from three successive regular meetings without being excused by the Board, or is absent for any reason for more than six regular meetings in any twelve-month period, the office of such member shall be vacated and the Chair shall immediately notify the Human Resources staff person, who shall notify the City Council that said office is vacant. Upon such notification, a successor for the remainder of the term of such member shall be appointed as provided in Section 2.36.080 of the San Bruno Municipal Code. In order to request an excused absence, a Board Member must notify the Chair or the Human Resources staff person of the anticipated absence in advance of the meeting and the request must be noted during call of the roll and reflected in the minutes of the meeting, and is subject to denial by the Board.

~~3.9~~3.12 Oath of Office. Newly appointed Board Members shall take and subscribe to the oath of office before assuming their duties. The oath may be given by a City official authorized to do so by State law.

4. Powers and Duties.

4.1 Serve in an advisory capacity to the city council and city manager;

4.2 Submit recommendations regarding the operation of the competitive service system related to recruiting and testing for the city council's consideration and approval;

4.3 Represent the public interest in the improvement of personnel administration in the city;

4.4 Monitor and provide oversight as to ensure that it is fair, equitable and just to all applicants;

4.5 Review the city's current hiring results and overall employee census; review the annual report which the city must submit to the Equal Employment Opportunity Commission (EEOC);

4.6 Monitor the city's job classification plan to ensure it is in compliance with current practice. Review proposed or modified job descriptions for conformance with the approved classification plan guidelines. Issue recommendations when a job description is determined to be in need of modification;

4.7 Monitor and review recruitment and marketing strategies to ensure that a broad based applicant pool has been advised of the opening. Review and comment upon recruitment flyers, advertising, etc., which may be used by the personnel office and issue recommendations for modification or improvement;

4.8 Provide input, recommendations and otherwise assist in the development of an overall recruitment and marketing strategy for announcement of openings; to ensure outreach activities and efforts are made within San Bruno to advise local residents of job openings within the city organization.

4.9 Serve as a monitor, or as a participant when requested by the personnel officer, on oral board interview and assessment center processes which are used to screen finalists. Issue recommendations and concerns as to the conformance of these processes with the personnel system rules and regulations;

4.10 Periodically review the city's screening process and procedures to ensure a broad based applicant pool. Provide recommendations, if needed, to the city manager for focused or targeted recruitment populations;

4.11 Serve as proctor for various written and pre-employment examinations as necessary; and

4.12 Provide other assistance as requested by the city council or the city manager.

~~4.~~5. The Board Agenda.

~~4.~~5.1 Preparation of the agenda. Human Resources shall formulate and prepare the agenda for Board meetings.

~~4.~~5.2 Posting of the agenda. The City Clerk shall cause to be posted an agenda for each regular meeting in the designated posting locations not less than 72 hours prior to the meeting. Agendas for adjourned meetings shall be posted in the same fashion, unless the business to be undertaken is limited to the items on the agenda of the meeting at which the adjournment occurs and the meeting is adjourned to a date within five days of the adjournment. Agendas

of special meetings shall be posted and provided along with the notice of the meeting as provided in paragraph 2.2 above.

~~4.2~~5.3 Order of Business. Items shall be placed on the agenda substantially according to the following "Order of Business." Upon review of the agenda at the beginning of any meeting, the Board may change the order of business in order to promote the efficiency of the meeting. The Order of Business for each regular Board meeting shall be as follows:

1. Call to Order/Roll Call
2. Approval of Minutes
3. Conduct of Business
4. Public Comment
5. Adjournment

~~4.3~~5.4 Description of Matters on the Agenda. All items of business to be transacted shall be described briefly on the agenda in sufficient detail so that a reasonable person can determine the general nature of the matter under consideration. Not every recommendation or conceivable action or alternative need be listed.

~~4.4~~5.5 Adding Items of Business to the Agenda. The Board shall not discuss or take action on any item of business not listed on the posted agenda except:

~~4.4.1~~5.5.1 Upon a majority determination of the existence of an "emergency" as that term is defined in the Brown Act.

~~4.4.2~~5.5.2 Upon a determination by a two-thirds vote of the members present, or if less than two-thirds of the membership is present, upon a unanimous vote, that there is an immediate need to take action and that the need to take action came to the attention of the City subsequent to the posting of the agenda. If the Board makes this determination, the minutes of the meeting shall reflect what circumstances gave rise to the need to take action after the posting of the agenda.

~~4.4.3~~5.5.3 Where the item upon which action is to be taken was included on a properly posted agenda for a prior meeting of the Board occurring not more than five calendar days prior to

the date of the meeting at which the item is to be considered, and the item was continued to an adjourned meeting.

~~4.~~5.6 **Adding Items of Business to a Future Agenda.** Any member of the Board may request that an item of business within the Board's subject matter jurisdiction be added to a future agenda. Such requests are subject to approval of the Board.

~~4.~~6~~5~~.7 **Public Comments.** Members of the public shall be permitted to speak on each item of business on the agenda when the item is taken up and before action is taken on the item by the Board. Each speaker shall have a three (3) minute period to speak; time cannot be ceded to another speaker. In order to facilitate the conduct of the meeting, the Chair or the Board may lengthen or shorten the three minute period for all speakers on a particular agenda item based on the number of persons in attendance wishing to speak or the complexity of the matter under consideration. The "Public Comments" item shall be limited to items not on the agenda but within the subject matter jurisdiction of the Board. An individual may speak only once during "Public Comments" period.

~~4.~~7~~5~~.8 **Notification.** Upon written request on an annual basis and payment of the fee required by the City's fee resolution, Human Resources will mail Board agendas or agenda packets to any person.

~~5.~~6. **Minutes.** The minutes of Board meetings shall be kept by the Secretary in accordance with the following Board policy:

~~5.~~1~~6~~.1 Minutes shall contain a record of all proceedings, motions, and actions, but shall only contain a summary of the discussion, not a verbatim transcription. The minutes shall accurately reflect what occurred at the meeting.

~~5.~~2~~6~~.2 All motions, whether carried or not, shall be recorded, disclosing the author of the motion and the second.

~~5.~~3~~6~~.3 Minutes of public hearings shall list when available the names and City of residence of all persons who speak during the hearing, and the position they took on the matter. The minutes need not include detailed or verbatim transcriptions of public comments

6.4 The board shall issue copies of the minutes of each board meeting to the city manager, the city clerk, and the city council.

7. **Annual Report.** The board shall proved a report to the city council concerning the board's actions, activities, and achievements during the proceeding year, its goals for the subsequent year and any

recommendations for improvement in providing service to the city. A summary of the annual report shall be presented orally at a regular city council meeting.

~~6.~~8. Secretary. The City Manager or applicable Department Director or his/her designee shall serve as the Secretary for the Board. The Secretary shall:

~~6.~~18.1 Keep the minutes of all meetings of the Board;

~~6.~~28.2 Give or serve all notices required by law or by these rules;

~~6.~~38.3 Formulate and prepare the agenda for all meetings of the Board;

~~6.~~48.4 Be custodian of Board records;

~~6.~~58.5 Inform the Board of correspondence relating to business of the Board and attend to such correspondence;

~~6.~~68.6 Handle funds allocated to the Board, as directed by the applicable Department Director, and in accordance with its directives, the law, and City regulations; and

~~6.~~78.7 Sign official documents of the Board.

~~7.~~9. Conduct of Board Meetings.

~~7.~~19.1 Action by the Board. The Board shall proceed by way of motion. Any member, including the Chair, may make a motion and any member may second the motion except that the same person who made the motion cannot second it. A member may make only one motion at a time and a motion or second may be withdrawn by the maker at any time before a vote.

~~7.~~29.2 Adoption by Majority Vote. A motion shall be adopted by an affirmative vote of a majority of the Board present provided a quorum is determined to exist. Board Members have a duty to vote "aye", or "nay" on each motion. Abstentions shall be cast only if the Board Member declares:

~~7.2.1~~9.2.1 The existence of a conflict of interest or other disqualification from voting; or

~~7.2.2~~9.2.2 A lack of sufficient information upon which to base a vote due to absence from a previous meeting.

~~7.2.3~~9.2.3 Abstentions are not counted in the vote tally.

~~7.~~39.3 Rules for Board Members.

9.3.1 Members of the Board shall conduct themselves in an orderly and businesslike manner to ensure that the business of the City shall be attended to efficiently and thoroughly and to ensure that the integrity of the deliberative process of the Board is maintained at all times. Members of the Board shall maintain a polite, respectful and courteous manner when addressing one another, City staff and members of the public during meetings. Board Members shall speak clearly into the microphone so that they can be heard by the audience.

a) Communication with Board Members

1. Board Members should request the floor of the Presiding Officer before speaking.

2. A Board Member who is speaking shall attempt to avoid repetition and shall limit their comments to the subject matter at hand. Board Member should express their views without engaging in lengthy debates.

3. When one Board Member is speaking, other Board Member shall not interrupt or otherwise disturb the speaker.

b) Communication with Members of the Public Addressing the Board.

1. Board Members may question a person addressing the Board at the conclusion of the person's comments or upon expiration of the person's time to speak. Such questions shall be directed to the person through the Presiding Officer.

2. Board Members shall not engage the person addressing the Board in a dialogue with the Board or City staff, but shall confine communication to a question and answer format conducted through the Presiding Officer.

3. If a member of the audience has addressed the Board on matters that are not on the agenda, Board Members shall refrain from discussion of the matter. If a Board Member so wishes, the Board Member may, if appropriate, during the "Conduct of Business" from Board Members portion of the meeting, direct the Secretary to place the matter on the next agenda, subject to the approval of the Board.

~~7.3.1~~9.3.2 Rules for City Staff.

a) Decorum. City staff shall not engage in public dialogue or debate with members of the public during public meetings. When addressed by the Board, staff shall respond in a polite and respectful manner.

b) Role for the Secretary. The Secretary's duties during the Board meetings include keeping a record of concerns raised by the Board regarding staff matters and directions for future staff action.

~~7.3.2~~9.3.3 Rules for the Public.

a) Members of the Audience. Members of the audience shall not engage in disorderly or boisterous conduct, including the utterance of loud, threatening or abusive language, whistling, stamping of feet or other acts which disturb, disrupt, impede or otherwise render the orderly conduct of the Board meeting infeasible. A member of the audience repeatedly or continuously engaging in any such conduct shall, at the discretion of the Presiding Officer or a majority of the Board, be subject to ejection from that meeting.

b) Persons Addressing the Board.

1. Any person wishing to speak in connection with any item of business on the agenda shall first complete a speaker request slip and submit the slip to the Secretary.

2. No person shall address the Board without first being recognized by the Presiding Officer.

3. Each person addressing the Board shall do so in an orderly manner and shall not make repetitious, slanderous or irrelevant remarks, or engage in any other disorderly conduct which disrupts, disturbs or otherwise impedes the orderly conduct of the Board meetings. Any person who so disrupts the meeting may, at the discretion of the Presiding Officer or a majority of the Board, be subject to ejection from that meeting.

~~7.3.3~~9.3.4 Enforcement.

a) The Chair shall follow the following procedure to maintain decorum:

1. Warning. The Presiding Officer shall request that a person who is disrupting the meeting cease such conduct. If after receiving a warning from the Presiding Officer, the person

persists in the violation, the Presiding Officer shall order the person to leave the Board meeting. If the person does not leave the meeting, the Presiding Officer may order a law enforcement officer to remove the person from the Board chambers.

2. Removal. A law enforcement officer shall carry out the orders and instructions given by the Presiding Officer for the purpose of maintaining order and decorum. Upon instruction of the Presiding Officer, it shall be the duty of the law enforcement officer to remove from the Board meeting any person who is disturbing the proceedings of the Board.

3. Motion to Enforce. If the Presiding Officer fails to enforce the rules of order and decorum set forth above, any member of the Board may move to require the Presiding Officer to do so, and an affirmative vote of a majority of the Board shall require the Presiding Officer to do so. If the Presiding Officer fails to carry out the will of the majority of the Board, the majority may designate another member of the Board to act as Presiding Officer for the purpose of enforcing the rules of order and decorum established above.

4. Clearing the Room. If a meeting of the Board is disturbed or disrupted in such a manner as to make infeasible or improbable the restoration of order, the Presiding Officer or a majority of the Board may exercise the authority granted in California Government Code Section 54957.9 by ordering the meeting room cleared and continuing in session in the manner authorized by Section 54957.9 of the Government Code. Members of the press shall be permitted to remain unless they have participated in the disruption.

~~7.~~49.4 Adjournment of Meetings. Board meetings shall adjourn not later than 10:30 p.m., or as soon thereafter as the Board completes the item of business on the table at that hour, in which event items of business not yet addressed shall be continued to the next regular meeting or to an adjourned meeting. The Board may by majority vote extend the meeting beyond 10:30 p.m. in order to complete more of its agenda.

~~8.~~10. Robert's Rules of Order. If a matter arises that is not covered by these rules, the Brown Act or the San Bruno Municipal Code, the procedures of the Board shall be governed by the latest revised edition of Robert's Rules of Order to the extent not inconsistent with laws governing public agencies.

~~9.~~11. Amendments to By-Laws. These by-laws may not be amended unless the proposed amendment has been presented to and approved by the City Council.

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: February 14, 2012

TO: Honorable Mayor and Members of the City Council

FROM: Carol Bonner, City Clerk

SUBJECT: Interview Applicants for Appointment to Committees, Boards, and Commissions

BACKGROUND:

One member moving out of town created a vacancy on the Culture and Arts Commission. A member of the Bicycle and Pedestrian Advisory Committee resigned creating an additional vacancy to the three that already exist. Another member resigned from the Citizens Crime Prevention Committee creating a vacancy

DISCUSSION:

Notices of Vacancies have been posted as required by Government Code Section 54974. Presently there are four people interested in the Culture and Arts Comimssion. There are no applications on file for the Bicycle and Pedestrian Advisory Committee. Ten applicants are interested in the Citizens Crime Prevention Committee.

FISCAL IMPACT:

None.

ALTERNATIVES:

1. Continue the "Notice of Vacancies" and acquire additional applicants to interview.
2. Interview all applicants expressing an interest in serving and appoint at the next City Council meeting.

RECOMMENDATION:

Interview the candidates who have expressed an interest in serving and appoint at the next regular City Council meeting.

DISTRIBUTION:

ATTACHMENTS:

1. Applicants Interested in Current Vacancies

DATE PREPARED

February 10, 2012

CITY OF SAN BRUNO
OFFICE OF THE CITY CLERK

Carol Bonner
City Clerk

Applicants Interested in Current Vacancies on Commissions, Boards & Committees

Revised 2-8-12

Citizens Crime Prevention Committee – One Vacancy

Carey, Peter – **New** Applicant – His **Only** Choice
Farag, Hany – **New** Applicant – His **Only** Choice
Geracimos, Coleen – **New** Applicant – Her **Only** Choice
Amin, Nawied – **New** Applicant – His **1st** Choice
Anezinos, Constantino – **New** Applicant – His **1st** Choice
Burnham, Michelle – **New** Applicant – Her **1st** Choice
Kong, Simon – Applicant on **File** – His **1st** Choice
Muzaffar, Sehar – **New** Applicant – Her **1st** Choice
Peterson, Gary – **New** Applicant – His **1st** Choice
Sum, Matthew – **New** Applicant – His **3rd** Choice

Culture & Arts Commission – One Vacancy

Saga, Jan – **New** Applicant – Her **Only** Choice
Anezinos, Constantino – **New** Applicant – His **2nd** Choice
Burnham, Michelle – **New** Applicant – Her **2nd** Choice
Muzaffar, Sehar – **New** Applicant – Her **2nd** Choice

Applicants in Alphabetical Order Showing All Preferences

Amin, Nawied
1. Citizens Crime Prevention Committee
2. Peninsula Library System Advisory Board
3. Community Preparedness committee

Anezinos, Constantino
1. Citizens Crime Prevention Committee
2. Culture & Arts Commission
3. Personnel Board

Burnham, Michelle
1. Citizens Crime Prevention Committee
2. Culture & Arts Commission
3. Peninsula Library System Advisory Board
4. Personnel Board

Carey, Peter
1. Citizens Crime Prevention Committee

Farag, Hany
1. Citizens Crime Prevention Committee

Geracimos, Coleen
1. Citizens Crime Prevention Committee

567 El Camino Real, San Bruno, CA 94066-4299
Voice: (650) 616-7058 • Fax: (650) 589-5941
http://ci.sanbruno.ca.us

Kong, Simon
1. Citizens Crime Prevention Committee
2. Personnel Board
3. Parks & Recreation Commission

Muzaffar, Sehar
1. Citizens Crime Prevention Committee

Peterson, Gary
1. Citizens Crime Prevention Committee
2. Parks & Recreation Commission
3. Community Preparedness Committee

Saga, Jan
1. Culture & Arts Commission

Sum, Matthew
1. Planning Commission
2. Personnel Board
3. Citizens Crime Prevention Committee

-----Original Message-----
From: Carl Nicolari [mailto:cnicolari@gmail.com]
Sent: Thursday, January 12, 2012 9:47 AM
To: Laura Russell; Randy Brase; Walt Bird; David Nigel; Joe Sammut; Jim Shannon
Subject: Thanks!

Hi all,

Just wanted to say thanks again for the opportunity to serve on the Bicycle and Pedestrian Advisory Committee. I really enjoyed working with everyone for the past two years and helping out with the various events, projects, and ideas to make San Bruno a more bike and pedestrian friendly place. Hopefully in a year or so when my work situation is less hectic I can reapply and serve again on this or another committee.

Good luck and keep up the great work!
Carl

7.d.

From the desk of Emile Hons *320 Vallejo Dr. Unit 28 Millbrae CA 94030 (650) 892 9994* ehons@me.com

December 18, 2011

Dear Ms. Bonner,

It is with regret and sadness that I tender this letter of resignation to you regarding my place on the Culture and Arts Commission. I have sold my home is San Bruno and now, after some fifty, years live in Millbrae. I am proud to have served on this important commission and will look back with pride at our accomplishments over my seven year association with my fellow commission members and the outstanding staff I had the pleasure to work with. I would be remiss if I didn't also point out my appreciation for the ongoing support we always received from every member of the City council and City Manager.

Sincerely,

Emile Hons

7.e.

Vicky Hasha

From: Carrasco, Walter B (Services) [Walter.Carrasco@xerox.com]
Sent: Friday, February 10, 2012 10:47 AM
To: Vicky Hasha
Subject: Resignation Letter

Sorry for the delay.
Due to work and other personal conflicts, I'm not able to continue with my duties and responsab ilities as an active member.

This is to submit my Resignation Notice from the San Bruno Crime Prevention Committe effective today Feb 10th.

I hope this notice will be good, so the City can move on with City Business.

Regards,
Walter B. Carrasco

7.F.

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: February 14, 2012

TO: Honorable Mayor and Members of the City Council

FROM: Aaron Aknin, Community Development Director

SUBJECT: Receive Report on the Community Based Transportation Plan and provide feedback to the San Mateo City / County Association of Governments (C/CAG)

BACKGROUND

The San Bruno/South San Francisco Community-Based Transportation Plan (CBTP) is a result of the Metropolitan Transportation Commission's (MTC) Community-Based Planning Program. This program was developed to address transportation needs in economically disadvantaged communities that were identified in the 2001 Lifeline Transportation Network Report. MTC established "Communities of Concern" throughout the Bay Area based on income and concentration of minority residents. The boundaries were based on Census tracts and demographics, and do not necessarily coincide with city limits.

The San Bruno / South San Francisco CBTP is based on a Community of Concern boundary established by MTC. The study area is located in the eastern parts of San Bruno and South San Francisco. Within San Bruno, the CBPT includes the areas east of El Camino Real and Huntington Avenue and includes the neighborhoods know as San Bruno Park, Lomita Park, and Belle Air Park. The project area map is included as Attachment 1.

In accordance with MTC guidelines, the CBTP was developed by the San Mateo City / County Association of Governments (C/CAG) acting as the Congestion Management Agency. SamTrans acted as the facilitator for the planning process. A Technical Advisory Committee comprised of staff from both cities, C/CAG, MTC, SamTrans, and the San Mateo County Human Services Agency was formed to oversee the plan.

Approximately 30 community-based transportation plans have been completed in the Bay Area to address the needs of the Communities of Concern. Those plans have resulted in significant funding for local programs and projects. The MTC Lifeline Transportation Program is a grant program with the specific goal of funding community-based transportation projects. The projects and programs included in community-based transportation plans receive priority for Lifeline funding. Additionally, the strong community outreach in these plans increases the changes of receiving funding through

10.a.

other programs. Staff anticipates that the completed CBTP will improve the chances of receiving funding for projects identified in the Plan.

DISCUSSION

The planning process for the CBTP was conducted in four phases. First, the existing conditions were analyzed, including demographics and other planning documents. The existing conditions analysis is summarized in Chapter 2 of the CBTP and included in its entirety in as an appendix. Second, there was extensive community outreach, which is described in Chapter 3 and also included as an appendix. Third, transportation strategies were identified to address needs discussed by the community. These strategies are presented in Chapter 4. Finally, the Plan document was developed for review. The following sections include details about the community outreach process and transportation strategies in the CBTP.

Community Outreach Process

The goal of the CBTP process is to work with the community to identify their transportation needs and potential solutions to meet those needs. A Stakeholder Committee comprised of community and faith-based organizations, schools, and residents was formed to provide input to the process. The highlights of the outreach strategy are described below:

A **Resident Survey** was mailed in English and Spanish to each of the 7,486 households in the study area. A total of 393 surveys were returned. Over 50% of the respondents had household incomes of $55,000 or less, which indicates that the survey was an effective method to reach the target low-income population.

Two **Community Workshops** were held – one in San Bruno and one in South San Francisco. More than 50 residents participated in the workshops. The workshops engaged the community to identify transportation issues in the study area and develop potential strategies to address those issues. Workshop attendees were primarily low-income residents that rely on buses, walking, and bicycling for transportation.

A **Hotline** was created for residents to call and provide comments in English and Spanish. More than 30 calls were received.

The **Project Website** included information about the project and allowed residents to complete the survey online. The website received approximately 770 views during the outreach period.

The outreach process resulted in the identification of 25 community stated transportation needs and many potential solutions. The transportation needs mentioned most frequently were combined into the nine transportation strategies presented in the CBTP.

Transportation Strategies

Chapter 4 of the CBTP describes the nine transportation strategies, the constraints to implementation, potential community benefits, and evaluation of the proposed projects. The timeframes, potential lead agencies, and potential partners are also identified. The strategies are summarized in the following table:

	Strategy	Timeframe[1]	Operating or Capital	Potential Lead Agencies	Potential Partners
1	Improve Transit Stop Amenities and Security	Short- to Mid-term	Operating and Capital	SamTrans	San Bruno; South San Francisco
2	Improve Affordability of Public Transit for Low-Income Users	Short-term	Operating	MTC, HSA	SamTrans
3	Improve Bicycle Amenities	Mid- to Long-term	Capital	San Bruno, South San Francisco, C/CAG, SamTrans, BART, Caltrain	
4	Provide Free or Low-cost Bicycles	Short-term	Operating	CBOs	The Alliance, Local bike shops, bicycle committees, Social service organizations
5	Improve Pedestrian Amenities	Mid- to Long term	Capital	San Bruno, South San Francisco	
6	Increase Public Access to Information about Transportation options	Short-term	Operating	CBOs, SamTrans	CBOs, SamTrans, Caltrain, BART, adult schools, Community colleges, Churches, HSA
7	Increase SamTrans Bus Service	Short-term	Operating	SamTrans	
8	Improve Connectivity of Existing Transit Service	Short- to Mid-term	Operating	SamTrans	
9	Improve Access to the South San Francisco Caltrain Station	Mid- to Long-term	Captial	Caltrain, South San Francisco	

1: Short-term timeframe is less than 2 years. Mid-term timeframe is 3-5 years. Long-term timeframe is more than 5 years.

Of the nine strategies, the City of San Bruno has a lead role in Strategy #3 and Strategy #5, and a secondary role in Strategy #4. These strategies are described below for the City Council's review and direction with emphasis on the areas where the City would have direct responsibility for implementation.

Strategy #3 seeks to improve bicycle amenities within the study area. Specifically, it would encourage additional bicycle parking near transit stops and expansion of the bicycle network as outlined in local plans and the San Mateo County Comprehensive Bicycle and Pedestrian Plan. The CBTP recommends additional bicycle facilities on Huntington Avenue and San Bruno Avenue if future engineering and feasibility studies determine that they are possible. Bicycle facilities on El Camino Real may be appropriate in the future if they are consistent with the Grand Boulevard Initiative and address engineering constraints.

Additionally, Strategy #3 recommends that San Bruno undertake the Pedestrian and Bicycle Master Plan that has been identified in the City's Capital Improvement Program. The in-depth look at bicycle facilities would help to address the needs addressed by the residents.

The potential benefits of this strategy would be high because bicycle travel is often faster and more efficient than transit for short trips and because the cost of bicycle travel is extremely low. The CBTP outlines several potential funding sources for Strategy #3, which include TDA Article 3 Bicycle and Pedestrian funding and MTC Lifeline Transportation funding.

Strategy #4 would provide free or low-cost bicycles through a community-based organization. The City's role in this strategy would be secondary in that the Bicycle and Pedestrian Advisory Committee (BPAC) could assist with outreach and volunteer recruitment. Staff reviewed this strategy with the BPAC at their December 2011 meeting and the Committee was supportive of the proposed program. The City might also offer a letter of support if other agencies seek grant funding to implement this strategy.

Strategy #5 includes suggestions for improving pedestrian safety and access in the study area. The community provided specific locations for pedestrian improvements, which are listed in the CBTP with the explanation that any traffic calming projects would have to undergo full analysis as described in the City's Traffic Calming Toolkit.

The CBTP anticipates that the community benefit of these projects would be high by making pedestrians more visible and separated from traffic. However, there are also significant constraints related to engineering feasibility, cost, and ongoing maintenance. Additionally, some of the proposed improvements on San Bruno Avenue are already planned and funded through previous grant applications.

CBTP implementation will rely on outside funding sources. Potential funding sources for this strategy including San Mateo County Transportation Authority Bicycle and Pedestrian Funds and MTC TLC planning and capital grant program.

Next Steps

Chapter 5 includes an implementation matrix with the strategies, timeframe, potential funding sources and lead agencies. The CBTP will be transmitted to transit agencies including SamTrans, Caltrain, and BART. The recommended service improvements will be forwarded to transit policy boards for consideration and incorporation into future service plans. Additionally, the CBTP will be forwarded to the other potential lead agencies for their consideration. City staff would facilitate implementation of the CBTP through communications with the other lead agencies.

Sine the CBTP is a joint project, it requires review by the City of South San Francisco and the C/CAG Board. The CBTP was presented to the South San Francisco City Council on January 31, 2012. They accepted the Plan with one requested change; materials should be translated into Chinese as well as Spanish. The CBTP was presented to the C/CAG Board on February 9, 2012. The Board granted acceptance contingent on incorporating any changes requested by the City Council. The City Council's comments will be incorporated into the Plan and staff expects it to be completed by February 29, 2012.

FISCAL IMPACT

None

ALTERNATIVES

1. Direct revisions to the Community Based Transportation Plan

RECOMMENDATION

Receive Report on the Community Based Transportation Plan and provide feedback to the San Mateo City / County Association of Governments (C/CAG)

DISTRIBUTION

None

ATTACHMENTS

1. Map of Study Area
2. Community Based Transportation Plan
   (The Plan was distributed to the City Council and is available at the City Clerk's office for review.)

DATE PREPARED

February 3, 2012

REVIEWED BY

_____ CM

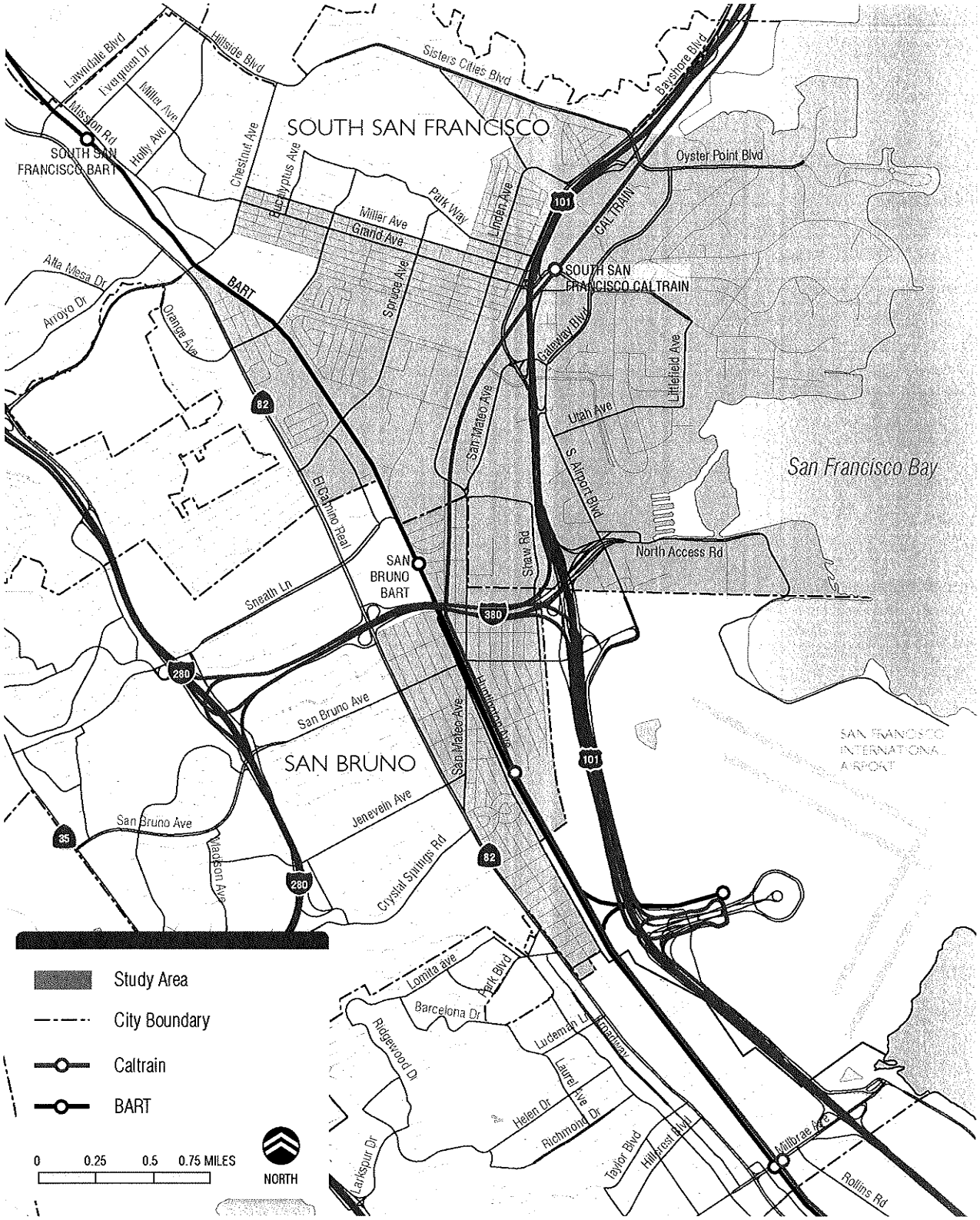


Figure X
Base Map

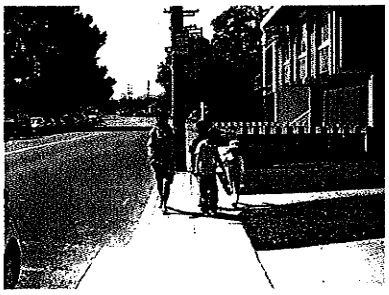
WilburSmith ASSOCIATES

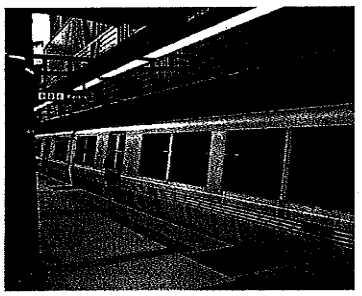
The Community-Based Transportation Plan was distributed to the City Council and is available at the City Clerk's office for review.

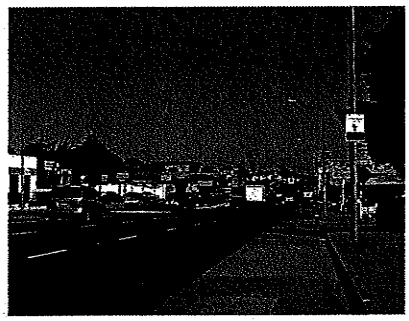
San Bruno / South San Francisco

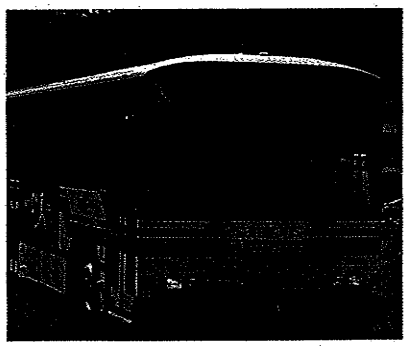
Community-Based Transportation Plan - DRAFT

January 2011









Acknowledgements

A special thanks to the San Bruno/South San Francisco Stakeholder Committee and the residents of San Bruno and South San Francisco for their vital participation throughout the planning process.

Technical Advisory Committee

Aaron Aknin, City of San Bruno
Cathleen Baker, San Mateo County Health System
Sam Bautista, City of South San Francisco
Dennis Chuck, City of South San Francisco
Klara Fabry, City of San Bruno
Jean Higaki, City/County Association of Governments
Linda Holman, San Mateo County Human Services Agency
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Emily Mraovich, California Department of Transportation
Laura Russell, City of San Bruno
Tracy Scramaglia, City of South San Francisco
Drennan Shelton, Metropolitan Transportation Commission

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Funded in part by a California Department of Transportation Environmental Justice Context-sensitive Planning grant.

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EXECUTIVE SUMMARY

The San Bruno/South San Francisco Community-Based Transportation Plan (CBTP) looks at the transportation needs of the community and recommends steps to address these needs. The project is part of the Metropolitan Transportation Commission's (MTC) Community-Based Planning Program to look at transportation needs in low income communities.

The planning process seeks the collaboration of community residents and stakeholders, the cities of South San Francisco and San Bruno (the cities), the San Mateo County Human Services Agency (HSA), San Mateo City/County Association of Governments (C/CAG), MTC, and the San Mateo County Transit District (SamTrans). A *Technical Advisory Committee,* comprised of staff representing the cities, HSA, C/CAG, MTC, and SamTrans, was formed to oversee the process. Additionally, a Stakeholder Committee, composed of community-based organizations, was formed to provide input to the planning process.

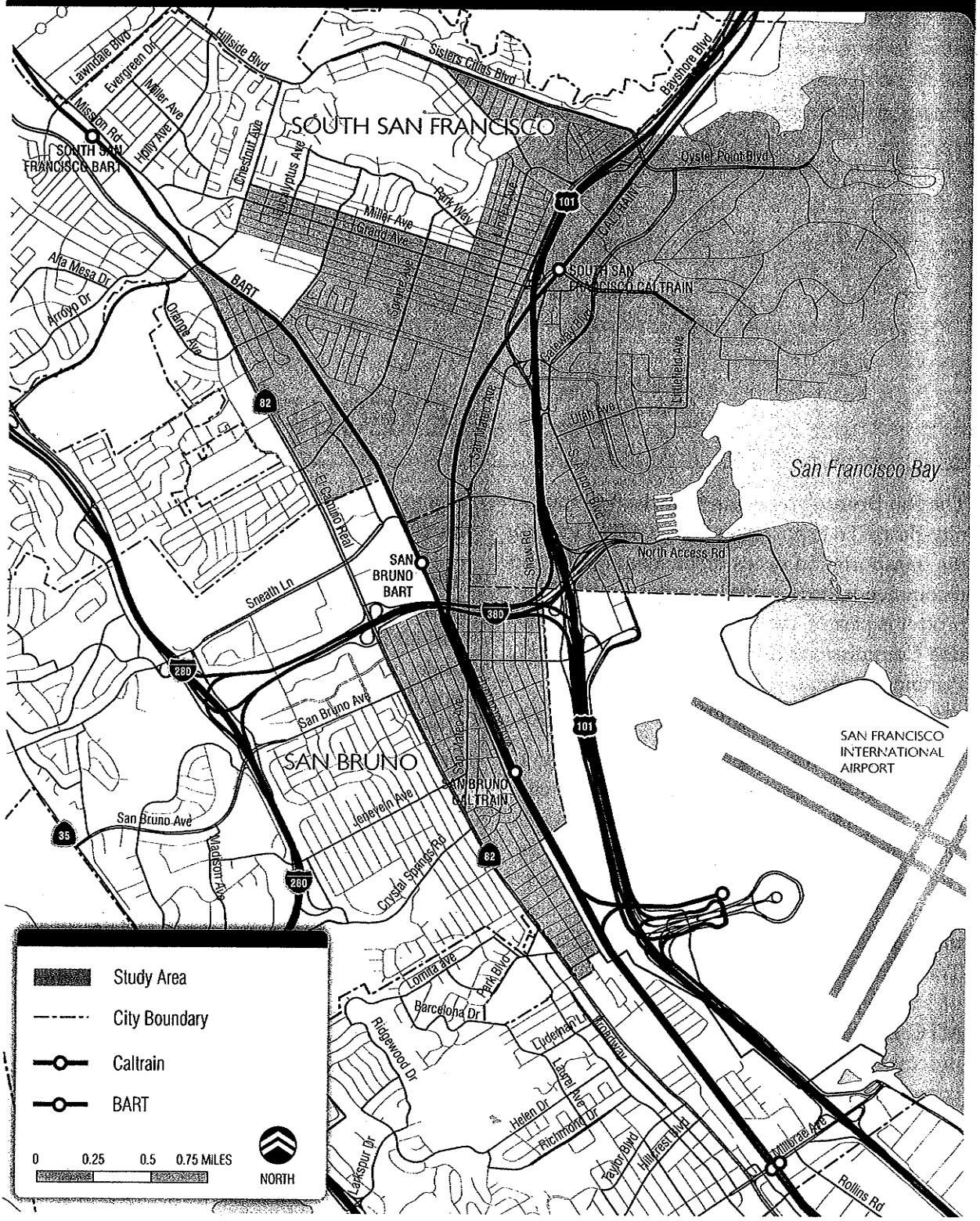
The planning process for this CBTP involved analyzing existing conditions, collecting stakeholder input and engaging the community, identifying transportation strategies based on community input, and preparing the final document.

The outcome of this work will also provide a framework for transportation providers and various agencies to work together to better understand transportation needs of low-income populations. It will allow them to carry out strategies to serve these populations, and create partnerships for feasible and efficient project or program implementation.

EXISTING CONDITIONS

The study area is located in the eastern part of South San Francisco and the northeastern part of San Bruno. It is bordered by El Camino Real and Chestnut Avenue to the west, Miller and Maple Avenues to the north, San Juan Avenue to the south, and the San Francisco Bay to the east, excluding the San Francisco International Airport. It has an area of 5.40 square miles, and consists of U.S. Census Tracts 6021, 6022, 6023, 6041.01 and 6042, as well as a small triangular neighborhood to the north of these census tracts. The study area is shown in Map 1-1 on the following page.

Map 1-1 Study Area



Demographics

There are 27,615 residents living in 8,129 households within the study area. The portion of the study area within South San Francisco has a population of 15,452 and the portion of the study area within San Bruno has a population of 12,163. The study area is ethnically diverse with Hispanics/Latinos comprising the majority of the population at 59%. Caucasians account for 16% and Asians account for 15%.

Approximately 18% of the households in the study area are "linguistically isolated," which is defined as a household where no one age 14 or older speaks English very well. Of the 1,441 linguistically isolated households, 75% speak Spanish and 15% speak an Asian or Pacific Island language.

There are 8,652 study area residents living in poverty, which is a high proportion (31%) compared to all of San Bruno (17%), South San Francisco, (19%), and the County (18.5%).

Transit Service and Programs

The City of South San Francisco and the City of San Bruno are served by three major transit systems: SamTrans, Caltrain, and BART. SamTrans currently operates eleven routes that serve the study area. Also serving the study area is Redi-Wheels paratransit service, which provides transit service to passengers who cannot independently ride regular SamTrans buses.

There are two Caltrain Stations located within the study area: the South San Francisco Caltrain Station and the San Bruno Caltrain Station. Caltrain currently provides service at these stations every half an hour during peak periods on weekdays and hourly during the off-peak and on weekends. There is also one BART station – the San Bruno BART Station – that is located within the study area. The station is served by three BART lines which stop at the station every five to ten minutes on weekdays before 7:00 pm, and every twenty minutes on weekdays after 7:00 pm and on weekends.

There are currently nine shuttle routes serving the study area. Three of these shuttles are Commuter Caltrain Shuttles, two are Commuter Caltrain/BART Shuttles, three are Commuter BART Shuttles, and one is a Community Shuttle.

COMMUNITY OUTREACH

The basis of the San Bruno/South San Francisco CBTP is the input and support of the community and stakeholder agencies. Staff from SamTrans and City of San Bruno and South San Francisco partnered to involve residents, community-based organizations (CBOs), and agencies serving the San Bruno/South San Francisco community. This report contains an explanation of the community outreach process and a summary of the outreach findings. The outreach methods utilized in this planning effort include the following:

- Two **transportation solution workshops** were held for this project—one in South San Francisco and one in San Bruno. More than 50 community members participated in the workshops.
- A **resident survey** in English and Spanish was mailed to every household in the study area. A total of 393 resident surveys were received.
- A **press release** was sent to local newspapers notifying the media of the CBTP planning process and community workshops.
- A project telephone **hotline** was established to receive feedback and register workshop participants. More than 30 calls were received during the outreach process.
- A **website** was created with basic information about the project and a link to download the travel survey or complete it online.

The website received approximately 770 page views during the outreach period.

TRANSPORTATION STRATEGIES

The outreach process resulted in the identification of 25 overarching unmet transporation needs expressed by project area residents and stakeholders. These needs were split into two tiers based on the number of times they were brought up. Nine transportation strategies were identified, based on community and stakeholder input, to address the "Tier 1" transportation needs. Chapter 4 includes a description and preliminary evaluation of each of the nine strategies.

The nine transportation strategies are:

1. Improve Transit Stop Amenities and Security (page 34)
2. Improve the Affordability of Public Transit for Low-income Users (page 40)
3. Improve Bicycle Amenities (page 43)
4. Provide Free or Low-cost Bicycles (page 46)
5. Improve Pedestrian Amenities (page 48)
6. Increase Public Access to Information about Transportation Options (page 52)
7. Increase SamTrans Bus Service (page 55)
8. Improve Connectivity of Existing Transit Service (page 57)
9. Improve access to the South San Francisco Caltrain Station (page 59)

ACTION PLAN

The success of this planning effort will depend on relevant lead agencies moving forward with implementation of the transportation strategies. Chapter 5 outlines a process for implementation of this plan. Table ES-1 shows the transportation strategies, timeframe, and potential lead and partner agencies.

Table ES-1: Implementation Matrix

	Strategies	Timeframe	Capital or Operating	Potential Lead Agencies	Potential Partners
1	Improve Transit Stop Amenities and Security	Short- to Mid-term	Operating and Capital	SamTrans	San Bruno; South San Francisco
2	Improve Affordability of Public Transit for Low-Income Users	Short-term	Operating	MTC, HSA	SamTrans
3	Improve Bicycle Amenities	Mid- to Long-term	Capital	San Bruno, South San Francisco, C/CAG, SamTrans, BART, Caltrain	
4	Provide Free or Low-cost Bicycles	Short-term	Operating	CBOs	The Alliance, Local bike shops and bicycle committees, Social service organizations
5	Improve Pedestrian Amenities	Mid- to Long-term	Capital	San Bruno, South San Francisco	
6	Increase Public Access to Information about Transportation Options	Short-term	Operating	CBOs, SamTrans	CBOs, SamTrans, Caltrain, BART, adult schools, community colleges, Churches, HSA
7	Increase SamTrans Bus Service	Short-term	Operating	SamTrans	
8	Improve Connectivity of Existing Transit Service	Short- to Mid-term	Operating	SamTrans	
9	Improve Access to the South San Francisco Caltrain Station	Mid- to Long-term	Captial	Caltrain, South San Francisco	

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1 INTRODUCTION

The San Bruno/South San Francisco Community-Based Transportation Plan looks at transportation needs of the community and recommends steps to address these needs. The project is part of the Metropolitan Transportation Commission's (MTC) Community-Based Planning Program to look at transportation needs in low income communities.

PLANNING PROCESS

In accordance with MTC Guidelines, this Community-Based Transportation Plan (CBTP) is being conducted under the auspices of the San Mateo City/County Association of Governments (C/CAG), in its role as the Congestion Management Agency for the county. C/CAG has selected the San Mateo County Transit District (SamTrans) to facilitate the planning process and provide technical assistance in developing the plan. Recommended transit service improvements will be forwarded to the District's Board of Directors for their consideration and subsequent incorporation into the SamTrans Short Range Transit Plan. The plan will also be forwarded to the C/CAG Board of Directors to support planning, funding and implementation efforts.

The planning process seeks the collaboration of community residents and stakeholders, the cities of South San Francisco and San Bruno (the cities), the San Mateo County Human Services Agency (HSA), C/CAG, MTC, and the District. A Technical Advisory Committee comprised of staff representing the cities, HSA, C/CAG, MTC, and the District has been formed to oversee the process. Additionally, a Stakeholder Committee, composed of community-based organizations, was formed to provide input to the planning process.

The planning process for this CBTP involves the following four phases.

Phase 1: Analyze Existing Conditions

An extensive analysis of existing conditions provides the foundation of information and assessment of demographics, current projects and programs.

Phase 2: Stakeholder Outreach and Community Engagement

Community outreach and engagement, an integral part of the CBTP process, provides valuable feedback from community members and

stakeholders regarding transportation issues and priorities.

Phase 3: Identify Transportation Strategies based on Community Input

Based on stakeholder outreach and community engagement in Phase 2, transportation strategies are identified that meet community goals and address transportation issues.

Phase 4: Plan Document

This plan document presents background information, a summary of community outreach, and provides an evaluation of the transportation strategies identified in Phase 3.

The outcome of this work will provide a framework for transportation providers and various agencies to work together to better understand transportation needs of low-income populations. It will allow them to carry out strategies to serve these populations, and create partnerships for feasible and efficient project or program implementation.

OVERVIEW OF THE PLAN

Chapter 1 provides an overview of the plan, its purpose, and a description of the study area.

Chapter 2 contains a summary of existing conditions for the study area. This includes information about demographics, transportation, and other planning efforts.

Chapter 3 explains the community outreach process and presents the results. This chapter also contains a list of stated transportation needs and potential solutions which emerged from the outreach findings.

Chapter 4 contains a program of nine transportation strategies to address the transportation needs identified through the outreach process. The strategy descriptions each contain:

- Transportation need addressed;
- Project description;
- Constraints;
- Potential transportation and community impacts;
- Implementation requirements;
- Potential funding and cost estimate; and
- Preliminary evaluation.

Chapter 5 contains an action plan that outlines some suggested next steps for successful implementation of the strategies outlined in Chapter 4.

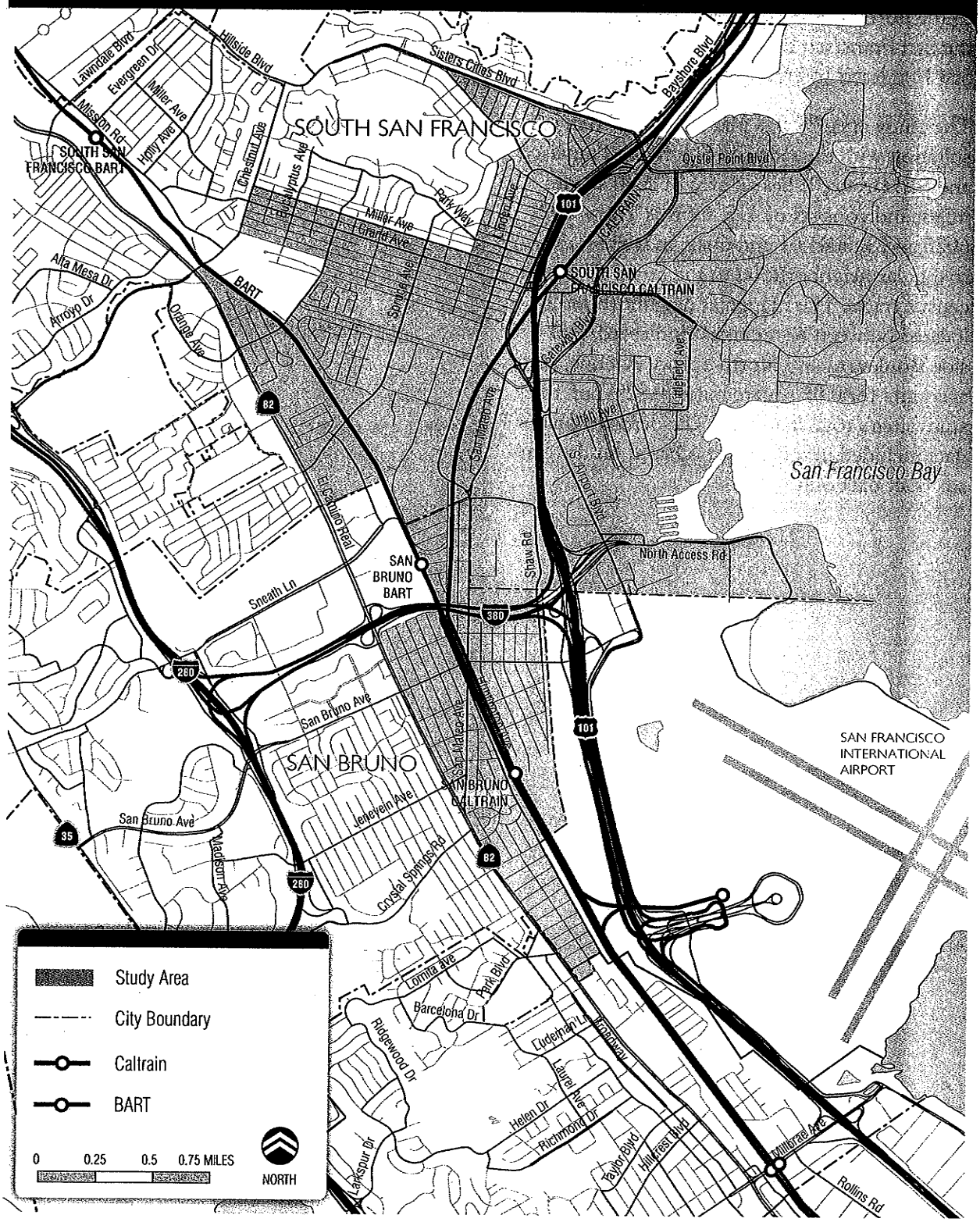
This document includes several acronyms for agencies and planning terms. The following list provides a key to acronyms used in the Plan.

- ABAG - Association of Bay Area Governments
- BAAQMD – Bay Area Air Quality Management District
- CBO – Community-Based Organization
- CBTP – Community-Based Transportation Plan
- C/CAG – San Mateo City/County Association of Governments
- HSA – San Mateo County Human Services Agency
- MTC – Metropolitan Transportation Commission
- TOD – Transit Oriented Development
- The Alliance – Peninsula Traffic Congestion Relief Alliance

STUDY AREA

The cities of South San Francisco and San Bruno are located in the northern region of San Mateo County. The study area is located in the eastern part of South San Francisco and the northeastern part of San Bruno. The study area is bordered by El Camino Real and Chestnut

Map 1-1 Study Area



Avenue to the west, Miller and Maple Avenues to the north, San Juan Avenue to the south, and the San Francisco Bay to the east, excluding the San Francisco International Airport.

The study area for this plan was defined in consultation with the cities of South San Francisco and San Bruno. It has an area of 5.40 square miles, and consists of U.S. Census Tracts 6021, 6022, 6023, 6041.01 and 6042, as well as a small triangular neighborhood to the north of these census tracts. The triangular neighborhood is located between Sister cities Boulevard, Hillside Boulevard and North Spruce Avenue, and accounts for 0.05 square miles (0.92%) of the study area's total land area. The demographic data included in this report is based on the census tract data only.

2
EXISTING CONDITIONS

This chapter contains a summary of the Existing Conditions Report that was completed in February 2011. The full version of the Existing Conditions Report is provided in Appendix A.

DEMOGRAPHICS

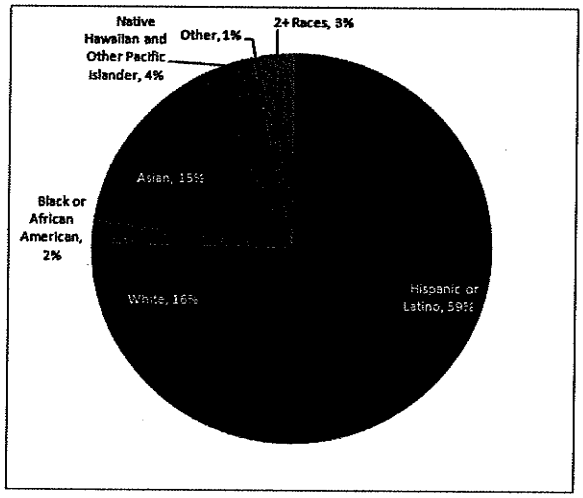
Profile of the Study area

According to the 2010 U.S. Census, the total population of the project area is 27,615, which comprises 26% of the combined population of the Cities of South San Francisco and San Bruno (104,746) and 4% of the County's population (718,451). The portion of the project area within South San Francisco has a population of 15,452, comprising 24% of South San Francisco's total population (63,632), while the portion of the project area within San Bruno has a population of 12,163, comprising 30% of San Bruno's total population (41,114).

Overall, residents of the project area are younger than those of the cities and the County. Thirty-five percent of project area residents are under the age of 25, while only 30% of the cities' and County's residents are under 25. Similarly, the project area has a considerably lower percentage of residents over the age of 45 compared to the cities and County, with 32% in the project area compared to 40% in the cities and 41% in the County.

The project area is ethnically diverse. Hispanics/Latinos comprise the majority of the population at 59%, which is much higher than the proportion of Hispanics/Latinos in each of the South San Francisco and San Bruno, 34% and 29% respectively. Caucasian (16%) accounts for the second highest ethnicity in the project area.

Figure 2-1 Percent Population by Ethnicity



Linguistic Isolation

There is a high incidence of linguistic isolation among residents of the study area. The U.S. Census Bureau defines a linguistically isolated household as a household in which no one 14 years or older speaks English "very well." Approximately 18% of the households in the study area are linguistically isolated. This proportion is significantly higher than that of South San Francisco at 11% and of San Bruno at 9%. Of the 1441 linguistically isolated households in the study area, 75% speak Spanish, while 15% speak an Asian or Pacific Island language.

Income and Poverty

The U.S. Census Bureau defines living in poverty in the year 2009 as earning less than $11,161 annually for a household of one person under 65 years of age, and less than $10,289 for one person 65 years of age or older. For a two-person household including one child under 18 years, poverty is defined by an annual income of less than $14,787.

American Community Survey 2006-2010 5-year Estimates data shows that there are 8,652 study area residents living below 200% of the poverty level, which is a high proportion (32%) compared to all of San Bruno (17%), South San Francisco, (19%), and the County (18.5%). Figure 2-2 shows the relative income levels of residents in the study area, both cities, and the County.

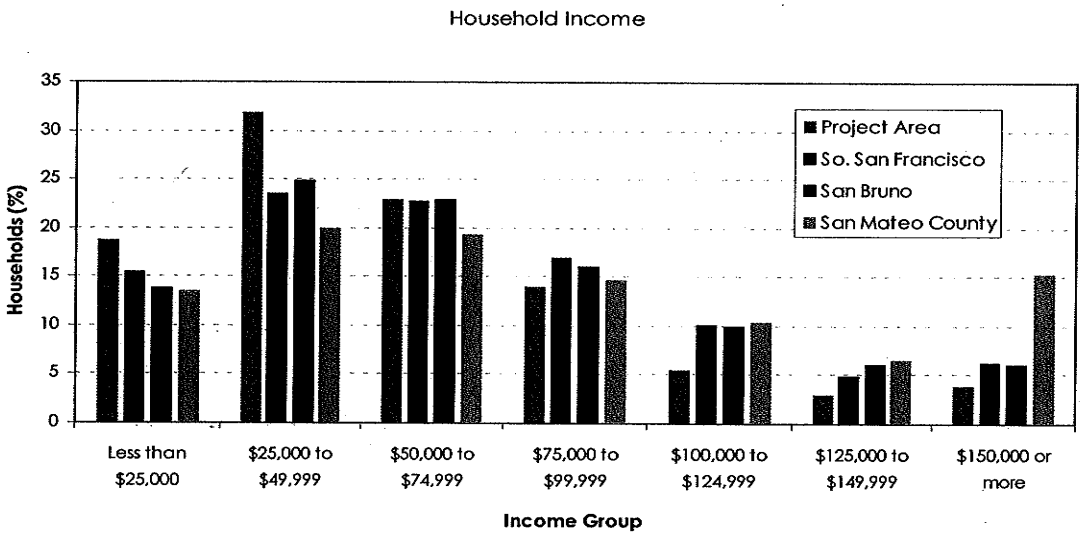
The San Mateo County Human Services Agency (HSA) offers several programs to aid adults, children, and families in financial need. Within South San Francisco and San Bruno, there are 5,307 households utilizing at least one HSA program, accounting for 15% of the total number of households in the County that utilize HSA programs.

TRANSPORTATION

Roadways

The study area, consisting of 5.40 square miles, is bordered by El Camino Real and Chestnut Avenue to the west, Miller Avenue and Sister cities Boulevard to the north, San Juan Avenue to the south, and the San Francisco Bay to the east, excluding the San Francisco International Airport. US Highway 101 bisects the South San Francisco portion of the study area, and runs along the eastern side of the San Bruno portion of the study area. Major and minor arterial roads, collector roads, and local roads also serve the study area.

Figure 2-2 Income Levels in the Study area, cities, and County



Key Destinations in the Study area

Key destinations in the study area include schools, major retail centers, major employers, BART and Caltrain stations, and downtown centers of South San Francisco and San Bruno (see Map 2-1). Most of these destinations are accessible within a ¼ mile walk from a transit stop. The eastern portion of South San Francisco is not served by fixed-route bus service. However, there are several shuttle services that connect the area East of Highway 101 with nearby transit stations.

There are six schools in the study area: Martin Elementary, All Souls Elementary, Los Cerritos Elementary, South San Francisco High, Belle Air Elementary, and Happy Hall Schools Inc. Schools not in the study area but serving residents of the area include Spruce Elementary School, Allen Elementary School, and Parkside Intermediate School.

Many of the major retail centers lie just outside the study area. These include the Shops at Tanforan Park, San Bruno Towne Center, Brentwood Shopping Center, and the Buri Buri Center.

SamTrans Service and Ridership

The study area is currently served by eleven SamTrans bus routes: 38, 43, 130, 132, 133, 140, 141, 292, 390, 391, and 397. Routes 38 and 43 are Community Service routes that operate on a limited schedule. Routes 130, 132, 133, 140, and 141 are BART Connection routes, while Route 292 is a Caltrain Connection route and Routes 390, 391, and 397 are BART and Caltrain Connection routes. Route 397 is also an All-Nighter Service route that provides "owl" service from 1:00am – 6:00am.

Table 2-1 shows each of the eleven SamTrans routes' service area and schedule.

Redi-Wheels Paratransit Service and Use

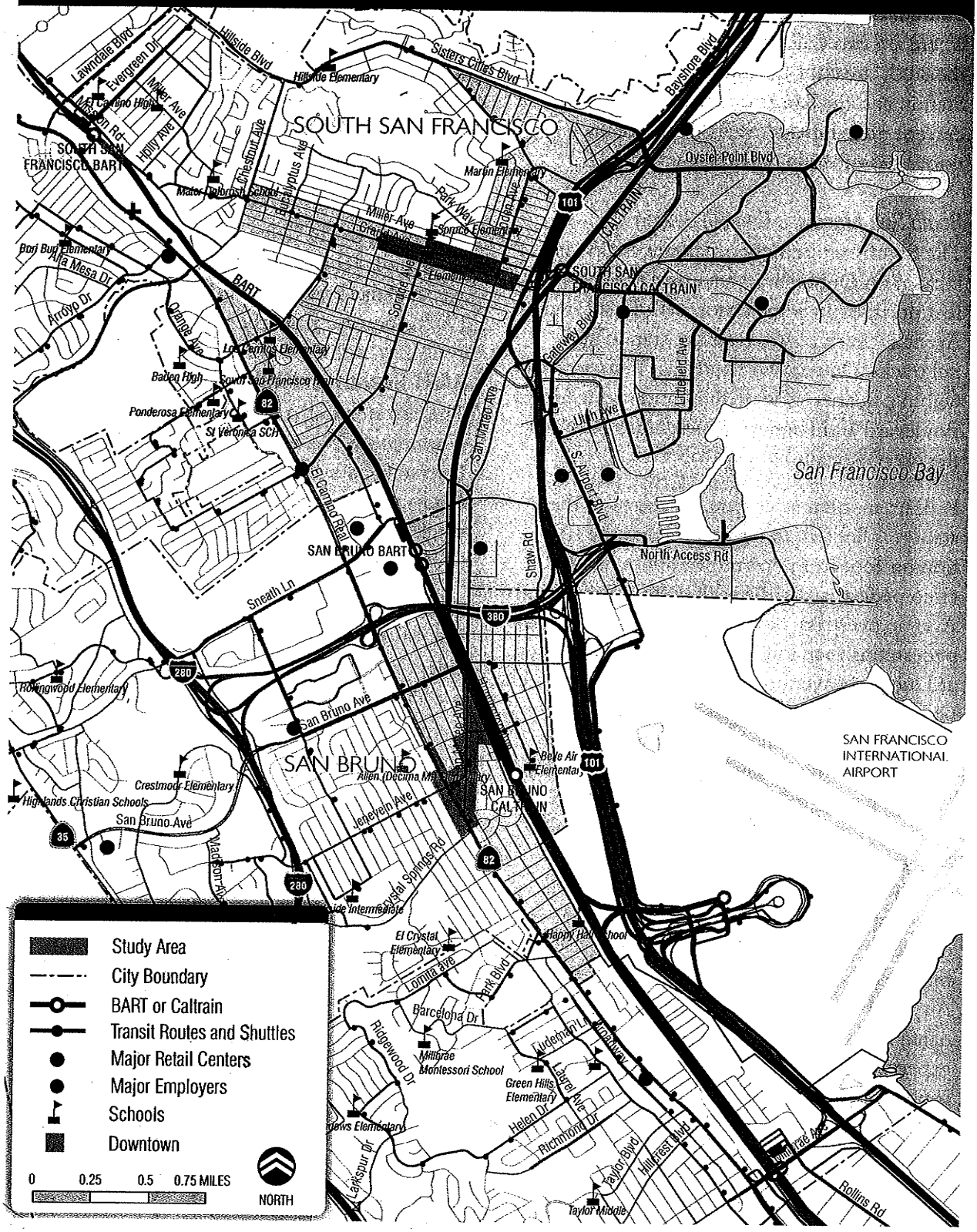
Redi-Wheels is SamTrans' paratransit service, and is available for disabled passengers who cannot independently ride regular SamTrans buses some or all of the time. Redi-Wheels riders must pre-qualify to use the service.

As of June 2010, there were 767 registered Redi-Wheels riders living in the City of South San Francisco, and 429 Redi-Wheels riders living in the City of San Bruno. During June of 2010, there were 1,874 trips originating in South San Francisco and 1,089 trips originating in San Bruno – a total of 2,963 trips. Thirty percent of these trips had a destination within one of the two study area cities. Common destinations outside of the cities were the Peninsula Medical Center in Burlingame, Community Gatepath in Burlingame (a non-profit organization serving people with disabilities), the Dialysis Center on Kenwood Way in South San Francisco, and the Magnolia Senior Center in South San Francisco. The most common residential pick-up location within the cities was the Village at the Crossing, a rental community for seniors located in San Bruno.

Table 2-1 SamTrans Routes Serving the Study area

Sam-Trans Route	Service Areas	Schedule
38	Safe Harbor Airport Blvd/Linden Ave So. Airport Blvd/Utah Ave San Bruno BART Colma BART	Daily, 6-7:30am and 5:30-7:30pm – Service to/from Safe Harbor, 'Community Service" route
43	Mills High School Millbrae Community Center Capuchino High School Bayhill Shopping Center San Bruno Library, BART	School days only, 2 afternoon trips – "Community Service" route
130	SSF BART, City Hall, Library Colma BART, City Hall Daly City BART	Daily, 20-60 minute frequency
132	SSF BART, City Hall, Library Kaiser Hospital Buri Buri Shopping Center Alta Loma Jr. High School (limited)	Weekdays & Saturdays only, 30-60 minute frequency
133	Rotary Plaza SSF BART, Library San Bruno BART Tanforan Shopping Center Serramonte Shopping Center	Weekdays & Saturdays only, 30-60 minute frequency
140	San Bruno BART Tanforan Shopping Center Bayhill Shopping Center Skyline College Pacific Manor Shopping Center Pacifica City Hall Terra Nova High School (limited)	Daily, 30-60 minute frequency
141	San Bruno BART Tanforan Shopping Center Belle Air School San Bruno Senior Center Peninsula Cont. School	Weekdays only, 30-60 minute frequency
292	SF Transbay Terminal Brisbane Park & Ride SSF Downtown SFO Caltrain of Burlingame, San Mateo, Hayward Park Mills Hospital Hillsdale Shopping Center	Daily, 20-60 minute frequency
390	Daly City BART Colma SSF BART Kaiser Hospital San Bruno Millbrae Transit Center Burlingame Hillsdale Shopping Center Caltrain of San Mateo, Belmont, San Carlos Redwood City Atherton Menlo Park Palo Alto Caltrain	Daily, 30-60 minute frequency
391	SF Transbay Terminal Daly City Colma BART SSF BART Kaiser Hospital San Bruno BART Tanforan Shopping Center Millbrae Transit Center Peninsula Medical Center Mills Health Center Hillsdale Shopping Center Caltrain of San Mateo, Belmont, San Carlos, Redwood City	Daily, 30-60 minute frequency
397	SF Transbay Terminal Brisbane Park & Ride SSF Downtown SFO Millbrae Transit Center Burlingame Caltrain of Hillsdale, San Carlos, Redwood City, Palo Alto	Nightly, 1am-6am, 60 minute frequency – "All-Nighter Service" route

Map 2-1 Transit Services Overview and Key Destinations



Caltrain Service and Ridership

There are two Caltrain stations located within the study area: the South San Francisco Caltrain Station and the San Bruno Caltrain Station. The current ridership and accessibility for each station is described in detail below.

South San Francisco Caltrain Station

The South San Francisco Caltrain station is located on Dubuque Avenue and about 500 feet north of its intersection with East Grand Avenue, which passes over the station and rail tracks. Downtown South San Francisco is within a quarter-mile of the station with Airport Boulevard and Highway 101 running between the two destinations.

Pedestrian, bicycle, and transit access to the station is limited. In order to access the station on foot from downtown South San Francisco pedestrians must walk up the East Grand Avenue overpass. Near the top of the overpass pedestrains then must cross East Grand Avenue at Dubuque Avenue. Once they cross the street pedestrians can either walk down a long flight of stairs to access the station or walk for an eighth-mile down Dubuque Avenue and then another eighth-mile on the vehicle entrance to the station, which does not have sidewalks. SamTrans buses do not access the station directly because of the configuration of the roadway entrance to the station. SamTrans riders wishing to transfer to Caltrain and vise versa must access the station as just described from Airport Boulevard. East Grand Avenue is designated as a Class III bikeway, however this road experiences heavy auto and truck traffic and is perceived as unsafe by cyclists. Wayfinding signage to the station is minimal and because of its obscured location the station is difficult to access for the first time by any mode.

The Caltrain Annual Passenger Counts of February 2011 show that there are 365 average weekday boardings at the station, which is a 22% increase from the previous year.

San Bruno Caltrain Station

The San Bruno Caltrain station is located on Huntington Avenue near its intersection with Sylvan Avenue. A new station and grade separation are under construction at San Bruno and San Mateo avenues to improve safety and access to the station.

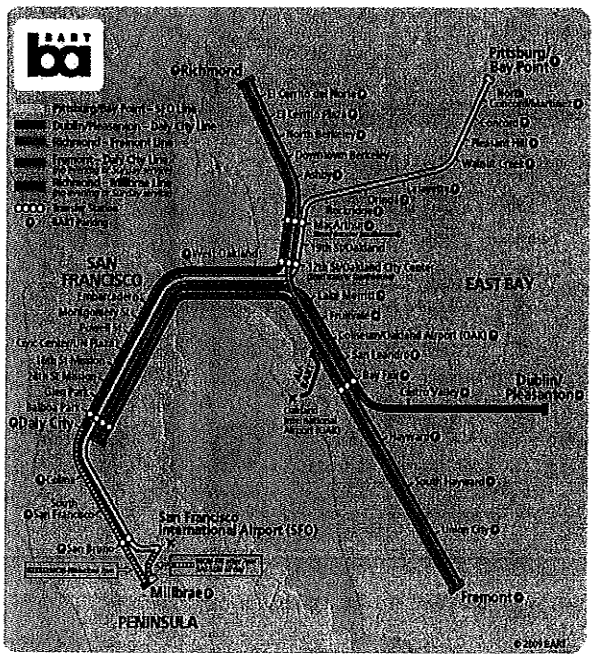
According to the Caltrain Annual Passenger Counts of February 2011, there are 403 average weekday boardings at the station, which is a 17.5% increase from the previous year.

BART Service and Ridership

The San Bruno BART Station is located at 1151 Huntington Avenue, between Sneath Lane and Interstate 380 within the study area. The station is adjacent to the Shops at Tanforan to the west, single family residential units to the east and south, and light industrial use to the north.

According to BART data from June of 2010, the top five destinations of weekday BART riders boarding at the San Bruno BART Station are all within downtown San Francisco.

Figure 2-3 BART System Map



Shuttle Service

According to the San Mateo County Transportation Authority (SMCTA)'s Shuttle Inventory and Analysis Report of June 2010,[1] there are currently nine shuttle routes serving the study area. Three of these shuttles are Commuter Caltrain Shuttles, two are Commuter Caltrain/ BART Shuttles, three are Commuter BART Shuttles, and one is a Community Shuttle. All of these shuttles operate on weekdays during morning and afternoon peak hours except for the Community Shuttle, which operates on an "on demand" basis between 11am and 2pm on weekdays. Summary information on these nine shuttles is provided in Table 2-2.

Vehicle Availability

Eleven percent of households in the study area do not have access to a car, compared to 7% in the cities and 6% in the County. Taking ethnic background into consideration, 17% of the Hispanic households in the study area do not have access to a car, while 16% of the Caucasian households, 9% of the Asian American households, and 12% of the multi-racial households do not have access to a car.

Mode of Commute

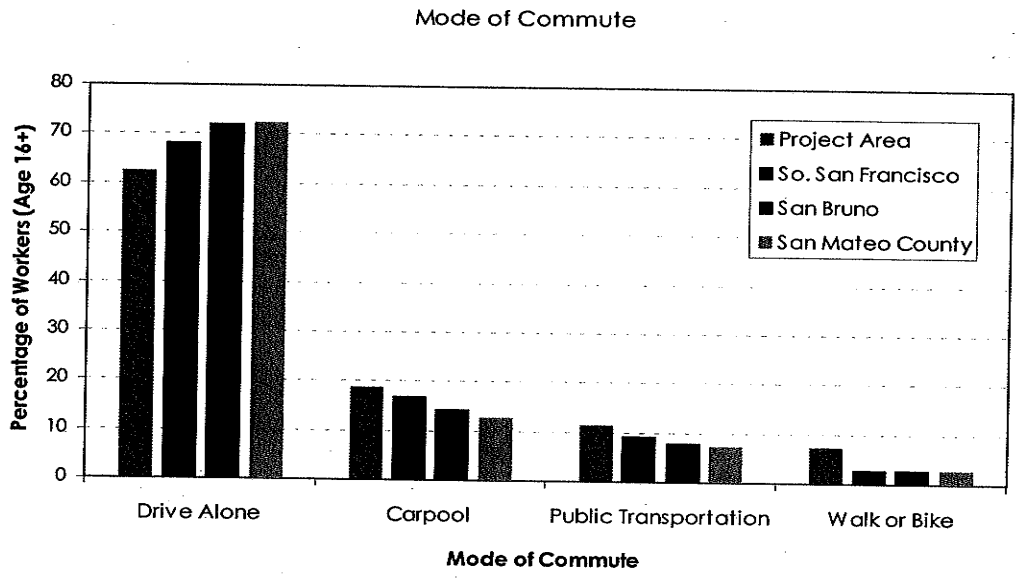
Workers in the study area use alternative modes of transportation to get to work at a higher rate than the cities and County overall (see Figure 2-6). Nineteen percent of workers living in the study area carpool to work, which is relatively high compared to each of the cities (16%) and the County (13%). There is also a higher rate of public transit use in the study area: 12% of workers living in the study area use public transit for their commute, compared to 9% in the cities and 7% in the County. The rate of workers walking to work in the study area is relatively high at 7%, compared to 3% in the cities and 3% in the County.

Bicycle Amenities

The study area contains several Class III bikeways, or on-street bicycle routes indicated only by signage and shared by bicycles and motor vehicles. There are Class II bikeways (on-street bicycle lanes) located on Gateway Boulevard, Bayshore Boulevard, and Sisters Cities Boulevard. There is a Class I bikeway (bicycle paths

1 *San Mateo County Shuttle Inventory and Analysis, June 2010: http://www.smcta.com/pdf/TA_Shuttle_Inventory_Analysis_Final_Report_June-2010_web.pdf.*

Figure 2-4 Mode of Commute for the Study area, cities, and County



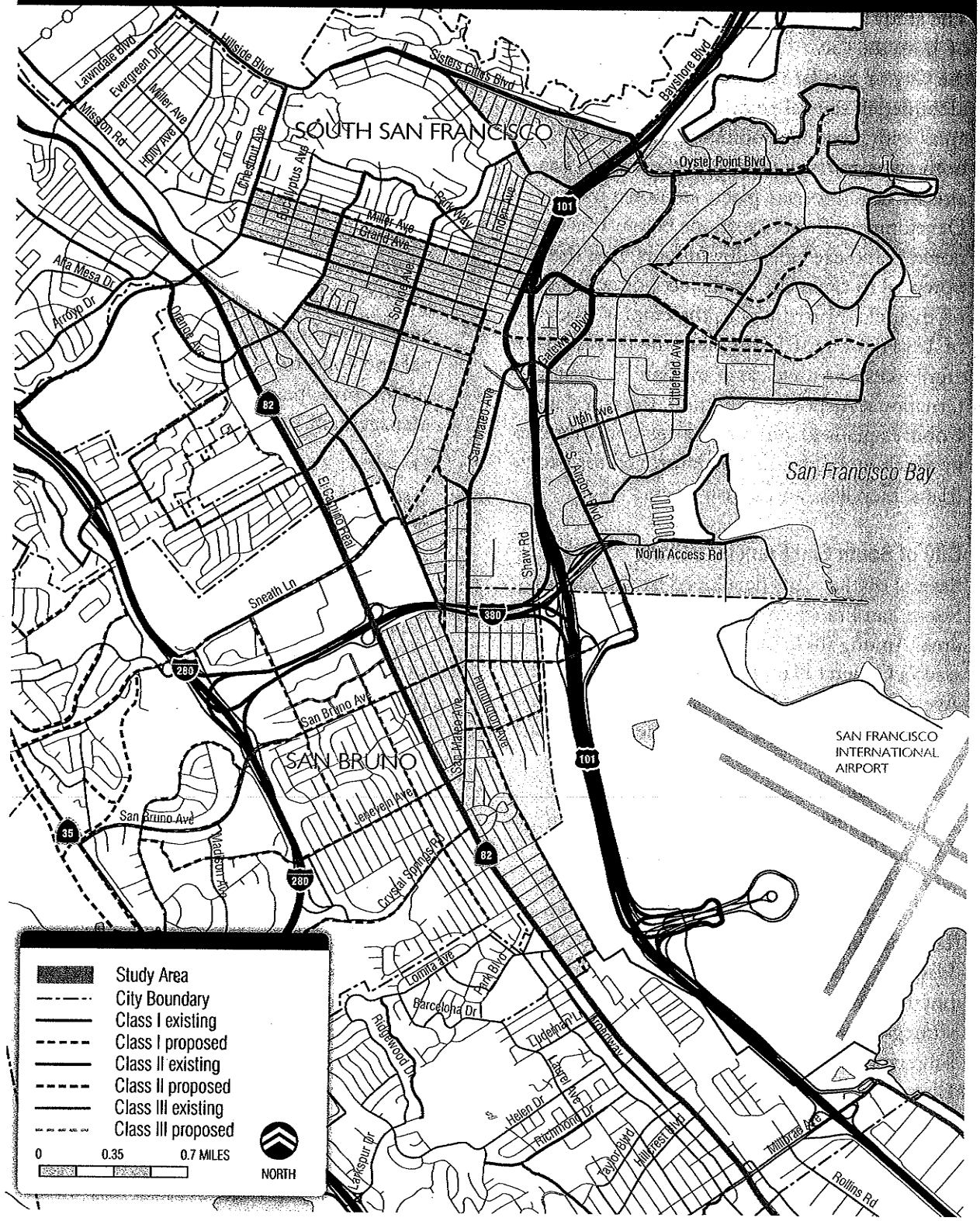
providing a separate right-of-way for excusive bicycle and pedestrian use) within the study area along the Oyster Point shoreline area and between the South San Francisco and San Bruno BART stations. The City of San Bruno General Plan (2009) and the South San Francisco Bicycle Master Plan both propose numerous bikeways within the study area. The South San Francisco Bicycle Master Plan is incorporated into the City's General Plan. Map 2-3 shows all existing and proposed bikeways within the project area.

Table 2-2 Shuttles Serving the Study area

	Shuttle Description	Frequency	Administration	Funding Source	Cost to Riders
Commuter Caltrain Shuttles					
Oyster Point Area	Serves SSF Caltrain & East of 101 Area businesses at Oyster Pt	30 min	Alliance	SMCTA, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Utah-Grand Area	Serves SSF Caltrain & East of 101 Area businesses at Utah Ave /Grand Ave	30 min	Alliance	SMCTA, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Sierra Point Area	Serves SSF Caltrain & East of 101 Area businesses at Sierra Pt	30 min	Sierra Point Employers	SMCTA, San Mateo County, employers	Free for all Caltrain riders
Commuter Caltrain/BART Shuttles					
GenenBus (Main)	Serves Millbrae Intermodal Station & Genentech's Main Campus	15-30 min	Genentech	JPB, Genentech	Free with employer pass
GenenBus (Gateway)	Serves Millbrae Intermodal Station & Genentech's Gateway Campus	15-30 min	Genentech	JPB, Genentech	Free with employer pass
Commuter BART Shuttles					
Bayhill BART	Serves SB BART & Bayhill Office Park	15 min	GAP	SamTrans, GAP	Free for all BART riders
Oyster Point Area	Serves SSF BART & East of 101 Area businesses at Oyster Pt	15-30 min	Alliance	SamTrans, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Utah-Grand Area	Serves SSF BART & East of 101 Area businesses at Utah Ave/Grand Ave	15-30 min	Alliance	SamTrans, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Community Shuttles					
SSF Downtown Dasher	Serves East of 101 Area businesses & Downtown SSF	"On demand" 11am – 2pm	City of South San Francisco	City of SSF	Free with reservation

Notes: *SSF = South San Francisco, SB = San Bruno, SMCTA = San Mateo County Transportation Authority, C/CAG = City/County Association of Governments, JPB = Peninsula Corridor Joint Powers Board.*

Map 2-3 Existing and Proposed Bikeways Serving the Study area



OTHER PLANNING EFFORTS

The study area includes the downtown areas of both the City of South San Francisco and the City of San Bruno. These downtowns are identified in several planning documents as areas with great development potential. For both cities, redevelopment of these areas has already begun to take place, as shown by the Development Project sections below. It is also noted that these cities' downtowns have the potential to capitalize on the economic benefits of their close proximity to the employers east of US Highway 101, as well as the thousands of employees and travelers at the San Francisco International Airport. In addition, the cities' and County's plans identify numerous opportunities in which mobility could be improved for pedestrians, bicyclists, and transit riders.

City of South San Francisco Plans

Several of the plans developed by the City of South San Francisco are relevant to the study area. Among these plans are South San Francisco's General Plan, El Camino Real/Chestnut Avenue Area Plan, East of 101 Area Plan, Urban Design Charrette, and Bicycle Master Plan.

General Plan[2]

South San Francisco's current General Plan was adopted in 1999, however sections have been amended periodically since, including the incorporation of the Bicycle Master Plan into the Transportation Element in 2011. The General Plan presents a vision for the City's long-range physical and economic development, as well as strategies and implementing actions that aid in achieving the vision. Within the Transportation Element of the General Plan, there are several Guiding Policies and Implementing Policies relevant to this Community-Based Transportation Plan. These relevant policies are listed below:

Guiding Policies:

- Undertake efforts to enhance transportation capacity, especially in growth and emerging employment areas such as in the East of 101 area
- Improve connections between different parts of the City, especially between areas west and east of US 101 (currently limited to streets that provide freeway access) – this would free up capacity along streets such as Grand Avenue and Oyster Point Blvd that provide access to US 101
- Strive to maintain LOS D or better on arterial and collector streets, at all intersections, and on principal arterials in the Congestion Management Program during peak hours
- Develop a comprehensive and integrated system of bikeways that promote bicycle riding for transportation and recreation
- Provide safe and direct pedestrian routes and bikeways between and through residential neighborhoods, and to transit centers
- Continue to expand shuttle operations in partnership with employers
- Promote local and regional public transit serving the City

El Camino Real/Chestnut Avenue Area Plan[3]

The El Camino Real/Chestnut Avenue Area Plan is the City's most recent plan relating to the study area. Although the Area Plan concerns an area that is mostly just outside the study area, it potentially provides residents of the study area with enhanced pedestrian and bicycle access to El Camino Real via Chestnut Avenue. It also proposes new mixed-use buildings along Chestnut Avenue and El Camino Real, which possibly include a new library that would benefit residents of the study area.

2 *South San Francisco General Plan website: http://www.ci.ssf.ca.us/index.aspx?nid=360.*

3 *El Camino Real/Chestnut Avenue Area Plan: http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=1401.*

East of 101 Area Plan[4]

The East of 101 Area Plan was adopted in July of 1994, and concerns the section of South San Francisco that is located east of US Highway 101 and north of the San Francisco International Airport. The Area Plan describes several land use, circulation, and design goals that are relevant to this Community-Based Transportation Plan.

Urban Design Charrette: Downtown Design Strategies[5]

The Downtown Design Strategies developed in South San Francisco's Urban Design Charrette were released in March of 1998. The Strategies were the result of a one-day event in which residents, community leaders, and planners gathered to discuss ways in which the City could improve the design of its downtown. Many of the strategies in the Transportation and Circulation section are pertinent to this Community-Based Transportation Plan, and are listed below:

- Install parallel parking on the south side of Grand Avenue
- Eliminate cut-in parking spaces in favor of sidewalk amenities and cafes; add decked parking in lots on Miller and Baden Avenues
- Develop a streetcar or shuttle along Grand Avenue
- Slow cars with cobbled paving
- Prohibit driveways or parking entrances from Grand Avenue
- Truck and through-traffic would be concentrated on Miller and Baden Avenues; Grand Avenue would be a destination point for shoppers

4 *East of 101 Area Plan: http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=779.*

5 *Urban Design Charrette: Downtown Design Strategies: http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=775.*

Bicycle Master Plan

The Bicycle Master Plan was adopted by the City Council in February 2011. It is South San Francisco's first Bicycle Master Plan, and amends the City's General Plan. The Bicycle Master Plan identifies existing bicycle facilities, required future bicycle facilities, and a prioritized list of improvements. It will also allow South San Francisco to apply for bicycle improvement grants from the state.

South San Francisco Caltrain Station Area Specific Plan

The City of South San Francisco will soon launch a South San Francisco Caltrain Area Specific Plan, funded by a grant from MTC. The goals of the plan are to:

- Promote infill development
- Add new housing, retail, and commercial services to underutilized sites
- Increase transit ridership
- Enhance linkages between the Downtown and the Caltrain station

The plan is intended to build upon the City's previous smart growth planning efforts, including the Bicycle Master Plan, Downtown Land Use plan, and the 2009 Downtown Vision, which outline strategies for achieveing new, more intense development served by transit and focused on a walkable retail corridor, as well as to address the green hosue gas emisisions reductions and land use/transportation strategies outlined in Senate Bill 375 and Assembly Bill 32.

City of San Bruno Plans

There are currently two plans developed by the City of San Bruno that are relevant to the study area: the General Plan and the Downtown and Transit Corridors Plan. Both plans are very current, and guide future development and transportation within much of the study area.

General Plan[6]

The City of San Bruno adopted its current General Plan in March of 2009. The General Plan promotes balanced development, conserving existing neighborhoods while revitalizing Downtown and areas around the San Bruno Caltrain and BART stations.

The General Plan identifies eleven gateways to the City – five of which are located within the study area. These five gateways are located at the following locations:

- El Camino Real at the northern and southern city limits
- San Mateo Avenue at the northern city limit
- Interstate 380 at the eastern city limit
- San Bruno Avenue at the eastern city limit

The General Plan also identifies numerous Guiding Policies and Implementing Policies in its chapter on transportation. Of these policies, those that are relevant to this Community-Based Transportation Plan are listed below:

Guiding Policies:

- Provide for efficient, safe, and pleasant movement for all transportation modes: vehicles, bicycles, transit, and pedestrians.
- Provide efficient local transit, such as a shuttle system, to the BART and Caltrain stations to avoid dependence on individual motor vehicles.
- Protect residential areas from congestion and associated noise resulting from BART and Caltrain spillover traffic.
- Expand the existing bus network to provide convenient and efficient public transit to employment centers, shopping areas, parks, and other key destinations.
- Develop and maintain a comprehensive bicycle network within San Bruno, providing connections to BART and Caltrain, surrounding cities, employment and shopping areas, and natural areas.
- Develop a safe, convenient, and continuous network of sidewalks and pedestrian paths within the City.
- Coordinate the City's transportation network and improvements with surrounding cities, agencies, and San Mateo County.

Downtown and Transit Corridors Plan[7]

The City of San Bruno is still finalizing its Downtown and Transit Corridors Plan. A draft of the Corridors Plan was released in June of 2010. Although it is still in drafting stages, the Corridors Plan concerns much of the study area and is very relevant to this Community-Based Transportation Plan. All five of the transit corridors discussed in the Corridors Plan are located within the study area. These five corridors are:

- San Mateo Avenue from El Camino Real to San Bruno Ave
- The Station Area bounded by San Bruno Avenue, I-380, 2nd Avenue, and the train tracks
- Huntington Avenue from San Bruno Avenue to the BART station
- San Bruno Avenue from Elm Avenue to 7th Avenue
- El Camino Real from Crystal Springs Road to I-380

The Downtown and Transit Corridors Plan focuses on increasing access and mobility for pedestrians, bicyclists and transit users, while balancing the needs of vehicles. The Corridors Plan also seeks to improve connections between San Bruno and the San Francisco International

6 *San Bruno General Plan website: http://www.sanbruno.ca.gov/comdev_generalPlan.html.*

7 *Downtown and Transit Corridors Plan website: http://planbruno.org/.*

Airport in order to capitalize on the economic benefits of thousands of airport employees and travelers.

TRANSPORTATION PLANS

SamTrans Strategic Plan (2009-2013)[8]

The SamTrans Strategic Plan, adopted in December of 2008, outlines the San Mateo County Transit District's purpose and mission. It is "a policy framework" meant to guide District investments over the five year period from 2009 to 2013. The Strategic Plan is a living document that is subject to change as the operating environment changes. There are six focus areas for progress identified in the Strategic Plan: Financial Integrity, Multimodal Services, Transportation and Land Use, Customers, Business Practices, and Employees.

SamTrans Short Range Transit Plan (2009-2018)[9]

The SamTrans Short Range Transit Plan (SRTP) identifies several goals for San Mateo County public transit over the 2009-2018 decade. Along with these goals, the SRTP names four main challenges facing public transit over this decade:

- Financial Stability
- Bus Ridership
- Aging Population
- Land Use

Community-Based shuttles are expected to have a significant role in the future. A significant amount of funding is available to support greater shuttle coverage in the County. These shuttle funds have grown with the addition of the San Mateo County Transportation Authority shuttle funds in 2009, awarded with the reauthorization of Measure A (a half-cent sales tax). More information on these funds and their effects will be discussed in future SRTPs.

San Mateo County Senior Mobility Action Plan (2006)[10]

As many of the Baby Boomers approach retirement in the coming decade, senior mobility is becoming an increasingly important issue. The purpose of the Senior Mobility Action Plan is to help older adults stay safe and connected to their communities as problems related to aging make it harder for them to get around. To this end, the Action Plan identified seven mobility strategies. Three of these strategies are relevant to this Community-Based Transportation Plan:

- Community Transit Services: Local shuttles using small vehicles to serve short trips within communities.
- Community-Based Transportation Services: A community transportation network organization with public and private funding that would provide services to seniors who cannot drive or use transit.
- Walking: Improvements to sidewalks, pedestrian crossings, and driver awareness that focus on neighborhoods with a high concentration of seniors and walkable destinations.

Although the study area does not have a high concentration of seniors, it does have many walkable destinations, as it includes the downtowns of both South San Francisco and San Bruno.

San Mateo County Human Services Agency Transportation Programs

The San Mateo County Human Service Agency (HSA) currently provides a limited amount of SamTrans bus tickets and monthly passes to low-income individuals. In January of 2010,

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8 SamTrans Strategic Plan (2009-2013): http://www.samtrans.com/pdf/District_Strategic_Plan_2009-2013_Final.pdf.

9 SamTrans Short Range Transit Plan (2009-2018): http://www.samtrans.com/short_range_transit_plan.html

10 San Mateo County Senior Mobility Action Plan (2006) within SamTrans SRTP (Chapter 3, Page 8): http://www.samtrans.com/pdf/SRTP_2008/05_Ch3_FINAL_SamTrans_SRTP_011508.pdf.

the HSA was awarded a Lifeline Transportation grant of approximately $194,000 from the Metropolitan Transportation Commission to increase the availability of bus tokens and passes to clients. The HSA also occasionally refers clients to the Family Loan Program run by the Family Service Agency, which can assist needy families in obtaining auto loans.

There are currently two HSA locations that serve study area residents: the North Peninsula Neighborhood Services Center and the Huntington Avenue HSA Center. The North Peninsula Neighborhood Services Center is located at 600 Linden Avenue in South San Francisco. At this location, San Mateo County residents can apply for assistance and, if they qualify, receive free bus tokens or a monthly bus pass. The Huntington Avenue Center is located at 1487 Huntington Avenue in South San Francisco, but does not provide free bus tokens or passes unless they are required for another HSA service.

3

COMMUNITY OUTREACH SUMMARY

INTRODUCTION

The basis of the San Bruno/South San Francisco CBTP is the input and support of the community and stakeholder agencies. Project staff from SamTrans, the City of San Bruno, and the City of South San Francisco partnered to involve residents, community-based organizations (CBOs), and agencies serving the San Bruno/South San Francisco community. This chapter describes the community outreach process and summarizes the outreach findings. Detailed results of the outreach process are provided in in Appendix B.

STAKEHOLDER COMMITTEE

A Stakeholder Committee, comprised of community and faith-based organizations, schools, residents, and business owners, was formed to provide input to the planning process. The following organizations were actively represented on the Stakeholder Committee:

- Al Madinah Academy
- Allen Elementary School
- Belle Air Elementary School
- Belle Air PTA
- Historic Old Town Homeowners & Renters Association
- San Bruno Bicycle and Pedestrian Advisory Committee
- Safe Harbor Shelter
- San Bruno Hospitality House
- San Bruno Resident and Pedestrian Advocate
- Society of St. Vincent de Paul
- SSF Bicycle and Pedestrian Advisory Committee
- SSF Boys and Girls Club
- SSF Community Learning Center

The Stakeholder Committee met three times throughout the planning process to provide input on the unmet transportation needs of the study area, potential solutions, and community outreach strategies. The full Stakeholder Committee roster can be found in Appendix D.

OUTREACH STRATEGIES

Community outreach was conducted from April to June 2011. Based upon input from the

Technical Advisory Committee and Stakeholder Committee, outreach strategies were designed to solicit input from the broad range of residents and stakeholders in the San Bruno/South San Francisco community and to identify transportation needs and potential solutions.

Objectives of the community outreach include:

- Maximize one-on-one contact with residents, organizations and other stakeholders;
- Gain a more thorough understanding of the community's transportation needs and service gaps; and
- Learn about potential transportation solutions and available resources.

Strategies presented in this section include: the resident travel survey, transportation solutions workshops, interviews with community-based organizations, and a project website and hotline.

Resident Survey

A survey was mailed in English and Spanish to each of the 7,486 households in the study area. The survey included questions related to issues and gaps in driving, walking, bicycling, bus service and other types of transit. Survey respondents were questioned about the type of trips that are most difficult for them to complete and to identify their most important transportation needs. The survey was also available in Tagalog and Chinese by calling the hotline. The survey was also available on the project website. A total of 393 resident surveys were returned equalling a 5.2% return rate. Of these, 335 (85%) were in English and 58 (15%) were in Spanish.

Based on the demographic data gathered from the survey, 70% of respondents were between the ages of 30 and 64, 62% of all respondents were female, and 38% of respondents had children under the age of 18 living at home. Perhaps one of the most telling statistics is the fact that 33% of survey takers had household incomes below $25,000 and 24% had incomes between $25,000 and $55,000. This indicates that the planning process was able to successfully reach out to a portion of the low-income populations to assess their transportation needs.

Survey respondents were asked to identify the most difficult trips they make. The majority cited difficult trips to be work trips and medical trips. The most frequently cited destination for difficult work trips was San Francisco (47) followed by Redwood City (14), San Mateo (8), and San Bruno (7). The most frequently cited destinations for medical visits were San Francisco (15) and San Mateo (15). Specific hospitals most frequently cited were Kaiser (14) and Seton Hospital (9).

Although the majority of respondents had access to a car or truck, only 30% indicated driving as their primary mode of travel. Twenty-three percent (23%) primarily ride the bus and 15% primarily ride BART. Approximately 53% of respondents ride the bus at least once a week.

Respondents cited lower ticket prices, more frequent service, and free transfers most often as improvements to help them ride the bus more frequently. The most frequently identified SamTrans routes for desired schedule changes were Routes 390, 391, 133, 132, and 130.

The top two desired improvements identified to help respondents ride BART/Caltrain more often were 1) lower ticket prices and/or 2) add more bus connections to the station.

Survey respondents identified better sidewalks, better street crossings, and better street lighting to help them walk more often and more bicycle lanes/trails to help them bike more often.

Survey respondents identified the internet and/or transit stops as the top two locations where they prefer to learn information about transit.

Transportation Solution Workshops

Two transportation solution workshops were held for this project—one in South San Francisco and one in San Bruno. The workshops engaged the community to educate community members about transportation resources, opportunities and constraints; identify transportation issues in the study area; and develop potential strategies to address transportation issues. Fliers were included in English and Spanish in the survey, which was mailed to all residents.

More than 50 community members participated in the workshops.

Workshop participants discussed existing transportation needs and gaps, as well as potential solutions. The participants worked in small groups to develop solutions to transportation needs, using the public agency staff as resources. The outcome of the workshops included a list of transportation needs and solutions.

CBO/Agency Interviews

Letters were sent to all CBOs identified in the Outreach Plan to solicit their interest in participating in an interview or meeting. A response was received from only one organization – the San Bruno Chamber of Commerce, which did not ultimately choose to receive a presentation. Due to the low response rate from this effort, CBOs were contacted again to give input on the draft transportation strategies.

News Releases

A press release was sent to local newspapers notifying the media of the CBTP planning process. The announcements invited community members to respond to the resident survey and provided information on the community workshops. An article on the Plan appeared in the May 15th South San Francisco Patch, an online news source.

Targeted Mailing List

All individuals, agencies, businesses, and CBOs that provided their contact information at any meeting, via e-mail, or via phone were added to a project mailing list. Notification of the release of the draft CBTP and request for comments will be mailed to this list.

Hotline

The project hotline provided community members and stakeholders with a direct line to call with questions and comments regarding the project. The hotline phone number was advertised on all handout and outreach materials and was provided in English and Spanish. Callers were able to take the survey over the phone, sign up for workshops, join the mailing list, and provide general comments on the project. More than 30 calls were received during the outreach process.

Project Website

A website was created with basic information about the project and a link to download the travel survey or complete it online. The website received approximately 770 page views during the outreach period.

COMMUNITY STATED TRANSPORTATION NEEDS

The outreach process resulted in the identification of 25 community stated transportation needs shown in table 3-1.

The transportation needs are presented within each of the folllowing categories based on the number of comments received during the outreach process:

- Bicycle;
- Pedestrian;
- Caltrain/BART;
- SamTrans; and

- Automobile.

The community workshops resulted in a large variety of potential solutions to address each the transportation needs. For the purpose of narrowing down the potential solutions and turning them into effective transportation strategies, the needs were divided into two tiers based on the number of times they were mentioned. Table 3-1 shows the Tier 1 needs in bold and relates the needs to the nine transportation strategies.

Table 3-1 Community Stated Transportation Needs

Transportation Needs*	Number of Comments				Strategies
	Work-shops	Survey	Other	Total	
Bicycle					
Residents need an expanded bicycle network and increased bicycle connections to other modes	16	149	1	166	3. Improve Bicycle Amenities
Residents need additional bicycle facilities on public transit vehicles and at stations, including on streets with slower moving traffic	8	93	2	103	1. Improve Transit Stop Amenities and Security
Residents need more affordable bicycles	2	53	N/A	55	4. Provide Free or Low-cost Bicycles
Residents need more information and education for bicycles (e.g. bicycling safety)	8	N/A	0	8	6. Increase Public Access to Information about Transportation Options
Additional accommodation of bicyclists by bus drivers is needed	5	N/A	0	5	
Pedestrian					
Residents need improved pedestrian safety	22	170	1	193	5. Improve Pedestrian Amenities
The pedestrian network needs expansion and ongoing maintenance	15	129	2	146	
Additional pedestrian amenities are needed, including street trees, landscaping and improvements to accessibility for seniors and people with disabilities	2	65	0	67	

Transportation Needs*	Number of Comments				Strategies
	Work-shops	Survey	Other	Total	
Caltrain & BART					
Residents need more affordable Caltrain/BART fares	6	234	6	246	2. Improve the Affordability of Transit for Low-income Users
Additional special event, late night, and weekend service with connections to transit are needed	4	143	1	148	See page 61
Improved safety at Caltrain stations is needed	8	66	3	77	1. Improve Transit Stop Amenities and Security
Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians	15	35	0	50	9. Improve Access to the South San Francisco Caltrain Station
Residents need additional information/ assistance about public transit and payment options	20	N/A	0	20	6. Increase Public Access to Information about Transportation Options
Change machines that work consistently are needed	5	N/A	0	5	
SamTrans					
Improved payment options and free bus transfers are needed	10	228	18	256	2. Improve the Affordability of Transit for Low-income Users
Increased bus frequency during peak hours is needed	10	121	5	136	7. Increase SamTrans Bus Service
Additional bus service is needed on nights, weekends and holidays	8	72	6	86	
Additional bus stop amenities including shelters and benches are needed	11	52	1	64	1. Improve Transit Stop Amenities and Security
Residents need system and schedule information at more locations using a variety of tools	11	49	4	64	6. Increase Public Access to Information about Transportation Options
Residents need improved East-West travel bus connections and expanded bus service	11	N/A	8	19	7. Increase SamTrans Bus Service 8. Improve Connectivity of Existing Transit Service
Improved transfer timing and on-time performance are needed	9	N/A	3	12	8. Improve Connectivity of Existing Transit Service
Improved bus driver education and communication is needed	6	N/A	4	10	
Automobile					
Information and incentives for carpooling, vanpooling, and carshare programs are needed	12	N/A	0	12	6. Increase Public Access to Information about Transportation Options
Residents need improved left turn movement in high traffic areas	3	N/A	0	3	
Residents need driver education regarding sharing the road with transit, bicycles, and pedestrians	2	N/A	0	2	

**Note: Tier 1 transportation needs are shown in bold.*

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4

TRANSPORTATION STRATEGIES

A wide range of potential transportation solutions was identified by workshop attendees and resident survey respondents during the community outreach process. The list of potential solutions was reviewed by the Technical Advisory Committee and compared against the community stated transportation gaps and needs. Based on this comparison, nine specific transportation strategies were developed to best meet the transportation needs most frequently expressed by study area residents.

This chapter describes the nine transportation strategies, and provides an evaluation of their feasibility and benefits. It includes: a description of how the transportation needs and potential solutions were formed into strategies; the evaluation criteria used for an assessment of strategies; and a description of each strategy.

The following is a list of the Transportation Strategies:

1. Improve Transit Stop Amenities and Security
2. Improve the Affordability of Public Transit for Low-income Users
3. Improve Bicycle Amenities
4. Provide Free or Low-cost Bicycles
5. Improve Pedestrian Amenities
6. Increase Public Access to Information about Transportation Options
7. Increase SamTrans Bus Service
8. Improve Connectivity of Existing Transit Service
9. Improve access to the South San Francisco Caltrain Station

Turning Transportation Needs into Strategies

The following transportation needs are those that were stated most frequently during the outreach process. This was based mainly on the Resident Survey, as an unprompted outreach resource, with attention given to the number of comments from other sources as well. These are designated as "Tier 1" needs and are correlated with specific transportation strategies, as shown in table 3-1 on page 28.

- Expanded bicycle network and increased bicycle connections to other modes
- Additional bicycle facilities on public transit vehicles and at stations, including on streets with slower moving traffic

- Free or low-cost bicycles
- Improved pedestrian safety
- Expanded and maintained pedestrian network
- Pedestrian amenities, including street trees, landscaping and improvements to accessibility for seniors and people with disabilities
- Discounted or free Caltrain and BART fares
- Additional special event, late night, and weekend service with connections to transit
- Improved safety at Caltrain stations
- Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians
- Improved payment options and free SamTrans bus transfers
- Increased bus frequency during peak hours
- Additional bus service on nights, weekends and holidays
- Additional bus stop amenities including shelters and benches
- System and schedule information at more locations

Other transportation needs that were stated less frequently during the outreach process are designated as "Tier 2" needs and are shown in non-bolded text in Table 3-1 in the previous section.

EVALUATION CRITERIA

The following criteria were used to consider the benefits and disadvantages of the transportation strategies. These criteria were approved by the Technical Advisory Committee and Stakeholder Committee.

Financial Feasibility

Cost effectiveness. Is the cost reasonable as compared to the number of people who will benefit? A low cost program that reaches relatively few people can have a high cost per person reached.

Funding availability and sustainability. Are funding sources identifiable and likely to be available given competition with other projects? Projects should have stable sources of funding to ensure that they can continue if successful.

Implementation Feasibility

Ease of implementation. Can the project or program be easily implemented given existing transportation services and likely providers of new service?

Achievable within a reasonable timeframe. Short term results, as long as they are sustainable, will generate community support and begin to immediately address transportation gaps and barriers. A short-term timeframe for implementation is less than two years, a mid-term timeframe is three to five years, and a long-term timeframe is more than five years.

Potential for partners. Partnerships can increase available funding opportunities, speed implementation, and generate broader support for programs and projects.

Transportation Benefits

Widespread benefits. A transportation solution that serves many is better than one that serves a few.

Compatible with existing service and plans. Transportation solutions will be easier to implement and more effective if they are supportive of existing services and plans.

Effective, measurable project or program. Strategies should increase usage of transportation based on factors such as patronage, reliability, and safety.

Community Benefits

Benefit to populations with the greatest need. Populations or communities with the greatest barriers to mobility should be targeted.

Community support. The success of any transportation solution requires the support of community-based organizations (CBOs) and local politicians, as well as those who directly benefit from the service.

Environmental benefits. Mobility strategies that shift trips away from single occupant vehicles can contribute to a healthier environment.

Evaluation Results

Each transportation strategy was assessed against the evaluation criteria described above and given a ranking in each category from low to high. In some cases a strategy has multiple components that were given two separate rankings. Table 4-1 summarizes the evaluation results. The rankings are described as:

- High (●●) - indicates the strategy meets the criteria.
- Medium (●) - indicates the strategy somewhat meets the criteria.
- Low (○) - indicates the strategy does not meet the criteria.

DESCRIPTION OF TRANSPORTATION STRATEGIES

This section provides project details for each of the strategies. Each strategy description includes the following information:

- A list of the identified transportation needs which the strategy seeks to address;
- Project description;
- Constraints;
- Potential transportation and community benefits;
- Implementation requirements;
- Potential funding sources and cost estimates; and
- A preliminary evaluation of the project.

Table 4-1 Summary Evaluation of Transportation Strategies

Draft Transportation Strategy	Evaluation Criteria			
	Financial	Implementation	Transportation	Community
1. Improve Transit Stop Amenities and Security	●●/●	●	●	●●
2. Improve Affordability of Public Transit for Low-Income Users	●●	●●	●●	●●
3. Improve Bicycle Amenities	●	●	●●	●●
4. Provide Free or Low-cost Bicycles	●●	●●	●	●
5. Improve Pedestrian Amenities	●	●	●	●●
6. Increase Public Access to Information about Transportation Options	●●	●●	●	●●
7. Increase SamTrans Bus Service	○	○/●●	●	●●
8. Improve Connectivity of Existing Transit Service	●	●	●●	●●
9. Improve Access to the South San Francisco Caltrain Station	●	●	●●	●●

Strategy #1
Improve transit stop amenities and security

Transportation Needs Addressed

This strategy is based on the following transportation needs stated by study area residents:

- Additional bus stop amenities, including shelters and benches.
- System and schedule information at more locations.
- Improved safety at Caltrain stations.

In the resident survey 14% of respondents indicated that improved bus stop amenities would make travelling by bus easier and more convenient. Furthermore, the need for transit stop amenities was mentioned 30 times in the community workshops. According to U.S. Census data, twelve percent of study area residents use public transit to get to work.

Project Description

The objective of this strategy is to provide amenities at transit stops and stations to enhance the comfort and safety of transit users.

Amenities

Improvements to the amenities at transit stops and stations could include the addition of:

- Shelters
- Seating at bus stops, including Simme-seats and benches
- Schedules, maps, and real-time information
- Trash receptacles
- Bicycle racks and storage lockers

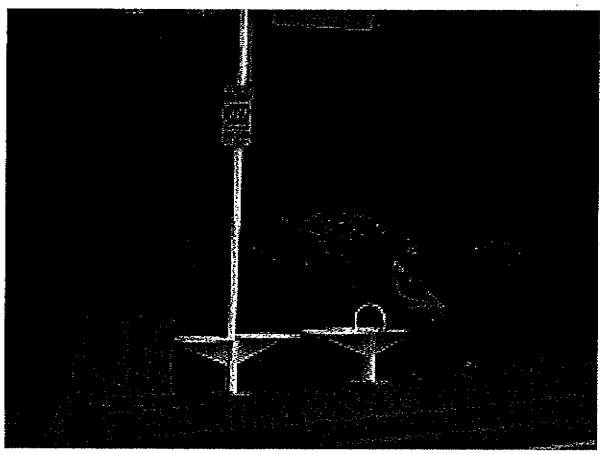
During the outreach process, residents voiced the need for transit amenities at the locations listed in Table 4-2. In addition, study area residents also requested more amenities at bus stops in general. The 10 bus stops in the study area with the highest average weekday boardings are shown in Table 4-3. Map 4-1 shows the locations of these 10 bus stops.

The San Mateo County Transit District is in the process of replacing many of its shelters with new shelters containing advertising. The new shelters are being provided and managed by CBS Outdoor as part of an advertising contract. Currently, 68 shelters have been replaced in high visibility areas and 15 will be replaced in 2012. The new shelters provided by CBS Outdoor are currently only being used to replace old shelters and may not be available to provide a shelter in

Table 4-2 Location for Additional Bus Stop Amenities

Bus Stop	Jurisdiction	Existing amenities
Grand Avenue and Spruce Avenue	South San Francisco	Bench
Grand Avenue and Linden Avenue	South San Francisco	Bench
Grand Avenue and Airport Boulevard (southbound)	South San Francisco	Bench
El Camino Real and San Bruno Avenue	San Bruno	Shelter (southbound), Trash can (northbound)
Airport Boulevard and Butler Avenue	South San Francisco	Shelter
Orange Avenue	South San Francisco	Limited facilities
El Camino Real	San Bruno and South San Francisco	Various, some benches, shelters, and trash cans

Existing Bench in San Mateo County



Example Bus Stop Simme-Seat

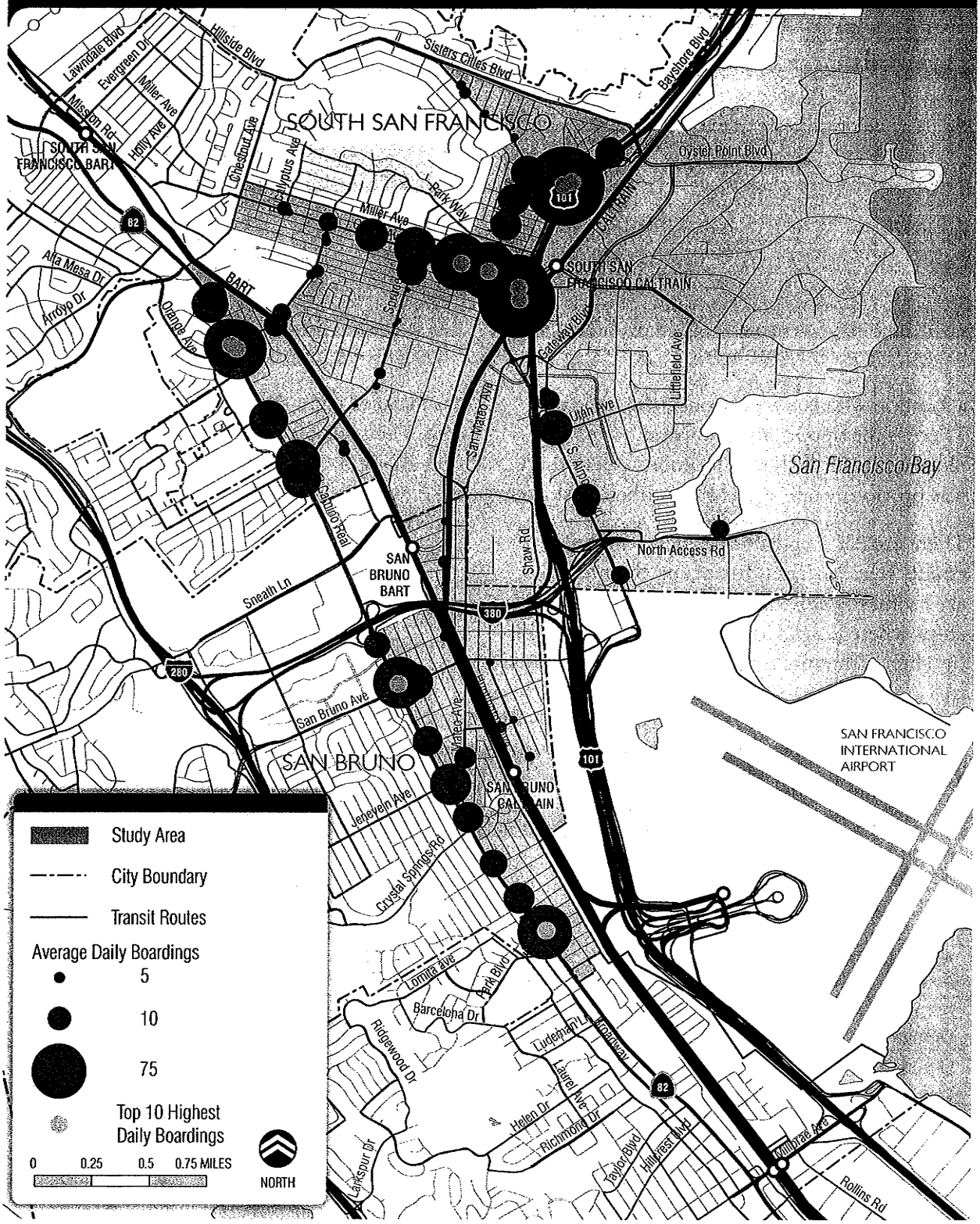
a location where one previously did not exist. There is the opportunity, however, to use the older replaced shelters at locations where there was previously only a bus stop without a shelter.

There are 230 stand alone benches in the county that SamTrans maintains. Simme-Seats are useful for providing a place to sit at transit stops where installation of a shelter is infeasible or when additional seating is needed. SamTrans has installed eight Simme-Seats in the county to date. The seats are installed on public sidewalks with an approved Encroachment Permit from the city. As long as the existing surface area is sufficient to comply with Americans with Disabilities Act guidelines and safe bus operation, the approval/installation process is fairly simple. Installation or placement of a bus stop amenity such as a Simme-seat, bench, or trash can requires review and approval by SamTrans.

Table 4-3 Bus Stops with Highest Average Daily Boardings in Study area

Bus Stop	Jurisdiction	Existing amenities	Routes Served	Average Daily Boardings
Airport Blvd & Linden Ave (southbound)	South San Francisco	Shelter, Trash can	130, 132, 133, 292, 38, 397	128
Airport Blvd & Baden Ave	South San Francisco	Shelter, Trash can, Bench	292, 397	121
Airport Blvd & E Grand Ave	South San Francisco	Trash can, Bench	292, 397	85
El Camino Real & W Orange Ave	South San Francisco	Bench, Trash can	133, 390, 391	78
Grand Ave & Linden Ave	South San Francisco	Shelter, Trash can, Bench	130, 132, 133	75
Grand Ave & Maple Ave	South San Francisco	Bench	130, 132, 133	73
El Camino Real & Santa Inez Ave	South San Francisco	Trash can	390, 391	66
Airport Blvd & Linden Ave (northbound)	South San Francisco	Shelter, Trash can, Bench	292, 397	65
El Camino Real & San Bruno	San Bruno	Trash can	391, 390	61
El Camino Real & W Orange Ave*	South San Francisco	Trash can, Bench	122, 390, 391	59

Map 4-1 SamTrans Boardings by Stop within the Study area



SamTrans recently received Lifeline funding to improve bus stops in the San Bruno/South San Francisco study area, among other locations. These improvements include replacing old benches and trash cans with new ones that match the style of the new SamTrans shelters.

Information displays could include large information boards and Guide-a-Ride pole displays, which can hold individual route schedules. As an alternative, SamTrans is developing a program, in partnership with 511, that will allow riders to call 511 or visit 511.org to find out when the next bus is coming by entering the bus stop ID, which will be posted at all bus stops. Additionally, SamTrans bus route and schedule information will be available on Google Maps in 2012.

Safety and Cleanliness

Increased safety at Caltrain stations and SamTrans bus stops could be achieved by increased pedestrian-scale lighting at the station/stop and the surrounding areas. Lighting is provided in the new solar powered bus shelters and at major transit centers and stations. In all other regards, site identification and installation of additional lighting is the cities' responsibility. Lighting is addressed in Strategy #5: Improve Pedestrian Amenities.

The South San Francisco Caltrain station is perceived as unsafe because of its remote location partially underneath the East Grand Avenue overpass. Improvements to this station are discussed in Strategy #9. The San Bruno Caltrain station is currently being improved to increase safety and access.

With the growing rates of cell phone usage[1], one potential solution is to post safety information, including the appropriate emergency phone numbers, conspicuously at bus stops and stations. Additionally, both Caltrain stations in the study area have pay phones that will dial 9-1-1 without having to deposit payment.

Constraints

Constraints to improving bus stop amenities within the study area may include:

- Ongoing maintenance;
- Site readiness and accessibility;
- Vandalism; and
- Property owners may not want the amenities in front of their establishments.

In some cases, adding bus shelters to the existing SamTrans stops would be impossible due to the lack of right of way necessary to fulfill ADA accessibility rules unless property is acquired to widen the sidewalk and add a shelter. Placement of shelters also may meet with resistance from property owners and neighbors.

For all proposed bus stop amenity improvements, a separate feasibility assessment will need to be conducted by SamTrans in order to determine whether the desired improvements are possible based on the anticipated ridership, sidewalk width, right of way restrictions, or other physical constraints. Existing ridership at the stops in the study area fall below SamTrans' standard for placement of a new bus shelter, but alternative options can be explored.

One method for increasing the safety at bus stops would be to install emergency call boxes at each stop. However, emergency call boxes are typically not found at bus stops for a variety of reasons, including the potential for abuse, the increasing usage of cell phones, maintenance, and cost.

1 According to a May 2011 study conducted by the Pew Research Center, 83% of US adults own a cell phone. The percentage of adults with annual household incomes below $50,000 who own a cell phone ranges from 74%-91%. Pew Internet and American Life Project. July 7, 2011. http://pewinternet.org/Reports/2011/Smartphones.aspx.

Potential Transportation and Community Benefits

Transit stop amenities are important for providing safety and comfort to transit riders. SamTrans buses on many routes have 30-60 minute headways, which means that riders can potentially wait at stops for a relatively long period of time. While it may be infeasible to provide a shelter at all bus stops, providing benches, Simme-Seats, trash cans, and other amenities at transit stops would improve the experience of transit riders while waiting at stops. Additionally, study area residents would have better access to transit information through an increased amount of information displays. The visibility of the stops would also improve the image of transit in the area, which could attract new and retain existing riders.

Implementation Requirements

Lead Agency: San Mateo County Transit District (SamTrans)

Potential Partners: cities

The timeframe for this strategy is short- to mid-term, dependent upon site suitability and funding availability.

Financial Considerations

Potential Funding Sources: San Mateo County Transit District capital/operating funds; Metropolitan Transportation Commission TLC Capital Program Funds and Lifeline Transportation Funding; and FTA Transportation Enhancements fund (Section 5307).

Preliminary Per Unit Cost Estimates: The cost will vary depending on the amenities provided and the physical suitability of the site.

Bus shelters: $10,000. Bus shelter installation ranges between $1000 and $10,000 depending on necessary site improvements.

Information displays: A Guide-a-Ride flat single-schedule information display on a bus stop pole - $50. A rotating Guide-a-Ride information display which can hold multiple schedules - $400-$1000 + $500 for installation. A large stand-alone information display which can hold multiple schedules and announcements - $4500 + $500 for installation.

Trash receptacle - $300 + $175 for installation. Stand-alone bench - $875 + $400 for installation. Simme-Seat - $495 + $600 for installation.

Maintenance: Monthly maintenance of a bus stop with bus shelter and trash is approximately $30/month/shelter. The cost of replacing a glass panel in a bus shelter ranges between $105 and $130, depending on the size of the glass. Monthly maintenance of a bench or trash can is approximately $12 per month.

Improving 10 bus stops by adding a bench and trash receptacle would cost approximately $17,500 for materials and installation plus approximately $2880 per year for the additional maintenance.

Adding Guide-a-Ride information displays to 10 bus stop poles would cost approximately $10,000 for materials and installation plus approximately $10,000 per year to maintain the schedules.

If the older shelters were used, the cost of adding bus shelters and trash cans to 10 bus stops varies greatly between $14,750 to $104,750, depending on the necessary site improvements. The added maintenance would cost approximately $3600 per year plus any necessary repairs.

A wireless emergency call box that does not require an external source of power costs approximately $900. Additional costs for setting up an emergency call box network would relate to installation, coordination, and maintenance.

Table 4-4 Strategy #1 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●●/●
The costs related to this strategy consist of the initial capital outlay and ongoing maintenance. Capital cost to install transit stop amenities is scalable and is relatively easy to obtain through competitive grants. The cost of maintaining amenities can be financially burdensome or unsustainable. While cost of maintaining a shelter can be expensive, other amenities such as benches, Simme-Seats, or bike racks have minimal maintenance cost. Therefore, this strategy is ranked High/Medium for Financial Feasibility to account for this distinction.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●
If funding for the improvements can be secured, and sites are selected that are physically suitable for the desired improvements, purchase and installation can be achieved within a short-term timeframe. All requests for additional transit stop amenities, including benches, trash cans, and shelters, must undergo a separate feasibility assessment and approval by SamTrans.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●
SamTrans buses on many routes have 30-60 minute headways, which means that riders can potentially wait at stops for a relatively long period of time. Installation of new transit stop amenities would increase riders' comfort and safety. Existing ridership at the proposed stops falls below the standard SamTrans threshold for placement of a new bus shelter with advertising, however alternative amenities could be explored.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
Per the two outreach workshops and resident surveys, many South San Francisco and San Bruno residents expressed that transit amenities, such as shelters and benches, are a much-needed transportation improvement.	

Low = ○ Medium = ● High = ●●

Strategy #2
Improve affordability of public transit for low-income users

Transportation Needs Addressed
This strategy is based on the following transportation needs stated by study area residents:

- Free or discounted Caltrain/BART fares.
- Improved payment options and free or discounted bus transfers are needed.

During the outreach process, 35 percent of residents surveyed expressed that cost was a barrier to their ability to use public transportation. This finding is supported by the American Community Survey 2005-2009 5-year Estimates data which shows that there are approximately 8,000 study area residents are living in poverty, which is a high proportion (31.5%) compared to the county as a whole (18.5%).

Project Description
The Human Services Agency (HSA) Lifeline pass program could be expanded to offer additional SamTrans monthly passes and single-ride vouchers to low-income residents. The current program allocates a limited number of SamTrans passes at 17 different access points spread throughout San Mateo County, including two that serve residents within the study area at the North Peninsula Neighborhood Services Center and the Huntington Avenue HSA Center. Eligible residents must be verified as low-income by the HSA and can receive no more than two free monthly passes on SamTrans. Continuing and expanding the program will require additional grant funding and program administrative support on the part of HSA.

SamTrans recently developed a Day Pass to reduce the financial burden of bus transfers without having to purchase a Monthly Pass. The price of the Day Pass is priced at three times the base fare of a one-way ride (Local trips: adult - $6, senior/disabled- $3, youth - $3.75). The Day Pass became available on January 1, 2012.

The Metropolitan Transportation Commission is currently exploring the feasibility of a regional low-income discounted fare program. If implemented, this program would offer discounts on multiple transit systems, including Caltrain, BART, and SamTrans, to low-income riders.

Constraints
SamTrans currently subsidizes 82% of the cost of a ride on a SamTrans bus, meaning that revenue from fares only covers about 18% of the cost to provide SamTrans service. Therefore, additional out-of-pocket discounts for low-income riders and free bus transfers are not financially feasible for SamTrans. Additional grant funding to pay for the free SamTrans monthly pass and ticket program is essential to maintaining the financial stability of SamTrans.

Expanding the current HSA Lifeline pass program to include Caltrain and BART passes will require extensive funding, interagency coordination, and program administrative support. Therefore, the expansion would be cost prohibitive at this time. The regional low-income discounted fare program being explored by MTC would potentially address the need for discounted Caltrain, BART, and SamTrans fares.

Potential Transportation and Community Benefits
Many residents within the study area expressed difficulty in paying for the cost of public transportation, specifically BART and Caltrain. There also was extensive input received which indicates that paying for each bus ride on SamTrans is costly and burdensome to those who must use more than one bus to complete their trip. Reducing these costs would benefit low-

income populations who may have difficultly paying for transit.

Implementation Requirements

Potential lead agencies: Human Services Agency (HSA); Metropolitan Transportation Commission (MTC)

Potential partnerships: SamTrans

The timeframe for continuing and expanding the current HSA Lifeline pass program is short-term.

The timeframe for free BART and Caltrain tickets would require a longer process of coordination between HSA, BART and Caltrain to determine funding and administration. The Caltrain monthly pass is no longer offered as a paper ticket and is only available through Clipper. Therefore, additional coordination with Clipper would also be necessary.

Financial Considerations

Potential Funding Sources: MTC Lifeline Transportation funding; Health and Human Services Realignment 2011; Title IVE; Community Development Block Grants (CDBG); private foundations.

Preliminary Cost Estimate: the cost of the program will depend on the discount and the number of people to whom the free or discounted passes are given. The current HSA Lifeline program is funded under a $200,000 grant for bus passes and tickets over a two-year period, which is matched by HSA with $80,000 in in-kind services. The current HSA Lifeline program distributes free monthly passes and single-ride vouchers through a mix of HSA local offices and the 8 CORE Agencies, which are community-based organizations that provide referral, basic emergency, and support services to individuals and families. Providing discounted passes, as opposed to free passes, is infeasible because of the lack of a centralized billing system among each of the distribution points. Providing discounted passes to low-income residents throughout the county would require significant administrative investment.

SamTrans:

- Adult local one-way fare - $2
- Day pass - $6
- Local adult monthly pass - $64

The cost of providing a SamTrans adult monthly pass to 300 low-income adults for a full year (or 3600 passes) would cost approximately $230,400.

Caltrain:

- Adult one-way fare - $2.75 to $12.75 (dependent on "zones" traveled)
- Adult monthly pass - $73 to $338 (dependent on "zones" traveled)

San Bruno and South San Francisco Caltrain stations are within the same fare zone as San Francisco Caltrain station, which is where many survey respondents indicated that they have difficulty traveling for work. Providing a Caltrain monthly pass for travel between the study area and San Francisco to 300 low-income adults for a full year (or 3600 passes) would cost approximately $262,800. Caltrain tickets can also be purchased as a discounted 8-ride pass. The cost of providing 1000 single-zone 8-ride passes would cost $18,750.

BART:

- Adult one-way fare - $1.75 to $10.90 (dependent on distance traveled)
- No monthly pass offered

The cost of traveling between San Bruno BART station and Montgomery BART station in downtown San Francisco is $3.90 each way. Providing a BART ticket to 300 low-income residents that would cover the cost of traveling between San Bruno BART Station and down-

town San Francisco twice per weekday for a full year (or 150,000 one-way rides) would cost approximately $585,000. The cost of providing 10,000 one-way rides on BART would cost $39,000.

Table 4-5 Strategy #2 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●●
The HSA transit pass program is already in place. Expanding (increasing the number of distributed SamTrans passes) or sustaining the existing program is easily achievable for very little cost. Discretionary funding is available for continuing and expanding this program.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●●
Expanding the current free pass program can be easily implemented by the Human Services Agency (HSA). An expanded free transit pass program would build on the substantial coordination already underway between SamTrans and HSA for purchase and distribution of free SamTrans passes.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●●
In general, this strategy would improve the mobility of many low-income residents in the County by lowering the household cost of riding public transit, but it would still be limited to the services provided by the current transit system Expansion of the HSA pass program is an existing program that utilizes the existing transit services, so startup or expansion cost is very small. The program results and effectiveness would be carefully monitored by HSA. HSA currently prepares quarterly reports on the number of SamTrans tickets and passes given out at each of the distribution points.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
Based on the outreach feedback, there is a high level of need for more discounted and free transit passes among low-income populations in the study area. The HSA program is highly effective in the sense that the program is restricted to serve the target population.	

Low = ○ Medium = ● High = ●●

Strategy #3
Improve bicycle amenities

Transportation Needs Addressed

This strategy is based on the following transportation needs stated by study area residents:

- Expand bicycle network and increased bicycle connections to other modes
- Add bicycle facilities on public transit vehicles and at stations, including on streets with slower moving traffic

More than 40% of residents surveyed expressed the need for improved bicycle amenities including an expanded bicycle network. During the community workshops this need was mentioned 24 times.

The City of South San Francisco General Plan (1999) and the City of San Bruno General Plan (2009) both propose numerous bikeways within the project area. In addition, South San Francisco has recently adopted a Bicycle Master Plan identifying several locations for future bikeways. Map 2-3 on page 18 shows all existing and proposed bikeways within the project area.

Project Description

This strategy aims to improve safety and access for bicyclists through the following improvements:

- Expand the bicycle network by incorporating Class I, Class II, and Class III[2] bicycle facilities, as outlined in local bicycle plans and the San Mateo County Comprehensive Bicycle and Pedestrian Plan
- Provide additional bicycle parking near transit stops and stations
- Provide additional bicycle storage on transit vehicles

Table 4-6 lists streets that were identified for consideration of Class II bicycle lanes by study area residents. Bicycle lanes were also requested in the areas surrounding the South San Francisco Caltrain station.

Bicycle racks could be installed near bus stops given adequate site suitability. Additional bicycle parking and storage lockers could be added to the two Caltrain stations and BART station within the study area.

SamTrans buses are equipped with a front rack that holds two bicycles and allow two bicycles inside the vehicle if there is space. Replacing the bike racks on SamTrans buses with racks that can hold three bikes would increase the bicycle rack capacity by 50%.

This strategy also recommends the implementation of the South San Francisco Bicycle Master Plan and the development of a Pedestrian and Bicycle Master Plan in San Bruno.

Potential Transportation and Community Benefits

Improving bicycle amenities would facilitate bicycle travel for residents throughout San Bruno and South San Francisco. For destinations within five miles, bicycle travel is often faster and more efficient than travel by transit, due to the time delays caused by transfers and traffic. Travel by bicycle is extremely low-cost after the initial purchase of the bike, therefore, improvements to this mode would benefit to the low-income community. Bicycle improvements support regional goals for congestion relief and reductions in vehicle miles traveled.

Implementation Requirements

Lead Agencies: Cities, C/CAG; SamTrans; BART; Caltrain

2 *A Class I bikeway is a separated bike path. A Class II bikeway is a separated lane adjacent to the flow of traffic. A Class III bikeway is a bike route indicated by signage.*

South San Francisco and San Bruno should implement these changes in accordance with their existing bicycle plans and the San Mateo County Comprehensive Bicycle and Pedestrian Plan.

The timeframe for implementation of this strategy is mid- to long-term.

Financial

Potential Funding Sources: MTC Lifeline Transportation funding; TDA Article 3 Bicycle and Pedestrian funding; Safe Routes to Transit program; Safe Routes to School program; Alliance Bike Rack program; TFCA Regional Fund – Bicycle Facility program; San Mateo County Transportation Authority Bicycle and Pedestrian Funds.

Preliminary Cost Estimate: Total costs will depend on improvements to be completed.

- Bicycle racks are estimated at $300 per rack (9-bike capacity bike storage rack) plus the cost of installation.
- A bicycle rack for transit vehicles that can hold three bikes costs $900-$1300.
- A Class III bike route, including signage and shared lane markings, costs approximately $8000 per mile.
- Class II bike lanes, including signage and traffic striping, costs approximately $42,600 per mile.
- A Class I shared use path, including signage, construction, and striping, costs approximately $642,720 per mile.

The cost of adding bicycle routes or lanes depends on the condition of the pavement, the need to remove and repaint the lane lines, the need to adjust signalization, and other factors.

Table 4-6: Suggested Bicycle Lane Locations

Location	Jurisdiction	Existing Facilities	Existing Plans
Huntington Avenue/San Antonio Avenue in San Bruno	San Bruno	--	Proposed Class II
Grand Avenue in South San Francisco	South San Francisco	--	Class II and Class III completed in 2013*
West Orange Avenue in South San Francisco	South San Francisco	Existing Class III	--
San Bruno Avenue	San Bruno	--	Proposed Class II
El Camino Real**	San Bruno and South San Francisco	Existing Class III	--
Airport Boulevard to Caltrain	South San Francisco	Existing Class III	--

** The City of South San Francisco received CMAQ funds as part of the Regional Bicycle Program to install Class II bike lanes on Grand Avenue between Spruce Avenue and Chestnut Avenue. The project also includes shared roadway bicycle markings on Grand Avenue between Chestnut Avenue and Mission Road. between Chestnut Avenue and Mission Road. Shared roadway bicycle markings are commonly referred to as sharrows. This project is expected to be complete by early 2013.*

*** The San Mateo County Comprehensive Bicycle and Pedestrian Plan states that, "El Camino Real provides the most direct north-south connection on the eastern part of the county, and connects downtowns, Caltrain, BART, and residences. The multi-jurisdictional Grand Boulevard Initiative envisions El Camino Real as a multi-modal corridor that provides for all modes, including bicyclists. However, at this time very few jurisdictions provide on-street bikeways along El Camino Real and bicycling conditions on the roadway are challenging and uncomfortable. High traffic volumes and transit use makes it difficult to replace vehicle lanes with bicycle lanes."*

Table 4-7 Strategy #3 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●
Bicycle infrastructure improvements can be relatively expensive, but a wide variety of grant funds are available for these types of projects. Fund sources for the maintenance of bike facilities are more difficult to identify.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●
Safety evaluations, environmental impacts, engineering components, and right of way needs, specific to each project, would vary and would determine the feasibility of implementing a capital bike project (lanes, trails, or bicycle parking facilities). Most of the suggested bike lane improvements are already supported by the City of South San Francisco's Bicycle Master Plan, the City of San Bruno General Plan, and/ or the San Mateo County Comprehensive Bicycle and Pedestrian Plan. All SamTrans buses currently have racks that accommodate two bicycles. Installation of larger bicycle racks on transit would require evaluation and approval from SamTrans.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●●
Bicycle access will improve residents' access to major transit stations and overall mobility. Furthermore, bicycling is a good alternative for low-income residents due to the high cost of automobile ownership.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
Bicycling infrastructure was brought up frequently during the community outreach process as an important way for study area residents to get places. Bicycling is a low-cost option for making short distance trips and for accessing transit stops.	

Low = ○ Medium = ● High = ●●

Strategy #4
Provide free or low-cost bicycles

Transportation Needs Addressed
This strategy is based on the following transportation needs stated by study area residents:

- Free or low-cost bicycles.

During the outreach process, residents expressed a need for more affordable bicycles and suggested programs that may improve affordability for low-income residents. Twelve percent of residents surveyed expressed that they would like assistance purchasing bicycles.

Project Description
This strategy improves the mobility of low-income populations by providing free or low-cost bicycles to those in need. This strategy would involve partnering with community-based organizations to develop, enhance, or expand a bicycle donation program. A bicycle donation program may take on different forms, but there are consistent characteristics found in successful programs, such as the Bicycle Exchange that is operated by the Silicon Valley Bicycle Coalition. Programs typically include the following characteristics.

- Found bicycles - Bicycles are donated to the lead agency through a variety of means, including unclaimed found bicycles and private donations.
- Bicycle repair - Bicycles are repaired by volunteers to get them in ride-able condition. Locals may volunteer their time and also learn how to repair bicycles.
- Distribution – Bicycles are distributed to nonprofits or public organizations that then pass them on to low-income individuals.

Enhancements to the program could include recruitment of volunteers, obtaining storage or repair locations for bicycles, and expanding the number of social service agencies that can distribute bikes to the study area. This program may be carried out by a community-based organization or an existing program may be expanded to provide more storage and working space for bicycle repair.

A bicycle donation program could include bicycle education and safety instruction, as well as donated bicycle helmets and lights.

Coordination with a local bicycle repair shop could provide opportunities for program outreach, as well as locating knowledgeable volunteers and sites where bicycles can be repaired.

Constraints
The constraints related to a bicycle donation program are:

- Finding knowledgeable and consistent volunteers for bicycle repair and assembly;
- Locating a low-cost facility where bicycle repair and assembly can take place; and
- Locating additional sources of donated bicycles.

Potential Transportation and Community Benefits
Improving access to bicycles through donations could improve access to jobs and services. Programs that provide improved access to bicycles give people greater mobility and can reduce their dependence upon a car for many local trips. Community support for these programs was expressed in the community workshops and by stakeholders.

Implementation Requirements
Potential Lead Agency: Community-Based Organizations, such as the Silicon Valley Bicycle Coalition

Potential partners may include: Local bicycle repair shops, social service organizations such as the North Peninsula Neighborhood Services Center, Safe Harbor, South San Francisco Boys and Girls Club, South San Francisco Community Learning Center, and St. Vincent de Paul.

Local Bicycle and Pedestrian Committees could assist with outreach and volunteer recruitment. The Alliance could assist with bicycle education and safety instruction and materials.

The timeframe for implementation of this strategy is short-term.

Financial

Potential Funding Sources: Regional Bicycle and Pedestrian program; TFCA Regional Fund – Bicycle Facility program; San Mateo County Transportation Authority – Alternative Congestion Relief.

Preliminary Cost Estimate: The current annual cost for the Bicycle Exchange Program run by the Silicon Valley Bicycle Coalition is $15,000 to $20,000 per year. The low cost of this program is dependent on consistent volunteers for bicycle repair/assembly and a low-cost rent repair and storage facility.

Table 4-8 Strategy #4 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●●
The cost-effectiveness of the bicycle donation program is dependent on securing volunteers for bicycle repair/assembly and the cost of repair and storage facilities.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●●
Modeling a program or expanding on the existing bicycle donation program with established project lead agencies and project partners will make implementation more straightforward. The timeframe is short-term.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●
Providing inexpensive bicycles to low-income individuals will improve the mobility of people who may not be able to afford a bicycle, automobile, or mass transit, or as an alternative to transit or driving.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●
During the outreach process, some community-based organizations expressed a need for more affordable bicycles for their clients and more convenient and affordable alternatives to driving. Resident surveys frequently mentioned the need for affordable bicycles.	

Low = ○ Medium = ● High = ●●

Strategy #5
Improve pedestrian amenities

Transportation Needs Addressed

This strategy is based on the following transportation needs stated by study area residents:

- Improved pedestrian safety
- Expanded and maintained pedestrian network
- Additional pedestrian amenities, including street trees, landscaping and improvements to accessibility for seniors and people with disabilities
- Residents need increased sense of security while walking.

In the resident survey 46% of respondents indicated that improved pedestrian safety and amenities would make walking more comfortable and convenient. Furthermore, the need for improved pedestrian amenities and safety amenities was mentioned 39 times in the community workshops. According to the U.S. Census, seven percent of study area residents walk to work.

Project Description

This strategy includes suggestions for improving pedestrian safety and access throughout the study area by using traffic calming techniques, closing gaps in the pedestrian network, and installing landscaping. The following are examples of improvements to enhance pedestrian safety, access and comfort:

- Pedestrian countdown signals;
- Additional crossing time for pedestrians;
- Improved crosswalk visibility such as flashing beacons and high visibility striping;
- Benches;
- Traffic calming;
- New sidewalks or improve/repair existing sidewalks;
- Curb ramps;
- Curb extensions or pedestrian bulb-outs;
- Street lighting; and
- Median refuges.

Specific locations were described during the outreach process for pedestrian improvements, including those for traffic calming, gaps in the pedestrian network, and landscaping. These locations are described below.

Locations where **traffic calming** was suggested during the outreach process included the following locations:

San Bruno

- 2nd Avenue and San Bruno Avenue
- Green Avenue and San Bruno Avenue
- Huntington Avenue/San Antonio Avenue
- BART Stations

South San Francisco

- Grand Avenue and Linden Avenue
- West Orange Avenue and Tennis Drive
- Airport Boulevard to Caltrain
- Baden Avenue and Chestnut Avenue
- Baden Avenue and Linden Avenue

El Camino Real and the areas surrounding BART stations were locations also identified for traffic calming.

Locations where **gaps in the pedestrian network** were identified during the outreach process included the following locations:

- Across U.S. Route 101 from downtown South San Francisco to the South San Francisco Caltrain station and east of U.S. Route 101 (South San Francisco)
- Westborough Boulevard between Camaritas Avenue and Junipero Serra Boulevard (South San Francisco – not in the study area)
- El Camino Real from Hickey Boulevard to Serramonte Boulevard (South San Francisco – not in the study area)

The following locations were identified for **improved street crossings** during the outreach process:

- El Camino Real and San Bruno Avenue (San Bruno)
- Green Avenue and San Bruno Avenue (San Bruno)
- Angus and 1st Avenue (San Bruno)
- Various locations across El Camino Real (San Bruno and South San Francisco)

The intersection at West Orange Avenue and Tennis Drive in South San Francisco was also identified for needed improvements by outreach participants. The City of South San Francisco received TDA Article 3 funding to install two push button activated crosswalk beacons on West Orange Avenue at Tennis Drive. In addition, the crosswalk markings will be improved, as well as the centerline striping approaching the intersection. The improvements should be completed by February 2012.

Locations where **sidewalk landscaping and street trees** were suggested during the outreach process included the following:

- San Bruno Avenue (San Bruno)
- Airport Boulevard and 2nd Lane (South San Francisco)
- Hillside Boulevard (South San Francisco)
- Hickey Boulevard (South San Francisco – not in study area)

Additional pedestrian amenities were suggested such as sidewalk ramps on Orange Avenue to Grand Avenue.

Constraints

Constraints to improving pedestrian amenities may include:

- Design standards – some pedestrian infrastructure improvements may be restricted as they may not fit into the right of way or may not be able to meet regulated Federal, State, or Local design standards.
- Maintenance – installation of new pedestrian amenities will require additional maintenance costs.

Benches purchased and installed by the cities, as opposed to benches installed by SamTrans at bus stops, should be consistent with each of the cities' design standards.

Potential Transportation and Community Benefits

Streetscape improvements improve the overall safety of residents by making pedestrians more visible and separated from traffic. Improvements made to existing sidewalks benefit residents with physical conditions who have difficulty navigating cracked and uneven surfaces associated with tree roots or outdated pedestrian facilities. Pedestrian improvements to transit service improve mobility, particularly along bus corridors.

Implementation Requirements

Lead agencies: cities

Local jurisdictions would be expected to lead in implementing pedestrian capital improvements. Many suggestions from the community require specific engineering evaluations prior to implementation. Most local jurisdictions in the County require specific procedures to evaluate and warrant stop sign and crosswalk installations. These requirements vary by jurisdiction and require planning and engineering prior to construction.

Traffic calming improvements in San Bruno should be consistent with the City's Traffic Calming Toolkit.

The timeframe for this strategy is mid- to long-term.

Financial Considerations

Potential Funding Sources: San Mateo County Transportation Authority (TA) Bicycle and Pedestrian Funds; C/CAG Safe Routes to School program; MTC's Transportation for Livable Communities (TLC) planning and capital grant program; FTA Section 5307 Transportation Enhancements fund; Safe Routes to Transit program; Regional Bicycle and Pedestrian program; Transportation Development Act (TDA) Article 3 Bike/Ped program administered through C/CAG; Sustainable Communities Planning Grant program; Community Development Block Grants (CDBG).

Preliminary per unit cost estimates are as follows:

- Pedestrian-scale lamp - $16,000
- Sidewalk - $50/linear foot for a 5' wide sidewalk with curb and gutter
- Purchase of a pedestrian countdown signal - $300 to $800
- Regular striped crosswalk – $100. Ladder crosswalk – $300
- Mid-block crossing – $50,000-$75,000, depending on the width of the street
- Curb extension – $2,000 - $25,000, depending on the need to modify drainage
- Median refuge – $6000 - $40,000, depending on the design and dimensions
- Pedestrian bench – $2500 - $3000

The cost of the crossing improvements at West Orange Avenue and Tennis Drive in South San Francisco is approximately $15,000 for materials and $10,000 for installation. The materials include two wireless systems on each side of the roadway: two solar panels, two controllers, four 12" LED beacons, four 30" crosswalk signs, four 18"X12" downward arrows, two pushbutton assemblies, and two 14' poles.

Table 4-9 Strategy #5 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●
The cost-effectiveness of pedestrian improvements ranges substantially, depending on the type of improvement proposed (e.g. crosswalk striping can be relatively low-cost, while widening sidewalks is generally very expensive).	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●
Implementation of these improvements are generally supported by the pedestrian plans and long-range planning documents in South San Francisco and San Bruno. The timeframe is mid- to long-term.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●
Investment in pedestrian amenities will encourage walking and may have a moderate impact on community mobility and safety.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
During the outreach process, request for improved pedestrian safety received the third highest number of resident survey comments and received the highest number of comments* from the resident workshops. Residents expressed transit accessibility and pedestrian safety as major concerns. Increasing the comfort and safety of the pedestrian environment can have positive impacts on the environment.	

Low = ○ Medium = ● High = ●●

** The highest number of survey comments cited affordable Caltrain/BART fares, and second highest cited improved payment options and free bus transfers.*

Strategy #6
Increase public access to information about transportation options

Transportation Needs Addressed
This strategy is based on the following transportation needs stated by study area residents:

- Residents need transit system and schedule information at more locations using a variety of tools
- Residents need more information and education for bicycles (e.g. bicycling safety)
- Residents need driver education regarding sharing the road with transit, bicycles, and pedestrians
- Improved bus driver education and communication is needed
- Information and incentives for carpooling, vanpooling, and carshare programs are needed

The need for increased transit information was raised 11 times at community workshops and by 13% of survey respondents. The top two desired locations where survey respondents indicated they prefer to learn about public transit are the Internet and at bus stops.

Project Description
This strategy aims to improve education, information, and outreach related to transit by accomplishing the following:

- Working with the Human Services Agency, Health System, and community-based organizations to disseminate information and outreach materials.
- Providing information in languages other than English.
- Increasing public awareness of bus operator responsibilities and allowable actions.
- Increasing public awareness of the procedures for bringing bicycles on transit.

There are three proposed components of this Strategy that will complement each other in increasing public access to information about transportation options:

Create/expand educational programs to teach study area residents of all ages about various transportation topics. Two potential models include the SamTrans Mobility Ambassador program and South San Francisco's Community Learning Center transit training program. The current SamTrans Mobility Ambassador program uses volunteer "ambassadors" to teach the elderly and people with disabilities how to ride SamTrans and other mobility options. This program could be expanded to teach residents of all ages how to take public transit. The City of South San Francisco previously had a 3-year Lifeline funded program staffed by the Community Learning Center aimed at teaching "captive audiences" (e.g. English and Citizenship classes) how to plan a trip on public transit, followed up by field trips with participants. Trainings were conducted in English and Spanish. The program was very well received by the community. This program could be reinstated and expanded with additional funding. Training/education topics could include:

- Trip planning and 511
- How to ride SamTrans, BART, and Caltrain
- Bicycle safety and taking bikes on transit
- Clipper
- Bus etiquette and Bus Operators' allowable actions
- Transportation alternatives, such as vanpool and carpool programs
- Sharing the road with bicycles and pedestrians

In order to reach populations with the greatest need, outreach could be targeted to adult schools, Boys and Girls Clubs, community colleges, and healthcare facilities. Providing trainings to school-aged children could enable them to pass on the knowledge to their family members, thus reaching a larger audience.

- Potential Lead Agency: The Community Learning Center or other community-based organization
- Potential Partners: Boys and Girls Club, YMCA, SamTrans, Caltrain, BART, adult schools, community colleges, Churches, San Mateo County Human Services agency, community-based organizations

Conduct **targeted outreach** to and with community-based organizations that serve low-income clientele.

- Potential Lead Agency: SamTrans
- Potential Partners: Community-Based organizations

Provide SamTrans **schedule information at bus stops.**

- Potential Lead Agency: SamTrans

SamTrans is developing a program, in partnership with 511, that will allow riders to call 511 or visit 511.org to find out when the next bus is coming by entering the bus stop ID, which will be posted at all bus stops. Additionally, SamTrans bus route and schedule information will be available on Google Maps in 2012.

Constraints

Several different transit agencies would need to coordinate in order to provide accurate and complete information for all transit agencies serving the study area.

Transit routes and lines are continually being updated and changed. Keeping information up to date is essential for maps, outreach materials, and schedules posted at bus stops. Time and material costs for updates must be considered. Coordinating with 511 to provide schedule information over the phone is a lower cost alternative to providing a schedule at each stop.

Potential Transportation and Community Benefits

During the outreach process community members stated that they need more information about how to use public transit. Because there are several different transit agencies involved in each trip, coupled with the recent shift to Clipper, it is confusing for many residents. Working with community-based organizations to disseminate transit information or providing workshops would educate residents through people and places with which they are already familiar.

Incorporating real-time technology to inform riders when their next bus is coming will make riding the bus a more predictable and enjoyable experience.

Providing residents with transportation information in a variety of common languages will increase awareness related to public transportation to improve the mobility for residents. Providing workshops and classes on transit use is helpful for individuals with limited literacy or those needing more individualized attention.

Implementation Requirements

Potential lead and partner agencies are addressed in the Project Description section.

Each component of this strategy could be implemented within a short-term timeframe.

Financial Considerations

Potential Funding Sources: MTC Lifeline Transportation funding; SamTrans operating funds; Caltrain operating funds; Clipper.

Preliminary Per Unit Cost Estimates:

- Guide-a-Ride flat single-schedule information display on a bus stop pole - $50
- Rotating Guide-a-Ride information display which can hold multiple schedules - $400-$1000
- Large stand-alone information display which can hold multiple schedules and announcements - $4500 + $500 for installation

Training programs and class costs are variable and scalable.

Table 4-10 Strategy #6 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●●
Most of the costs associated with this strategy are associated with project planning, coordination and administrative costs. The City of South San Francisco Community Learning Center's transit training program funded with a grant of $79,000 trained 240 people plus their family members over a period of three years.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●●
Education programs, targeted outreach to CBOs, and providing schedule information at bus stops could be implemented within a short-term timeframe given available funding. Several educational "how to use transit" programs and classes have already been implemented in the County. The SamTrans Mobility Ambassador program uses volunteer "ambassadors" to teach the elderly and people with disabilities how to ride SamTrans. Adapting this program toward low-income residents would be relatively simple. The City of South San Francisco's Community Learning Center conducted classes to "captive audiences" (e.g. English and Citizenship classes) on how to plan a trip on public transit, followed up by field trips with participants.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●
Improving access to transit information will improve the mobility of transit riders by allowing them to make informed decisions about mode choice and scheduling. The effectiveness of this strategy could be measured through future resident surveys. Educational programs can be measured by number of participants.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
The outreach process showed that residents would like additional information about riding transit. The Community Learning Center program was successful in its efforts to reach populations in need of transit training. Conducting targeted outreach to community-based organizations would provide information to populations who may not have regular access to the internet.	

Low = ○ Medium = ● High = ●●

Strategy #7
Increase SamTrans bus service

Transportation Needs Addressed

This strategy is based on the following transportation needs stated by study area residents:

- Additional bus service on nights, weekends and holidays.
- Increased bus frequency during peak hours.
- Additional special event, late night, and weekend service with connections to transit.

In the resident survey 33% of respondents indicated the need for more frequent service and 20% of respondents indicated the need for addition service on nights and weekends. The need for increased bus service was mentioned 18 times in the community workshops.

Project Description

This strategy includes increasing the frequency and service hours of SamTrans service for select routes. The following two sets of service improvements were suggested by the community:

1. **Increase bus service frequency during peak hours.** Residents would like to see increased service frequency on SamTrans routes 390/391, 292, and 122.
2. **Provide additional late night, weekend, and special event bus service.** Extend Sunday service on SamTrans Routes 130, 132, and 133 to 9:00 p.m. Provide weekend and holiday service to senior centers, Orange library, Tanforan and the hill areas. In addition, residents would like weekend service on Route 141 and 24-hour bus service on selected routes.

SamTrans is currently conducting the SamTrans Service Plan (SSP) that takes an in-depth look at the current bus system and seeks to identify opportunities for increased system efficiency and ridership. Each of the above service improvements requested by the community has been included in the SSP planning efforts. Two of the three alternative service scenarios would increase the frequency of routes 390, 391, and 292.

Constraints

SamTrans needs to provide the most robust system of services possible within its available resources. SamTrans has been experiencing a structural deficit (operating cost increases are outpacing revenues) and needs to improve its productivity system-wide to be able to invest elsewhere in the system.

Increases in service, especially during late night periods, may not yield enough ridership to justify the additional cost. Additionally, increasing the frequency of some routes would require additional buses, which raises the cost significantly.

Adding service could create inefficiencies in the routing schedule and add deadheading on routes that may become disproportionately more costly compared to potential revenue gains.

The constraints related to additional special event, late night, and weekend service on Caltrain and BART is discussed on page 61.

Potential Transportation and Community Benefits

Twelve percent of study area residents use public transit to get to work and eleven percent do not have access to a car. Increased bus service would provide these residents with additional transportation options during late hours, weekends, or special events.

Increased frequency during peak hours decreases wait times for travelers and overall trip times

during the busiest times of day. This improvement in service could also potentially increase ridership, especially during peak commute times, when roads are most congested.

Implementation Requirements

Lead Agency: SamTrans

The timefram for implementation of the SamTrans Service Plan is short-term.

Financial

Potential Funding Sources: SamTrans operating funds; C/CAG Local Transportation Support Program; TFCA funds; JARC; MTC Lifeline Transportation funding.

Cost Estimate: The approximate cost of providing SamTrans bus service is $97.33 per hour or $9.68 per mile. Increasing service can also add capital costs if additional buses are needed. Extending Routes 130, 132, and 133 by one hour to 9 p.m. on Sundays would cost approximately $45,550 per year, or about $15,000 per route per year. The cost of adding weekend service on Route 141 for 10 hours per weekend day is approximately $101,233 per year. Providing 24-hour bus service on Route 391 would cost an additional $91,100 per year at a minimum. Route 397, which provides late night "owl" service, has low ridership and a very high cost per passenger.

Cost effectiveness compared to the number of people who would benefit from increased service may not justify the added routes and buses since late night demand is traditionally low.

Table 4-11 Strategy #7 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	○
Increased bus frequency is relatively expensive and is constrained by the ridership impact of any service change. The SamTrans Service Plan will examine cost effectiveness of various service changes. Funding availability for additional service is low because of SamTrans' current and projected budget constraints.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	○/●●
Current fiscal constraints faced by SamTrans present a barrier to implementation. However, SamTrans is currently evaluating service alternatives which could improve service and increase headways on certain routes or provide alternate service types. The likelyhood of increasing the frequency of Routes 390, 391, and 292 are high because these are high performing routes. Therefore, this strategy is given an Implementation Feasibility ranking of low/high to account for the difference in feasibility of increasing service on different routes.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●
This strategy has the potential to broadly impact mobility. The effectiveness of service changes is measurable by ridership, cost per passenger, cost per mile, and cost per hour.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
Many outreach participants expressed the need for more service in the off-peak time period as well as more frequent service. Increased service hours and frequency were among the top generated comments per resident surveys. Increased use of public transportation results in benefits to the environment by reducing greenhouse gas emissions.	

Strategy #8
Improve connectivity of existing transit service

Transportation Needs Addressed

This strategy is based on the following transportation needs stated by study area residents:

- Additional special event, late night, and weekend service with connections to transit.
- Increased bus frequency during peak hours.
- Residents need improved East-West travel bus connections and expanded bus service

In the resident survey 93% of respondents indicated the need for better connectivity of existing transit service. Furthermore, the need for improved connectivity was mentioned 4 times in the community workshops. SamTrans does not provide service directly to the South San Francisco Caltrain station.

Project Description

Connections between SamTrans routes, coordinating with regularly scheduled events (such as the end of the school day) and timed connections with BART and Caltrain were identified as potential improvements to the connectivity of transit services. The following specific service improvements were suggested by study area residents:

1. Improved connectivity between SamTrans routes and the San Bruno BART station and Caltrain station. Improved connectivity includes timed connections for arrivals and departures of SamTrans service in addition to more frequent service. SamTrans routes that serve the San Bruno BART station include Routes 141, 133, 140, and 391. SamTrans Route 140 serves the San Bruno Caltrain station.
2. Provide a direct connection between SamTrans routes and the South San Francisco Caltrain station. SamTrans routes that serve the stops closest to the South San Francisco Caltrain include Routes 38, 292, and 397. This recommendation is discussed further in Strategy #9.
3. Timed connection for departure of route 122 from Alta Loma Middle School in South San Francisco at the end of school day. Based on input received by community members, departure of this bus fluctuates and typically leaves just before school lets out. Improving the timing of this departure to occur five to ten minutes after school ends would make this connection more convenient for students.
4. Create a timed connection between SamTrans routes 141 and 390/391 at the Jenevein Avenue and El Camino Real bus stop.

Constraints

Coordinating timed connections between bus routes and between different transit services is very complicated. Several factors must be balanced, especially in relation to the priority of connections and the ripple effect of service changes. It is impossible for SamTrans to offer a timed connection at all transfer points, therefore transfer points must be prioritized by importance. Timed connections are especially difficult when attempting to connect long routes, such as the 292 and 391, with Caltrain, since there are many potential connecting points to consider. For example, a school may request that a bus route be adjusted to 10 minutes earlier; however, implementing this adjustment would mean that the timed connection with Caltrain is lost. Another factor that must be considered is the difference in walking speeds. A perfect connection for one person may be a missed connection for a person with physical limitations.

Potential Transportation and Community Benefits

Better interconnectivity of the various transit systems will reduce travel and wait times and improve the overall experience of transit riders. This could, in turn, make transit a more viable option and increase ridership. Improved connections will give residents greater access to jobs and services that require longer trips.

Implementation Requirements

Lead agency: SamTrans

SamTrans makes an effort to coordinate bus schedules with schools. Additional requests for coordinated connections with SamTrans should be addressed to SamTrans customer service, which will forward the request to the appropriate staff. Before adjusting a route schedule SamTrans must first examine the necessity and feasibility of the adjustment.

The timeframe for implementation of this strategy is short- to mid-term.

Financial Considerations

Potential Funding Sources: SamTrans operating funds; C/CAG Local Transportation Support Program; TFCA funds; JARC; MTC Lifeline Transportation funding.

Table 4-12 Strategy #8 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●
The cost effectiveness of this strategy will be fully evaluated as part of SamTrans Service Plan.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●
Current fiscal constraints faced by SamTrans present a barrier to implementation. However, SamTrans is currently evaluating service alternatives which will improve the overall efficiency of the system.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●●
The effectiveness of service changes will be measureable by ridership, cost per passenger, cost per mile, and cost per hour.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
Many residents expressed the need for improved connections between transit services. Improved connections between routes and transit systems could reduce travel and wait times, thus making transit a more competitive alternative to driving.	

Low = ○ Medium = ● High = ●●

Strategy #9
Improve access to the South San Francisco Caltrain Station

Transportation Needs Addressed
This strategy is based on the following transportation needs:

- Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians

The need for improved access to the South San Francisco Caltrain station was mentioned 15 times in the community workshops. In the resident survey 10% of respondents indicated the need for better access to regional rail services, including BART and Caltrain. Specific improvements brought up the community include safety improvements, bus service to the station, wayfinding improvements, and sidewalks and bicycle lanes in the immediate vicinity of the station.

According to the 2011 Caltrain Passenger Counts, there are approximately 365 average daily boardings at the station. Pedestrian, bicycle, and transit access to the station is limited because of the isolated location of the station and the configuration of its entrance. The station platform is at-grade and partially underneath the East Grand Avenue overpass, factors that contribute to a perceived lack of safety. A full description of the current station access can be found on page 15.

Project Description
This strategy includes ways to improve station access for all modes.

- Design the station with appropriate linkages to Grand Avenue and downtown South San Francisco.
- Provide appropriate ADA compliant pedestrian access.
- Accommodate shuttle dropoff and pickup
- Provide adequate sidewalk connections
- Provide adequate bicycle connections

Constraints
Improvements to the station are on indefinite hold because of the uncertainties as to how future California High Speed Rail (HSR) service will share track right-of-way with Caltrain. The final configuration of HSR tracks is currently yet to be determined.

Potential Transportation and Community Benefits
Relocating the station would make the station more easily accessible by all modes. Providing sidewalks directly to the station and a pedestrian tunnel would improve the accessibility for pedestrians, especially those with limited mobility. Relocating the shuttle dropoff and pickup zone to the east side of the station would provide an easier connection for shuttles that serve the area East of Highway 101. Relocating the station to a more conspicuous location would improve the safety at the station and increase the visibility of Caltrain, potentially increasing ridership at the station.

Implementation Requirements
Lead agency: Caltrain and South San Francisco

The timeframe for implementation of this strategy is long-term, dependent upon the planning processes related to California High Speed Rail.

Financial Considerations
Potential funding sources: Discretionary Federal and State capital funding; SMCTA Measure A

Preliminary cost estimate: N/A

Table 4-13 Strategy #9 Preliminary Evaluation

Evaluation Criteria	Assessment
Financial Feasibility *Cost Effectiveness, Funding Availability and Sustainability*	●
Discretionary capital funding could be available for improvements to the station and the surrounding areas.	
Implementation Feasibility *Ease of implementation, Achievable within a reasonable timeframe, Potential for partnerships*	●
Improvements to the station are on indefinite hold due to California High Speed Rail.	
Transportation Benefit *Broad impact to improve mobility, Compatible with existing service and plan, Effective, measurable project or program*	●●
Improved access to the station would benefit the current users of the station as well as potential future riders. The improvements outlined in this strategy are consistent with the plans of the City of South San Francisco. The success of the improvements could be measured by the change in average daily boardings at the station.	
Community Benefit *Addresses population(s) with the greatest need, Strong community support, Environmental benefits*	●●
Many residents and stakeholders expressed the need for improved connections between transit services and improved access to the South San Francisco Caltrain station.	

Low = ○ Medium = ● High = ●●

OTHER SUGGESTIONS NOT INCORPORATED INTO TRANSPORTATION STRATEGIES

This section addresses topics that arose during the outreach process, but were not appropriate for inclusion in the Transportation Strategies.

Provide later weekend hours on BART and Caltrain. Currently, BART serves the South San Francisco and San Bruno stations until 12:02am and 11:58pm, respectively, on Friday and Saturday. Caltrain serves the South San Francisco and San Bruno Caltrain stations until 12:17 p.m. and 12:21 p.m., respectively, on Friday and Saturday. These services could be extended until 2 a.m. on Friday and Saturdays to provide more service out of San Francisco following late night weekend entertainment. This strategy was not incorporated into the final plan due to maintenance and cost constraints. The hours during which BART is not running are considered vital to keeping the aging system maintained. Additionally, BART does not expect a service demand high enough to warrant the costs of keeping the system running during those hours.

BART and Caltrain would be the lead agencies on providing later weekend service for those services. The implementation timeframe would be short-term. However, maintenance requirements are a barrier to implementation. The current period of time without service is used for essential nightly track maintenance. Unlike some public transit systems with multiple sets of tracks on the same routes, BART doesn't have the duplication that would allow them to run trains on one set while performing maintenance on another. Third-rail power has to be shut down for maintenance crews to be able to operate safely and do the work that keeps the system safe and reliable.

San Bruno and South San Francisco are among the lowest ridership stations on the BART system, with just over 3,000 exits on an average weekday. During the last two hours of service on Friday nights, there are only about 100-200 total exits at each of these stations. Based on this, the late night service market appears to be very small and is served by the existing bus service on El Camino Real.

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5
ACTION PLAN

Critical to the CBTP process is bridging the gap between planning and action. Implementation of the CBTP relies on multiple jurisdictions and agencies, each responsible for different strategies described in Chapter 4. Furthermore, funding for the strategies may be acquired from a variety of sources, including local, regional, state and federal sources. This chapter describes a plan of action to establish an implementation process and timeline, secure commitments by lead agencies and project partners, and pursue required funding.

IMPLEMENTATION MATRIX

The implementation matrix on the following page describes the implementation timeframe, funding sources, lead agencies and partner agencies identified for each of the CBTP strategies. As implementation of these strategies proceeds, there is the possibility that other agencies or community-based organizations may step forward as leads or partners on the project.

Table 5-1 Implementation Matrix

	Strategies	Time-frame*	Capital or Operating	Potential Funding Sources**	Potential Lead Agencies	Potential Partners
1	Improve Transit Stop Amenities and Security	Short- to Mid-term	Operating and Capital	SMCTD capital/operating funds, MTC TLC Capital Program Funds and Lifeline Funds, FTA Transportation Enhancements fund (Section 5307).	SamTrans	San Bruno; South San Francisco
2	Improve Affordability of Public Transit for Low-Income Users	Short-term	Operating	MTC Lifeline Transportation funding; Health and Human Services Realignment 2011, Title IVE, CDBG, private foundations.	MTC, HSA	SamTrans
3	Improve Bicycle Amenities	Mid- to Long-term	Capital	MTC Lifeline Transportation funding; TDA Article 3 Bicycle and Pedestrian funding, SR2T, SR2S, Alliance Bike Rack program, TFCA Regional Fund – Bicycle Facility program, SMCTA Bicycle and Pedestrian Funds.	San Bruno, South San Francisco, C/CAG, SamTrans, BART, Caltrain	
4	Provide Free or Low-cost Bicycles	Short-term	Operating	Regional Bicycle and Pedestrian program, TFCA Regional Fund – Bicycle Facility program, SMCTA – Alternative Congestion Relief.	CBOs	The Alliance, Local bike shops and bicycle committees, Social service organizations
5	Improve Pedestrian Amenities	Mid- to Long-term	Capital	SMCTA Bicycle and Pedestrian Funds, SR2S, MTC TLC planning and capital grant program, FTA Section 5307 Transportation Enhancements fund, SR2T, Regional Bicycle and Pedestrian program, TDA Article 3 Bicycle and Pedestrian funding, Sustainable Communites Planning Grant program, CDBG.	San Bruno, South San Francisco	
6	Increase Public Access to Information about Transportation Options	Short-term	Operating	MTC Lifeline Transportation funding, SMCTD operating funds, Clipper.	CBOs, SamTrans	CBOs, SamTrans, Caltrain, BART, adult schools, community colleges, Churches, HSA
7	Increase SamTrans Bus Service	Short-term	Operating	SamTrans operating funds, C/CAG Local Transportation Support Program, TFCA funds, JARC, MTC Lifeline Transportation funding.	SamTrans	
8	Improve Connectivity of Existing Transit Service	Short- to Mid-term	Operating	SamTrans operating funds, C/CAG Local Transportation Support Program, TFCA funds, JARC, MTC Lifeline Transportation funding.	SamTrans	
9	Improve Access to the South San Francisco Caltrain Station	Mid- to Long-term	Captial	Discretionary Federal and State capital funding; SMCTA Measure A.	Caltrain, South San Francisco	

** A short-term timeframe for implementation is less than two years, a mid-term timeframe is three to five years, and a long-term timeframe is more than five years.*

*** A list of acronyms used in this table can be found on the following page.*

CBTP NEXT STEPS

The success of this Plan will depend on the willingness of the relevant lead agencies to move forward with the strategies recommended in this document to meet the needs of the community. The implementation timeline provides the next steps to advance the transportation strategies of this CBTP. Next steps include finalizing and adopting the Plan document by C/CAG and obtaining project funding for the individual strategies.

The cities of San Bruno and South San Francisco will facilitate implementation of the CBTP by coordinating the efforts of the lead agencies, other partners, and the community, where appropriate. The cities will convene periodic ad hoc meetings of the lead agencies and project partners in order to build on the momentum established through this process and to monitor implementation of the Plan.

PERFORMANCE MEASURES

The strategies presented in this plan cover a wide range of transportation needs, from walking and biking to access to transit. The implementation of these strategies will take place over the short (0-2 years), mid (2-5 years), and long-term (5+ years), and will depend on the availability of funding and on finding a champion at an appropriate lead agency. The long term outcome of this plan is something of interest to both the residents of the study area and the responsible agencies. As the partners work together to implement the strategies as projects, it would be valuable for performance measures to be created that allow the success of the strategies to be evaluated. Performance measures should evaluate the improved mobility of the residents of study area as it relates to the strategies; for example:

- Increased pedestrian and/or bicycle activity in the area

Table 5-2 Next Steps

Next Steps	Timeframe	Lead Agency/ Partners
Distribute Draft CBTP for comments to TAC, Stakeholders, and Targeted Distribution List	January 2012	SamTrans
Present Final CBTP to San Bruno and South San Francisco City Councils, C/CAG Board, and SamTrans Board	January/February 2012	SamTrans, C/CAG
Develop applications for discretional grant funding for recommended strategies	FY 2012/13	Project Leads
Consideration by C/CAG and SamTrans of recommended service improvements for incorporation into short range transit plans, SamTrans Strategic Plan, and other planning, funding, and implementation decisions.	FY 2012/13	C/CAG, MTC, SamTrans
Begin implementation of funded strategies	FY 2012/13	Project Leads

5307: FTA Urbanized Area Formula Program
CBO: Community-based organization
C/CAG: San Mateo City/County Assoc. of Governments
CDBG: Community Development Block Grants
HSA: San Mateo County Human Services Agency
MTC: Metropolitan Transportation Commission
SMCTA: San Mateo County Transportation Authority
SMCTD: San Mateo County Transit District
SR2S: Safe Routes to School funds
SR2T: Safe Routes to Transit funds
SFMTA: San Francisco Municipal Transportation Agency
TFCA: Transportation Fund for Clean Air
TLC: Transportation for Livable Communities

- Increased SamTrans, Caltrain, and BART-boardings at stops/stations within the study area
- Increase in the number of discounted transit passes distributed to residents in the area.

Specific and meaningful performance measures can only be recommended once these strategies are taken to the project level, at which point appropriate measure could be developed that relate to the particular operating conditions, funding source, and target population. Once these projects are implemented, performance measures should be developed by the appropriate lead agencies. The responsibility for the long-term evaluation of all Community-Based Transportation Plan lies with the MTC.

MTC REQUIREMENTS

The following MTC requirements for the completed Community-Based Transportation Plans affect several different agencies and jurisdictions, including the County Congestion Management Agency (CMA), which is C/CAG in San Mateo County, and transit policy boards, which include SamTrans, Caltrain, and BART in San Mateo County.

- Once the plan is finalized, CMA staff will participate in regional forums to report on project findings, or to otherwise share information resulting from the planning process. MTC will make the results from each community-based planning effort available to all CMAs and transit agencies.
- Upon completion of the planning project, CMA staff will report to the Commission on key findings and recommendations. Materials and meetings will be translated when appropriate.
- Project findings will be forwarded to applicable local or county-level policy boards and to MTC. Recommended service improvements will be forwarded to transit policy boards for consideration and subsequent incorporation into Short Range Transit Plans (SRTPs) and/or other future service expansion plans and to CMA policy boards for planning, funding and implementation discussions.

FUNDING SOURCES

A list of potential funding sources that have recently released a call for projects is shown in Table 5-3. Additional potential funding sources for the recommended strategies are described in Appendix D.

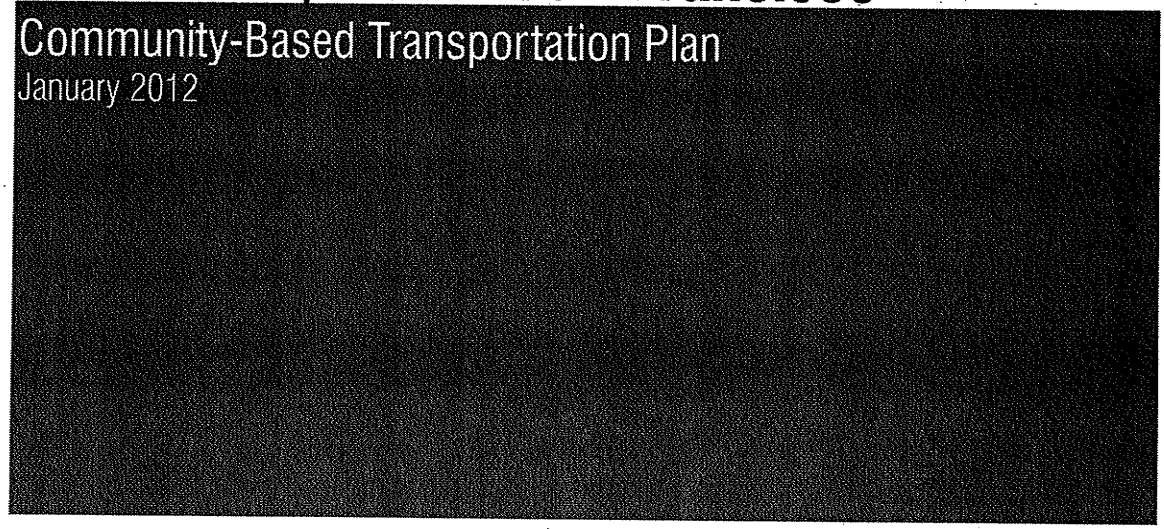
Table 5-3 Upcoming Funding Opportunities

Funding Source	Capital, Operating, or Planning	Eligible Projects	Application Deadline
MTC Lifeline	Capital, Operating, Planning	Transportation projects and programs that address the needs of low-income populations	February 17th, 2012 (to C/CAG)
Sustainable Communities Planning Grant and Incentive Program (Strategic Growth Council)	Planning	Promote sustainable community planning and natural resource conservation. Supports development, adoption, and implementation of planning elements to improve and sustain wise use of infrastructure and natural resources through coordinated/collaborative approach.	February 15th, 2012
Safe Routes to School Program - Cycle 10 (Caltrans)	Capital	Infrastructure projects within the vicinity of a school. Eligible capital projects include ped facilities, traffic calming measures, installation of traffic control devices, construction of bicycle facilities, and public outreach/education/enforcement.	March 30th, 2012

San Bruno / South San Francisco

Community-Based Transportation Plan

January 2012



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South San Francisco/San Bruno
Community-Based Transportation Plan

DRAFT
Existing Conditions Report

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January 2011

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Introduction

The South San Francisco/San Bruno Community-Based Transportation Plan will look at the transportation needs of the community and recommend steps to address these needs. The project is part of the Metropolitan Transportation Commission's (MTC) Community-Based Planning Program to look at transportation needs in low income communities. The Existing Conditions Report is the first step in the planning process, and provides information about the demographics and travel behavior of the residents, the transportation infrastructure and services, and related plans and programs of other agencies.

In accordance with MTC Guidelines, this Community-Based Transportation Plan (CBTP) is being conducted under the auspices of the San Mateo City/County Association of Governments (C/CAG), in its role as the Congestion Management Agency for the county. C/CAG has selected the San Mateo County Transit District (the District) to facilitate the planning process and provide technical assistance in developing the plan. Recommended transit service improvements will be forwarded to the District's Board of Directors for their consideration and subsequent incorporation into the SamTrans Short Range Transit Plan. The plan will also be forwarded to the C/CAG Board of Directors to support planning, funding and implementation efforts.

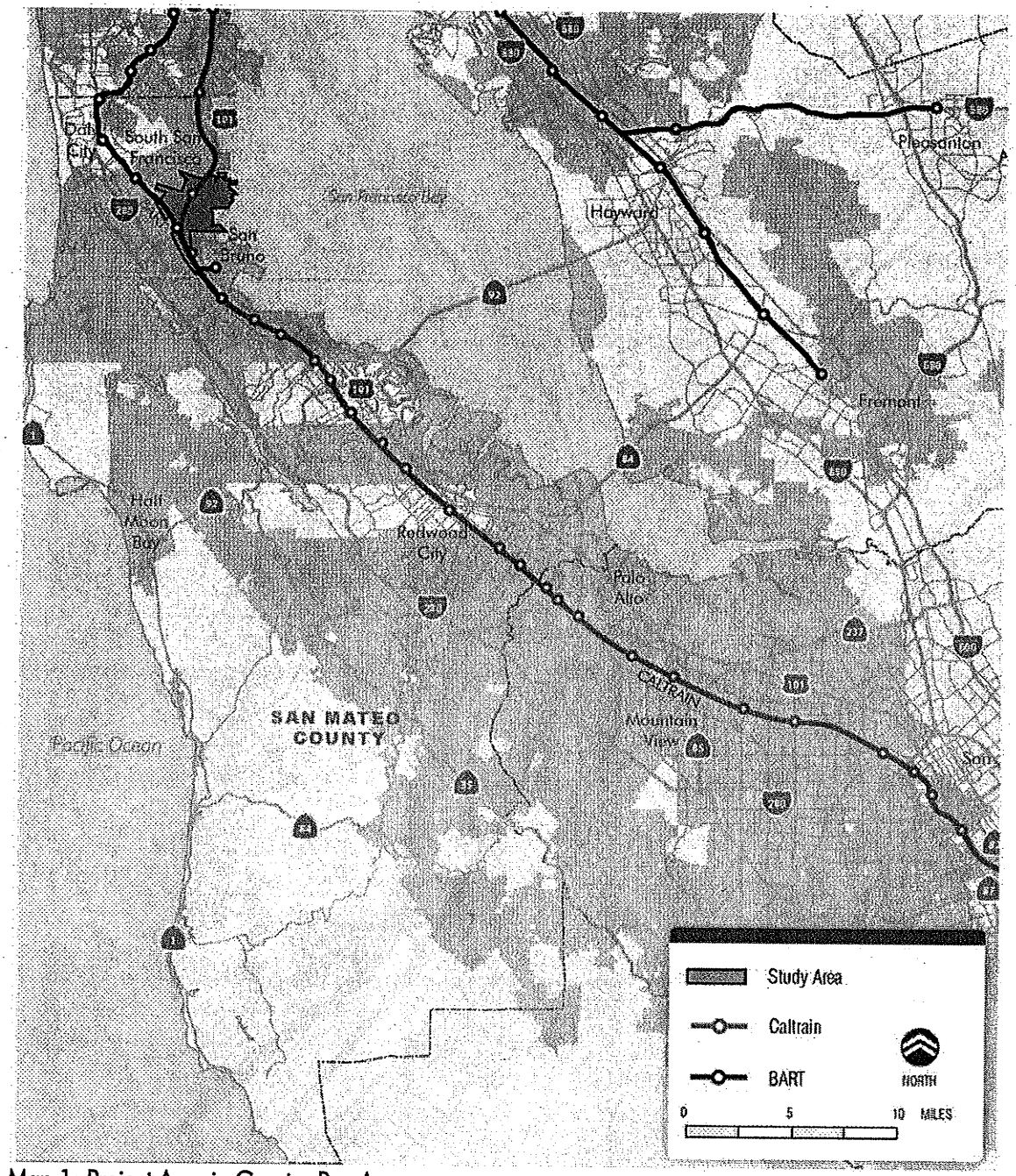
The planning process seeks the collaboration of community residents and stakeholders, the Cities of South San Francisco and San Bruno (the Cities), the San Mateo County Human Services Agency (HSA), C/CAG, MTC, and the District. A Technical Advisory Committee comprised of staff representing the Cities, HSA, C/CAG, MTC, and the District has been formed to oversee the process.

Chapter 1 - Profile of the Project Area

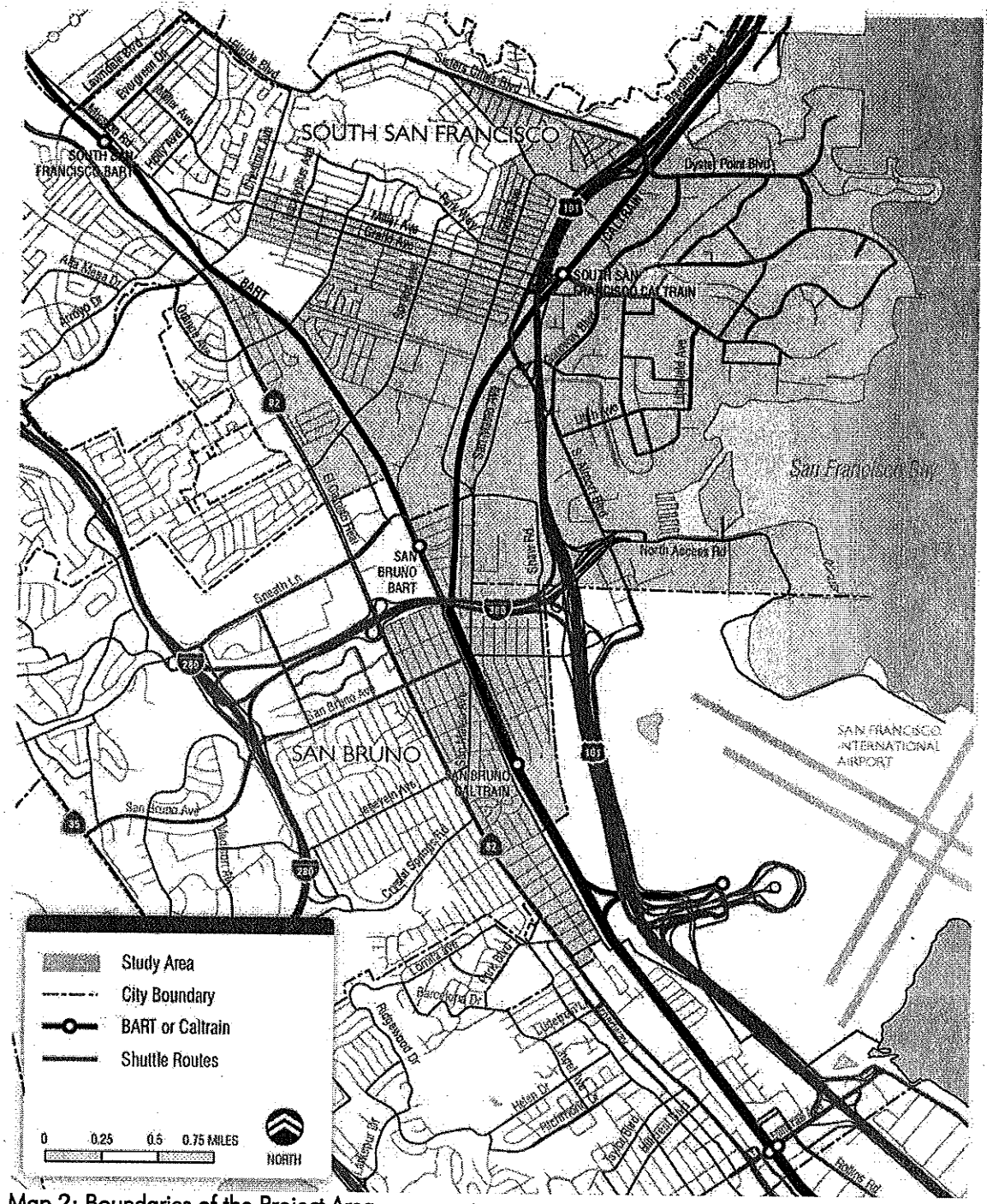
The Cities of South San Francisco and San Bruno are located in the northern region of San Mateo County. The project area is located in the eastern part of South San Francisco and the northeastern part of San Bruno. It is bordered by El Camino Real and Chestnut Avenue to the west, Miller and Sister Cities Boulevard to the north, San Juan Avenue to the south, and the San Francisco Bay to the east, excluding the San Francisco International Airport.

The project area for this plan was defined in consultation with the Cities of South San Francisco and San Bruno. It has an area of 5.40 square miles, and consists of U.S. Census Tracts 6021, 6022, 6023, 6041.01 and 6042, as well as a small triangular neighborhood to the north of these census tracts. The triangular neighborhood is located between Sister Cities Boulevard, Hillside Boulevard and North Spruce Avenue, and accounts for 0.05 square miles (0.92%) of the project area's total land area. The demographic data included in this report is based on the census tract data only.

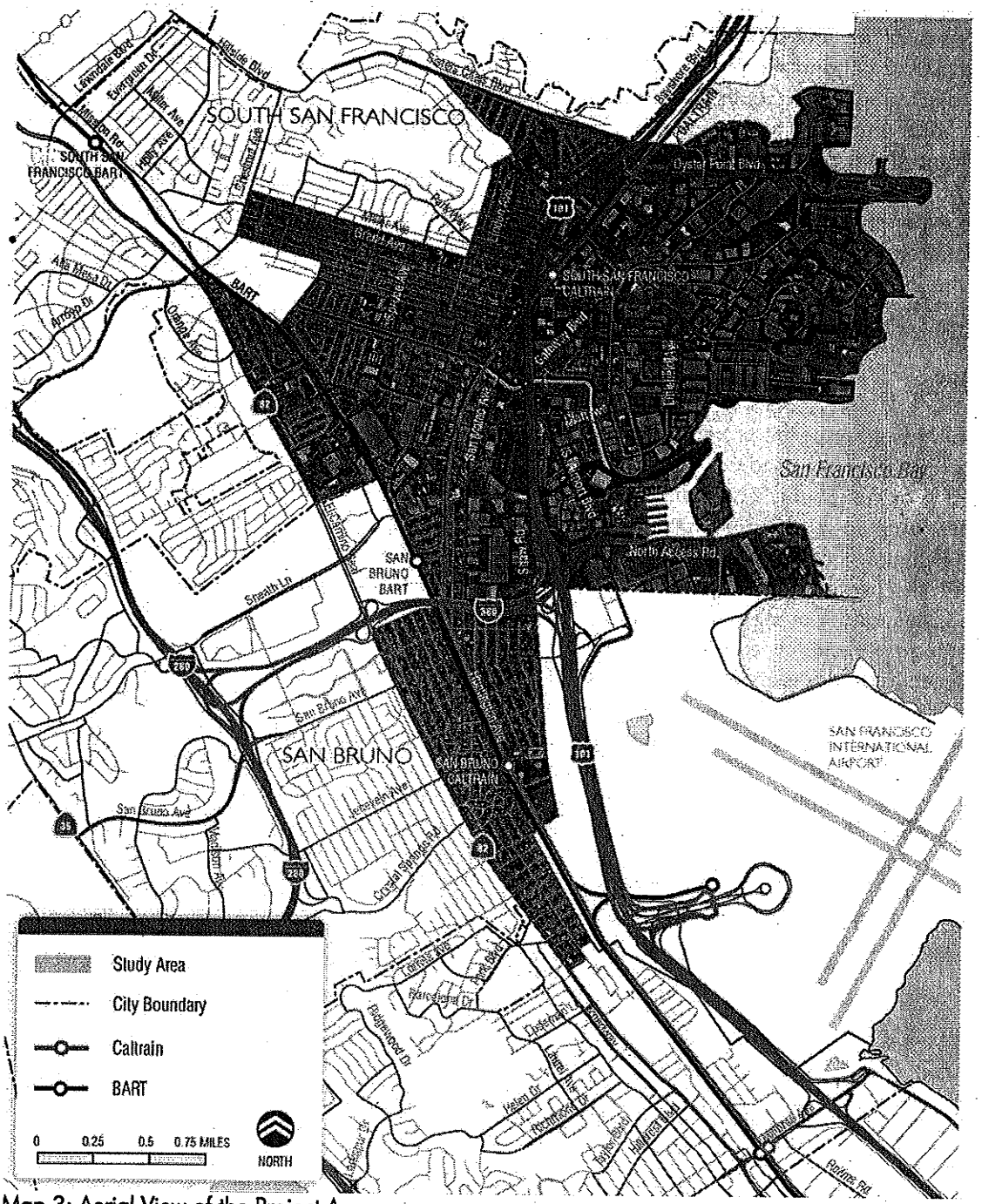
The following maps show the project area's location within the Greater Bay Area, its boundaries and an aerial view.



Map 1: Project Area in Greater Bay Area



Map 2: Boundaries of the Project Area



Map 3: Aerial View of the Project Area

1.1 Population Growth

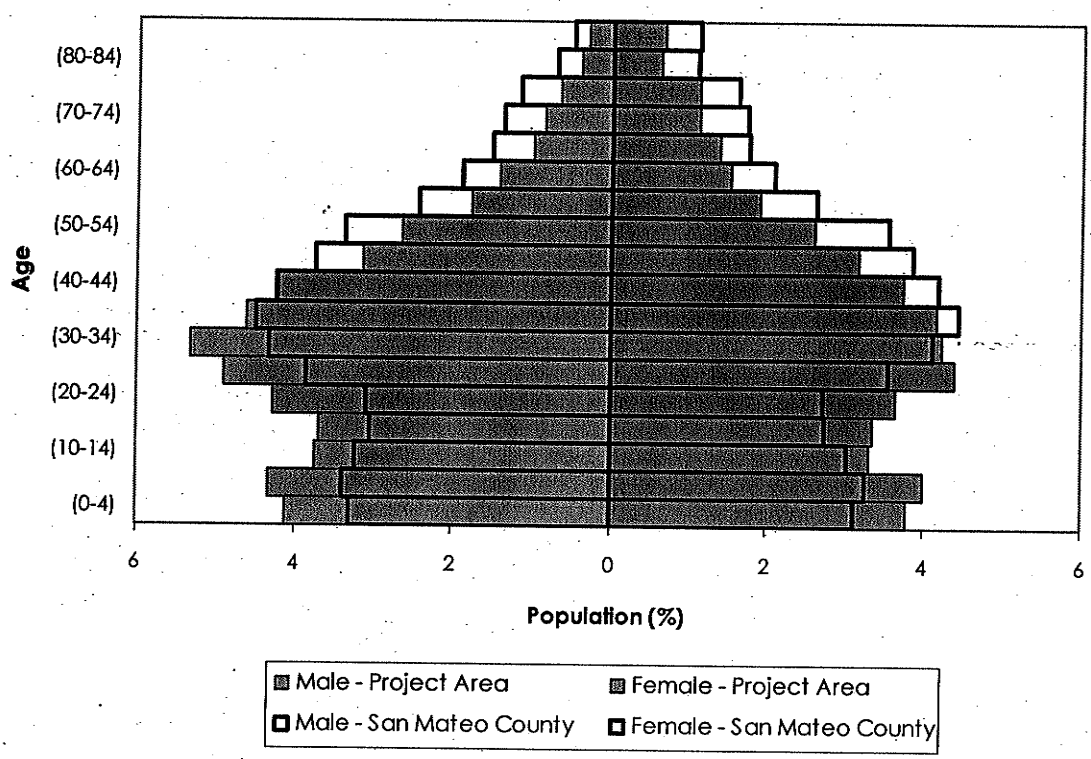
According to the 2000 U.S. Census, the total population of the project area is 26,961, which comprises 27% of the combined population of the Cities of South San Francisco and San Bruno (100,717) and 4% of the County's population (707,161). Specifically, the portion of the project area within South San Francisco has a population of 15,025, comprising 25% of South San Francisco's total population (60,552), while the portion of the project area within San Bruno has a population of 11,936, comprising 30% of San Bruno's total population (40,165). As calculated from U.S. Census data, the Cities of South San Francisco and San Bruno experienced a combined 8% growth in population between 1990 and 2000, while the project area experienced a 13% growth. All demographic data represented in this report is from the 2000 U.S. Census.

1.2 Age

Overall, residents of the project area are younger than those of the Cities and the County. 38% of project area residents are under the age of 25, while only 33% of the Cities' residents and 31% of the County's residents are under 25 (Figure 1). The 10-year age group with the highest percentage of project area population is the age group between 25 and 34 at 19%, which is higher than the Cities (16%) and the County (16%). For the age group between 35 and 44, the percentage of residents belonging to this category is equal among the project area, Cities, and County at 17%. Finally, the project area has a considerably lower percentage of residents over the age of 45 compared to the Cities and County, with 26% in the project area compared to 34% in the Cities and 36% in the County.

For project area residents below age 45, there are slightly more males than females, as illustrated in Figure 1. The greatest gender imbalance within this age group occurs between ages 30 and 34, with 56% males compared to 44% females. For the remainder of the residents below age 45, 53% are males while 47% are females. Conversely, for residents over age 45, there are more females than males. Specifically, 51% of project area residents between the ages of 45 and 64 are female while 49% are male, and 61% of residents over age 65 are female while 39% are male.

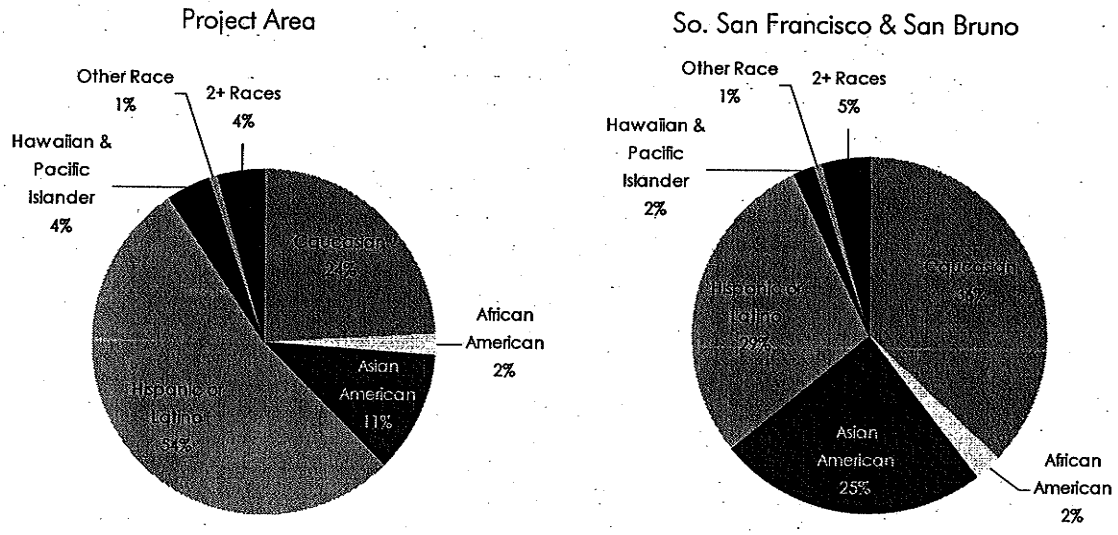
Figure 1: Population Pyramid for the Project Area and the County



1.3 Race

The project area is ethnically diverse, as are the Cities and the County. However, the ethnic composition of the project area does not reflect that of the Cities or the County. In the project area, Hispanics/Latinos comprise the majority of the population by race at 54% (14,309 individuals), which is much higher than the proportion of Hispanics/Latinos in the Cities at 29% and the County at 22% (Figure 2). Caucasians account for the second highest ethnic group in the project area at 24% (6,494), as compared to a considerably higher 36% in the Cities and 51% in the County. Asian Americans comprise 11% (3,087) of the population, followed by multi-racial individuals at 4% (1,187), Native Hawaiians and other Pacific Islanders at 4% (1,071), and African Americans at 2% (542).

Figure 2: Racial Breakdown of the Project Area and Cities



1.4 Linguistic Isolation

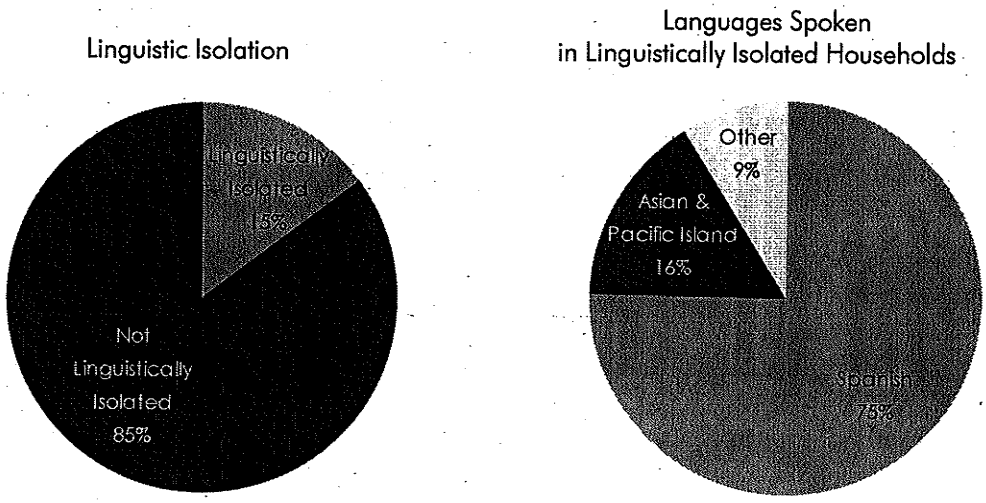
Since many people from other countries have settled in San Mateo County, there are large numbers of people who have a limited ability to speak English or do not speak it at all. For these people, it can be difficult to obtain information about services such as transportation, and difficult to use these services as well. The U.S. Census Bureau defines a linguistically isolated household as a household in which no one 14 years or older speaks English "very well."

Approximately one in seven (15%) of the households in the project area are linguistically isolated based on the 2000 U.S. Census. This proportion of linguistic isolation is significantly higher than that of South San Francisco at 11% and of San Bruno at 8%. Of the 1,194 linguistically isolated households in the project area, 75% (898) speak Spanish, while 16% (190) speak an Asian or Pacific Island language and the remaining 9% (106) speak a language belonging to neither of these categories (Figure 3).

Breaking down the project area by city, 79% (560) of the 707 linguistically isolated households in the South San Francisco portion of the project area speak Spanish, while 13% (92) speak an Asian or Pacific Island language. In the San Bruno portion of the project area, 70% (338) of the 487 linguistically isolated households speak Spanish, while 20% (98) speak an Asian or Pacific Island language.

Of the households in the project area that speak primarily Spanish, over one in four do not include anyone over the age of 14 who can communicate "very well" in English. Specifically, 898 (28%) of the 2,287 Spanish-speaking households are considered linguistically isolated. Of the 930 households that speak an Asian or Pacific Island language, 190 (20%) are linguistically isolated.

Figure 3: Linguistic Isolation and Languages Spoken in Linguistically Isolated Households in the Project Area



1.5 Incidence of Below Poverty Households

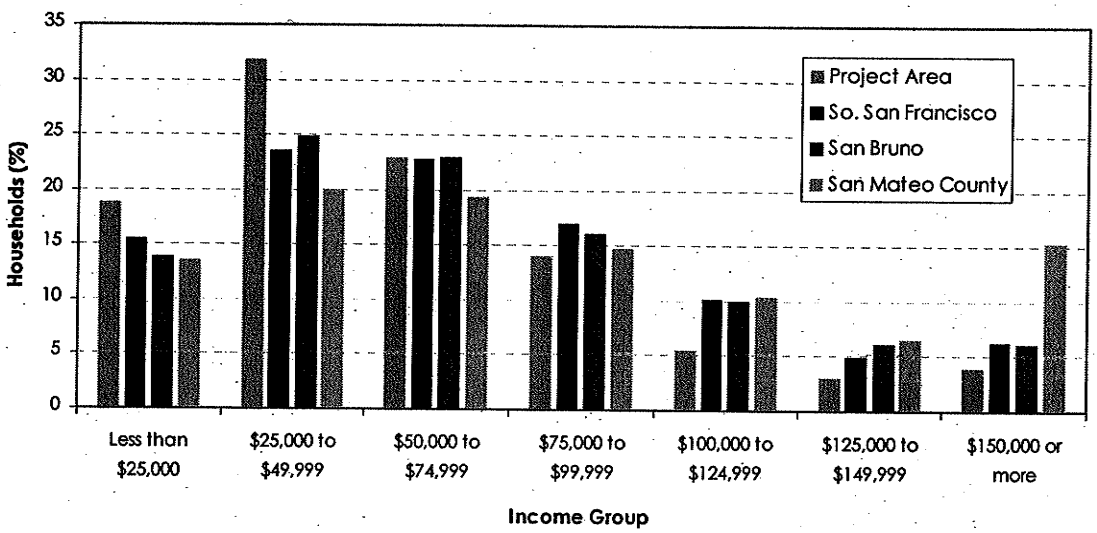
The U.S. Census Bureau defines living in poverty in the year 2000 as earning less than $8,959 annually for a household of one person under 65 years of age, and less than $8,259 for one person 65 years of age or older. For a two-person household including one child under 18 years, poverty is defined by an annual income of less than $11,869. For a four-person household including two children under 18 years, poverty is defined by an annual income of less than $17,463.

The percentage of individuals living in poverty within the project area is higher than that of both the Cities and the County. Eight percent (8.0%), or 2,140, of project area residents are living below the poverty level, as compared to 4.9% of individuals in the Cities and 5.8% of individuals in the County.

1.6 Income Levels

Over half (51%) of project area households have an annual income of less than $50,000, which is significantly higher than the proportion of households in the Cities (39%) and the County (34%) within this bracket. Specifically, 1,518 (19%) of the 8,059 households in the project area have annual incomes under $25,000, as compared to 15% of households in the Cities and 14% of households in the County, and 2,570 (32%) of the households in the project area have annual incomes between $25,000 and $50,000, as compared to 24% of households in the Cities and 20% of households in the County (Figure 4).

Figure 4: Income Levels in the Project Area, Cities, and County

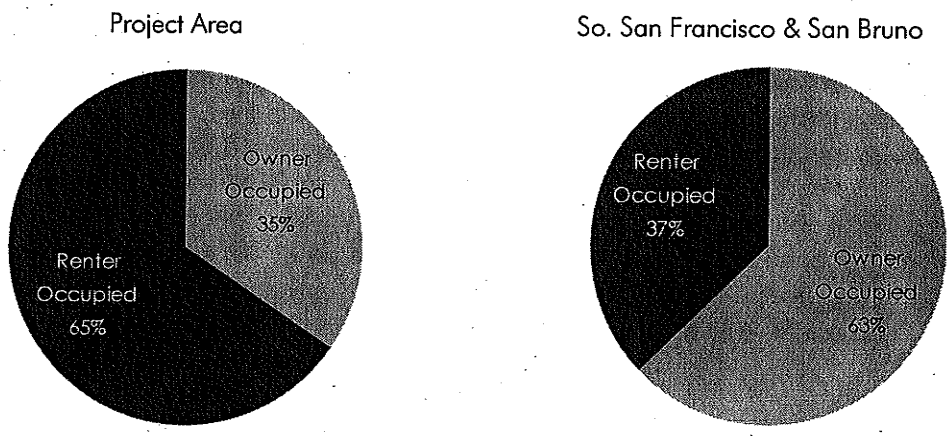


1.7 Housing Unit Tenure

Sixty-five percent (65%) of the housing units in the project area are rented by their householder, which is significantly greater than the proportion of rented housing units in the Cities (37%) and the County (39%), as shown in Figure 5. Most of the renters in the project area are between the ages of 25 and 45. Specifically, 1,414 (27%) of the 5,331 householders renting a home in the project area are between the ages of 25 and 34, and 1,518 (28%) are between the ages of 35 and 44.

Of the householders owning their home in the project area, the majority are between the ages of 35 and 55, making them generally older than the renters in the project area. Specifically, 592 (21%) of the 2,773 householders who own their home are between the ages of 35 and 44, while 640 (23%) are between the ages of 45 and 54.

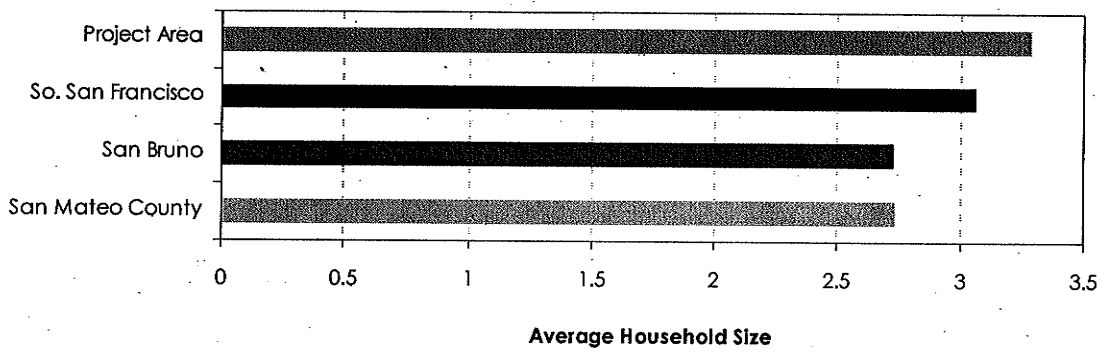
Figure 5: Housing Unit Tenure in the Project Area and Cities



1.8 Average Household Size

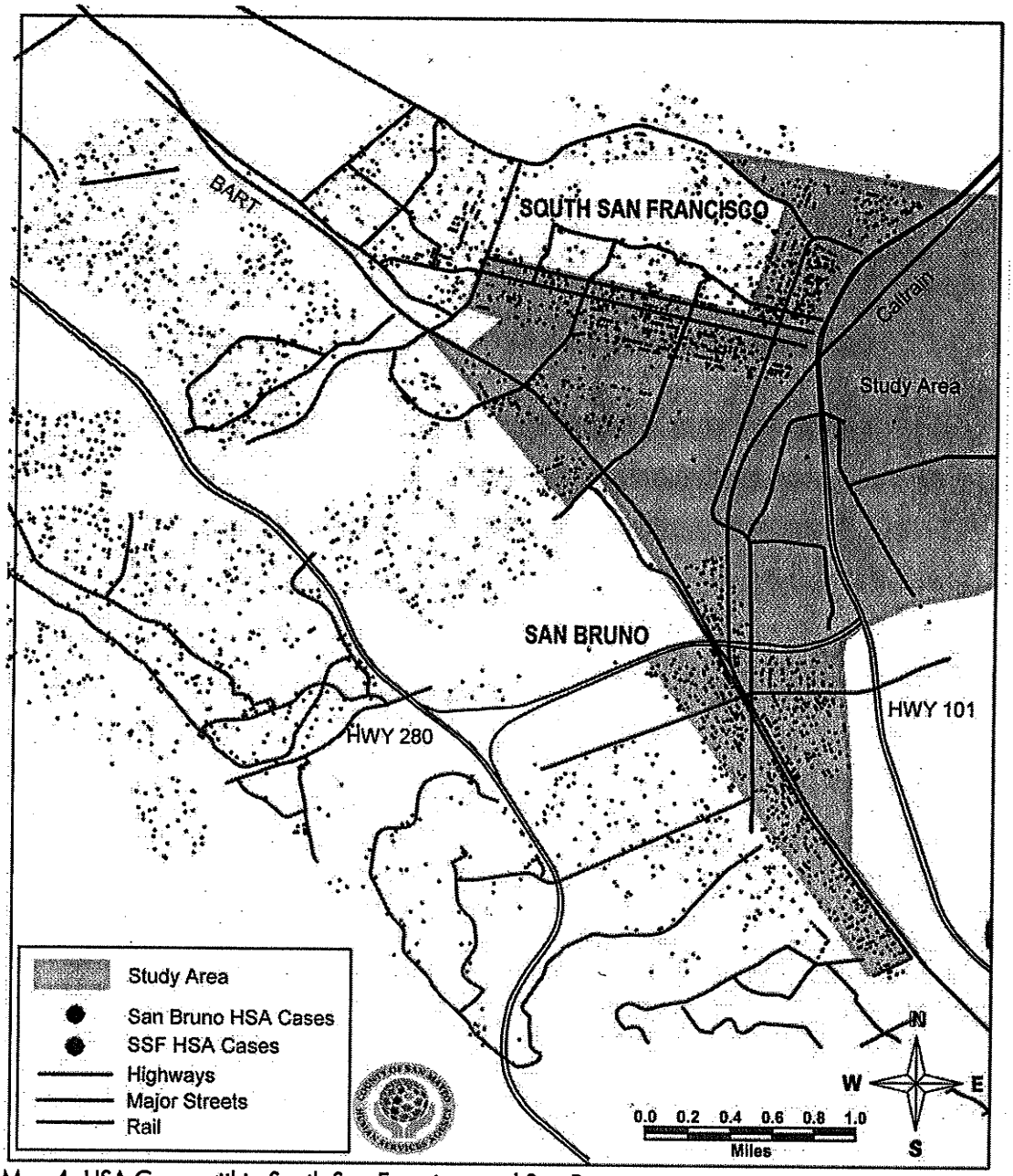
On average, the number of people living in each household in the project area is greater than that of the Cities and the County. In the project area, there is an average of 3.29 people per household, compared to an average of 3.06 people per household in South San Francisco, 2.73 people per household in San Bruno, and 2.74 people per household San Mateo County (Figure 6). Taking tenure into account, the average household size of owned housing units is slightly higher at 3.35 than that of rented housing units at 3.27.

Figure 6: Average Household Size in the Project Area, Cities, and County



1.9 Public Assistance

The San Mateo County Human Services Agency (HSA) offers several programs to aid adults, children, and families in financial need. Although data was not available specifically for the project area, the HSA was able to provide data for the Cities of South San Francisco and San Bruno, which include the project area. According to the 2000 U.S. Census, the project area's population of 26,961 comprises 27% of the total population of the Cities (100,717), and the Cities' combined population accounts for 14% of San Mateo County's population. Within the Cities, there are 5,307 households utilizing at least one HSA program, accounting for 15% of San Mateo County's such households (Map 4 below). This data is current as of June 2010, as is all other HSA data in this section of the report.



Map 4: HSA Cases within South San Francisco and San Bruno

One HSA-offered program is the California Work Opportunity and Responsibility to Kids program, or CalWORKs. This program aims to help families achieve self-sufficiency through employment and temporary cash assistance, as well as child support. According to the Human Services Agency, CalWORKs has a total of 353 cases in the Cities of South San Francisco and San Bruno, accounting for 12% of the 2,909 CalWORKs cases in the County.

The Cash Assistance Program for Immigrants (CAPI) provides monthly cash assistance for legal non-citizens who are in financial need and are over the age of 65 or disabled. The HSA currently has 53 CAPI cases within the Cities, which accounts for 18% of the County's 290 such cases.

There are 1,130 families in the Cities using Food Stamps, which provide assistance with food costs at most grocery stores. These cases make up 13% of the 8,818 Food Stamp cases in the County.

General Assistance for Adults (GA) is a program provided by the Human Services Agency to assist low-income individuals in San Mateo County who are unemployed or unable to work. By providing short-term financial assistance, GA helps these individuals find employment or find help from another source. There are currently 55 residents of the Cities receiving assistance from GA, accounting for 8% of the County's 695 GA-assisted individuals.

Medi-Cal, California's Medicaid program, provides health care coverage for low-income families and elderly or disabled individuals who cannot afford health insurance. There are currently 4,904 cases of Medi-Cal coverage within the Cities, which comprise 16% of the County's 31,609 such cases.

Chapter 2 - Transportation

2.1 Regional and Local Road Access

The project area, consisting of 5.40 square miles, is bordered by El Camino Real and Chestnut Avenue to the west, Miller and Sister Cities Boulevard to the north, San Juan Avenue to the south, and the San Francisco Bay to the east, excluding the San Francisco International Airport. US Highway 101 bisects the South San Francisco portion of the project area, and runs along the eastern side of the San Bruno portion of the project area. Major and minor arterial roads, collector roads, and local roads also serve the project area.

South San Francisco Road Access

The South San Francisco portion of the project area is bounded to the west by El Camino Real and Chestnut Avenue, to the north by Miller Avenue, Maple Avenue, and Sister Cities Boulevard, to the south by Tanforan Avenue and North Access Road, and to the east by the San Francisco Bay.

According to the South San Francisco General Plan, the City of South San Francisco defines arterials as major streets that primarily serve through traffic and provide access to abutting properties as a secondary function. The City also differentiates between major and minor arterials: major arterials are classified as having raised medians and more travel lanes and traffic than minor arterials. Table 1 lists all of the City's major and minor arterial roads that run through the project area, as well as the collector roads, which are defined as connections between arterials and local roads. Map 5 illustrates these roads.

Table 1: Arterial and Collector Roads in the South San Francisco Portion of the Project Area

Major Arterial	*Minor Arterial*	*Collector*
El Camino Real	Grand Avenue	Miller Avenue
Chestnut Avenue	Orange Avenue	Baden Avenue
Sister Cities Boulevard	Spruce Avenue	Commercial Avenue
Airport Boulevard	South Linden Avenue	Eucalyptus Avenue
Gateway Boulevard	S. Airport Boulevard	School Street
Oyster Point Boulevard	Huntington Avenue	Hillside Boulevard
Forbes Boulevard	San Mateo Avenue	Maple Avenue
East Grand Avenue	Utah Avenue	South Maple Avenue
Grandview Drive	Harbor Way	Victory Avenue
	North Access Road	Myrtle Avenue
		Mayfair Avenue
		North Canal Street
		South Canal Street
		Francisco Drive
		Wilms Avenue
		Ramona Avenue
		Shaw Road
		Littlefield Avenue
		Kimball Way
		Swift Avenue
		Allerton Avenue
		Eccles Avenue

San Bruno Road Access

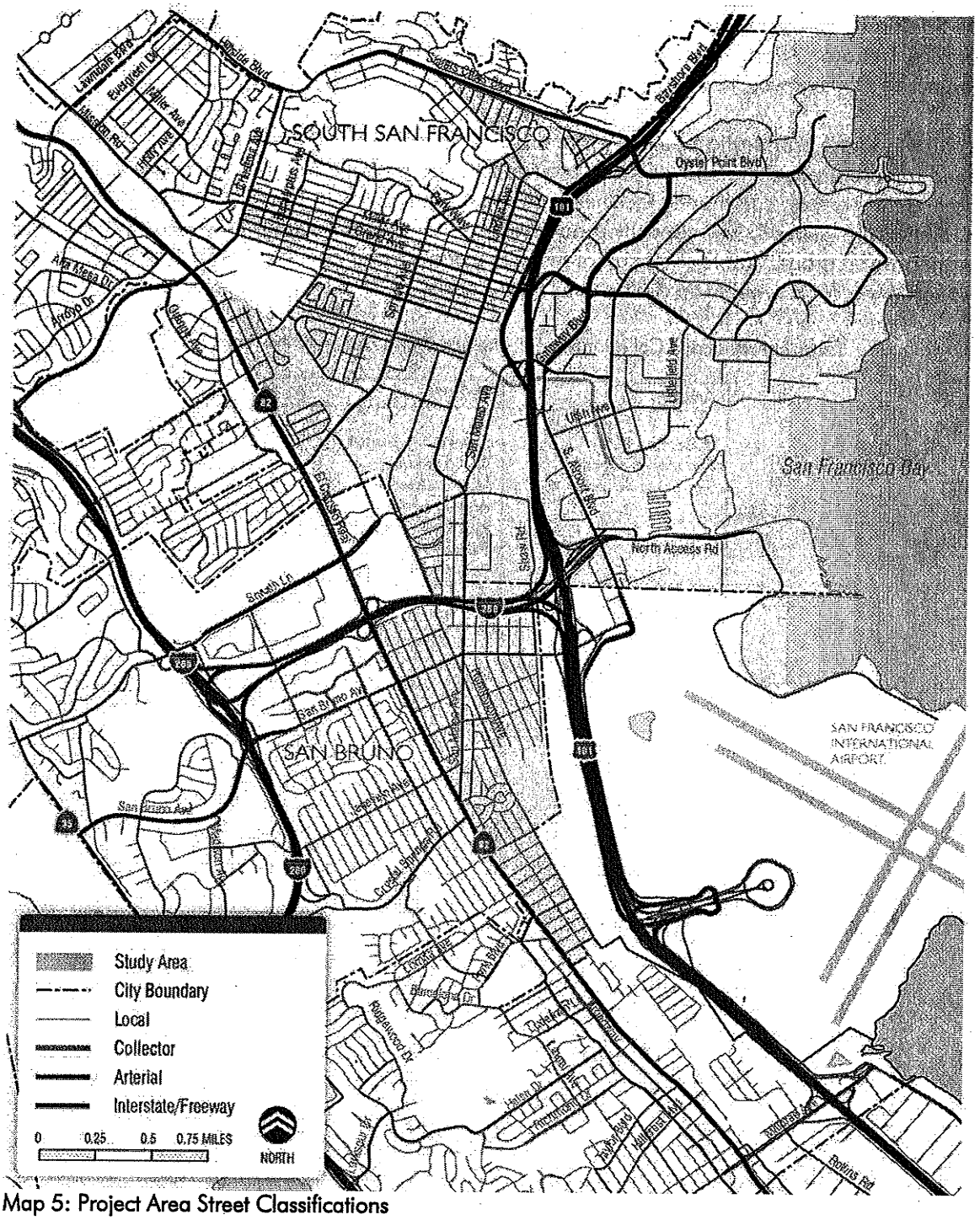
The San Bruno portion of the project area is bounded to the west by El Camino Real, to the north by Tanforan Avenue and North Access Road, to the south by San Juan Avenue, and to the east by US Highway 101.

According to the San Bruno General Plan, the City of San Bruno defines arterials as medium-speed, medium-capacity roadways that provide through passage to and from major commercial centers, community facilities, and regional highways. The City defines collectors as relatively low-speed, low-capacity roadways that provide connections between neighborhood areas. Table 2 lists all of the City's arterial and collector roads that run through the project area. Map 5 illustrates these roads.

Table 2: Arterial and Collector Roads in the San Bruno Portion of the Project Area

Arterial	*Collector*
El Camino Real*	Huntington Avenue
San Mateo Avenue	Euclid Avenue
San Bruno Avenue	Masson Avenue
	Angus Avenue
	Mastick Avenue
	Felipe Avenue
	Santa Inez Avenue

* Principal Arterial



Map 5: Project Area Street Classifications

2.2 Level of Service for Traffic

The level of traffic congestion is measured by Level of Service (LOS) using a ratio of the volume of traffic to the capacity of the roadway. The range in LOS is from A to F, with LOS A

characterized as free flowing traffic conditions and progressing to LOS F, or "bottleneck" situations.

South San Francisco Level of Service

According to the South San Francisco General Plan (1999), US Highway 101 in the South San Francisco vicinity was operating at LOS D during peak commute hours in 1995. The LOS ratings for several arterial and collector roadways within the South San Francisco portion of the project area are listed below, as stated in the City's General Plan.

Major Arterials:	LOS:
El Camino Real	C
Chestnut Ave	A – B
Sister Cities Blvd	A
Oyster Point Blvd	A
Forbes Blvd	A
East Grand Ave	B – D
Grandview Dr	A

Minor Arterials:	LOS:
Grand Ave	C
Orange Ave	A
Spruce Ave	A
S. Airport Blvd	A
Linden Ave	A – C

Collector:	LOS:
Baden Ave	A – E
Commercial Ave	A

San Bruno Level of Service

LOS ratings are listed in the San Bruno General Plan (2009) by intersection, and separated into AM Peak Hour LOS and PM Peak Hour LOS. Those intersections that are located within the San Bruno portion of the project area are listed below. According to the General Plan, this data is accurate as of 2006.

Intersection:	AM Peak LOS:	PM Peak LOS:
El Camino Real/EB I-380 Ramp	A	A
El Camino Real/San Bruno Ave	A	B
El Camino Real/San Mateo Ave/Taylor St	A	A
Huntington Ave/Angus Ave	B	B
Huntington Ave/San Bruno Ave	A	A
Huntington Ave/San Mateo Ave	B	C
Third Ave/San Bruno Ave	A	A
El Camino Real/Noor Ave	B	E
El Camino Real/San Felipe Ave	A	A
San Mateo Ave/San Bruno Ave	A	A
SB US-101 Ramps/San Bruno Ave	A	C

2.3 Transit Service Overview

The City of South San Francisco and the City of San Bruno are served by three major transit systems: SamTrans, Caltrain, and BART. SamTrans currently operates eleven routes that serve the project area; five of these are "BART Connection" routes, two are "BART/Caltrain Connection" routes, one is a "Caltrain Connection" route, two are "Community Service" routes (one operating only on school days, the other operating only during weekday commute hours to and from Safe Harbor), and one is an "All Nighter Service" route. Also serving the project area is SamTrans' paratransit service, Redi-Wheels, which provides transit service to passengers who cannot independently ride regular SamTrans buses.

There are two Caltrain Stations located within the project area: the South San Francisco Caltrain Station and the San Bruno Caltrain Station (Map 6). Caltrain currently provides service at these stationsevery half an hour during peak periods on weekdays and hourly during the off-peak and on weekends. There is also one BART station – the San Bruno BART Station – that is located within the project area. The station is served by three BART lines which stop at the station every five to ten minutes on weekdays before 7:00pm, and every twenty minutes on weekdays after 7:00pm and on weekends. Although the South San Francisco BART Station is not located within the project area, many project area residents still access the station as it is less than one mile from the northwestern edge of the project area.

There are currently nine shuttle routes serving the project area. Three of these shuttles are Commuter Caltrain Shuttles, two are Commuter Caltrain/BART Shuttles, three are Commuter BART Shuttles, and one is a Community Shuttle. All three Commuter Caltrain Shuttles serve the South San Francisco Caltrain Station and the East of 101 Area businesses. Both Commuter Caltrain/BART Shuttles travel between the Millbrae Intermodal Station and Genentech in the East of 101 Area. One of the Commuter BART Shuttles serves the San Bruno BART Station and the Bayhill Office Park, while the other two serve the South San Francisco BART Station and the East of 101 Area businesses. Finally, the Community Shuttle travels between the East of 101 Area businesses and Downtown South San Francisco.

2.4 Key Destinations in the Project Area

Key destinations in the project area include schools, major retail centers, major employers, BART/Caltrain stations, and downtown centers of South San Francisco and San Bruno. Most of these destinations are accessible within a ¼ mile walk from a transit stop. The eastern portion of South San Francisco is not served by fixed-route transit. However, some of the companies located there, such as Genentech, offer free shuttle services that run between the campus and the Glen Park BART and the Millbrae Caltrain/BART stations during peak commute times.

Schools

There are six schools in the project area: Martin Elementary, All Souls Elementary, Los Cerritos Elementary, South San Francisco High, Belle Air Elementary, and Happy Hall Schools Inc. Schools not in the project area but serving residents of the area include Spruce Elementary School, Allen Elementary School, and Parkside Intermediate School.

Major Retail Centers

Many of the major retail centers lie just outside the project area. This includes Tanforan Park, San Bruno Towne Center, Brentwood Shopping Center, and the Buri Buri Center.

Major Employers

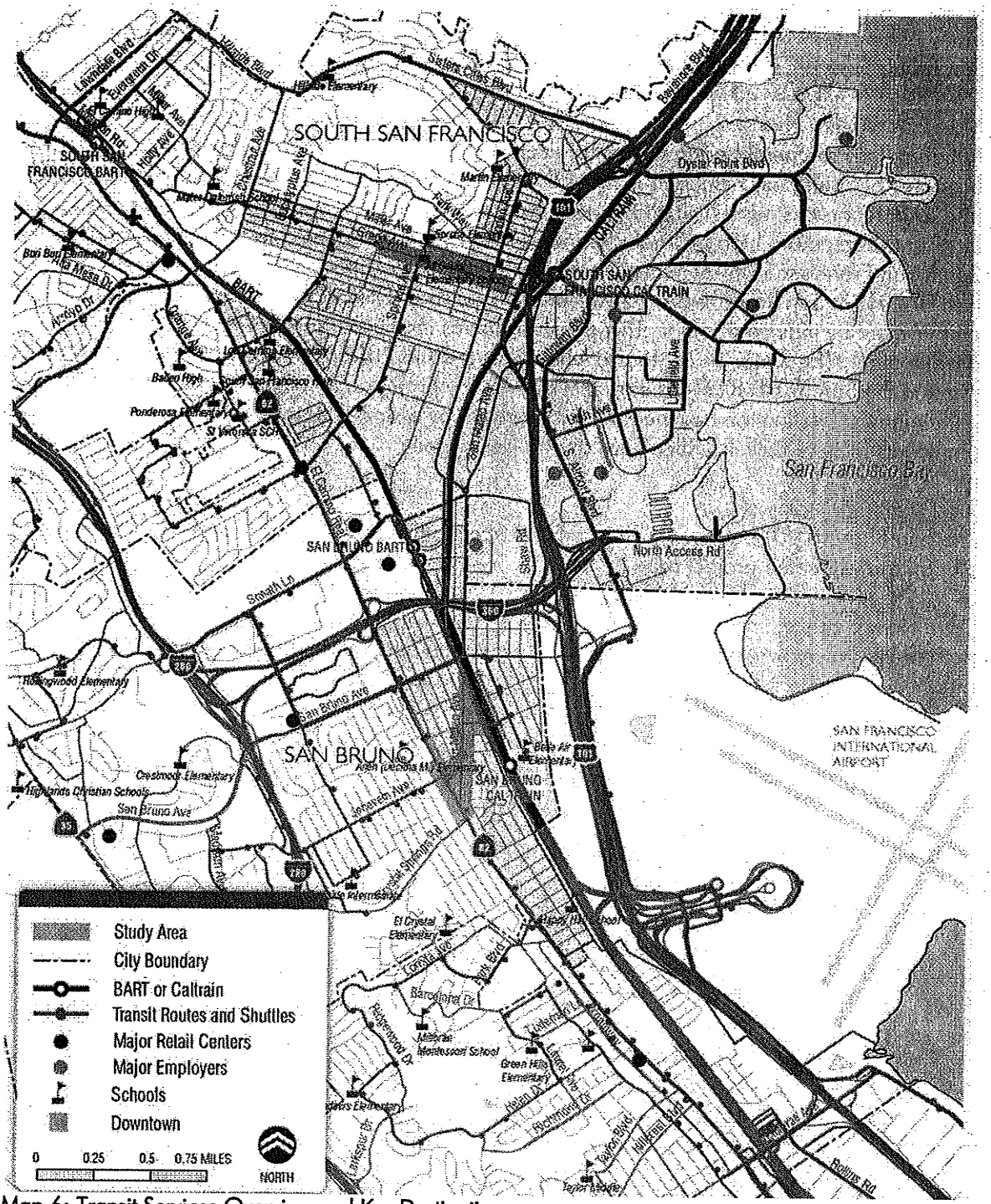
Although they are neighboring cities, the economies of the two cities differ substantially. The economy of South San Francisco is more focused on manufacturing, processing, warehousing and distribution businesses, while the economy of San Bruno is more focused on retail sales. In recent years, more high-technology and service firms have located to the eastern portion of South San Francisco with Genentech serving as the high-technology/biotechnology anchor East of 101. In San Bruno, ABAG 2005 projections show "Retail Sales" as over 36% of the employment by industrial sector. This percentage has increased from the recent retail development, The Shops at Tanforan, which reopened in 2005. The Shops at Tanforan are close to the San Bruno BART Station, just outside the project area. This retail, dining and entertainment destination has increased job growth by over 1,300 jobs. Other major employers include Bayhill Office Park and Kaiser Hospital.

BART/Caltrain Stations

The San Bruno BART Station, South San Francisco Caltrain Station, and San Bruno Caltrain Station are within the project area.

Downtown Centers

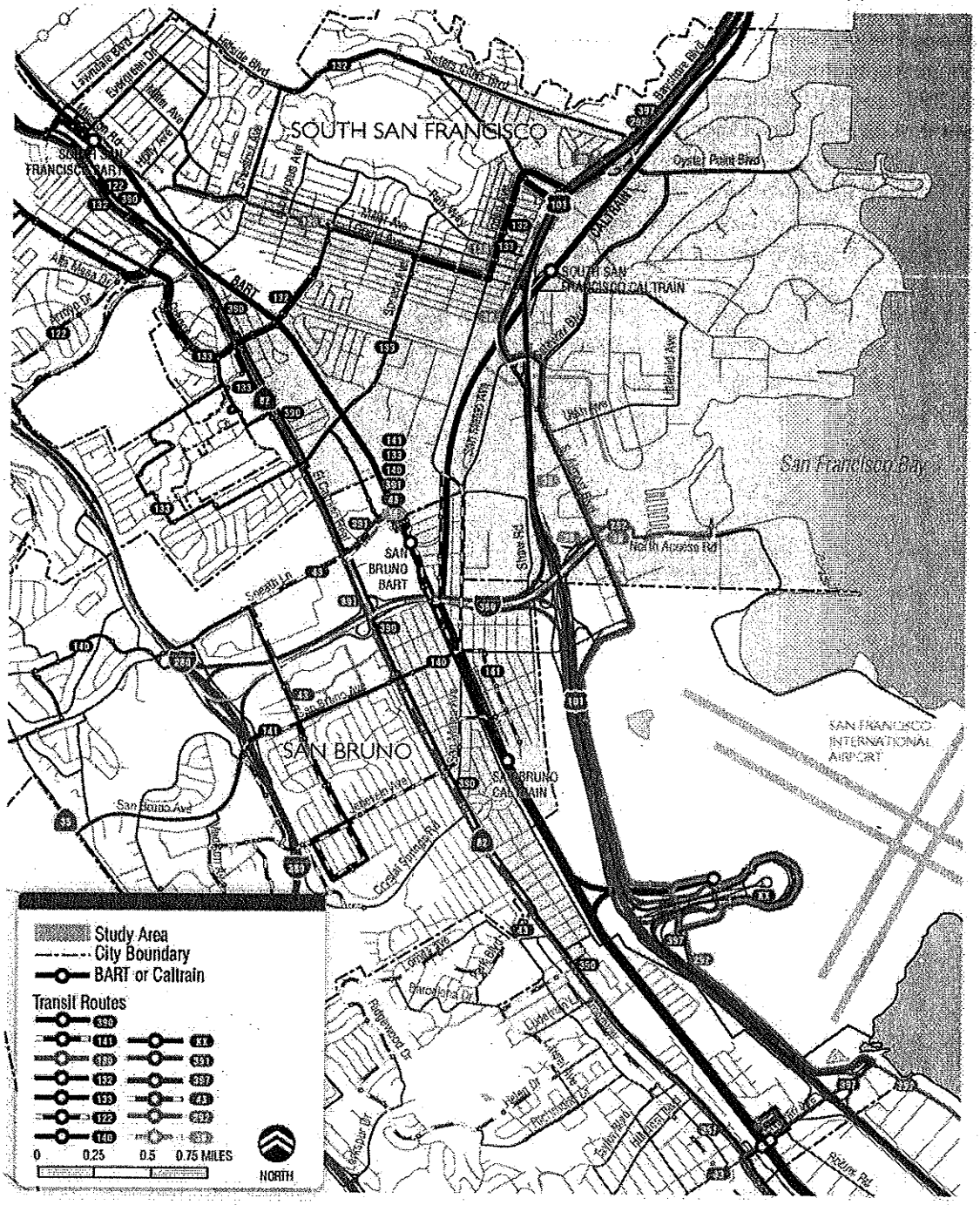
Both of the downtown centers for South San Francisco and San Bruno are within the project area.



Map 6: Transit Services Overview and Key Destinations

2.5 SamTrans Service and Ridership

The project area is currently served by eleven SamTrans routes: 38, 43, 130, 132, 133, 140, 141, 292, 390, 391, and 397 (Map 7). Routes 38 and 43 are Community Service routes that operate on a limited schedule. Routes 130, 132, 133, 140, and 141 are BART Connection routes, while Route 292 is a Caltrain Connection route and Routes 390, 391, and 397 are BART/Caltrain Connection routes. Route 397 is also an All-Nighter Service route that provides "owl" service from 1:00am – 6:00am.

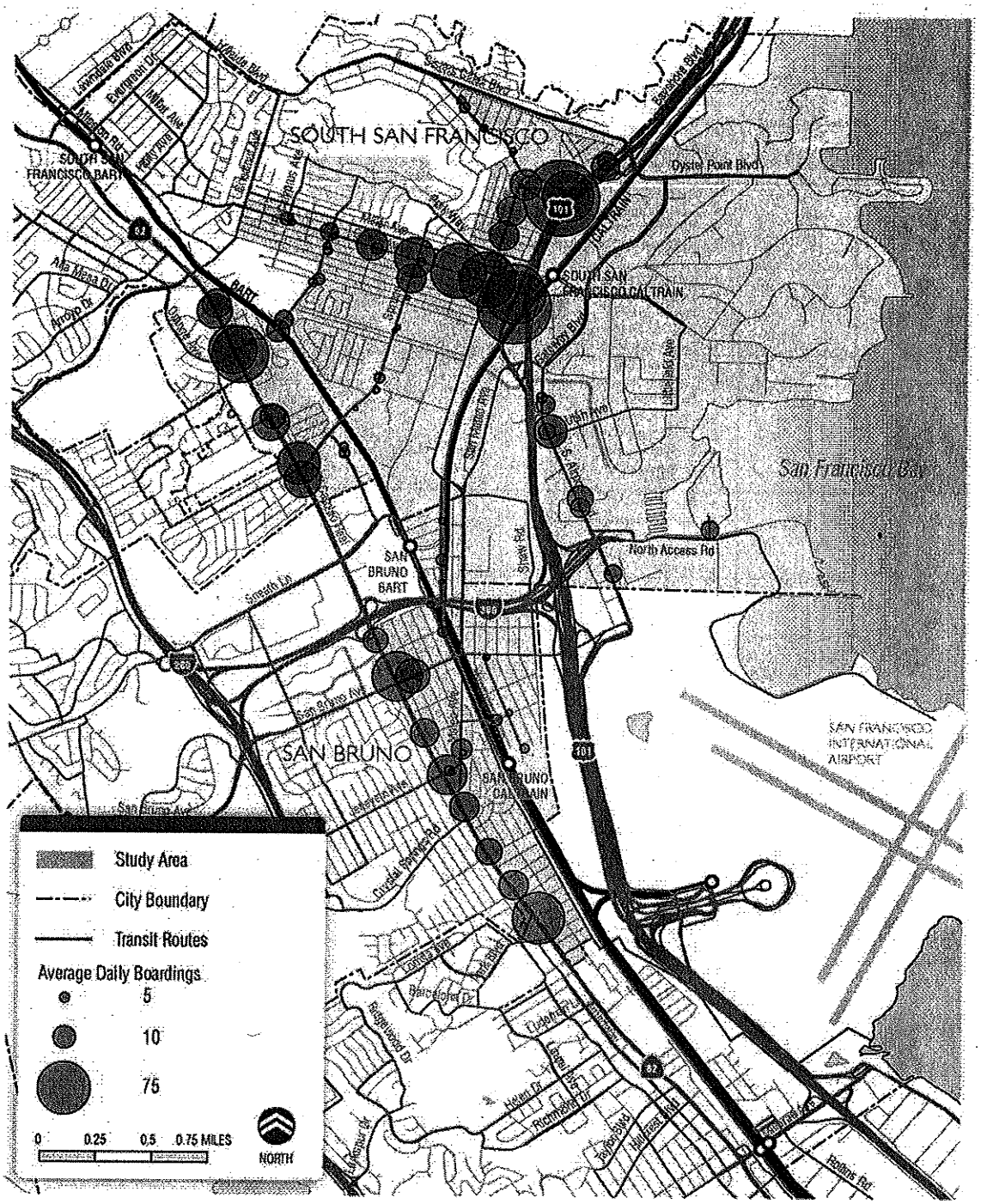


Map 7: SamTrans Fixed Routes and Stops Serving the Project Area

Table 3: SamTrans Routes Serving the Project Area

SamTrans Route	Service Areas	Schedule
38	• Safe Harbor • Airport Blvd/Linden Ave • So. Airport Blvd/Utah Ave • San Bruno BART • Colma BART	Daily, 6-7:30am and 5:30-7:30pm – Service to/from Safe Harbor, "Community Service" route
43	• Mills High School • Millbrae Community Center • Capuchino High School • Bayhill Shopping Center • San Bruno Library, BART	School days only, 2 afternoon trips – "Community Service" route
130	• SSF BART, City Hall, Library • Colma BART, City Hall • Daly City BART	Daily, 20-60 minute frequency
132	• SSF BART, City Hall, Library • Kaiser Hospital • Buri Buri Shopping Center • Alta Loma Jr. High School (limited)	Weekdays & Saturdays only, 30-60 minute frequency
133	• Rotary Plaza • SSF BART, Library • San Bruno BART • Tanforan Shopping Center • Serramonte Shopping Center	Weekdays & Saturdays only, 30-60 minute frequency
140	• San Bruno BART • Tanforan Shopping Center • Bayhill Shopping Center • Skyline College • Pacific Manor Shopping Center • Pacifica City Hall • Terra Nova High School (limited)	Daily, 30-60 minute frequency
141	• San Bruno BART • Tanforan Shopping Center • Belle Air School • San Bruno Senior Center • Peninsula Cont. School	Weekdays only, 30-60 minute frequency
292	• SF Transbay Terminal • Brisbane Park & Ride • SSF Downtown • SFO • Caltrain of Burlingame, San Mateo, Hayward Park • Mills Hospital • Hillsdale Shopping Center	Daily, 20-60 minute frequency
390	• Daly City BART • Colma • SSF BART • Kaiser Hospital • San Bruno • Millbrae Transit Center • Burlingame • Hillsdale Shopping Center • Caltrain of San Mateo, Belmont, San Carlos • Redwood City • Atherton • Menlo Park • Palo Alto Caltrain	Daily, 30-60 minute frequency
391	• SF Transbay Terminal • Daly City • Colma BART • SSF BART • Kaiser Hospital • San Bruno BART • Tanforan Shopping Center • Millbrae Transit Center • Peninsula Medical Center • Mills Health Center • Hillsdale Shopping Center • Caltrain of San Mateo, Belmont, San Carlos, Redwood City	Daily, 30-60 minute frequency
397	• SF Transbay Terminal • Brisbane Park & Ride • SSF Downtown • SFO • Millbrae Transit Center • Burlingame • Caltrain of Hillsdale, San Carlos, Redwood City, Palo Alto	Nightly, 1am-6am, 60 minute frequency – "All-Nighter Service" route

Ridership for SamTrans routes serving the project area was analyzed according to all 117 bus stops located in the project area. These bus stops are shown on Maps 7 and 8.



Map 8: SamTrans Boardings by Stop within the Project Area

Map 8 illustrates the volume of boardings experienced at each bus stop within the project area.

Table 4 on page 33 shows each of the eleven SamTrans routes' average weekday boardings at all stops versus their average weekday boardings occurring in the project area during April of 2010.

Route 38

SamTrans Route 38 is a Community Service route that provides limited service to and from Safe Harbor. In the mornings, the route leaves Safe Harbor every 10-20 minutes between 6am and 7am, and provides separate routes to the Colma BART Station, the San Bruno BART Station, and the intersection of Airport Boulevard and Linden Avenue. In the afternoons, it picks up passengers at these locations as well as the intersection of South Airport Boulevard and Utah Avenue, and arrives at Safe Harbor between 5:30pm and 7:30pm. Service is provided daily, although there is less service on weekends and holidays.

Four of the six bus stops served by Route 38 are located within the project area. During the month of April 2010, Route 38 experienced average weekday ridership of 24 passengers. Of these passengers, 5 (20%) boarded the route within the project area.

Route 43

SamTrans Route 43 is also a Community Service route, and provides service twice each weekday afternoon on school days only. The first of these trips begins at Capuchino High School at 3:10pm and ends at El Camino Real and San Bruno Avenue. The second trip begins at Mills High School near Burlingame Plaza at 3:25pm and continues on to the Millbrae Community Center, the San Bruno City Hall and Library, the Bayhill Shopping Center, and the San Bruno BART Station.

Of the 36 bus stops served by Route 43, four (11%) are located within the project area. During April of 2010, the route had an average of 0.4 passengers per weekday boarding within the project area, accounting for 2% of the route's 19 average weekday boardings overall.

Route 130

SamTrans Route 130 runs daily, and serves the South San Francisco BART Station, Library, City Hall, and Post Office, as well as the Colma BART Station, City Hall, and Post Office and the Daly City BART Station. Service runs every half hour from 5:30am – 11:30pm on weekdays and 8:00am – 6:30pm on Saturdays, and runs every hour from 9:00am – 6:00pm on Sundays and holidays.

Of the 84 bus stops served by Route 130, 21 (25%) are located within the project area. In April of 2010, the route saw an average of 2044 boardings each weekday, 454 (22%) of which occurred in the project area.

Route 132

SamTrans Route 132 runs on weekdays and Saturdays, serving the South San Francisco BART Station, Library, and City Hall, as well as Buri Buri Shopping Center and Kaiser Hospital. The route also provides limited service to Alta Loma Jr. High School. Service runs every 30-60 minutes from 5:30am – 8:00pm on weekdays and every 60 minutes from 8:00am – 6:00pm on Saturdays.

Route 132 serves a total of 51 bus stops. Of these stops, 28 (55%) are located within the project area. During the month of April 2010, Route 132 had an average of 369 boardings per weekday along its entire route, 200 (54%) of which occurred within the project area.

Route 133

SamTrans Route 133 runs on weekdays and Saturdays, and serves the South San Francisco Rotary Plaza, Library, and BART Station, the San Bruno BART Station, the Shops at Tanforan, and Serramonte Shopping Center in Daly City. Service runs every 30-60 minutes from 6:00am – 7:30pm on weekdays and every 60 minutes from 9:30am – 6:30pm on Saturdays.

Of the 94 total bus stops served by Route 133, 21 (22%) are located within the project area. There were an average of 850 boardings per weekday for Route 133 during April of 2010, 231 (27%) of which occurred in the project area.

Route 140

SamTrans Route 140 runs daily, serving the San Bruno BART Station, the Shops at Tanforan, the Bayhill Shopping Center, Skyline College, Pacific Manor Shopping Center, and the Pacifica City Hall. The route also provides limited service to Terra Nova High School. Service runs every 30-60 minutes from 6:00am – 11:00pm on weekdays, and every 60 minutes from 8:00am – 7:00pm on weekends.

Five of the 101 bus stops served by Route 140 are located within the project area, accounting for 5% of the total stops. In April 2010, 53 (7%) of the 796 average weekday boardings experienced by Route 140 occurred within the project area.

Route 141

SamTrans Route 141 serves the San Bruno BART Station, the Shops at Tanforan, Belle Air Elementary School, the San Bruno Senior Center, and Peninsula High School. Service runs on weekdays only, from 6:00am – 7:30pm every 30-60 minutes.

There are 45 bus stops served by Route 140. Of these bus stops, 13 (29%) are located within the project area. During April of 2010, 65 (36%) of the route's 182 average weekday boardings occurred within the project area.

Route 292

SamTrans Route 292 runs daily, and serves the Transbay Terminal and South of Mission area in San Francisco, the Brisbane Park & Ride, Downtown South San Francisco (with limited

service to Safe Harbor), SFO, Burlingame Caltrain, Mills Hospital, San Mateo Caltrain, Hayward Park Caltrain, Hillsdale Caltrain, and Hillsdale Shopping Center. Service runs every 30-60 minutes from 4:30am – 2:00am on weekdays, and from 5:00am – 2:00am on weekends and holidays.

Of the 135 total bus stops served by Route 292, 16 (12%) are located within the project area. In April 2010, there were an average of 3,272 boardings per weekday for Route 292, 711 (22%) of which occurred within the project area.

Route 390

SamTrans Route 390 runs daily, serving Daly City BART, Colma, South San Francisco BART, Kaiser Hospital, San Bruno, the Millbrae Transit Center, Burlingame, Hillsdale Shopping Center, San Mateo Caltrain, Belmont Caltrain, San Carlos Caltrain, Redwood City, Atherton, Menlo Park, and Palo Alto Caltrain. Service runs every 30-60 minutes from 5:30am – 1:00am on weekdays, and from 6:00am – 2:30am on weekends and holidays.

Seven of the 197 bus stops served by Route 390 are located within the project area, accounting for 4% of the total stops. During the month of April 2010, Route 292 experienced 5,994 average boardings per weekday, 307 (5%) of which occurred at the stops within the project area.

Route 391

SamTrans Route 391 runs daily, and serves the San Francisco Transbay Terminal, Daly City, Colma BART, South San Francisco BART, Kaiser Hospital, San Bruno BART, the Shops at Tanforan, the Millbrae Transit Center, Peninsula Medical Center, Hillsdale Shopping Center, San Mateo Caltrain, Mills Health Center, Belmont Caltrain, San Carlos Caltrain, and Redwood City Caltrain. Service runs every 30-60 minutes from 4:00am – 2:00am on weekdays, and from 5:00am – 2:30am on weekends and holidays.

Eight of the 207 bus stops served by Route 391 are located within the project area, accounting for 4% of the total stops. Route 391 had an average of 5,759 boardings per weekday during April 2010, 435 (8%) of which occurred within the project area.

Route 397

SamTrans Route 397 is an All-Nighter Service route, providing "owl" service every hour from 1:00am – 6:00am on weeknights and 1:00am – 6:30am on weekends and holidays. The route serves the Transbay Terminal, 1st and Mission, and 11th and Market in San Francisco, the Brisbane Park & Ride, South San Francisco, SFO, the Millbrae Transit Center, Burlingame, Hillsdale Caltrain, San Carlos Caltrain, Redwood City Caltrain, and Palo Alto Caltrain.

Of the 248 bus stops served by Route 397, 13 (5%) are located within the project area. During April 2010, 17 (9%) of the route's 182 average weekday boardings occurred within the project area.

Table 4: Average Weekday Boardings for All Stops vs. Project Area Stops (April 2010)

SamTrans Route	Average Weekday Boardings	Average Weekday Boardings in Project Area	Percentage of Boardings Occurring in Project Area
132	369	200	54%
141	182	65	36%
133	850	231	27%
130	2044	454	22%
292	3272	711	22%
38	24	5	20%
397	182	17	9%
391	5759	435	8%
140	796	53	7%
390	5994	307	5%
43	19	0	2%

2.6 Redi-Wheels Paratransit Service and Use

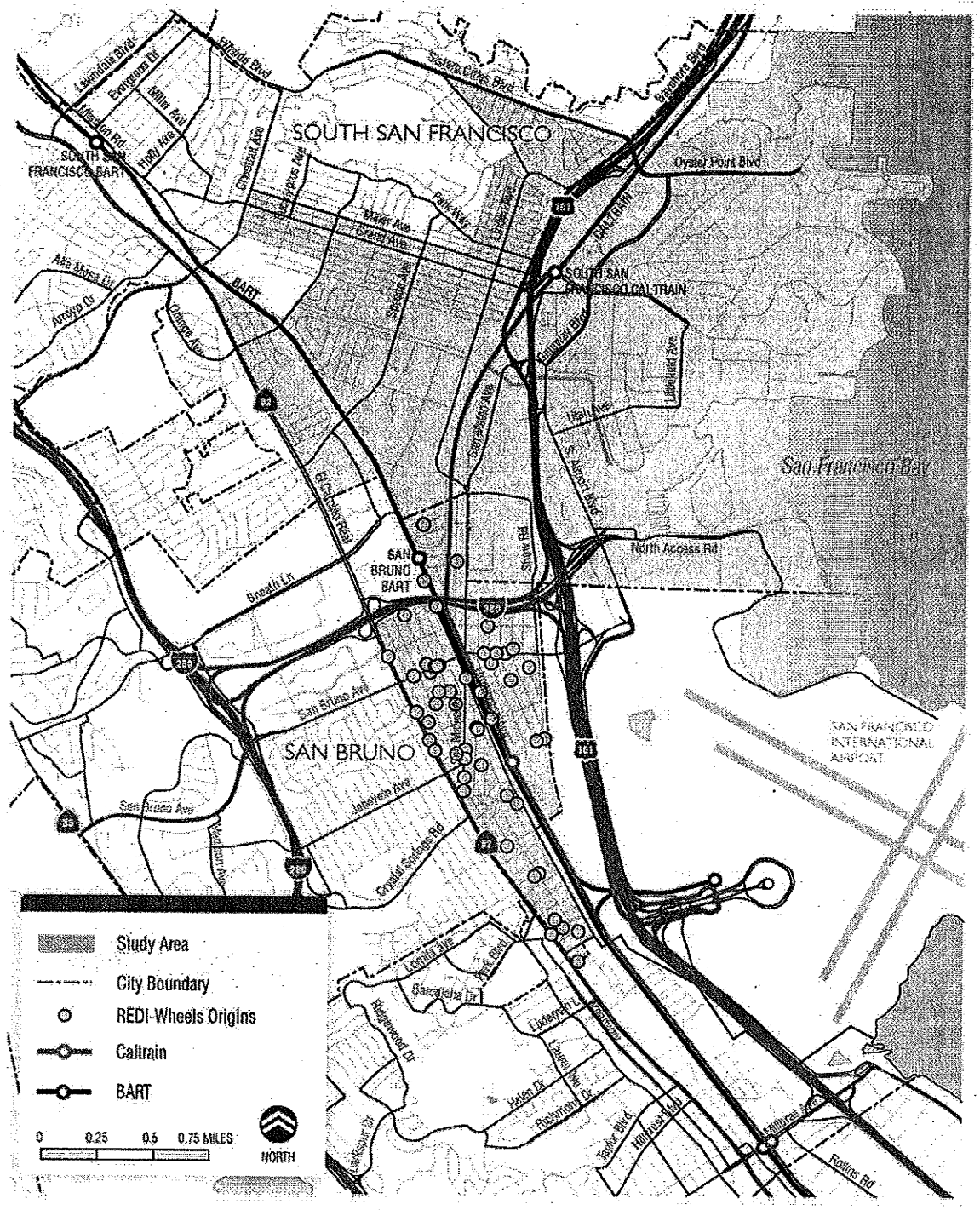
Redi-Wheels is SamTrans' paratransit service, and is available for disabled passengers who cannot independently ride regular SamTrans buses some or all of the time. Redi-Coast is the paratransit service on the coastside of the county. Rides must be scheduled ahead of time.

As of June 2010, there are currently 767 registered Redi-Wheels riders living in the City of South San Francisco, and 429 Redi-Wheels riders living in the City of San Bruno. Combined, the Cities account for 1,196 (17%) of San Mateo County's 7,055 eligible Redi-Wheels passengers. During June of 2010, there were 1,874 arranged trips originating in South San Francisco and 1,089 arranged trips originating in San Bruno – a total of 2,963 trips. 901 (30%) of these trips had a destination still within the Cities. Common destinations originating in the Cities were the Peninsula Medical Center in Burlingame with 312 trips (11% of total trips), Community Gatepath in Burlingame (a non-profit organization serving people with disabilities) with 68 trips (2% of total trips), the Dialysis Center on Kenwood Way in South San Francisco with 66 trips (2% of total trips), and the Magnolia Senior Center in South San Francisco with 62 trips (2% of total trips). The most common residential pick-up location within the Cities was the Village at the Crossing, a rental community for seniors located in San Bruno, with 106 pick-ups in June 2010.

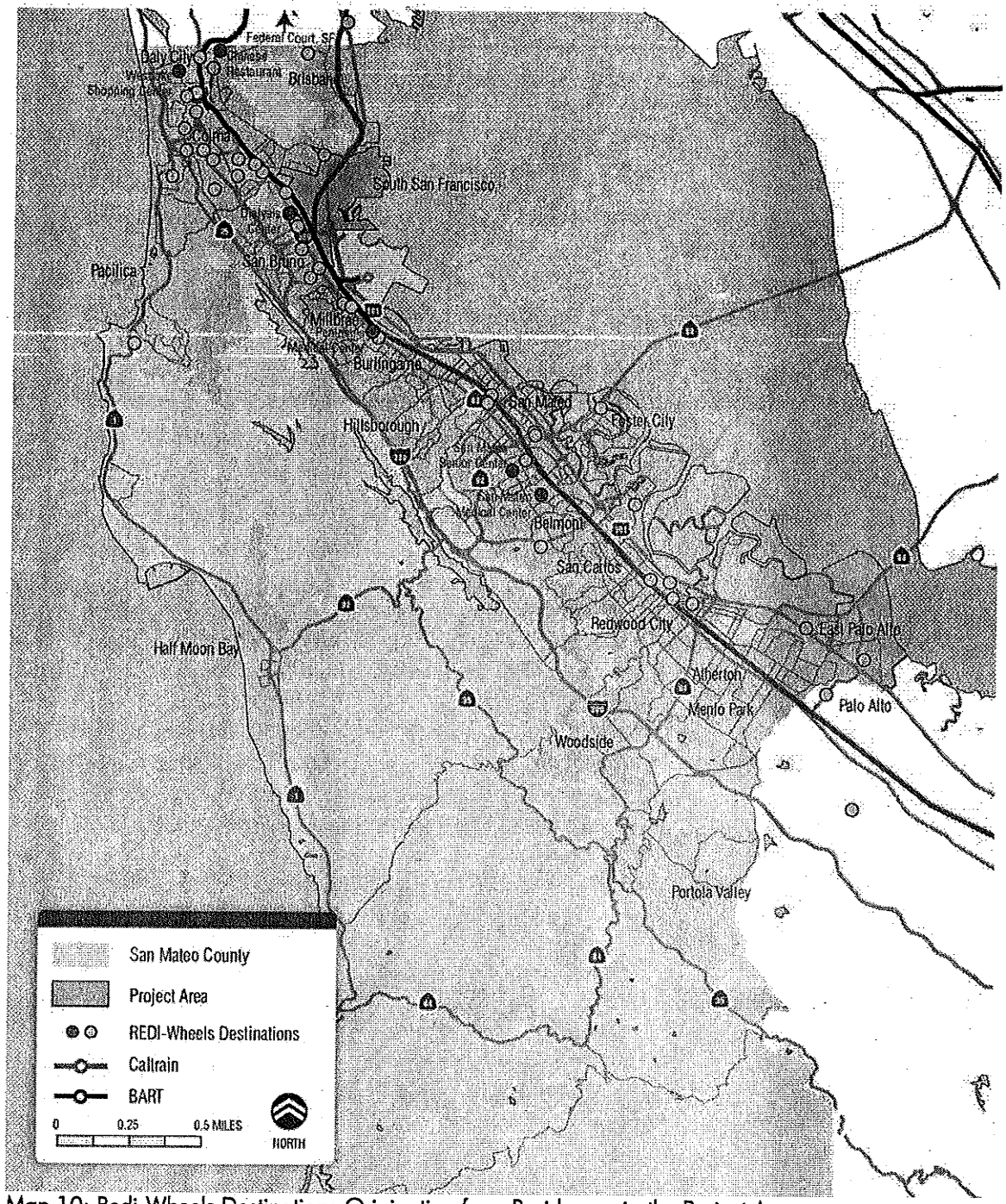
Redi-Wheels use by residents of the South San Francisco portion of the project area is high on a per capita basis. Of the 1,874 Redi-Wheels trips originating in South San Francisco, 592 trips (32%) originated within the project area. This percentage is high considering that the South San Francisco portion of the project area accounts for 25% of South San Francisco's total population.

For residents of the San Bruno portion of the project area, Redi-Wheels use is low on a per capita basis. Of the 1,089 Redi-Wheels trips originating in San Bruno, 232 (21%) originated within the project area – a low percentage considering the San Bruno portion of the project area accounts for 30% of San Bruno's total population.

There were a total of 824 Redi-Wheels trips originating within the project area during June of 2010. These are shown in Map 9.



Map 9: Redi-Wheels Origins in the Project Area



Map 10: Redi-Wheels Destinations Originating from Residences in the Project Area

For trips originating from residential locations within the project area, popular destinations include the Peninsula Medical Center in Burlingame with 71 trips, the Dialysis Center in South San Francisco with 38 trips, the Federal Court on Golden Gate Avenue in San Francisco with 20 trips, and Mills Health Center in San Mateo with 17 trips. The frequencies of these destinations, as well as other popular destinations, are listed in Table 5 below and illustrated in Map 10.

Table 5: Popular Redi-Wheels Destinations Originating from Residences in the Project Area

# of Origins	Destination Description	Destination Address			Freq	% of Project Area Trips
7	Peninsula Medical Center	1720	El Camino Real	Burlingame	71	8.62
3	Dialysis Center	205	Kenwood Way	South San Francisco	38	4.61
1	Federal Court	450	Golden Gate Ave	San Francisco	20	2.43
4	Mills Health Center	100	S. San Mateo Dr	San Mateo	17	2.06
1	Chinese Restaurant	6811	Mission St	Daly City	17	2.06
1	Classic Bowling Center	900	King Dr	Daly City	16	1.94
1	Medical (Dialysis)	2000	S. El Camino Real	San Mateo	13	1.58
1	Community Gatepath (Disabilities)	875	Stanton Rd	Burlingame	13	1.58
3	VA Healthcare of Menlo Park	795	Willow Rd	Menlo Park	13	1.58
2	Westlake Shopping Center	45	Southgate Ave	Daly City	11	1.33
1	Stanford Medical Center	875	Blake Wilbur Dr	Palo Alto	10	1.21
1	San Mateo Senior Center	2645	Alameda De Las Pulgas	San Mateo	10	1.21
2	San Bruno Senior Center	1555	Crystal Springs Rd	San Bruno	9	1.09
1	Hillbarn Theater	1261	E. Hillsdale Blvd	Foster City	9	1.09
7	San Mateo Medical Center	222	W. 39th Ave	San Mateo	9	1.09
4	Medical (Psychiatry)	375	89th St	Daly City	8	0.97
1	Loyal Order of Moose Fraternity	776	Bradford Way	Pacifica	8	0.97

2.7 Caltrain Service and Ridership

There are two Caltrain stations located within the project area: the South San Francisco Caltrain Station and the San Bruno Caltrain Station. Both stations are undergoing reconstruction projects in order to increase their accessibility. The current ridership and accessibility for each station is described in detail below.

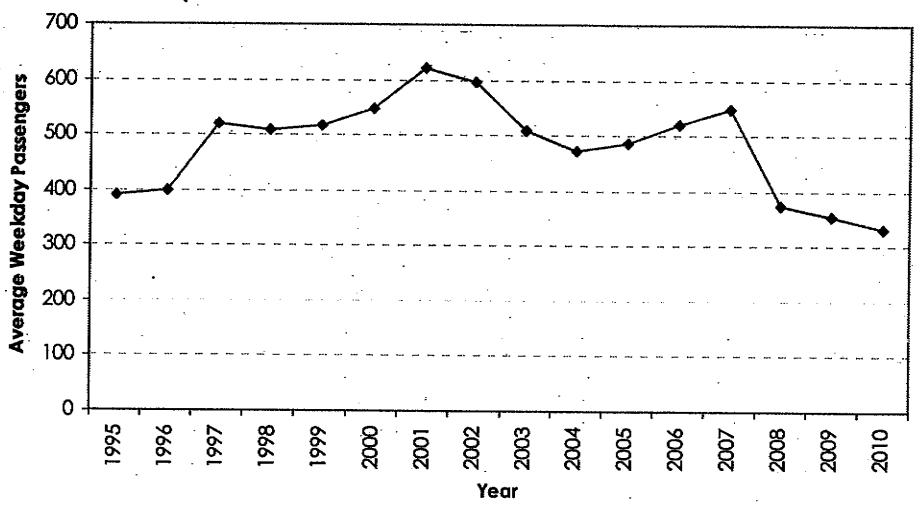
South San Francisco Caltrain Station

The South San Francisco Caltrain Station is the closest Caltrain station to residents living in the South San Francisco portion of the project area. The station is located on Dubuque Avenue about 500 feet north of its intersection with East Grand Avenue, as shown in the Transit Service Overview Map (Map 6) on pg. 34.

Annual Ridership Trends

The Caltrain Annual Passenger Counts of February 2010 show that ridership at the South San Francisco Caltrain Station has fluctuated over the past 15 years and is currently at an all-time low for this period (Figure 7). Specifically, from February 2007 to February 2008 ridership dropped from 548 to 373 weekday boardings, a reduction of 175 boardings (32%). From 2008 to 2009 ridership dropped to 353 weekday boardings, a decrease of 20 boardings (5%). Lastly, from 2009 to 2010 ridership dropped to 332 weekday boardings, a decrease of 21 boardings (6%).

Figure 7: Annual Ridership at the South San Francisco Caltrain Station (1995-2010)



Southbound Travel

According to a Caltrain study in 2001, an average of 134 riders travel southbound from the South San Francisco Caltrain Station during AM peak hours on an average weekday (Figure 8). Of these 134 riders, 21 (16%) disembark at the Redwood City Station, while 12 (9%) disembark at each of the Hillsdale, Mountain View, and Belmont Stations. The next most popular disembarking stations are at Millbrae, San Carlos, California Ave, and Palo Alto, with 10 (7%), 9 (7%), 8 (6%), and 8 of the South San Francisco southbound AM riders, respectively. During AM peak hours, 67 southbound riders from northern stations disembark at the South San Francisco Station.

Traveling southbound during weekday PM peak hours, an average of 246 riders board at the South San Francisco Station (Figure 9). Of these 246 riders, 27 (11%) disembark at the Mountain View Station, 26 (11%) disembark at the San Mateo Station, and 24 (10%) disembark at the Burlingame Station. After these top stations, the next most popular stations for disembarking are at Sunnyvale, Santa Clara, Hillsdale, and San Jose Diridon, with 18 (7%), 18, 14 (6%), and 13 (5%) of the South San Francisco southbound PM riders, respectively. From the northern stations, 81 southbound riders disembark at South San Francisco during PM peak hours.

Significantly more Caltrain riders travel southbound from the South San Francisco Station during PM peak hours than during AM peak hours. As a result, it appears the South San Francisco Station is more of a commute destination than a commute origin. Figure 8 and Figure 9 illustrate this conclusion.

Northbound Travel

There are four Caltrain stations north of the South San Francisco Station. On a typical weekday, an average of 80 riders travel northbound from South San Francisco during AM peak hours. 78 (97%) of these riders disembark at the 4th and King Street Station. From the southern stations, 266 northbound riders disembark at the South San Francisco Station during AM peak hours.

During weekday PM peak hours, an average of 65 riders travel northbound from the South San Francisco Station. 54 (83%) of these riders disembark at 4th and King Street, while 7 (11%) disembark at 22nd Street. During PM peak hours, 162 northbound riders disembark at South San Francisco from southern stations.

Figure 8: Caltrain Destinations from the South San Francisco Station - AM Peak

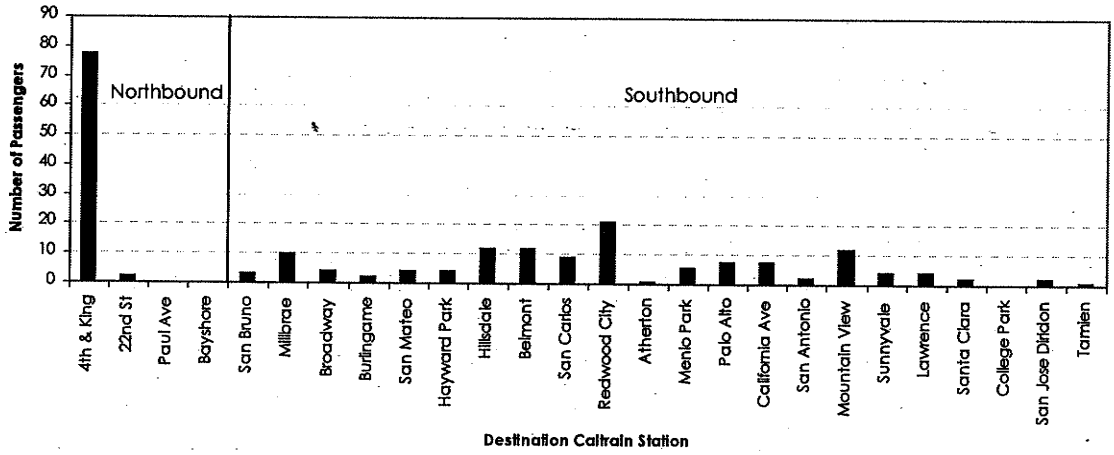
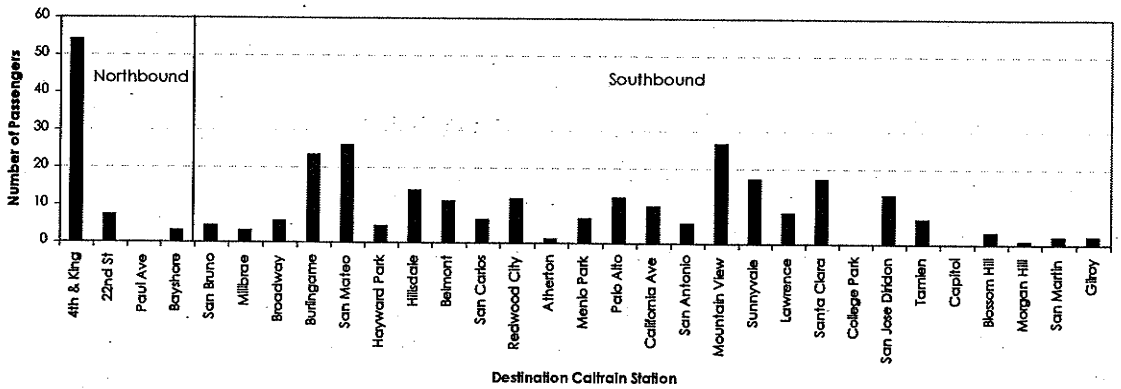


Figure 9: Caltrain Destinations from the South San Francisco Station - PM Peak



Station Access

A major reconstruction project is planned for the South San Francisco Caltrain Station. The updated station will be at the intersection of Grand Avenue and Airport Boulevard, 600 feet south of its current location. The Caltrain Bicycle Access and Parking Plan of 2008[1] states that the new station will benefit from direct access to West Grand Avenue and Airport Boulevard, improving its connection to the South San Francisco Downtown. The new station will feature a grade separated, ADA accessible pedestrian and bicycle underpass. This underpass will provide access to the Caltrain station as well as a connection between the East

[1] Caltrain Bicycle Access and Parking Plan (2008): http://www.caltrain.com/projectsplans/Plans/Bicycle_Access_and_Parking_Plan.html

of 101 Area and the Downtown. As of July 2010, this reconstruction project is on hold due to financial reasons and uncertainty of the California High Speed Rail track placement.

According to the 2003 San Mateo County Station Access Study, the current South San Francisco Caltrain Station has very poor pedestrian and bicycle access. The Study states that the station can only be accessed from three directions via a steep, poorly identified staircase by the East Grand Avenue overpass. The Study also states that access may be possible from the north along Dubuque Avenue, but that the area north of the station is dedicated to light industrial use and is not pedestrian or bicycle friendly.

The Caltrain Annual Passenger Counts of February 2010 show that the South San Francisco Caltrain Station has an average of 34 bicycle boardings and 36 bicycle disembarkings each weekday, accounting for 10% of the 332 and 362 total weekday boardings and disembarkings at the station, respectively. Although this share of bicycle access is higher than the average for all 29 Caltrain stations at 7%, total boardings and disembarkings at the South San Francisco station are relatively low when compared to other Caltrain stations.

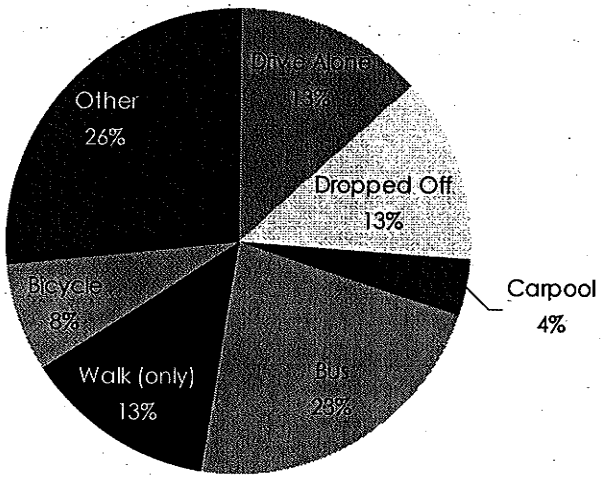
To travel to the current South San Francisco Caltrain Station via public transit, there are four SamTrans routes that residents of the project area can use. However, none of these routes access the station directly; all SamTrans riders heading to the Caltrain station must walk at least 1/2 mile from Linden Avenue or at least 1/3 mile from Airport Boulevard. From the west or the south, residents of the project area can either take SamTrans Route 130 along Grand Avenue, Route 132 along Orange and Grand Avenues, or Route 133 along Spruce Avenue. From the north, project area residents can either take SamTrans Route 132 along Hillside Boulevard and Linden Avenue, Route 130 or 133 along Linden Avenue, or Route 292 along Airport Boulevard.

There are currently three employer shuttles that serve the South San Francisco Caltrain Station during commute hours. The Oyster Point Employer Shuttle, which requires a shuttle pass, runs between the Caltrain Station and the office buildings along Oyster Point Boulevard, Forbes Boulevard, and Eccles Avenue. The Utah-Grand Employer Shuttle, which also requires a shuttle pass, runs between the Caltrain station and the office buildings along East Grand, Littlefield, and Utah Avenues. The Sierra Point Employer Shuttle, which is free for Caltrain riders, runs between the Caltrain Station and the office buildings along Sierra Point Parkway, Marina Boulevard, and Shoreline Court. More information on these shuttles can be found in the Shuttle Service section of this report.

According to the 2003 Station Access Study, the current station has 59 constrained parking spaces for automobiles, and only one automobile entrance that requires a very sharp turn from Dubuque Avenue. There is a dirt lot nearby, owned by the San Mateo County Transportation Authority, that is used for overflow Caltrain parking. There are no clearly marked automobile pick-up and drop-off areas at the station.

A Caltrain survey administered in 2006 found that 23% of all riders accessing the South San Francisco Caltrain Station take a bus to the station, while 13% drive alone, 13% are dropped off, 13% walk the entire way, 8% ride a bicycle, and 4% carpool (Figure 10). The remaining 26% of the surveyed riders reported an "other" mode of transportation, which may refer to one of the shuttles serving the station. A description of these shuttles can be found in the Shuttle Service section of this report.

Figure 10: Mode of Access to the South San Francisco Caltrain Station



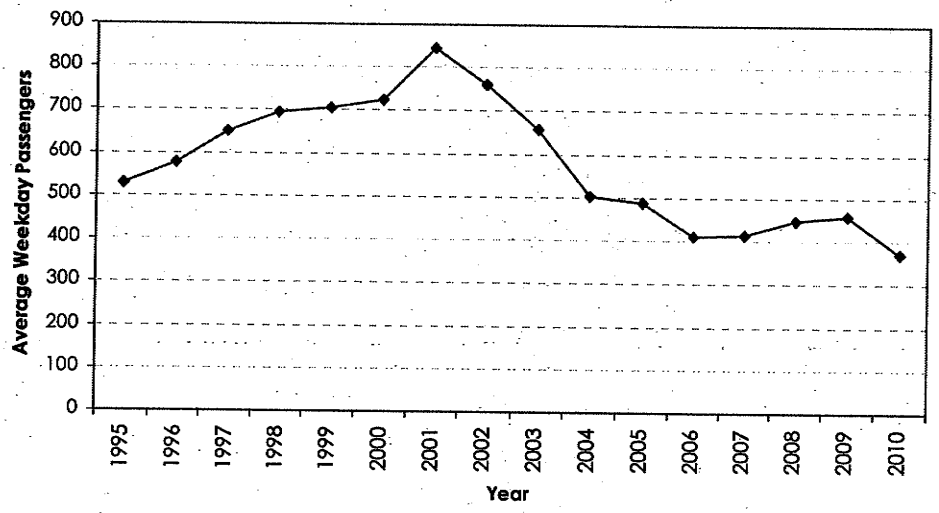
San Bruno Caltrain Station

The closest Caltrain station to residents living in the San Bruno portion of the project area is the San Bruno Caltrain Station. The station is located on Huntington Avenue near its intersection with Sylvan Avenue, as shown in the Transit Service Overview Map (Map 6) on page 25.

Annual Ridership Trends

According to the Caltrain Annual Passenger Counts of February 2010, ridership at the San Bruno Caltrain Station gradually rose from 1995 to 2001, then generally decreased from 2001 to 2010 (Figure 11). Despite a slight increase from 2006 to 2009, ridership at the San Bruno Caltrain Station is also at an all-time low for the 15-year period beginning in 1995. From 2008 to 2009, ridership increased slightly to from 450 to 458 weekday boardings, an increase of 8 boardings (2%). From 2009 to 2010, ridership dropped to 370 weekday boardings, a significant decrease of 88 boardings (19%).

Figure 11: Annual Ridership at the San Bruno Caltrain Station (1995-2010)



Southbound Travel

According to a 2001 Caltrain Study, an average of 392 riders travel southbound from the San Bruno Caltrain Station during AM peak hours on an average weekday (Figure 12). Of these 392 riders, 61 (16%) disembark at the Redwood City Station, while 47 (12%) disembark at Palo Alto, 30 (8%) disembark at Mountain View, and 29 (7%) disembark at Lawrence Expressway. The remainder of the disembarkings are spread mostly between the San Jose Diridon, Sunnyvale, Santa Clara, Belmont, and San Carlos Caltrain Stations, all accounting for 6% of San Bruno southbound AM riders. During AM peak hours, 55 southbound riders disembark at San Bruno from northern stations.

During weekday PM peak hours, an average of 90 riders travel southbound from the San Bruno Station (Figure 13). Of these 90 riders, 10 (12%) disembark at the San Jose Diridon Station, while 8 (9%) disembark at the Palo Alto Station and 7 (8%) disembark at each of the San Mateo, Mountain View, San Carlos, Belmont, and Burlingame Stations. From the northern stations, 138 southbound riders disembark at the San Bruno Station during PM peak hours.

Northbound Travel

From the San Bruno Caltrain Station, an average of 140 riders travel northbound during AM peak hours on an average weekday. Of these 140 riders, 129 (92%) disembark at the 4th and King Street Station. During AM peak hours, 60 northbound riders from the southern stations disembark at the San Bruno Station.

During PM peak hours, an average of 65 riders travel northbound from the San Bruno Station on an average weekday. 47 (73%) of these riders disembark at the 4th and King Street Station, while 9 (15%) disembark at 22nd Street and 5 (7%) disembark at South San Francisco. From the southern stations, 366 northbound riders disembark at San Bruno during PM peak hours.

More Caltrain riders travel southbound from the San Bruno Station during AM peak hours than during PM peak hours. As a result, it appears the San Bruno Station is more of a commute origin than a commute destination. Figure 12 and Figure 13 illustrate this conclusion.

Figure 12: Caltrain Destinations from the San Bruno Station - AM Peak

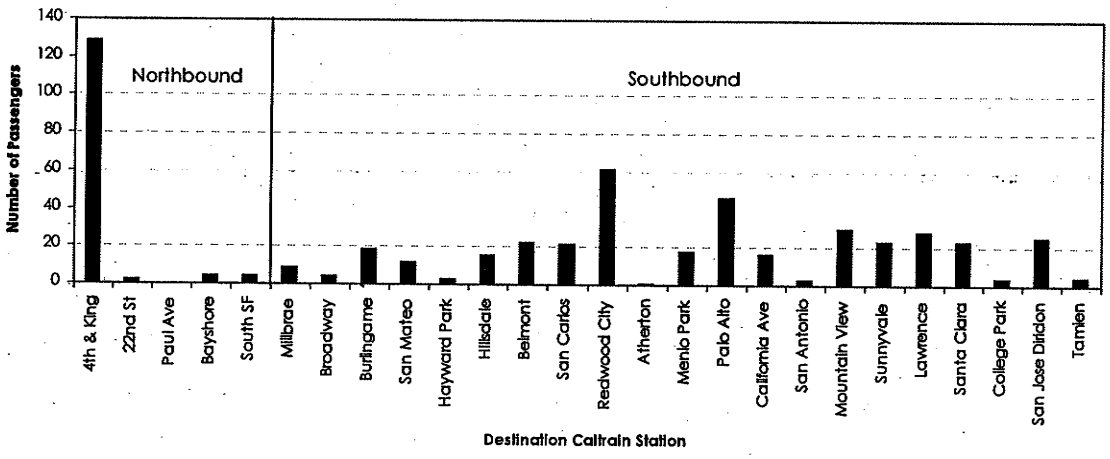
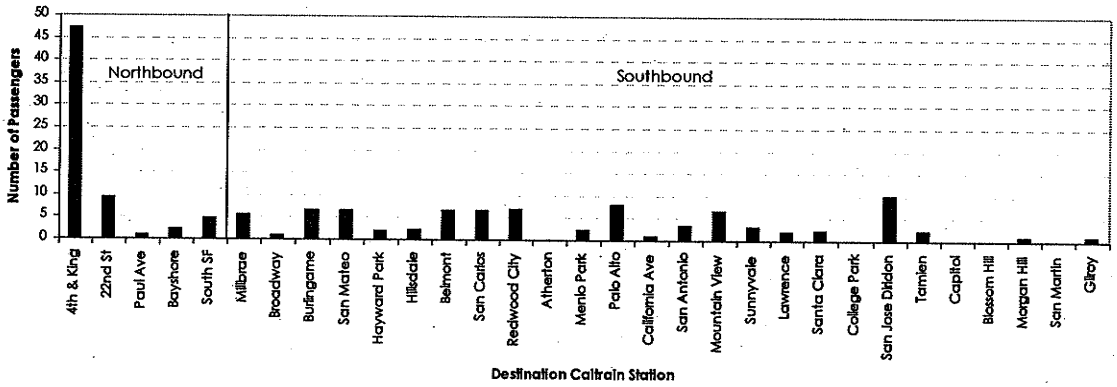


Figure 13: Caltrain Destinations from the San Bruno Station - PM Peak



Station Access

The San Bruno Caltrain Station is also undergoing a major reconstruction project. Referred to as the San Bruno Caltrain Grade Separation Project, the project will relocate the Caltrain station to an above grade location at the intersection of San Mateo Avenue and San Bruno Avenue. The new station will provide pedestrian and bicycle connections to surrounding areas, focusing on southern access to the San Bruno Downtown. The project is scheduled to begin construction in October of 2010, with an anticipated completion in November of 2012.

According to a 2003 San Mateo County Station Access Study, the current San Bruno Caltrain Station is located in a pedestrian friendly neighborhood. However, gaps exist between sidewalk and station platforms, requiring pedestrians to use access roadways to reach the

station. There is reasonable bicycle access to the station, as the adjacent streets carry low traffic volumes and slow speeds.

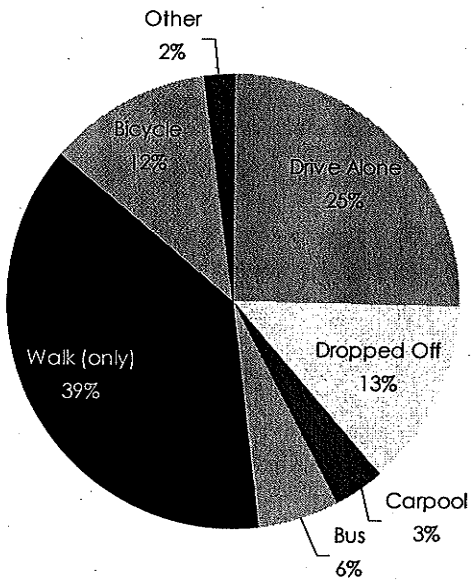
The Caltrain Annual Passenger Counts of February 2010 show that the current San Bruno Caltrain Station has an average of 27 bicycle boardings and 31 bicycle disembarkings each weekday, accounting for 7% and 8% of the 370 and 390 total weekday boardings and disembarkings, respectively. These rates are similar to that of the average of all 29 Caltrain stations; of the 36,778 total weekday boardings/disembarkings at all Caltrain stations, 2,659 (7%) are with a bicycle.

To travel to this station via public transit, residents of the project area can take SamTrans Route 390 or 391 along El Camino Real and walk approximately a third of a mile to the station, or take SamTrans Route 141 south along Huntington and Third Avenues and walk approximately a quarter of a mile to the station. There are currently no shuttles that serve the San Bruno Caltrain Station.

The current San Bruno Caltrain Station has 160 automobile parking spaces located within two parking lots. However, there are no clearly marked automobile pick-up and drop-off areas.

In 2006, a Caltrain survey found that 39% of all riders accessing the San Bruno Caltrain Station walk the entire way to the station. Meanwhile, 25% drive alone, 13% are dropped off, 12% ride a bicycle, 6% take a bus, 3% carpool, and 2% use an "other" mode of transportation. These percentages are illustrated in Figure 14 below.

Figure 14: Mode of Access to the San Bruno Caltrain Station

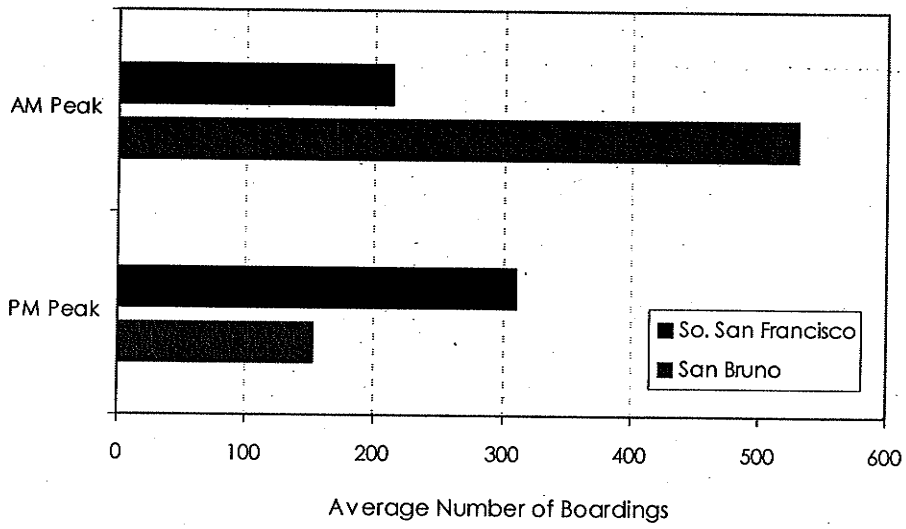


Comparison of South San Francisco and San Bruno Caltrain Boardings

Of the 746 Caltrain riders who board at either of the two Caltrain stations within the project area during AM peak hours, 532 (71%) board at the San Bruno Station while the remaining

214 (29%) board at the South San Francisco Station (Figure 15). During PM peak hours, 311 (67%) of the 466 Caltrain riders who board at either station board at the South San Francisco Station, while the remaining 155 (33%) board at the San Bruno Station. Based on this data, the South San Francisco Caltrain Station appears to be more of a destination than an origin for Caltrain riders, while the San Bruno Caltrain Station appears to be more of an origin than a destination.

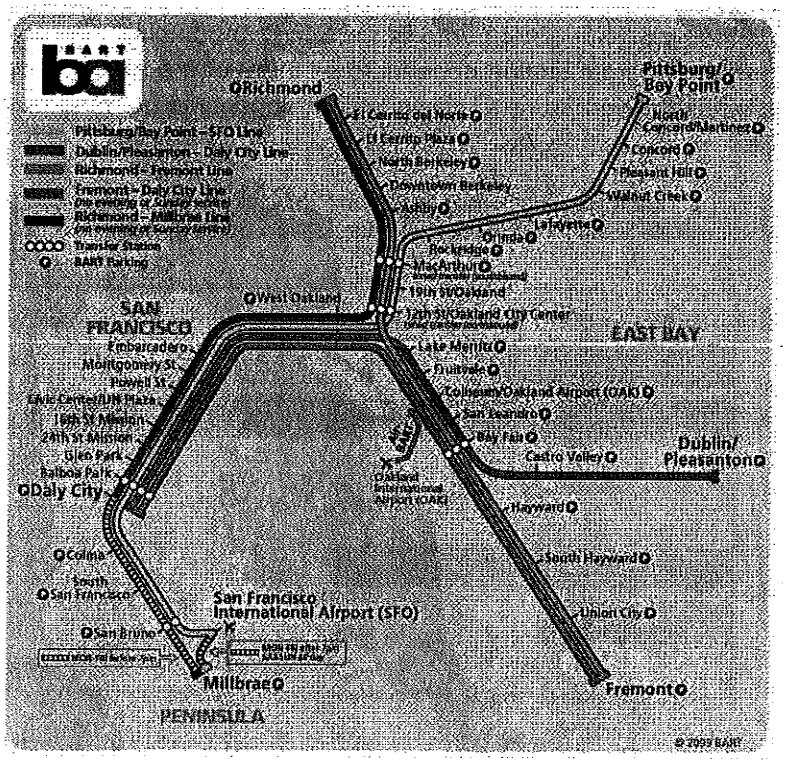
Figure 15: Comparison of AM and PM Peak Boardings at the South San Francisco and San Bruno Caltrain Stations



2.8 BART Service and Ridership

The San Bruno BART Station is located at 1151 Huntington Avenue, between Sneath Lane and Interstate 380 within the San Bruno portion of the project area. The station is adjacent to the Shops at Tanforan to the west, single family residential units to the east and south, and light industrial use to the north. Three BART lines serve the station: the Pittsburg/Bay Point-SFO Line, which serves the station on weekdays and weekends, the Richmond-Millbrae Line, which serves the station on weekdays before 7:00pm, the Pittsburg/Bay Point-SFO/Millbrae Line, which serves the station on weekdays after 7:00pm and on weekends (Figure 16).

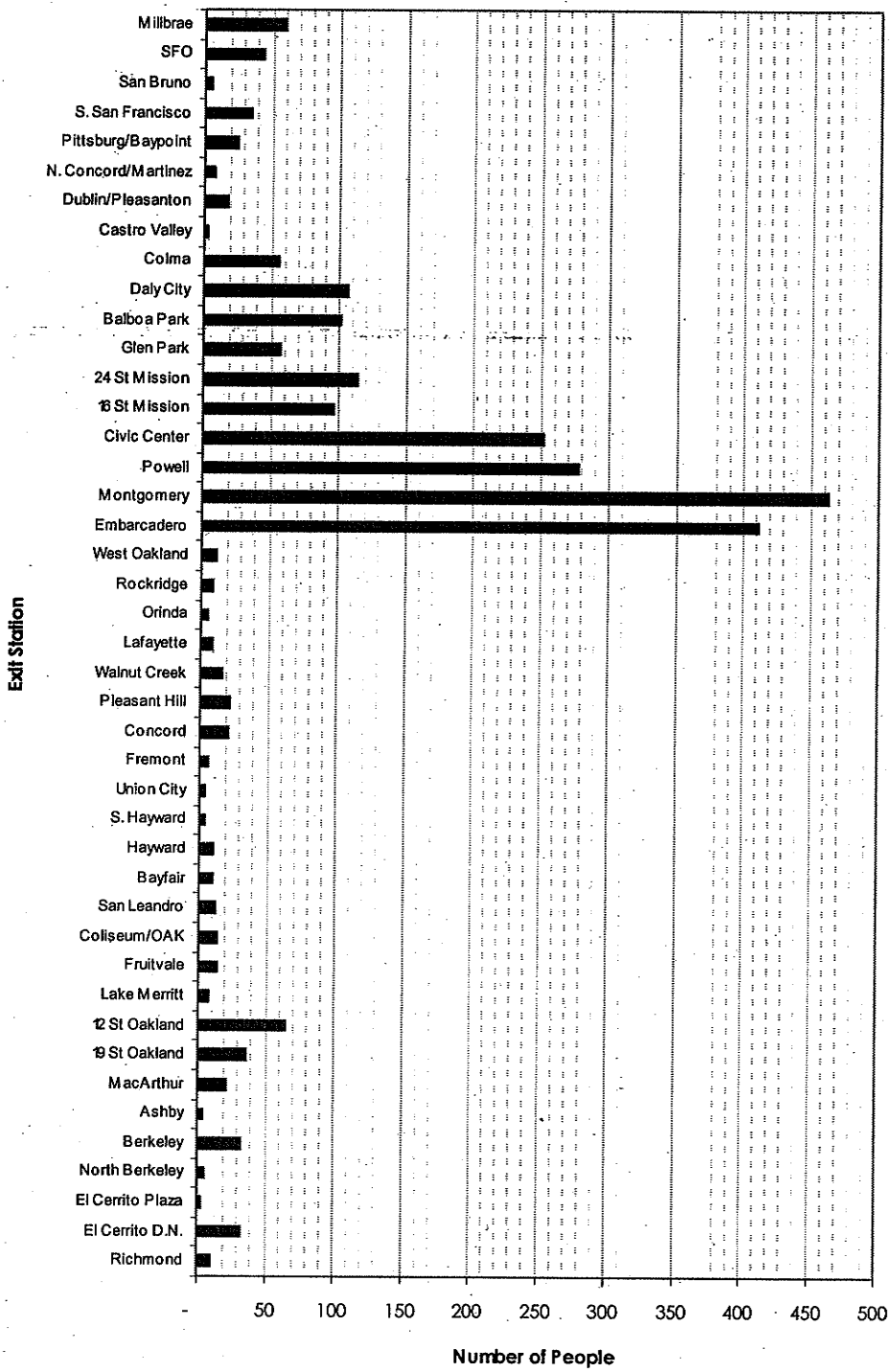
Figure 16: BART System Map



Ridership

According to BART data from June of 2010, the top five destinations of weekday BART riders boarding at the San Bruno BART Station are all within San Francisco. During an average weekday, 464 (18%) of the 2,559 BART riders boarding at the San Bruno Station exit at the Montgomery Street Station, while 413 (16%) exit at the Embarcadero Street Station, 279 (11%) exit at the Powell Street Station, 253 (10%) exit at the Civic Center Station, and 115 (4%) exit at the 24th Street Mission Station (Figure 17). The next most common exit stations are the Daly City Station with 108 riders, the Balboa Park Station with 103 riders, and the 16th Street Mission Station with 98 riders, all of which represent 4% of all 2,559 riders boarding at the San Bruno Station.

Figure 17: BART Destinations from the San Bruno Station - Average Weekday



Of the 329,541 total trips within the BART system on an average weekday, 2,658 (0.8%) of them exit at the San Bruno Station. With 43 BART Stations in all, an average of 7,664 (2.3%) riders exit at each station within the system. In order of most popular exit stations, the San Bruno Station is 41st out of 43 stations.

Station Access

According to a 2003 San Mateo County Station Access Study, pedestrian and bicycle access to the San Bruno BART Station is "fair" from the east and south. Since the station is adjacent to the Tanforan Shopping Center, it is easily accessible from the shops to the west. However, access to the station is challenging from the north and west other than from the Shopping Center, as pedestrians and bicyclists have no direct path and must cross arterial streets.

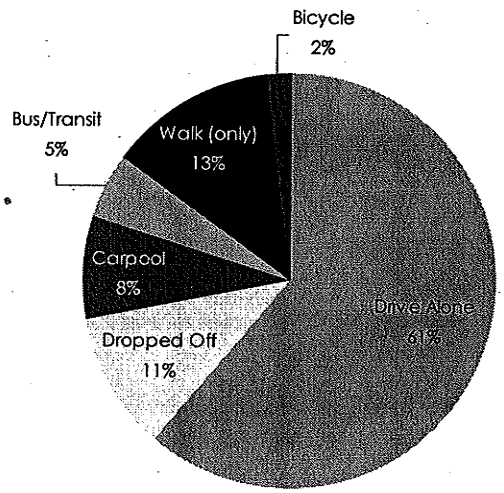
There are six SamTrans routes that serve the San Bruno BART Station: Routes 38, 43, 133, 140, 141, and 391. Residents of the project area accessing the station from the south can take SamTrans Routes 43 or 391 along El Camino Real, or Routes 140 or 141 from Downtown San Bruno. Project area residents accessing the station from the north can take SamTrans Route 133 from Downtown South San Francisco, and Route 38 from the Safe Harbor Shelter.

One shuttle currently serves the San Bruno BART Station. Funded by SamTrans and GAP, the Bayhill BART Shuttle runs between the San Bruno BART Station and the Bayhill Office Park during weekday peak hours. The shuttle is free to employees of the Bayhill Office Park businesses. More information regarding this shuttle can be found in the Shuttle Service section of this report.

Automobile access to the station is "adequate" according to the Station Access Study. There is a large parking structure directly adjacent to the station, accessible via Huntington Avenue. There are also clearly marked automobile pick-up and drop-off facilities just outside the station.

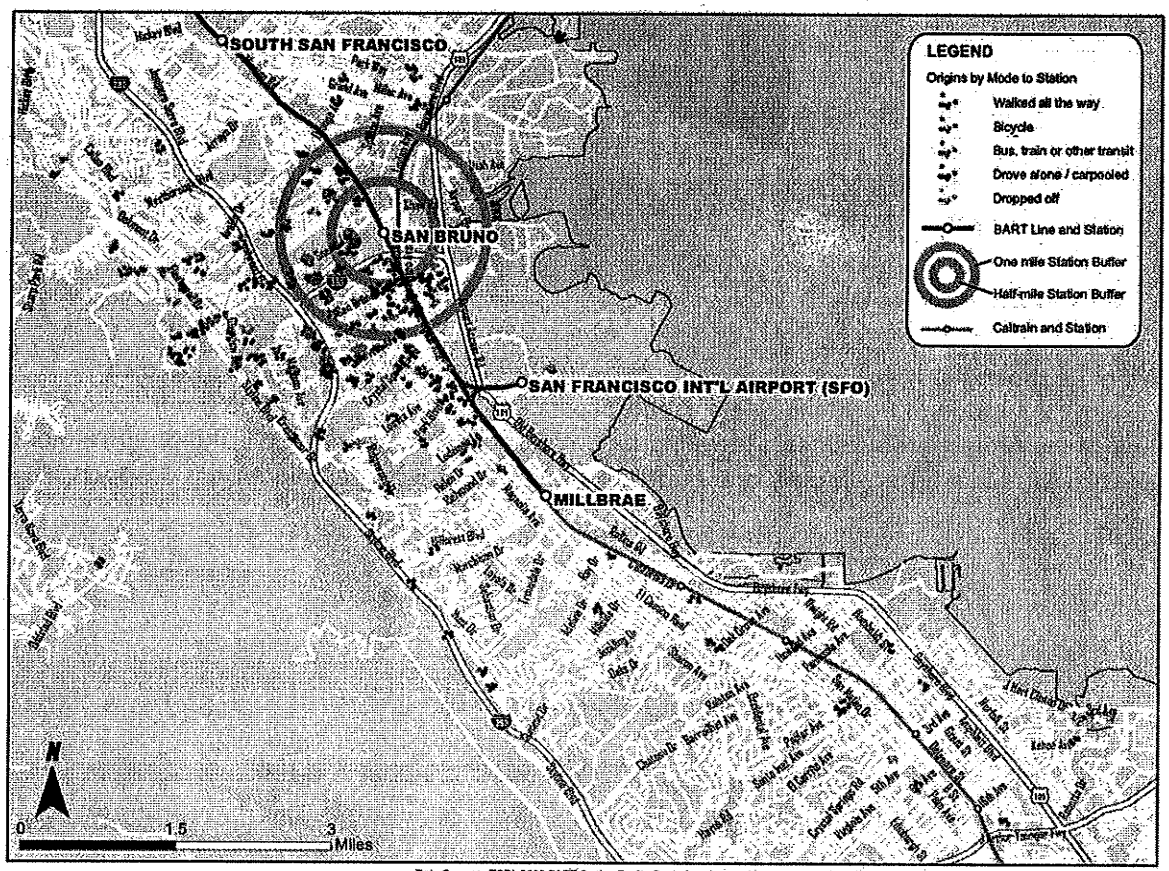
According to a 2008 BART Station Profile Study, 1,652 (67%) of the 2,470 riders entering the San Bruno BART Station on an average weekday are coming from home. Of these riders coming from home, 1,008 (61%) drive alone, 215 (13%) walk the entire way, 182 (11%) are dropped off, 132 (8%) carpool, 83 (5%) take transit, and 33 (2%) ride a bicycle (Figure 18).

Figure 18: Travel Mode from Home Origins to the San Bruno BART Station



Map 11 shows the home locations of BART riders traveling to the San Bruno BART Station from home on an average weekday. The map also displays the mode of travel the riders use to access the station. According to the map, nearly half of the project area residents traveling to the San Bruno BART Station drive alone or carpool, while approximately one third walk, and the remainder are dropped off, ride a bicycle, or take transit.

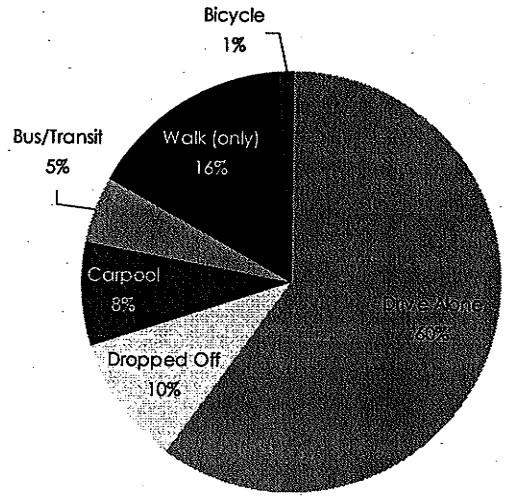
Map 11: Home Locations of San Bruno BART Riders by Mode



Data Sources: ESRI, 2008 BART Station Profile Study (weekday only; data are weighted from survey sample to represent average weekday ridership)

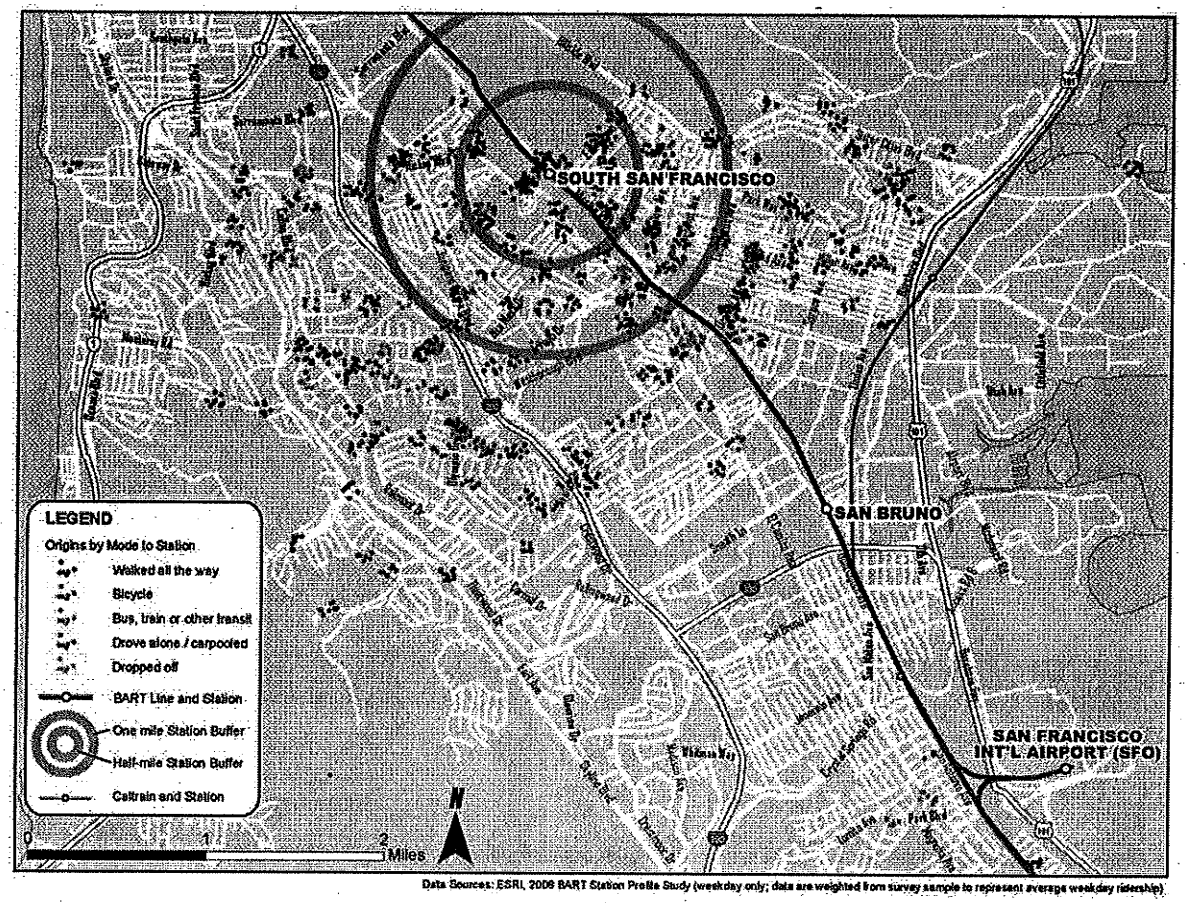
Although it is not in the project area, many residents of the project area travel to the South San Francisco BART Station as well. Of the 3,004 riders entering the South San Francisco Station on an average weekday, 2,429 (81%) are coming from home. Of these riders coming from home, 1,457 (60%) drive alone, 389 (16%) walk the entire way, 243 (10%) are dropped off, 194 (8%) carpool, 121 (5%) take transit, and 24 (1%) ride a bicycle (Figure 19).

Figure 19: Travel Mode from Home Origins to the South San Francisco BART Station



Map 12 shows the home locations of South San Francisco BART riders. The map also displays the mode of travel the riders use to access the station. According to the map, over half of the project area residents traveling to the South San Francisco BART Station drive alone or carpool, while approximately one quarter take transit, and the remainder are dropped off, walk, or ride a bicycle.

Map 12: Home Locations of South San Francisco BART Riders by Mode



Data Sources: ESRI, 2008 BART Station Profile Study (weekday only; data are weighted from survey sample to represent average weekday ridership)

2.9 Shuttle Service

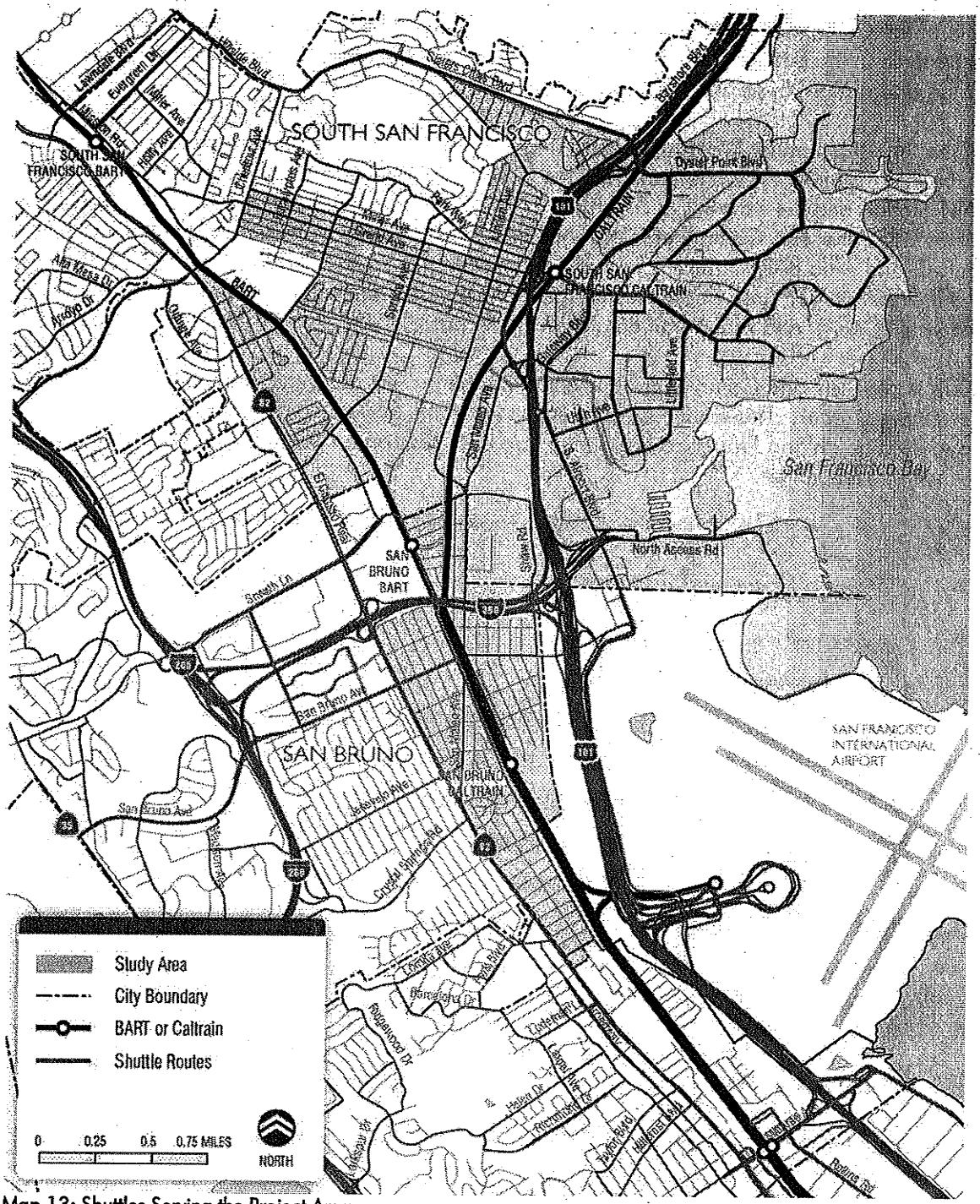
According to the San Mateo County Transportation Authority (SMCTA)'s Shuttle Inventory and Analysis Report of June 2010[2], there are currently nine shuttle routes serving the project area. Three of these shuttles are Commuter Caltrain Shuttles, two are Commuter Caltrain/BART Shuttles, three are Commuter BART Shuttles, and one is a Community Shuttle. All of these shuttles operate on weekdays during morning and afternoon peak hours except for the Community Shuttle, which operates on an "on demand" basis between 11am and 2pm on weekdays. Summary information on these nine shuttles is provided in Table 6, followed by a map of the shuttle routes (Map 13). The average daily boardings for each shuttle are shown in Figure 20 on page 53.

[2] San Mateo County Shuttle Inventory and Analysis, June 2010: http://www.smcta.com/pdf/TA_Shuttle_Inventory_Analysis_Final_Report_June-2010_web.pdf

Table 6: Shuttles Serving the Project Area

	Shuttle Description	Frequency	Administration	Funding Source	Cost to Riders
Commuter Caltrain Shuttles					
Oyster Point Area	Serves SSF Caltrain & East of 101 Area businesses at Oyster Pt	30 min	Alliance	SMCTA, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Utah-Grand Area	Serves SSF Caltrain & East of 101 Area businesses at Utah Ave /Grand Ave	30 min	Alliance	SMCTA, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Sierra Point Area	Serves SSF Caltrain & East of 101 Area businesses at Sierra Pt	30 min	Sierra Point Employers	SMCTA, San Mateo County, employers	Free for all Caltrain riders
Commuter Caltrain/BART Shuttles					
GenenBus (Main)	Serves Millbrae Intermodal Station & Genentech's Main Campus	15-30 min	Genentech	JPB, Genentech	Free with employer pass
GenenBus (Gateway)	Serves Millbrae Intermodal Station & Genentech's Gateway Campus	15-30 min	Genentech	JPB, Genentech	Free with employer pass
Commuter BART Shuttles					
Bayhill BART	Serves SB BART & Bayhill Office Park	15 min	GAP	SamTrans, GAP	Free for all BART riders
Oyster Point Area	Serves SSF BART & East of 101 Area businesses at Oyster Pt	15-30 min	Alliance	SamTrans, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Utah-Grand Area	Serves SSF BART & East of 101 Area businesses at Utah Ave/Grand Ave	15-30 min	Alliance	SamTrans, C/CAG, employers	Free with employer pass; otherwise $140/mo.
Community Shuttles					
SSF Downtown Dasher	Serves East of 101 Area businesses & Downtown SSF	"On demand" 11am – 2pm	City of South San Francisco	City of SSF	Free with reservation

Note:
SSF = South San Francisco, SB = San Bruno,
SMCTA = San Mateo County Transportation Authority,
C/CAG = City/County Association of Governments,
JPB = Peninsula Corridor Joint Powers Board.



Map 13: Shuttles Serving the Project Area

All three of the Commuter Caltrain Shuttles serving the project area travel between the South San Francisco Caltrain Station and the East of 101 Area businesses at 30-minute frequencies. Both the Oyster Point Area Caltrain Shuttle and the Utah-Grand Area Caltrain Shuttle require

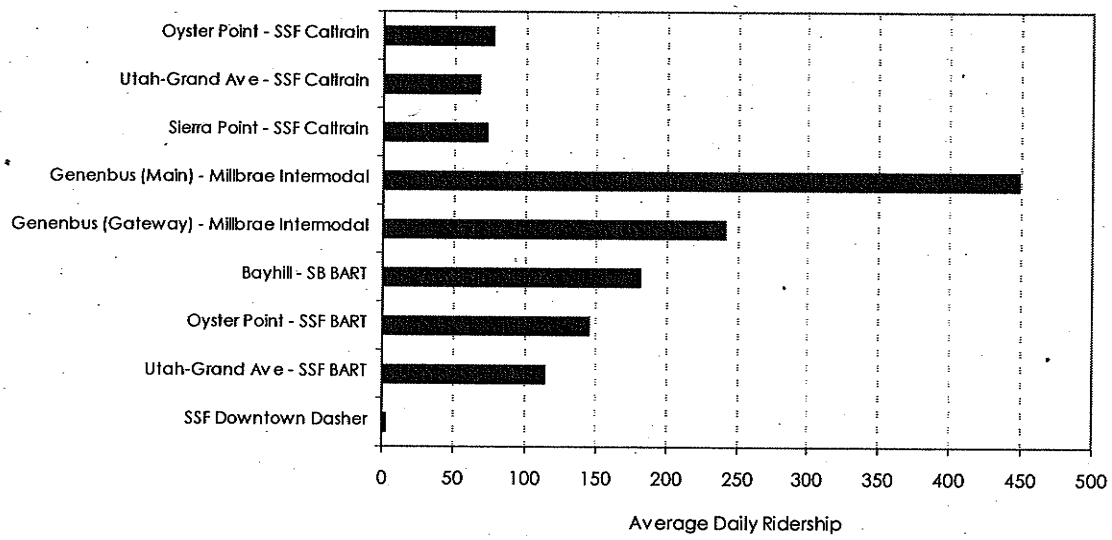
an employer shuttle pass to board, while the Sierra Point Area Caltrain Shuttle is free for all Caltrain riders.

Both of the Commuter Caltrain/BART Shuttles serve the Millbrae Intermodal Station and Genentech in the East of 101 Area. These "GenenBuses" require a Genentech employee badge and run in 15- to 30-minute frequencies.

Of the three Commuter BART Shuttles serving the project area, one directly accesses the San Bruno BART Station. This shuttle, called the Bayhill BART Shuttle, runs between the San Bruno BART Station and the Bayhill Office Park at 15-minute frequencies and is free for all BART riders. The other two Commuter BART Shuttles – the Oyster Point Area BART Shuttle and the Utah-Grand Area BART Shuttle – both travel between the South San Francisco BART Station and the East of 101 Area businesses at 15- to 30-minute frequencies (soon to be 30-minute frequencies only), and require an employer shuttle pass.

There is currently one Community Shuttle serving the project area: the South San Francisco Downtown Dasher. This shuttle takes riders between the East of 101 Area businesses and Downtown South San Francisco between 11am and 2pm on an "on demand" basis, and is free with a reservation.

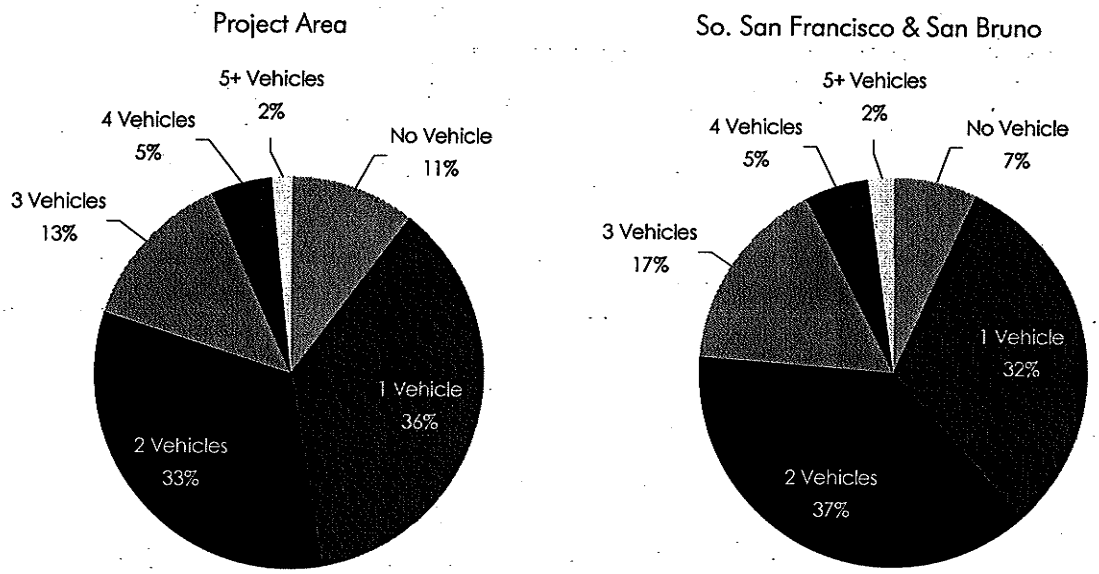
Figure 20: Ridership of Shuttles Serving the Project Area (June 2010)



2.10 Vehicle Availability

Eleven percent (11%) of the households in the project area do not have access to a car, compared to 7% in the Cities and 6% in the County (Figure 21). Taking race into consideration, 17% (365) of the 2,124 Hispanic households in the project area do not have access to a car, while 16% (313) of the 1,969 Caucasian households, 86 (9%) of the 942 Asian American households, and 74 (12%) of the 624 multi-racial households do not have access to a car. Overall, 1,079 households in the project area do not have access to a car; 34% of those households are Hispanic, 29% are Caucasian, 8% are Asian American, and 7% are multi-racial.

Figure 21: Household Vehicle Availability in the Project Area and Cities

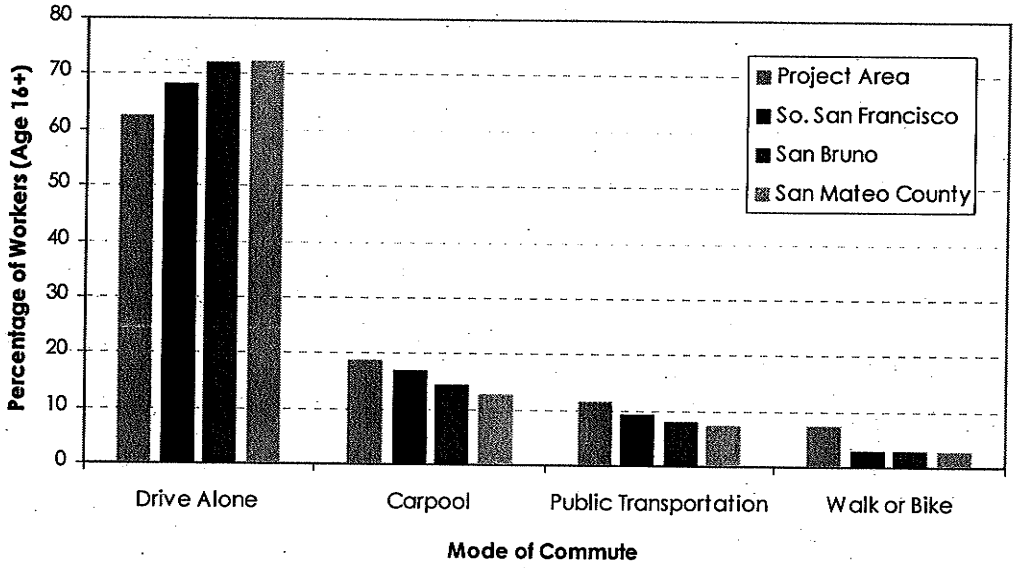


2.11 Mode of Commute

When traveling to work, the use of transportation alternatives other than driving alone is higher among workers living in the project area compared to workers living in the Cities and the County (Figure 22). 2,294 (19%) of the 12,233 workers living in the project area carpool to work, which is relatively high compared to the Cities (16%) and the County (13%). There is also a higher rate of public transit use in the project area: 12% (1,422) of the workers living in the project area use public transit for their commute, while 9% and 7% of workers living in the Cities and the County use public transit to commute, respectively.

The number of workers driving alone to work is lower in the project area than in the Cities and the County. Only 62% of workers living in the project area drive alone to work, while 70% of workers living in the Cities and 72% of workers living in the County drive alone to work. In addition, the rate of workers walking to work in the project area is relatively high at 7%, compared to 3% in the Cities and 3% in the County.

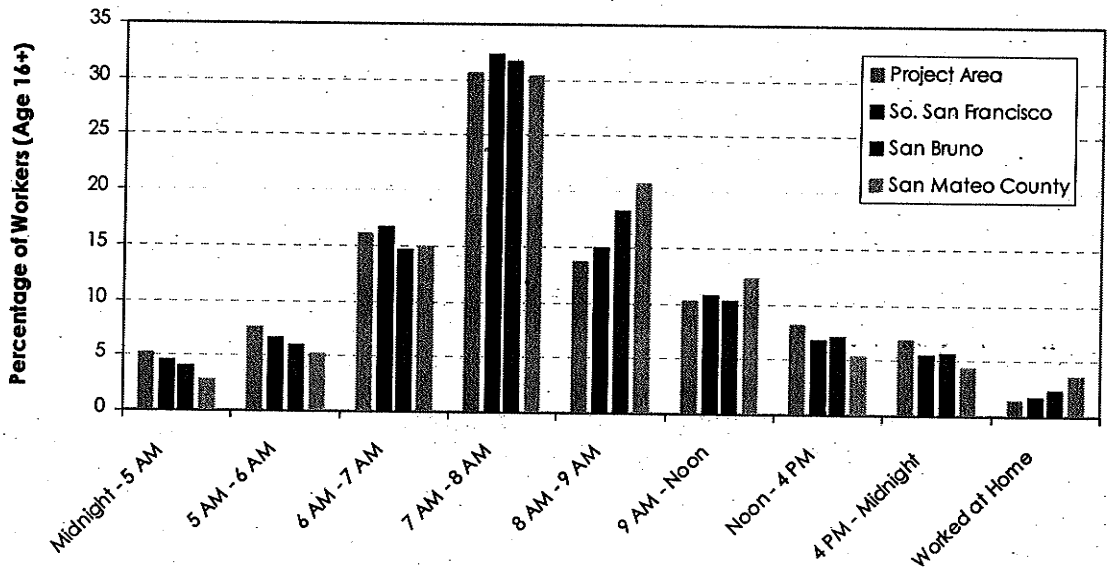
Figure 22: Mode of Commute for the Project Area, Cities, and County



2.12 Time and Duration of Commute

Overall, workers in the project area commute during peak hours less often than workers in the Cities and County. While 60% (7,590) of the 12,551 project area workers over the age of 16 begin their commute during the peak hours of 6:00 to 9:00 AM, 64% of workers in the Cities and 66% of workers in the County begin their commute during this time. Within these peak hours, the most popular commute times for workers in the project area are between 7:00 and 7:30 AM with 17% (2,096) of the workers, and between 7:30 and 8:00 AM with 14% (1,119) of the workers. During off-peak hours, 38% (4,774) of the project area workers begin their commute, compared to 34% of workers in the Cities and 30% of workers in the County. Finally, 2% (187) of the workers living in the project area work at home. These figures are shown in more detail in Figure 23.

Figure 23: Time of Commute for Workers in the Project Area, Cities, and County

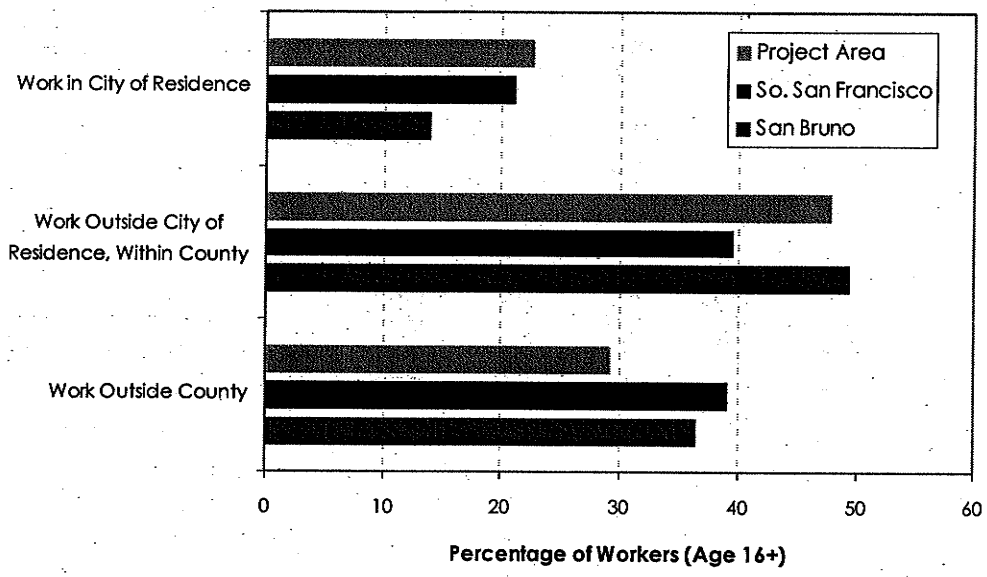


The majority of workers living in the project area have a commute duration of between 10 and 15 minutes: 2,358 (19%) of the 12,364 workers who do not work at home share this commute duration. The next most common commute durations are between 30 and 34 minutes, and between 15 and 19 minutes. These durations account for 2,064 (16%) and 2,053 (16%) of the commuting workers in the project area, respectively. The average commute duration is 25 minutes, which is slightly less than that of the Cities (26 minutes) and the County (27 minutes).

2.13 Place of Work

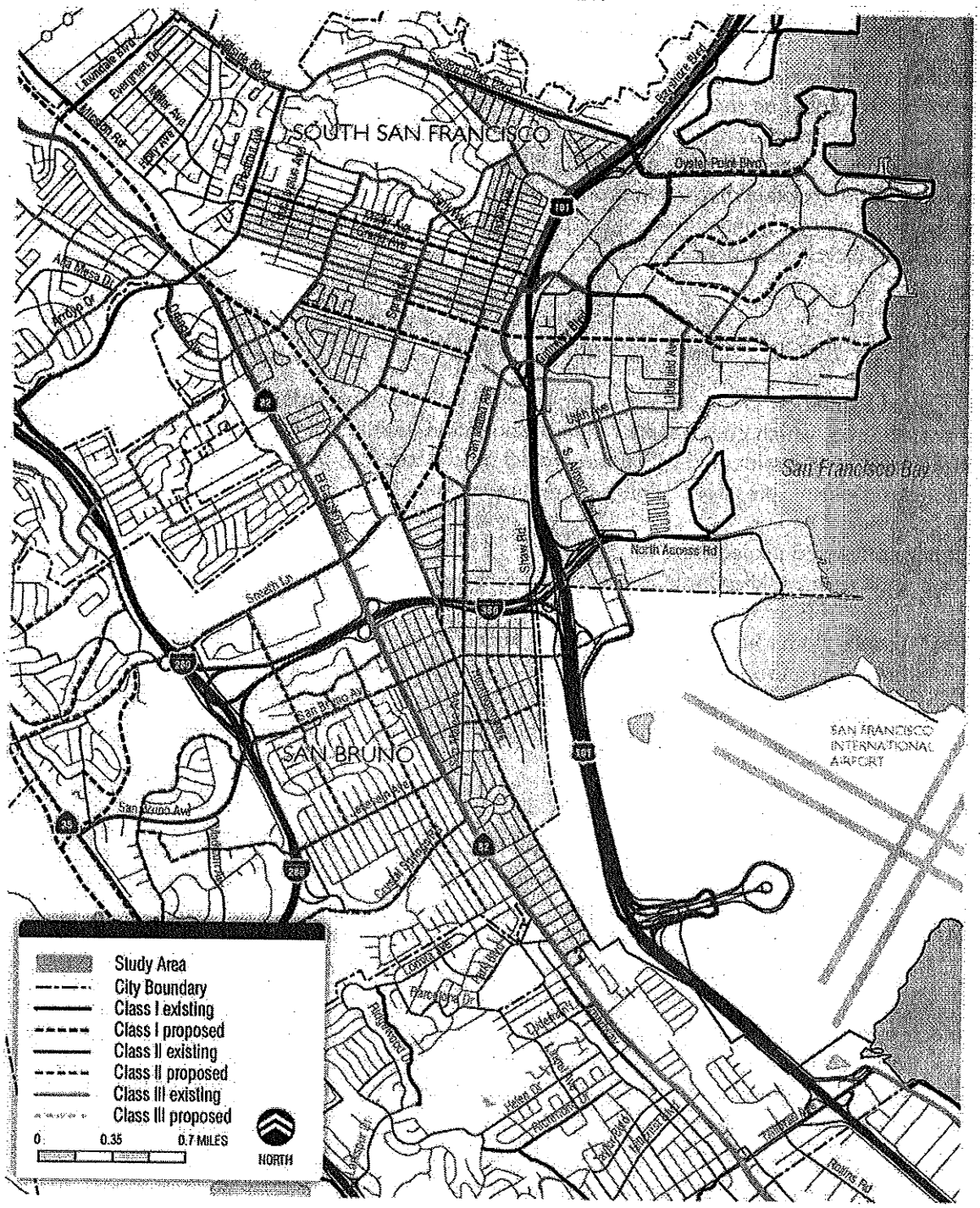
According to the 2000 U.S. Census, 48% of workers over age 16 living in the project area work outside their city of residence, but within San Mateo County. This percentage is similar to that of the City of San Bruno (49%), but greater than that of the City of South San Francisco (40%). Conversely, for project area residents working within their city of residence, the percentage of 23% (2,856 workers) is similar to that of South San Francisco at 21%, but much greater than that of San Bruno at 14%. The percentage of project area workers traveling to work outside San Mateo County is notably less than that of both cities, with 30% (3,686 workers) in the project area compared to 39% and 37% in South San Francisco and San Bruno commuting out of the County, respectively. Figure 24 below illustrates these percentages.

Figure 24: Place of Work for Workers Living in the Project Area and Cities



2.14 Bicycle Amenities

The project area contains several Class III bikeways, or on-street bicycle routes indicated only by signage and shared by bicycles and motor vehicles. There are very few Class II bikeways (on-street bicycle lanes) and no Class I bikeways (bicycle paths providing a separate right-of-way for excusive bicycle and pedestrian use) within the project area. However, the City of South San Francisco General Plan (1999) and the City of San Bruno General Plan (2009) both propose numerous bikeways within the project area. In addition, South San Francisco is has recently adopted its first Bicycle Master Plan. Map 14 shows all existing and proposed bikeways within the project area.



Map 14: Existing and Proposed Bikeways Serving the Project Area

Chapter 3 - City and County Development Projects and Plans

The project area includes the downtown areas of both the City of South San Francisco and the City of San Bruno. These downtowns are identified in several planning documents as areas with great development potential. For both cities, redevelopment of these areas has already begun to take place, as shown by the Development Project sections below. It is also noted that these cities' downtowns have the potential to capitalize on the economic benefits of their close proximity to the employers east of US Highway 101, as well as the thousands of employees and travelers at the San Francisco International Airport. In addition, the Cities' and County's plans identify numerous opportunities in which mobility could be improved for pedestrians, bicyclists, and transit riders.

3.1 City of South San Francisco Development Projects

The City of South San Francisco is moving forward with numerous development projects within the project area, which could impact the transportation needs of project area residents. The following projects are located within the project area (Map 15), and are listed in order of their completion status. This information is current as of July 2010.

Recently completed projects:

- Oak Avenue Affordable Housing – Grand Avenue and Oak Avenue (2007)
  - 43 apartment units
- Lowe's Home Improvement Center – 600-790 Dubuque Avenue (2008)
- Emergency Operations Center – 480 North Canal Street (April 2010)
  - Key police, fire, public works, and other city department personnel on site; serves as a command center during emergency situations (earthquakes, flooding, etc.)

Projects currently under construction:

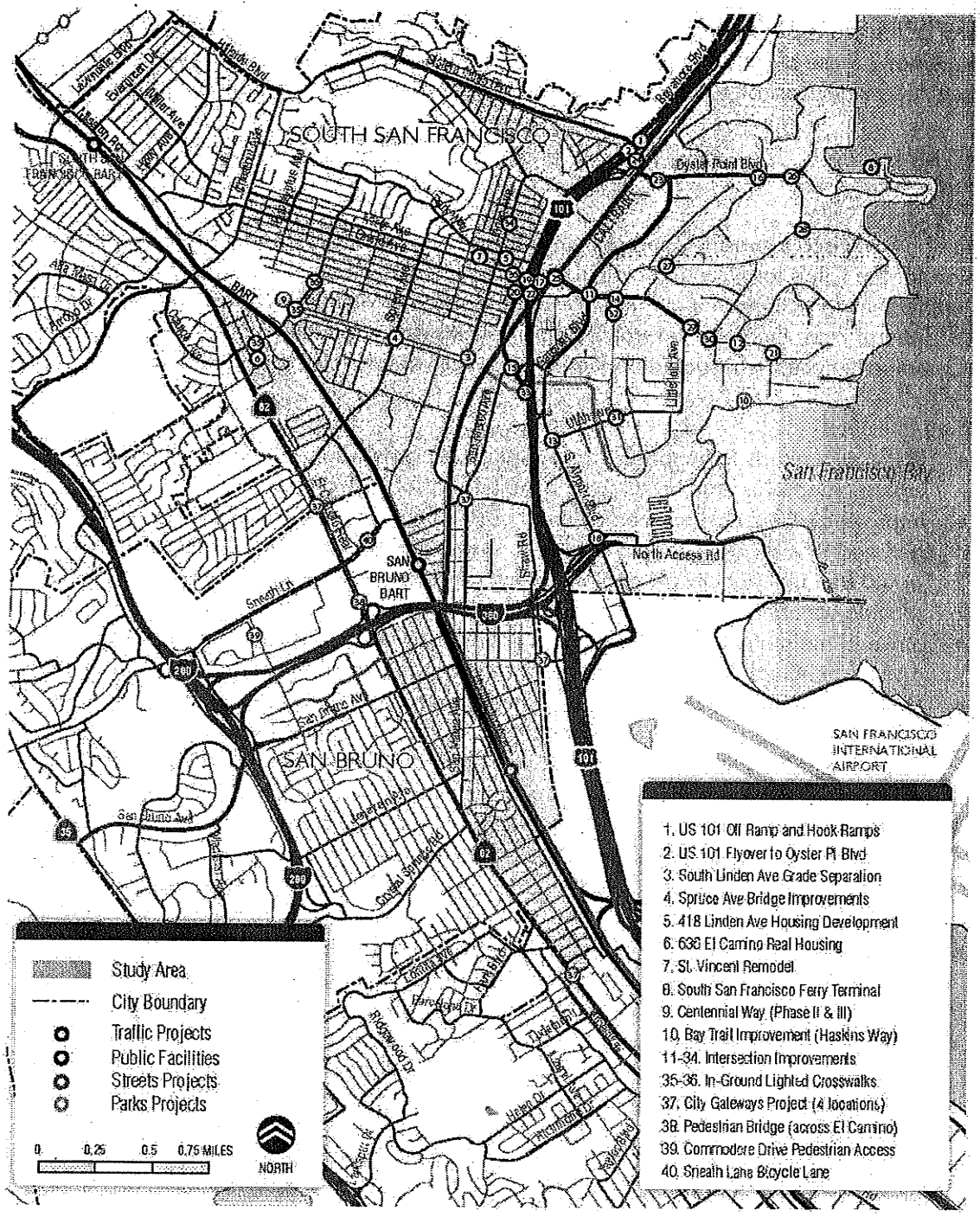
- Miller Avenue Parking Structure – 329 Miller Avenue (began July 2009)
  - 254 parking stalls, ground floor commercial and office space
- Terrabay Specific Plan Phase II/III – west of US 101 fronting Airport Blvd
  - South Tower and parking garage completed, North Tower to be constructed
  - Commercial use, performing arts center, childcare center

Projects approved for construction:

- SFO Logistics Center – 1070-1080 San Mateo Avenue
  - Conversion of single-tenant industrial building to multi-tenant facility
- 111 Chestnut Avenue
  - 8 condominium units

Projects under review or in planning stages:

- Mid-Peninsula Mixed Use – 636 El Camino Real (proposed April 2010)
  - Commercial ground floor, 107 condominium units above, subterranean parking
- New Caltrain Station – Airport Blvd and Grand Ave (in planning stages)
  - Direct pedestrian access from Downtown and east of US 101



Map 15: Planned Capital Improvement Projects

3.2 City of South San Francisco Plans

Several of the plans developed by the City of South San Francisco are relevant to the project area. Among these plans are South San Francisco's General Plan, El Camino Real/Chestnut Avenue Area Plan, East of 101 Area Plan, Urban Design Charrette, and Bicycle Master Plan.

General Plan[3]

South San Francisco's current General Plan was adopted in 1999. The General Plan presents a vision for the City's long-range physical and economic development, as well as strategies and implementing actions that aid in achieving the vision. Within the Transportation Element of the General Plan, there are several Guiding Policies and Implementing Policies relevant to this Community-Based Transportation Plan. These relevant policies are listed below:

Guiding Policies:

- Undertake efforts to enhance transportation capacity, especially in growth and emerging employment areas such as in the East of 101 area
- Improve connections between different parts of the City, especially between areas west and east of US 101 (currently limited to streets that provide freeway access) – this would free up capacity along streets such as Grand Avenue and Oyster Point Blvd that provide access to US 101
- Strive to maintain LOS D or better on arterial and collector streets, at all intersections, and on principal arterials in the Congestion Management Program during peak hours
- Develop a comprehensive and integrated system of bikeways that promote bicycle riding for transportation and recreation
- Provide safe and direct pedestrian routes and bikeways between and through residential neighborhoods, and to transit centers
- Continue to expand shuttle operations in partnership with employers
- Promote local and regional public transit serving the City

Implementing Policies:

- Extension of S. Linden Avenue to Sneath Lane to dramatically increase access to Lindenville, to allow trucks to access I-380 without going through Downtown, and to ensure connection between Downtown and the San Bruno BART Station
- Extension of Railroad Avenue from S. Linden Avenue to E. Grand Avenue, following the general alignment of an abandoned railroad right-of-way (would be the first non-freeway connection between areas east and west of US 101); a bikeway should also be considered
- New interchange at Victory Avenue and US 101 to allow for direct access between Lindenville and the freeway
- Prepare and adopt a Bikeways Master Plan
- Undertake a program to improve pedestrian connections between rail stations and their surroundings

[3] South San Francisco General Plan website: http://www.ci.ssf.ca.us/index.aspx?nid=360

- Favor Transportation System Management programs that limit vehicle use over those that extend the commute hour
- Develop a Downtown multi-modal transit center southeast of the Grand Avenue/Airport Blvd intersection, with a relocated Caltrain Station as its hub (include: direct pedestrian access from Downtown, shuttle drop-offs and pedestrian access from businesses east of the station, SamTrans bus and taxi drop-off patrons from bus routes along Airport Blvd, and clear visibility from Downtown and Grand Avenue)
- Explore feasibility of a shuttle between the Downtown/multi-modal station and the South San Francisco and San Bruno BART Stations (possibly free to riders)
- Encourage SamTrans to increase the shuttle or bus service to the East of 101 area to better serve the area's growing employment base

El Camino Real/Chestnut Avenue Area Plan[4]

The El Camino Real/Chestnut Avenue Area Plan is the City's most recent plan relating to the project area. It was presented for review in June of 2010, and is currently pending approval[5]. Although the Area Plan concerns an area that is mostly just outside the project area, it potentially provides residents of the project area with enhanced pedestrian and bicycle access to El Camino Real via Chestnut Avenue. It also proposes new mixed-use buildings along Chestnut Avenue and El Camino Real, which possibly include a new library that would benefit residents of the project area.

East of 101 Area Plan[6]

The East of 101 Area Plan was adopted in July of 1994, and concerns the section of South San Francisco that is located east of US Highway 101 and north of the San Francisco International Airport. The Area Plan describes several land use, circulation, and design goals that are relevant to this Community-Based Transportation Plan. These relevant goals are listed below:

Land Use Goals:

- Promote planned industrial, office, and commercial uses in the East of 101 Area, and discourage other uses that would be inconsistent with these uses
- Promote development that creates quality jobs for South San Francisco
- Encourage the use of downtown South San Francisco as a commercial center for those employed in the East of 101 Area

Circulation Goals:

- Minimize vehicular circulation impacts
- Maintain acceptable levels of transportation systems by achieving an appropriate balance between system improvements and development transportation demands

[4] El Camino Real/Chestnut Avenue Area Plan: http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=1401

[5] UPDATE FOR FINAL CBTP

[6] East of 101 Area Plan: http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=779

- Actively use the time during which adequate transportation capacity exists in the East of 101 Area to find transportation solutions that allow for continuing development of the area
- Encourage and support transportation modes other than single-occupancy automobiles including ridesharing, bicycling, walking and transit
- Develop a program of bicycle circulation improvements to create a full bicycle network consisting of Class III bike routes, Class II bike lanes, and Class I bike paths
- Promote the use of transit – both public and private – to and within the East of 101 Area

Design Goals:

- Promote public access to the San Francisco Bay Trail and to views of the bay

Urban Design Charrette: Downtown Design Strategies[7]

The Downtown Design Strategies developed in South San Francisco's Urban Design Charrette were released in March of 1998. The Strategies were the result of a one-day event in which residents, community leaders, and planners gathered to discuss ways in which the City could improve the design of its downtown. Many of the strategies in the Transportation and Circulation section are pertinent to this Community-Based Transportation Plan, and are listed below:

- Install parallel parking on the south side of Grand Avenue
- Eliminate cut-in parking spaces in favor of sidewalk amenities and cafes; add decked parking in lots on Miller and Baden Avenues
- Develop a streetcar or shuttle along Grand Avenue
- Slow cars with cobbled paving
- Prohibit driveways or parking entrances from Grand Avenue
- Truck and through-traffic would be concentrated on Miller and Baden Avenues; Grand Avenue would be a destination point for shoppers

Bicycle Master Plan

The Bicycle Master Plan was adopted by the City Council in February 2011. It is South San Francisco's first Bicycle Master Plan, and amends the City's General Plan. The Bicycle Master Plan identifies existing bicycle facilities, required future bicycle facilities, and a prioritized list of improvements. It will also allow South San Francisco to apply for bicycle improvement grants from the state.

3.3 City of San Bruno Development Projects

The City of San Bruno is nearing completion of a major residential and commercial development project at El Camino Real and Interstate 380, called The Crossing. In addition, the City has approved a mixed-use project to be built on San Mateo Avenue within San Bruno's downtown, and is in the planning stages of two more mixed-use projects in the area. These mixed-use developments encourage alternative modes of transportation such as walking, bicycling, and transit, and can affect the transportation needs of residents throughout

[7] Urban Design Charrette: Downtown Design Strategies: http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=775

the project area. Listed below are the details of San Bruno's current development projects as of July 2010:

- The Crossing Parcels 3 & 4 – El Camino Real at I-380
  - STATUS: apartment building complete, condominium building nearing completion
  - 350 residential units within 2 five-story buildings, 2 levels of subterranean parking
- Downtown Mixed-Use Project – 406-418 San Mateo Avenue
  - STATUS: approved January 2009
  - Demolition of old theater and three bars to construct a mixed-use building with 48 condominiums and parking
- Camino Plaza Mixed-Use Project – southwest corner of San Bruno Avenue and El Camino Real
  - STATUS: in planning stages
  - Commercial space and 100-200 residential units
- Downtown Gateway – San Bruno Avenue and El Camino Real
  - STATUS: in planning stages
  - Residential and retail developments

3.4 City of San Bruno Plans

There are currently two plans developed by the City of San Bruno that are relevant to the project area: the General Plan and the Downtown and Transit Corridors Plan. Both plans are very current, and guide future development and transportation within much of the project area.

General Plan[8]

The City of San Bruno adopted its current General Plan in March of 2009. The General Plan promotes balanced development, conserving existing neighborhoods while revitalizing Downtown and areas around the San Bruno Caltrain and BART stations.

The General Plan identifies eleven gateways to the City – five of which are located within the project area. These five gateways are located at the following locations:

- El Camino Real at the northern and southern city limits
- San Mateo Avenue at the northern city limit
- Interstate 380 at the eastern city limit
- San Bruno Avenue at the eastern city limit

The General Plan also identifies numerous Guiding Policies and Implementing Policies in its chapter on transportation. Of these policies, those that are relevant to this Community-Based Transportation Plan are listed below:

Guiding Policies:

[8] San Bruno General Plan website: http://www.sanbruno.ca.gov/comdev_generalPlan.html

- Provide for efficient, safe, and pleasant movement for all transportation modes: vehicles, bicycles, transit, and pedestrians
- Provide efficient local transit, such as a shuttle system, to the BART and Caltrain stations to avoid dependence on individual motor vehicles
- Protect residential areas from congestion and associated noise resulting from BART and Caltrain spillover traffic
- Expand the existing bus network to provide convenient and efficient public transit to employment centers, shopping areas, parks, and other key destinations
- Develop and maintain a comprehensive bicycle network within San Bruno, providing connections to BART and Caltrain, surrounding cities, employment and shopping areas, and natural areas
- Develop a safe, convenient, and continuous network of sidewalks and pedestrian paths within the City
- Coordinate the City's transportation network and improvements with surrounding cities, agencies, and San Mateo County

Implementing Policies:

- Develop incentives for the San Bruno government and private employers to institute staggered working hours, compressed work weeks, home-based telecommuting, car pooling, use of transit, alternative fuel vehicles, and bicycling to employment centers to reduce vehicle miles traveled and the associated traffic congestion and air pollution
- Encourage major employers of the City to provide shuttle service for employees from worksite to food service establishments, commercial areas, and transit stations in order to reduce automobile trips
- Provide assistance to regional and local ride-sharing organizations, and advocate legislation to maintain and expand incentives (tax deductions/credits, etc.)
- Improve signage and access at the intersection of San Mateo Avenue, Taylor Avenue, and El Camino Real
- Create a pedestrian-friendly environment surrounding the BART and Caltrain stations by installing additional street trees, lighting, signage, and widening sidewalks along streets adjacent to those stations
- Support the Caltrain Grade Separation Project, featuring the relocation of the Caltrain station above grade at the San Mateo Avenue/San Bruno Avenue intersection, and provide bicycle and pedestrian connections to surrounding areas with prominence given to access south to Downtown
- As rail capacity increases with expanded BART and Caltrain service, install pedestrian safety measures (clear markings, safety gates, alternative routes, overcrossings) at all at-grade railway crossings in the City, and provide safe pedestrian undercrossings at grade-separated locations
- Improve multi-modal access (specifically for pedestrians, cyclists, and transit passengers) to the BART and Caltrain stations through improvements along Huntington Avenue
- Incorporate a dedicated pedestrian crossing and flashing street markers at the new four-way signal installed on El Camino Real connecting The Crossing with The Shops at Tanforan and the San Bruno BART station
- Consider developing a shuttle service to provide reliable, consistent, and convenient access between the BART and Caltrain stations and other destination within the City,

including Bayhill Office Park, Skyline College, Downtown, schools and neighborhoods in the western and southern portions of the City

- Publicize all routes that provide non-auto access to the BART and Caltrain station areas, such as the GAP Inc. shuttle, bicycle routes, etc.
- Work with SamTrans to schedule the routing of public transit in San Bruno so that a majority of residents are within walking distance of transit stops
- Work with SamTrans to design the local bus transit system for maximum passenger satisfaction, safety, comfort, convenience, and privacy
- Encourage SamTrans to configure bus transit service to serve connections with other transit systems (BART, Caltrain, SFO, and other bus lines)
- Work with SamTrans to design the local bus transit system to serve transportation-dependent groups, including low income families that do not own an automobile, the elderly, youths, the handicapped, and others
- Work with SamTrans to route large buses on arterials rather than collector and local streets, and utilize smaller vehicles through residential areas
- Work with SamTrans to plan the local system with built-in flexibility for increases in service in accordance with increases in demand; coordinate with local school districts on possible joint transit usage
- Work with SamTrans to locate transit stops directly adjacent to buildings with retail frontage, rather than severed by large parking lots
- Design arterial and collector streets to facilitate safe pedestrian crossings to transit stops; provide crosswalks at all signalized arterial intersections
- Encourage installation of bus shelters, appropriate for year-round weather, to provide comfortable, safe waiting areas for SamTrans riders
- Continue to work toward dedication and installation of bicycle lanes throughout the City; implement bicycle route improvements (signage, striping, paving, and provision of bicycle facilities) at employment sites, shopping centers, schools, and public facilities
- Install safety improvements for pedestrian crossings along El Camino Real (bulb-outs at corners, crossing medians, signal synchronization, etc.)

Downtown and Transit Corridors Plan[9]

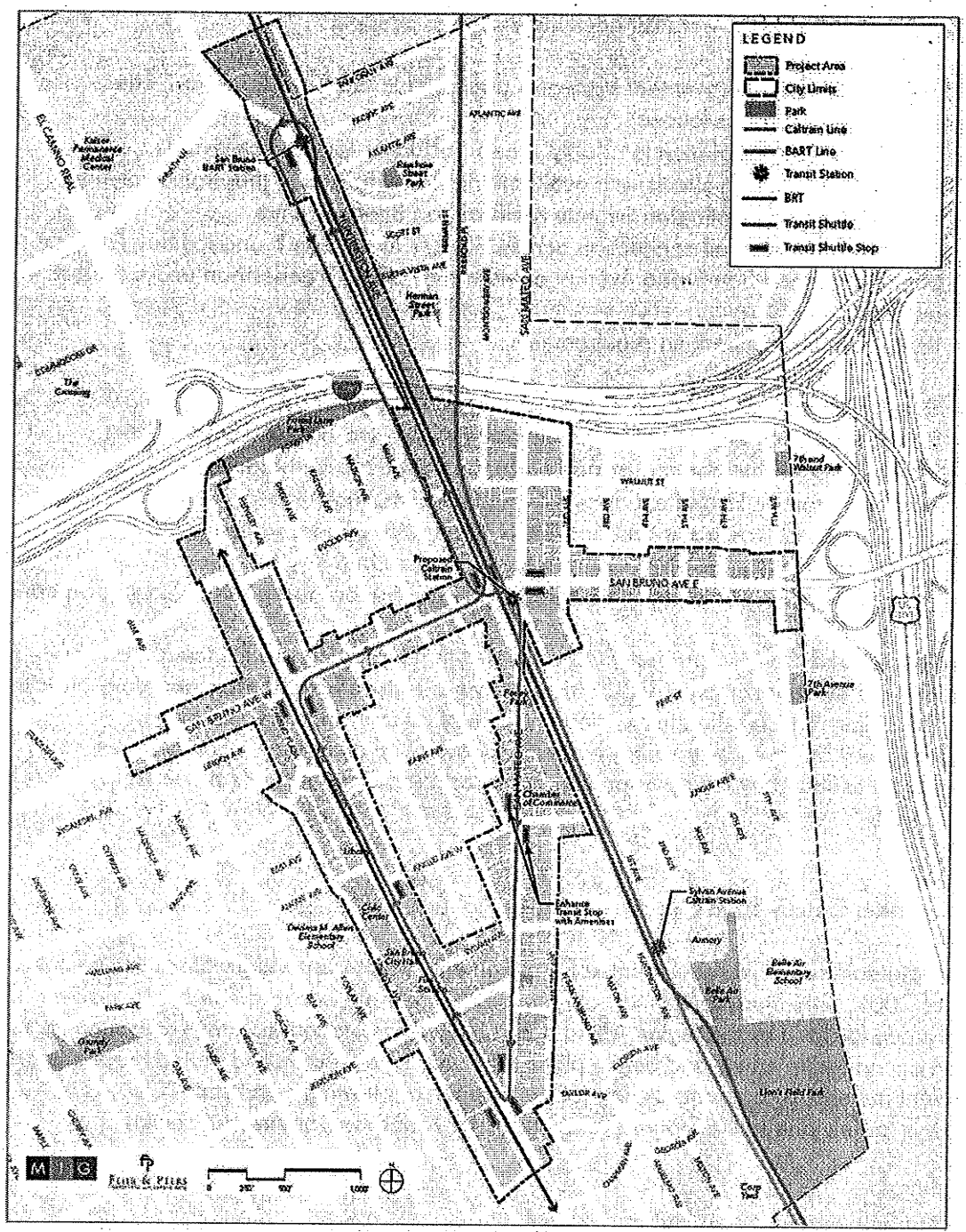
The City of San Bruno is still finalizing its Downtown and Transit Corridors Plan. A draft of the Corridors Plan was released in June of 2010. Although it is still in drafting stages, the Corridors Plan concerns much of the project area and is very relevant to this Community-Based Transportation Plan. All five of the transit corridors discussed in the Corridors Plan are located within the project area. These five corridors are:

- San Mateo Avenue from El Camino Real to San Bruno Ave
- The Station Area bounded by San Bruno Avenue, I-380, 2nd Avenue, and the train tracks
- Huntington Avenue from San Bruno Avenue to the BART station
- San Bruno Avenue from Elm Avenue to 7th Avenue
- El Camino Real from Crystal Springs Road to I-380

[9] Downtown and Transit Corridors Plan website: http://planbruno.org/.

The Downtown and Transit Corridors Plan focuses on increasing access and mobility for pedestrians, bicyclists and transit users, while balancing the needs of vehicles. The Corridors Plan also seeks to improve connections between San Bruno and the San Francisco International Airport in order to capitalize on the economic benefits of thousands of airport employees and travelers.

The Corridors Plan lists three improvement strategies related to transit. The first of these strategies is to implement a transit circulator shuttle route between Downtown and the BART and Caltrain stations, with a possible second shuttle serving SFO as well. The shuttle would circulate at frequent and regular intervals during peak commute hours, and three to four times per hour during off-peak hours. The Corridors Plan suggests that the shuttle use some of the existing SamTrans bus stops, with new stops located near the intersections of El Camino Real and San Mateo Avenue, El Camino Real and San Bruno Avenue, and San Bruno and Huntington Avenues. Map 16 shows the proposed shuttle route.



Map 16: Proposed San Bruno Transit Circulator Shuttle

The second transit improvement strategy is to enhance bus stop waiting areas using appropriate amenities including shelters, benches, lighting, and real-time passenger information. These amenities would improve the overall comfort and safety of transit riders, as most stops in the area currently consist of a sign with no amenities. The Corridors Plan mentions that these added amenities would be especially helpful along San Mateo Avenue,

San Bruno Avenue, and El Camino Real. Lastly, the third transit improvement strategy is to promote opportunities to grow transit ridership wherever possible.

There are four bicycling improvement strategies discussed in the Corridors Plan. These strategies are summarized as follows:

- Develop a network of bicycle priority streets, including bicycle boulevards
- Add bicycle lanes on streets with available right-of-way and higher traffic volumes, especially along Huntington Avenue north of San Bruno Avenue
- Develop a bicycle trail connection across US 101 to the San Francisco Bay Trail, potentially along San Bruno Avenue or via a new US 101 pedestrian and bicycle overpass
- Implement bicycle parking requirements

The Corridors Plan also discusses four walking improvement strategies:

- Promote a "complete streets" strategy for the City's five Transit Corridors
- Increase pedestrian comfort by adding bulb-outs and refuge islands
- Add new crosswalks and enhance existing crossings, including:
    - Raised crosswalks on San Mateo Avenue for a more walkable Downtown
    - New crossings on El Camino Real at Angus and Kains Avenues
- Promote walking connections from surrounding neighborhoods to the Downtown core

The Downtown and Transit Corridors Plan estimates that its strategies will increase daily pedestrian trips by approximately 1,300 trips, daily transit trips by 870 trips, and daily bicycle trips by 430 trips. It also estimates that nearly 10% of all daily trips created by new development will be taken by transit, whereas only 5% of all daily trips in San Mateo County are by transit, as found by the Metropolitan Transportation Commission's Bay Area Travel Study in 2000.

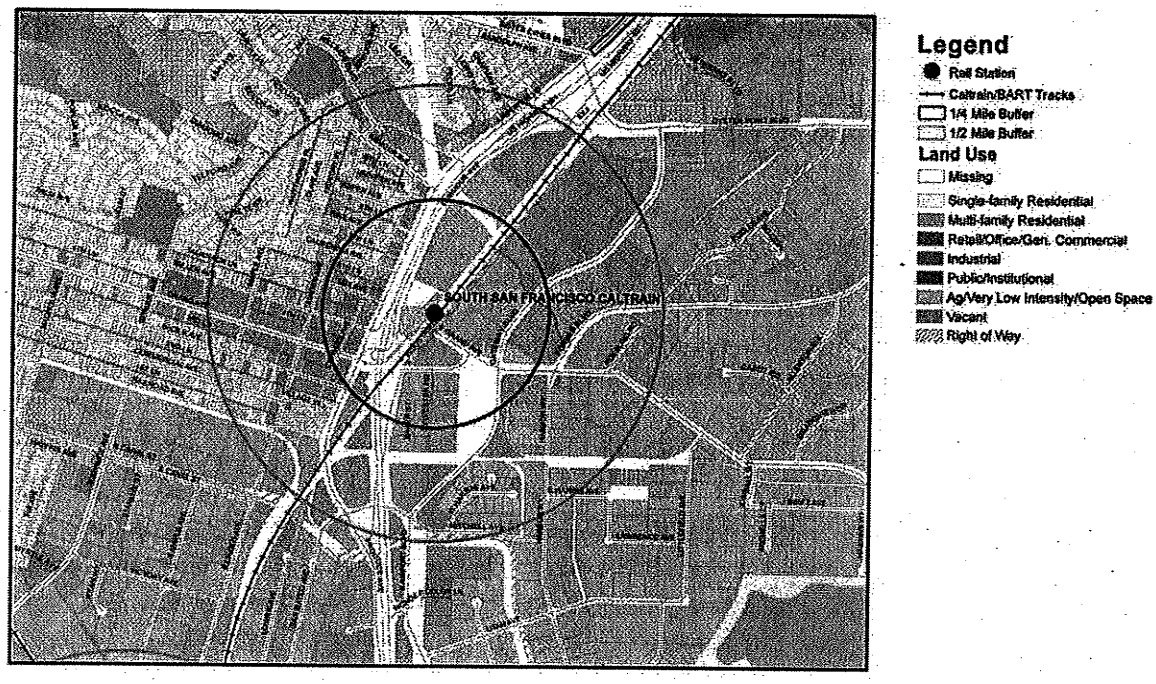
3.5 San Mateo County TOD Opportunity Study[10]

The San Mateo County Transit-Oriented Development (TOD) Opportunity Study was released in July of 2007. The Study identified both the South San Francisco and San Bruno Caltrain Station areas (defined as the region within half a mile of the Station) as areas deserving more detailed analysis, strategies, and action plans for TOD. The Study found that in these areas a 15 percent increase in households and jobs is estimated following significant TOD. This increase is largely due to the Stations' proximities to downtown commercial centers.

South San Francisco Caltrain Station Area

According to the Study, the area west of the South San Francisco Caltrain Station is characterized by the small "main street" businesses in the Downtown area centered around Grand Avenue. The area east of the Station is characterized by large commercial and industrial developments. Map 17 below illustrates these land uses.

[10] San Mateo County Transit-Oriented Development Opportunity Study: http://www.co.sanmateo.ca.us/housingdepartment/PDFS/SamTrans%20TOD_Final_Report_073107.pdf



Source: San Mateo County Public Works Department and San Mateo County Assessor's Office, 2006.

Map 17: Land Uses of the South San Francisco Caltrain Station Area

The Study identifies three opportunities for TOD in the South San Francisco Caltrain Station area. The first of these opportunities is the large employment base to the east of the station, referred to as the Oyster Point businesses. There are currently three shuttle services transporting Caltrain riders from the station to these businesses. The second opportunity is that, while several underutilized sites within the City of South San Francisco present opportunities for redevelopment, the City's policies generally support TOD. The third opportunity is that the Caltrain station is being redesigned just south of its current location. This new location will improve access from the station to the Oyster Point businesses and to the downtown.

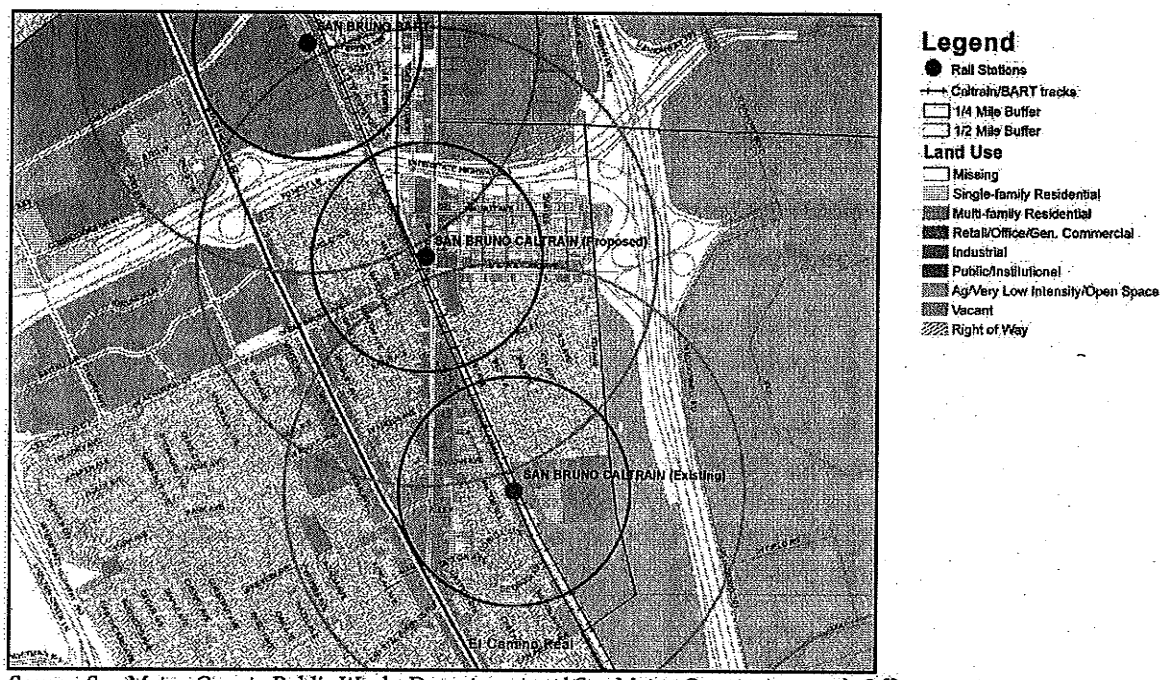
It is noted in the Study that Caltrain commuters who disembark at the South San Francisco Station have difficulty getting to their final destinations without shuttle service. The Study suggests that the most feasible and cost-effective option to improve the mobility of South San Francisco Caltrain riders is to enhance bicycle access in the area; bicycle riders can cover more distance than pedestrians, and the area east of US 101 where many employers are located is relatively flat. The Study also suggests that a pedestrian and bicycle underpass be constructed at the future relocated South San Francisco Caltrain station, just south of its current location. This underpass would improve non-vehicular access between the commercial district, residential areas, and the Oyster Point businesses. The Study also notes that the Railroad Avenue bike path is an important link between the Oyster Point businesses and residential areas within the City.

Transit and pedestrian access to the South San Francisco Caltrain Station is mentioned as a considerable problem. The current station's driveway has a turning radius that is too tight for SamTrans buses, making bus access to the station impossible. As a result, the nearest SamTrans service is located on the opposite side of US 101 from the station, forcing Caltrain

riders to walk across the overpass for bus connections or to access the downtown. The future relocation of the station will resolve this issue, as SamTrans buses will be able to directly access the station, and pedestrians will have direct access to the downtown. The San Francisco Bay Trail will also provide pedestrian and bicycle access to the relocated station.

San Bruno Caltrain Station Area

The Study describes the San Bruno Caltrain Station area as commercial, residential, and industrial; there are small-scaled "main street" businesses in the downtown along San Mateo Avenue, auto-oriented businesses along Huntington and San Bruno Avenues, residential neighborhoods east and west of the Caltrain corridor, and industrial uses east of the corridor and north of Interstate 380. These land uses are illustrated by Map 18.



Source: San Mateo County Public Works Department and San Mateo County Assessor's Office, 2006.

Map 18: Land Uses of the San Bruno Caltrain Station Area

As seen in Map 18, the San Bruno Caltrain Station will be relocated to an elevated location just north of the intersection of San Mateo and San Bruno Avenues. The current station site has been designated a redevelopment area, and the relocated station will serve as a highly-visible gateway to Downtown San Bruno.

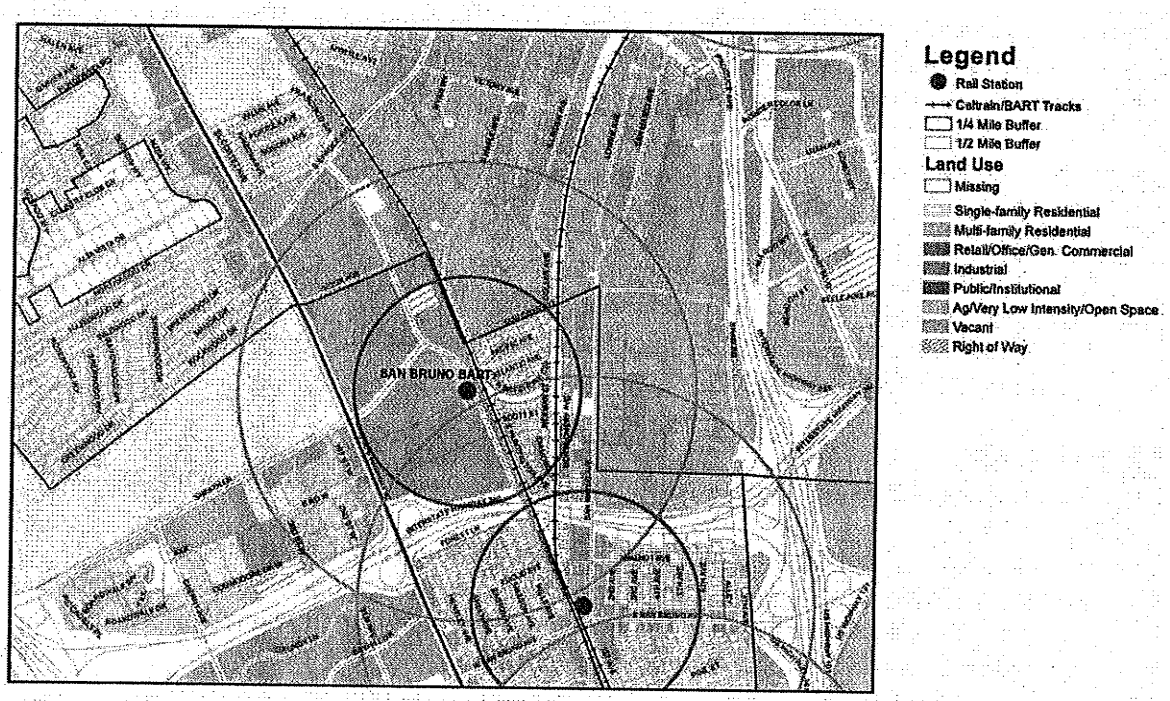
However, the Study presents two constraints to TOD in the Station area. First, there are height restrictions east of the Caltrain corridor due to its proximity to the SFO flight path, and new residential development is prohibited due to airport noise. Second, most lots in the area are rather small, limiting redevelopment opportunities to multi-family residential units above existing commercial uses.

The Study states that there is currently no shuttle service to the San Bruno Caltrain Station. Although there are currently SamTrans routes operating along Huntington and San Bruno Avenues, the relocated station will improve accessibility to these routes, enhancing the overall accessibility of the Station. The relocated station will also provide off-street shuttle loading zones for future shuttles.

According to the Study, the current San Bruno Caltrain Station provides limited bicycle parking and access, as well as an at-grade pedestrian crossing. The Station's relocation project will include a grade-separated Caltrain corridor with pedestrian and bicycle underpasses in several locations, as well as increased bicycle parking.

San Bruno BART Station Area

Like the South San Francisco and San Bruno Caltrain Station areas, the San Bruno BART Station area consists of commercial, residential, and industrial uses. To the west, the Station is adjacent to the Tanforan Shopping Center, and is near auto-oriented developments along El Camino Real. South and east of the Station, there are residential neighborhoods. To the north, the Station is near many of the industrial and commercial developments of South San Francisco. Map 19 below illustrates these land uses.



Source: San Mateo County Public Works Department and San Mateo County Assessor's Office, 2006

Map 19: Land Uses of the San Bruno BART Station Area

The Study identifies three opportunities for TOD in the San Bruno BART Station area. First, the Station area has been designated by the City of San Bruno as a redevelopment area, and has strong market potential for retail and residential development. Second, there are opportunities to strengthen the connection between the Station and the surrounding

commercial centers and new development. Third, there are currently large parcels of land in the Station area located in South San Francisco that are zoned for industrial uses; these parcels have potential redevelopment opportunity.

However, the San Bruno BART Station area is under the same constraints as the City's Caltrain Station area – it has height limitations as well as banning of new residential development east of the Station due to its proximity to SFO. The Station also has poor visibility and access from its surrounding areas.

The Station is noted to have direct access to several SamTrans routes. There are also several employer shuttles that serve the Station. However, there are no defined bicycle paths to the Station, and crossing El Camino Real is very difficult for both bicyclists and pedestrians. This is a substantial issue due to the Station's proximity to the new TOD west of El Camino Real. There is no clear pedestrian path to the Station from this area, and pedestrian traffic from the north, east, and south is low due to the low-density industrial and residential uses there.

3.6 Capital Improvement Program Projects

There are numerous projects affecting the project area included in the Five-Year Capital Improvement Program (CIP) for the Cities of South San Francisco and San Bruno. These projects are listed by City below. Note that the South San Francisco CIP covers the five-year period from 2010-2015, while the San Bruno CIP covers the period from 2009-2014. All improvements are shown in Map 20 below.

South San Francisco CIP Projects

Major Street Projects

- US 101 Off Ramp and Hook Ramps: additional southbound off-ramp and on-ramp added at Oyster Point Boulevard (nearing completion)
- US 101 Flyover to Oyster Point Boulevard: additional southbound off-ramp and on-ramp added at Oyster Point Boulevard (nearing completion)

Street Projects

- Street Rehabilitation Program: will resurface various streets as determined by Public Works
- Downtown Street Lighting: will install additional street lights to existing poles
- South Linden Avenue Grade Separation: includes traffic studies on South Linden Avenue grade separation and the addition of a South Linden Avenue exit ramp and Airport Boulevard/Grand Avenue intersection
- Annual Sidewalk/ADA Ramp Installation/Repair Program: will repair or replace damaged sidewalks and install ADA ramps
- Spruce Avenue Bridge Improvements: includes sidewalk improvements and traffic signal upgrades at the Spruce Avenue bridge over Colma Creek to facilitate ADA access across the bridge
- El Camino Real Master Plan Improvements

Public Facilities Projects

- Caltrans Site Acquisition: remediation and improvement of the Caltrans site at Grand Avenue and Airport Boulevard
- 418 Linden Avenue Housing Development: currently serving as a temporary parking lot during construction of the Miller Avenue parking structure
- 636 El Camino Real Housing: a new housing development by Mid Peninsula Housing
- St. Vincent Remodel: will renovate the property located at Fourth Lane for a pedestrian walkway from the new Miller Avenue parking structure
- South San Francisco Ferry Terminal: demolition of existing piers has been completed, construction of new pier has been scheduled

Parks Projects

- Gateway Boulevard Island Improvements
- North Access Trail: will install landscaping as part of the Bay Trail near Park SFO
- Centennial Way (Phase II & III): consists of design and construction of Centennial Way from Orange Avenue to the South San Francisco BART Station
- Bay Trail Improvement Project (Haskins Way): will reconstruct and widen 1,200 linear feet of multi-use pathway along the Bay Trail from Haskins Way southward toward Michelle Court
- Various City Green Spots: will landscape various green spots and median islands around the city

Traffic Projects

- The following locations will under go intersection improvements such as additional turn lanes and through lanes, restriping, widening, and updated traffic signals to accommodate future growth:
    - Gateway Boulevard and East Grand Avenue
    - Grandview Drive and East Grand Avenue
    - South Airport Boulevard and Utah Avenue
    - Forbes Boulevard and East Grand Avenue
    - Airport Boulevard and San Mateo Avenue
    - Bayshore Boulevard, Airport Boulevard and Sister Cities Boulevard
    - Eccles Avenue and Oyster Point Boulevard
    - Dubuque Avenue and East Grand Avenue
    - South Airport Boulevard and North Access Road
    - Airport Boulevard and Miller Avenue
    - Grand Avenue and East Grand Avenue
    - East Grand Avenue and Haskins Way
    - Airport Boulevard and Grand Avenue
    - Oyster Point Boulevard and Route 101 Northbound On-Ramp
    - Dubuque Avenue, Oyster Point Boulevard, and Northbound 101 Off-Ramp
    - Route 101 Northbound Off-Ramp, East Grand Avenue, and Executive Drive
    - Gull Road and Oyster Point Boulevard
    - Forbes Boulevard and Eccles Avenue
    - Forbes Boulevard and Gull Road
    - East Grand Avenue and Littlefield Avenue
    - East Grand Avenue and Allerton Avenue
    - Utah Avenue and Harbor Way

    - East Grand Avenue, Harbor Master Road, and Forbes Boulevard
    - Highway 101 and Produce Avenue
    - Linden Avenue and Pine Avenue
- The following locations will undergo roadway improvements, such as additional lanes, to accommodate future growth:
    - South Airport Boulevard at Mitchell Avenue & Gateway Boulevard
    - Mitchell Avenue
    - Harbor Way
    - South Airport Boulevard Hook Ramps
- Bicycle Video Detector Project: will install 23 bicycle video detection systems at various intersections throughout the city
- Bicycle Route Signage Project: will install 275 bicycle route signs along existing bicycle routes
- In-Ground Lighted Crosswalk Project: will install two (2) in-ground lighted crosswalks on West Orange Avenue at B Street and North Canal Street
- In-Ground Lighted Crosswalks on W. Orange Avenue and Miller Avenue: will install two (2) in-ground lighted crosswalks at West Orange Avenue/Tennis Drive and Miller Avenue/Cypress Avenue
- Bicycle Master Plan
- Traffic Calming Program
- Utah Avenue Over Crossing: will produce a project study report to construct a crossing from Utah Avenue over Highway 101
- Traffic Signage and Marking Improvements
- Citywide Street Lighting
- Bicycle Detection Loops: will install nine (9) bicycle detection loops at existing signals within the East of 101 area

San Bruno CIP Projects

2009-2014 Parks and Facilities Capital Improvement Program

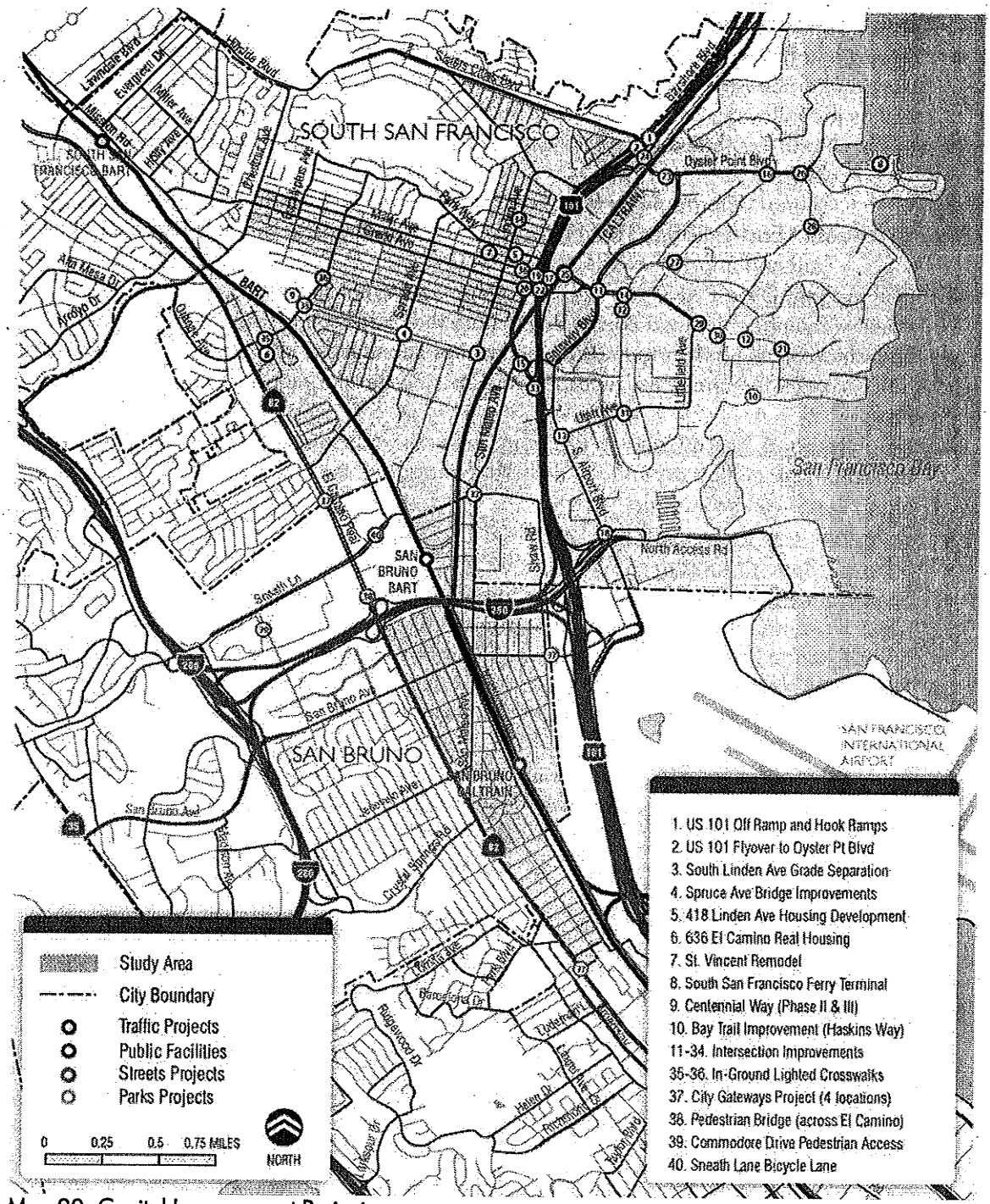
- City Gateways Project: design and construction of new gateways at entrances to City, including coordinated landscape design, signage, and street furniture; the following gateways are located in the project area:
    - El Camino Real at the northern and southern city limits
    - San Mateo Avenue at the northern city limit
    - San Bruno Avenue at the eastern city limit
- El Camino Phase I Medians and Pedestrian Improvements Project: includes vegetation and irrigation systems on medians, audible countdown pedestrian signals at all lighted intersections, and flashing warning lights alerting automotive traffic of crossing pedestrians
- Street Median and Grand Boulevard Improvements Project: new landscaping and irrigation systems to 11 medians along El Camino Real within the City (remaining 5 medians under El Camino Phase I Medians and Pedestrian Improvements Project)

2009-2014 Redevelopment Capital Improvement Program – includes entire San Bruno project area

- Pedestrian Bridge: pedestrian bridge across El Camino Real, connecting residents of the Crossing with the Shops at Tanforan and the San Bruno BART Station

2009-2014 Streets Capital Improvement Program

- Accessible Pedestrian Ramps at Various Locations: addition of pedestrian ramps in order to better comply with ADA standards
- Bicycle and Pedestrian Improvements Program: includes specific improvements to bicycle and pedestrian routes to the San Bruno BART Station for transit connections, as well as the following projects:
    - North-South Bikeway Signing Project (to possibly pass through the project area)
    - Colma-Millbrae Bikeway Project (to follow the BART right-of-way)
    - SFO East Side/Bay Trail Project (to address the gap in the San Francisco Bay Trail and improve connections to SFO)
- Commodore Drive Pedestrian Access Project: additional sidewalk and associated street widening, enhanced crosswalks, "share the road" bicycle signage, and pedestrian-scale lighting to improve pedestrian connections between the San Bruno BART Station, the Shops at Tanforan, the Crossing developments, and Commodore Park
- Neighborhood Traffic-Calming Program: includes improvements to vehicle and pedestrian circulation around the Belle Air School and the installation of traffic circles along San Anselmo Avenue
- Pedestrian and Bicycle Master Plan
- Sidewalk Repair Program
- Sneath Lane Bicycle Lane between El Camino Real and Huntington Avenue: will create Class II bicycle lanes to connect the regional trail at Highway 35 and upper areas of the City to the San Bruno BART Station, the Shops at Tanforan, and the bicycle trail in South San Francisco
- Street Rehabilitation Program: will perform repair and preventative maintenance based on street condition
- Streetlight Replacement Program: will replace deteriorated or outmoded streetlights, and replace high voltage circuits with low voltage circuits



Map 20: Capital Improvement Projects

Transportation Plans

3.7 San Mateo County Welfare-to-Work Plan (2001)

The San Mateo County Welfare-to-Work Transportation Planning Project was completed in April of 2001. The Welfare-to-Work Plan recommends a set of transportation strategies and implementation procedures to both improve the mobility of CalWORKs participants and other low-income individuals and connect them with employment opportunities. The Metropolitan Transportation Commission (MTC), in cooperation with the San Mateo County Human Services Agency (HSA) and the San Mateo County Transit District, sponsored the development of the Welfare-to-Work Plan.

Transportation barriers common to low-income persons in the County were found to be:

- Cost of transit
- Lack of information about transportation options
- Low awareness and receptivity to formal carpool and vanpool programs
- Lack of assistance with low-interest car loans, car repairs and drivers licenses

Transit gaps occur with the times of day that bus service is available, the amount of time riders must wait between buses, and the geographical coverage of service. Transit gaps specific to San Mateo County included:

- Lack of reliable transportation options for children
- Lack of affordable options for emergency transportation
- Lack of transportation options for residents of East Palo Alto
- Lack of evening and weekend transportation options in the Redwood City, San Mateo and Coastside HSA Service Corridors

The top four priority areas recommended to develop transportation strategies were:

- Improved Information and Mobility Manager
- Emergency Transportation
- Improved Access to HSA One-Stop Centers
- Fare Assistance

Lower priority strategies were:

- Community Transit Services
- Carpool and Vanpool Incentives
- Auto Repair and Insurance Assistance Program
- Children's Transportation Program
- 24-Hour Bus Service

3.8 SamTrans Strategic Plan (2009-2013)[11]

The SamTrans Strategic Plan, adopted in December of 2008, outlines the San Mateo County Transit District's purpose and mission. It is "a policy framework" meant to guide District investments over the five year period from 2009 to 2013. The Strategic Plan is a living document that is subject to change as the operating environment changes.

There are six focus areas for progress identified in the Strategic Plan: Financial Integrity, Multimodal Services, Transportation and Land Use, Customers, Business Practices, and Employees. Two of these focus areas – Multimodal Services and Transportation and Land Use – contain goals and initiatives relevant to this Community-Based Transportation Plan.

The Multimodal Services focus area discusses the need to better connect various transportation services within the County, as well as between the County and the greater Bay Area. One initiative mentioned in this focus area is to "ensure a service network that addresses the growing mobility needs of senior citizens, customers with disabilities and low-income patrons." As the project area includes many low-income residents, this initiative is indeed relevant to the South San Francisco/San Bruno Community-Based Transportation Plan (CBTP).

The Transportation and Land Use focus area discusses the importance of transportation agencies' say in land use decisions due to their effect on transportation. The focus area lists three main goals:

- Create livable corridors and community centers that enhance transportation choices
- Form partnerships to implement joint land-use and transportation investments
- Set a local and national example for linking transportation and land-use planning

The Transportation and Land Use focus area also identifies five initiatives. The most relevant of these initiatives to the South San Francisco/San Bruno CBTP are:

- Develop District policy linking transit service levels with land-use densities
- Continue to build support for the Grand Boulevard Initiative vision and guiding principles which include transit-oriented development, economic investment and housing opportunities to create a livable and walkable El Camino Real corridor
- Expand the District's Transportation-Oriented Development (TOD) program.

3.9 SamTrans Short Range Transit Plan (2009-2018)[12]

The SamTrans Short Range Transit Plan (SRTP) identifies several goals for San Mateo County public transit over the 2009-2018 decade. Along with these goals, the SRTP names four main challenges facing public transit over this decade:

- Financial Stability: SamTrans' highest priority over the next several years is to attain financial stability. As labor and fuel costs continue to rise, demand for transit services continues to grow. Fluctuating sales tax proceeds and limited state and federal

[11] SamTrans Strategic Plan (2009-2013): http://www.samtrans.com/pdf/District_Strategic_Plan_2009-2013_Final.pdf

[12] SamTrans Short Range Transit Plan (2009-2018): http://www.samtrans.com/short_range_transit_plan.html

sources for transit funding make stable public transit finances difficult. Three fare increases of 25 cents each are proposed for fiscal years 2009, 2012, and 2015.

- Bus Ridership: Overall, ridership has decreased over the last decade. However, starting in 2007, there has been an increase in ridership along with the increased gas prices. New strategies are needed in order to increase ridership further.
- Aging Population: Many of the "Baby Boomers" will enter retirement in the next decade, causing an increase in public transit demand.
- Land Use: Transit-Oriented Development (TOD) maximizes public transit use. Such development will be highly encouraged in the coming years.

The aging population, increased Transit-Oriented Development, rising fuel prices, and other factors are expected to cause a two percent (2%) per year ridership increase beginning in 2009. According to the SRTP, this increase can be supported by improvements and expansions of bus service and community-based shuttle service.

Community-based shuttles are expected to have a significant role in the future. A significant amount of funding is available to support greater shuttle coverage in the County. These shuttle funds have grown with the addition of the San Mateo County Transportation Authority shuttle funds in 2009, awarded with the reauthorization of Measure A (a half-cent sales tax). More information on these funds and their effects will be discussed in future SRTPs.

3.10 San Mateo County Senior Mobility Action Plan (2006)[13]

As many of the Baby Boomers approach retirement in the coming decade, senior mobility via public transit is becoming an increasingly important issue. The San Mateo County Senior Mobility Action Plan, created in 2006, lists three main objectives:

- Raise awareness of the issue of senior mobility in the County
- Increase understanding of the range of effective methods that are available to help maintain senior mobility
- Identify realistic programs and projects that can be undertaken by all types of organizations and jurisdictions

To help realize these objectives, the Senior Mobility Action Plan Steering Committee and SamTrans identified seven mobility strategies. Three of these strategies are relevant to this Community-Based Transportation Plan:

- Community Transit Services: Local shuttles using small vehicles to serve short trips within communities.
- Community-Based Transportation Services: A community transportation network organization with public and private funding that would provide services to seniors who cannot drive or use transit.
- Walking: Improvements to sidewalks, pedestrian crossings, and driver awareness that focus on neighborhoods with a high concentration of seniors and walkable destinations.

[13] San Mateo County Senior Mobility Action Plan (2006) within SamTrans SRTP (Chapter 3, Page 8): http://www.samtrans.com/pdf/SRTP_2008/05_Ch3_FINAL_SamTrans_SRTP_011508.pdf

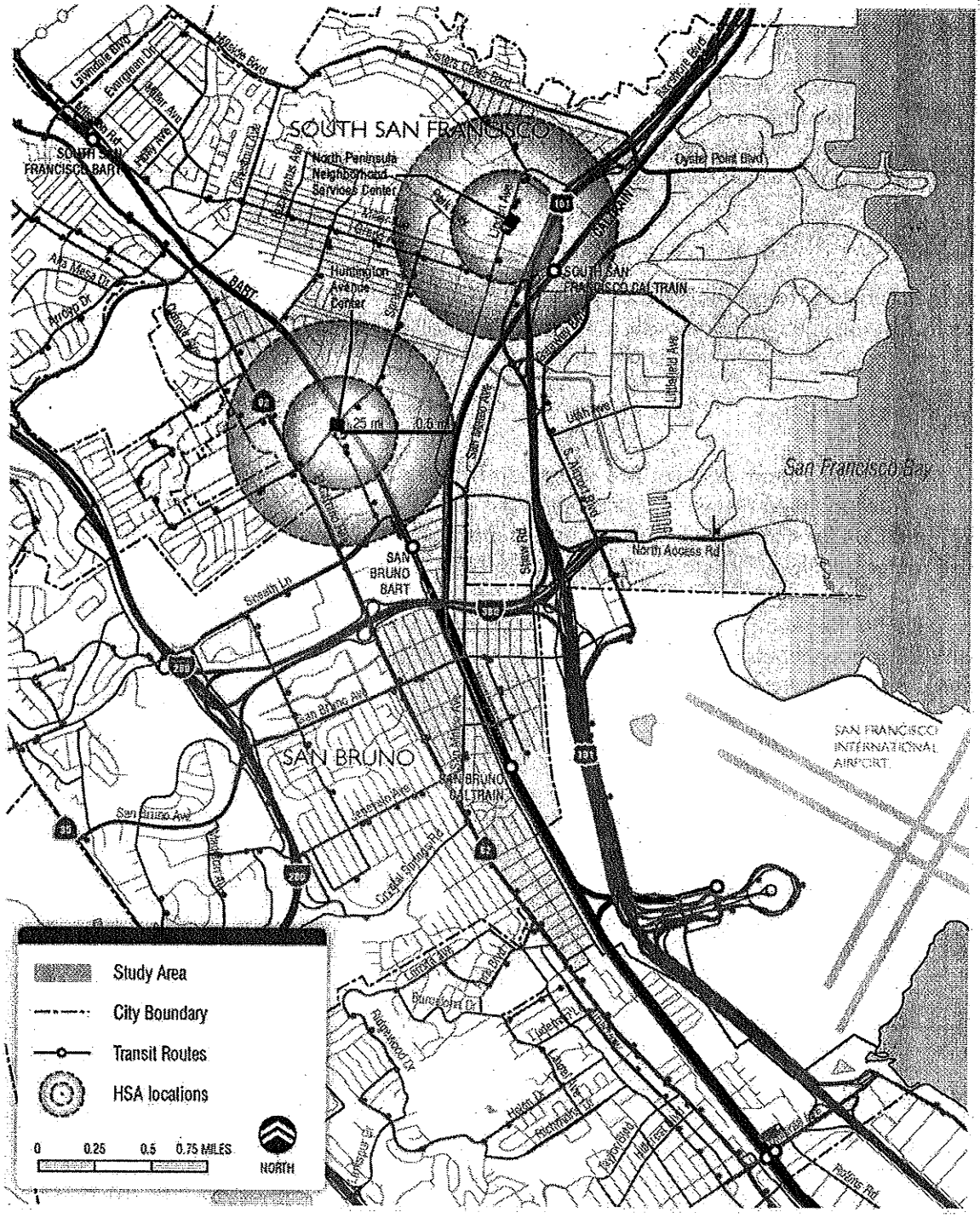
Although the project area does not have a high concentration of seniors, it does have many walkable destinations, as it includes the downtowns of both South San Francisco and San Bruno.

3.11 San Mateo County Human Services Agency Transportation Programs[14]

The Human Service Agency (HSA) in San Mateo County is currently able to provide a limited amount of bus tokens, bus passes, and emergency taxi vouchers to participating CalWORKs clients who need transportation assistance. In January of 2010, the HSA was awarded a Lifeline Transportation grant of approximately $194,000 from the Metropolitan Transportation Commission to increase the availability of bus tokens and passes to clients. The HSA also occasionally refers clients to the Family Loan Program run by the Family Service Agency, which can assist needy families in obtaining auto loans.

There are currently two HSA locations that serve project area residents: the North Peninsula Neighborhood Services Center and the Huntington Avenue HSA Center (Map 21). The North Peninsula Neighborhood Services Center is located at 600 Linden Avenue in South San Francisco. At this location, San Mateo County residents can apply for assistance and, if they qualify, receive free bus tokens or a monthly bus pass. The Huntington Avenue Center is located at 1487 Huntington Avenue in South San Francisco, but does not provide free bus tokens or passes unless they are required for another HSA service.

[14] San Mateo County Human Services Agency website: http://www.co.sanmateo.ca.us/portal/site/humanservices/



Map 21: HSA Locations and Access by Transit from the Project Area

Chapter 4 - Transportation Gaps

A requirement of Community-Based Transportation Plans is to summarize and analyze the transportation gaps that were identified in the Metropolitan Transportation Commission's 2001 *Lifeline Transportation Network Report* that was part of the process to develop the *Regional Transportation Plan*. Two types of transportation gaps are analyzed in the report: spatial gaps, which refer to geographic areas where public transit is needed but does not exist, and temporal gaps, which refer to insufficient hours of operation or frequency of service.

Spatial Gap Analysis

The Metropolitan Transportation Commission (MTC) performed a spatial gap analysis to identify low-income neighborhoods not served by transit. Their 2001 *Lifeline Transportation Network Report* does not point to any spatial gaps within the project area.

Temporal Gap Analysis

The MTC *Lifeline* report identifies five of the SamTrans Routes serving the project area as Lifeline Transportation Network routes: SamTrans Route 130, Route 292, Route 390, Route 391, and Owl Service Route 97, which is now known as Route 397. Table 7 summarizes how these routes qualify as Lifeline Transportation Network routes.

According to the report, SamTrans Route 130 serves a pre-defined concentration of CalWORKs households and essential destinations. SamTrans Routes 292, 390, and 391 also serve a pre-defined concentration of CalWORKs households and essential destinations, and are considered SamTrans Trunkline routes. SamTrans Owl Service Route 97/397 serves essential destinations and is a SamTrans Trunkline route. In addition, Routes 391 and 97/397 are considered regional links.

Table 7: Qualifications for Selection as a Lifeline Transportation Network Route

SamTrans Route	Serves CalWORKs Cluster	Serves Essential Destinations	Trunkline Route	Regional Link	Connection to Other Lifeline Transportation Services
130	X	X			Muni
292	X	X	X		
390	X	X	X		BART, Caltrain, Muni, VTA
391	X	X	X	X	AC Transit, BART, Caltrain, Golden Gate, Muni, VTA
97 (Owl)		X	X	X	

The temporal gap analysis is based on MTC objectives for hours of operations and frequency of service. In terms of hours of operation, the report shows that SamTrans Route 130 constitutes a temporal gap on weekends, while Route 390 constitutes a temporal gap everyday. In terms of frequency of service, all five SamTrans Lifeline routes constitute temporal gaps during weeknights, while Routes 390 and 391 also constitute temporal gaps on Saturdays. Table 8 below shows the MTC objectives against the five SamTrans Lifeline routes' hours of operation and frequency of service.

Table 8: Temporal Gap Analysis

	Hours of Operation			Frequency of Service				
	Weekday	Saturday	Sunday	Weekday Commute	Weekday Midday	Weekday Night	Saturday	Sunday
MTC Objectives for Suburban Transit Lifeline Routes	6am - 10pm	8am – 10pm	8am - 10pm	30	30	30	30	60
SamTrans Route 130	5:30am - 10:50pm	8:20am - 5:35pm	9:05am - 5:20pm	20-30	30	60	30	60
SamTrans Route 292	4:46am - 12:45am	5:01am - 12:43am	5:01am - 12:43am	20-30	30	60	30	30
SamTrans Route 390	5:32am - 6:40pm	8:42am - 5:20pm	8:41am - 5:17pm	30	30	---	40	40
SamTrans Route 391	4:20am - 1:22am	4:10am - 1:17am	4:10am - 1:19am	30	30	60	40	40
SamTrans Route 97 (Owl)	12:56am - 5:26am	12:56am - 5:26am	12:56am - 5:26am	---	---	60	60	60

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San Bruno/South San Francisco Community-Based Transportation Plan
Outreach Summary Report

1. INTRODUCTION

The basis of the San Bruno/South San Francisco CBTP is the input and support of the community and stakeholder agencies. Staff from SamTrans and City of San Bruno and South San Francisco partnered to involve residents, community-based organizations (CBOs), and agencies serving the San Bruno/South San Francisco community. This report contains an explanation of the community outreach process and a summary of the outreach findings.

2. OUTREACH STRATEGIES

Community outreach was conducted from April to June 2011. Based upon input from the Stakeholder Committee meeting held on March 23, 2011, outreach strategies are designed to solicit input from the broad range of residents and stakeholders in the South San Francisco/San Bruno community and to identify transportation needs and potential solutions. Strategies presented in this section include: the resident travel survey, transportation solutions workshops, interviews with community-based organizations, and a project website and hotline.

Objectives of the community outreach include:

- Maximize one-on-one contact with residents, organizations and other stakeholders;
- Gain a more thorough understanding of the community's transportation needs and service gaps; and
- Learn about potential transportation solutions and available resources.

Transportation Solution Workshops

Two transportation solution workshops were held for this project—one in South San Francisco and one in San Bruno. The workshops engaged the community to educate community members about transportation resources, opportunities and constraints; identify transportation issues in the study area; and develop potential strategies to address transportation issues. Fliers were included in English and Spanish in the survey, which was mailed to all residents.

More than 50 community members participated in the workshops.

Workshop participants discussed existing transportation needs and gaps, as well as potential solutions. The participants worked in small groups to develop solutions to transportation needs, using the public agency staff as resources. The outcome of the workshops included a list of transportation needs and solutions.

Resident Survey

A resident survey was mailed to each household in the project area—a total of 7,486 surveys in English and Spanish were mailed. The survey included questions related to issues and gaps in driving, walking, bicycling, bus service and other types of transit. Survey respondents were questioned about the type of trips that are most difficult for them to complete and to identify their most important transportation needs. The survey was presented in English and Spanish, with translated versions in Tagalog and Chinese available by calling the hotline or accessing it online. SamTrans received a total of 393 resident surveys. Of these returned surveys, 335 (85%) were in English and 58 (15%) were in Spanish.

Based also on the demographic data gathered from the survey, we can conclude that the majority of survey takers were English-speaking. Seventy percent (70%) of the survey takers were between the ages of 30 and 64, 62% of all survey takers were female, and 38% of all survey takers had children under the age of 18 living at home. Perhaps one of the most telling statistics is the fact that 33% of survey takers had household incomes below $25,000 and 24% had incomes between $25,000 and $55,000. This indicates that the planning process was able to successfully reach out to a portion of the low-income populations to assess their transportation needs.

Survey takers were asked to identify their primary mode of travel and the most difficult trips they make. The majority cited difficult trips to be work trips to destinations such as San Francisco and Redwood City, and medical trips to destinations such as San Francisco and San Mateo.

Although the majority of survey takers had access to a car or truck, only 30% of survey takers indicated driving as a primary way of travel. Twenty-three percent (23%) ride the bus and more than 15% ride BART. Approximately 53% of survey takers ride the bus at least once a week.

When asked to identify improvements to help them ride the bus more frequently, survey takers cited lower ticket prices, more frequent service, and free transfers the most often. The main routes identified for desired schedule changes were Routes 390, 391, 133, 132, and 130.

The survey also asked them to identify improvements to help them ride BART/Caltrain more often. The top two desired improvements identified were to 1) lower ticket prices and/or 2) add more bus connections to the station.

The survey also asked them to identify improvements to help them walk or bicycle more frequently. For walking, survey takers identified better sidewalks, better street crossings, and better street lighting. For bicycling, survey takers identified the need for more bicycle lanes/trails.

Finally, survey takers were asked how they prefer to receive information on transportation. The top two desired locations identified by survey takers to provide bus/train information are 1) the internet and/or at 2) transit stops.

CBO/Agency Interviews

Letters were sent to all CBOs identified in the Outreach Plan to solicit their interest in participating in an interview or meeting. A response was received from only one organization – the San Bruno Chamber of Commerce, which did not ultimately choose to receive a presentation. Due to the low response rate from this effort, CBOs will be contacted again to give input on the draft Strategies when they are ready.

News Releases

A press release was sent by SamTrans to local newspapers notifying the media of the CBTP planning process. The announcements invited community members to respond to the resident survey and provided information on the community workshops. An article on the Plan appeared in the May 15th South San Francisco Patch, an online news source.

Targeted Mailing List

All individuals, agencies, businesses, and CBOs that provided their contact information at any meeting, via e-mail, or via phone were added to a project mailing list. Notification of the release of the draft CBTP and request for comments will be mailed to this list.

Hotline

The project hotline provided community members and stakeholders with a direct line to call with questions and comments regarding the project. The hotline phone number was advertised on all handout and outreach materials and was provided in English and Spanish. Callers were able to take the survey over the phone, sign up for workshops, join the mailing list, and provide general comments on the project. More than 30 calls were received during the outreach process.

Project Website

A website was created with basic information about the project and a link to download the travel survey or complete it online. The website received approximately 770 page views during the outreach period.

3. COMMUNITY STATED TRANSPORTATION NEEDS

The following is a list of stated transportation needs collected from all of the outreach efforts. The transportation needs are organized into the following categories:

- Bicycle;
- Pedestrian;
- Caltrain/BART;
- SamTrains; and
- Automobile.

Individual comments were tallied based on if they related to each of the 25 community stated transportation needs for the workshops, surveys, and other outreach methods. Needs are presented within each category based on the number of comments received during the outreach process.

	Initial 25 Stated Transportation Gaps and Needs	Number of Comments			
		Transportation Solution Workshops	Resident Survey	Other	Total
Bicycle					
1	Residents need an expanded bicycle network and increased bicycle connections to other modes	16	149	1	166
2	Residents need additional bicycle facilities on public transit vehicles and at stations, including on streets with slower moving traffic	8	93	2	103
3	Residents need more affordable bicycles	2	53	0	55
4	Residents need more information and education for bicycles (e.g. bicycling safety)	8	N/A	0	8
5	Additional accommodation of bus drivers' for bicyclists is needed	5	N/A	0	5
Pedestrian					
6	Residents need improved pedestrian safety	22	170	1	193
7	The pedestrian network needs expansion and ongoing maintenance	15	129	2	146
8	Additional pedestrian amenities are needed, including street trees, landscaping and improvements to accessibility for seniors and people with disabilities needed	2	65	0	67

	Initial 25 Stated Transportation Gaps and Needs	Number of Comments: Transportation Solution Workshops	Resident Survey	Other	Total
Caltrain/BART					
9	Residents need more affordable Caltrain/BART fares	6	234	6	246
10	Additional special event, late night, and weekend service with connections to transit are needed	4	143	1	148
11	Improved safety and cleanliness at Caltrain/BART stations is needed	8	66	3	77
12	Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians	15	35	0	50
13	Residents need additional information/assistance about public transit and payment options	20	N/A	0	20
14	Change machines that work consistently are needed	5	N/A	0	5
SamTrans					
15	Improved payment options and free bus transfers are needed	10	228	18	256
16	Increased bus frequency during peak hours is needed	10	121	5	136
17	Additional bus service is needed on nights, weekends and holidays	8	72	6	86
18	Additional bus stop amenities including shelters and benches are needed	11	52	1	64
19	Residents need system and schedule information at more locations using a variety of tools	11	49	4	64
20	Residents need improved East-West travel bus connections and expanded bus service	11	N/A	8	19
21	Improved transfer timing and on-time performance are needed	9	N/A	3	12
22	Improved bus driver education and communication is needed	6	N/A	4	10
Automobile					
23	Information and incentives for carpooling, vanpooling, and carshare programs are needed	12	N/A	0	12
24	Residents need improved left turn movement in high traffic areas	3	N/A	0	3
25	Residents need driver education regarding sharing the road with transit, bicycles, and pedestrians	2	N/A	0	2

4. POTENTIAL SOLUTIONS

The following potential solutions are organized based on their relation to the community stated transportation needs identified the previous section. These potential solutions were identified by workshop attendees and resident survey respondents.

Bicycle

1. Residents need an expanded bicycle network and increased bicycle connections to other modes.
   - Implement a bicycle sharing program at transit stations and the ferry terminal.
   - Install bicycle lanes on Huntington Avenue in San Bruno, Grand Avenue in South San Francisco, El Camino Real, Airport Boulevard to Caltrain, Chestnut Avenue to Caltrain/BART, Centennial Way, and on Hickey Boulevard from El Camino Real to Serramonte.
   - Provide proper maintenance of bicycle facilities.
   - Install wider bicycle lanes.
2. Residents need additional bicycle facilities on public transit vehicles and at stations, including on streets with slower moving traffic.
   - Provide two additional bicycle racks on buses.
   - Provide additional bicycle storage areas in buses/trains.
   - Provide more bicycle parking at BART stations.
   - Keep bicycle parking together in certain areas with security.
3. Residents need more affordable bicycles.
   - Implement a financial assistance program to purchase bicycles.
   - Implement a bicycle donation program to give bicycles to the most needy.
4. Residents need more information and education for bicycles (e.g. bicycling safety).
   - Provide real time bicycle capacity information on Caltrain.
   - Implement a bicycle safety education and marketing program. Coordinate with bicycle clubs and local bicycle/pedestrian committee.
   - Implement a rental bicycle program.
   - Publish bicycle routes and related information in more media sources.
   - Implement a signage program on main arteries to "share the road".
5. Additional accommodation of bus drivers' for bicyclists is needed.
   - Education program for bus drivers on bicyclists' needs.
   - Implement a tagging system to prevent bicycle theft on crowded buses.

Pedestrian

6. Residents want improved pedestrian safety.
   - Install timed crosswalks at every intersection and increase walk time.
   - Install street lights at Airport and Baden under train bridge.

- Install traffic calming devices such as traffic lights, speed bumps, flashing crosswalks, pedestrian islands, curb outs, colored crosswalks. Consider traffic calming in the following locations:
    - 2nd and San Bruno Avenue
    - 7th and Pine Street
    - Baden Avenue and Chestnut Avenue
    - Baden Avenue and Linden Avenue
    - Airport Boulevard to Caltrain
    - Grand Avenue and Linden Avenue
    - Orange Avenue and Tennis Drive
    - Green Avenue and San Bruno Avenue
    - El Camino Real
    - Huntington Avenue
    - BART and Trader Joe's
- Clear parked cars from blocking sidewalks. Specific locations include the auto body shop in Colma and throughout South San Francisco.

7. The pedestrian network needs expansion and ongoing maintenance.
    - Install sidewalks extended across 101 from downtown South San Francisco to east of 101 to access jobs, ferries, and Caltrain.
    - Install sidewalks on:
        - Westborough between Camaritas and Junipero Serra
        - overpass at Grand Avenue
        - El Camino Real from Hickey Boulevard to Serramonte
    - Landscape maintenance program to protect sidewalks from tree roots, protruding bushes:
        - Airport Boulevard and 2nd Avenue
        - Hillside Boulevard
        - San Bruno Avenue
        - 2nd Avenue
        - Hickey Boulevard
8. Additional pedestrian amenities are needed, including street trees, landscaping and improvements to accessibility for seniors and people with disabilities.
    - Construct sidewalk ramps on Orange Avenue to Grand Avenue.
    - Install benches at Grand Avenue and Maple Avenue, Grand Avenue and Airport Boulevard .
    - Develop policy and outreach procedure to include community input before removing benches.

Caltrain/BART

9. Residents need more affordable Caltrain/BART fares.
    - Provide reduced fares for local trips.
    - Re-evaluate zone structure for lengthy trips.

- Offer a 10-ride discounted pass.
- Provide free transfers on connecting routes.
- Universal pass.

10. Additional special event, late night, and weekend service with connections to transit are needed.
    - Provide later weekend hours on BART.
    - Provide bus connections from San Jose to South San Francisco Caltrain during late hours.
    - Provide shuttles from E. Grand to Caltrain, Oakland BART to Amtrak, to Brisbane Caltrain, to Bayshore Caltrain.
    - Extend bus system to connect "the avenues" to BART/Caltrain stations.
11. Improved safety and cleanliness at Caltrain/BART stations is needed.
    - Station late night security guards.
    - Install more lighting.
    - Improve cleanliness.
12. Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians.
    - Regular escalator/elevator maintenance in South San Francisco BART.
    - Improve notification of escalator/elevator status.
    - Increase bicycle accommodations and allow bicycles during commute hours.
    - Install heaters on platform during cold days and nights.
    - Install pedestrian walkways under freeways so people never need to cross the tracks.
    - Fraud reduction program for abuse of senior passes.
    - Restroom access on BART.
13. Residents need additional information/assistance about public transit and payment options.
    - Education young riders in schools on how to use the transportation system.
    - Provide information in different languages and have bilingual announcements.
    - Postal mail information about Clipper and provide hotline.
    - Provide a "how to ride" public transit kit in libraries and malls.
    - Provide schedules and transit information at Clipper retailers.
14. Change machines that work consistently are needed.
    - Regular maintenance checks.
    - Better instructions on change machines.
    - Option to buy tickets on board bus/train.

SamTrans

15. Improved payment options and free bus transfers are needed.
    - Offer a multiple ride pass (10-20 rides).
    - Allow at least one free transfer in any direction.
    - Provide automatic free transfers on Clipper.

- Offer day passes or universal card.
- Lobby for tax deductions for transit costs.
- Give employers incentive to provide transit passes to employees.
- Partner with businesses, hospitals, agencies for funding.
- Provide senior discount on Clipper.
- Offer choice of using paper passes or Clipper.

16. Increased bus frequency during peak hours is needed.
    - Provide more buses at higher frequency during peak hours (390/391,292,121).
17. Additional bus service is needed on nights, weekends and holidays.
    - Extend Sunday service on the 130, 131, 132, and 133 routes to 7:00 p.m.
    - Provide weekend and holiday access to senior center, Orange library, Tanforan and "the Hills."
    - Provide weekend service on the 141 route.
    - Provide 24-hour service bus on selected routes
18. Additional bus stop amenities including shelters and benches are needed
    - Install weather-proof bus shelters at:
        - Grand Avenue and Spruce Avenue
        - Grand Avenue and Linden Avenue
        - Grand and Airport Boulevard (southbound)
        - El Camino Real and San Bruno Avenue
    - Design storage space for stroller/shopping bags/luggage on buses.
    - Install change machines at local businesses near bus stop.
    - Move bus stop seats further away from the curb and set higher.
    - Provide more fare machines for Clipper reloading/purchasing.
19. Residents need system and schedule information at more locations using a variety of tools.
    - Outreach using street fairs, hospitals, San Mateo County Fair bulletin board, educational gatherings, schools.
    - Provide maps with common destinations in bus shelters.
    - Hotline for transit information to speak with transit staff.
    - Real time arrival information provided at stops and by mobile devices.
    - Install posters on buses with system/schedule information.
    - Interactive online map with pop-up menus displaying bus route and arrival time.
20. Residents need improved East-West travel bus connections and expanded bus service.
    - Provide free shuttles to destinations East of 101 such as Oyster Point, Littlefield, and E. Grand.
    - Add more bus/shuttle route from El Camino real to 7th Avenue along San Bruno Avenue.
    - Loop bus routes around hospitals such as the San Mateo Co med Center, Mills/Peninsula/Kaiser.
21. Improved transfer timing and on-time performance are needed.

- Match schedules to BART.
- Better connection between 141 and 390/391.
- Reschedule 122 bus to leave after 3:15 to wait for Alta Loma High School students.
- Review 14L, 112 to Linda Mar for punctuality.
- Coordinate with local shops to provide restroom access for a fee.

22. Improved bus operator education and communication is needed.
    - Educate bus operators on guide dogs/animal rules.
    - Train bus operators on how to manage trouble passengers.
    - Training to increase communication between operators when buses are running late.
    - Train bus operators to wait a reasonable time for passengers to sit before driving.
    - Train operators not to stop in crosswalks.
    - Implement a secret "shopper program" to evaluate operators.
    - Educate operators to manage foot traffic on-board.

Automobile

23. Information and incentives for carpooling, vanpooling, and carshare programs are needed.
    - Provide carpool hotlines.
    - Provide shuttles.
    - Implement a car share program.
    - Offer casual carpool and Park N Ride at Grand Avenue and Airport Boulevard .
    - Offer a reward program for casual carpool.
    - Install a HOV lane on 101.
    - Program to transport non-drivers to Park N Ride lots for rides.
    - Provide more information on carpool/ car share programs.
    - Provide taxis with senior rates and subsidies.
    - Implement a volunteer driver program.
24. Residents need improved left turn movement in high traffic areas.
    - Add stop sign at Chestnut/Baden Avenue, and 2nd Avenue.
    - Add stop sign at 7th Avenue/San Bruno.
25. Residents need driver education regarding sharing the road with transit, bicycles, and pedestrians.
    - *No specific solutions identified.*

San Bruno/South San Francisco Community-Based Transportation Plan
Outreach Summary Report
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Appendix A - Community Outreach Plan

The South San Francisco/San Bruno Community-Based Transportation Plan (CBTP) is part of the regional Community-Based Transportation Planning Program created by the Metropolitan Transportation Commission (MTC). CBTPs provide the opportunity for minority and low-income communities to set priorities and evaluate options for filling transportation gaps. The Community Outreach Plan describes the methodology that will be used to inform the community of the CBTP process, receive their input on transportation needs and gaps and provide a forum for the community to comment and recommend transportation solutions. The goal of the Community Outreach Plan is to increase community participation in the planning process through surveys, workshops, and interviews to ultimately develop a list of transportation improvement projects.

Outreach Strategies

The outreach strategies are designed to solicit input from the broad range of residents and stakeholders in the South San Francisco/San Bruno community and to identify transportation needs and potential solutions. Strategies presented in this section include: the resident travel survey, transportation solutions workshops, interviews with community-based organizations, and a project website and hotline.

Resident Travel Survey

A survey will be mailed to all households in the project area. It will include general questions about home location, age, car ownership, travel mode, and travel issues. Survey respondents will be questioned about the type of trips which are most difficult for them to complete and to identify their most important transportation needs. The survey will be presented in English and Spanish, with translated versions in Tagalog and Chinese available by calling the hotline or accessing it online. A notice written in these languages will be included to provide a phone number and website information. If necessary, additional survey distribution to churches and community centers may also be conducted to target specific populations and foreign-language speakers.

To provide incentive for filling out the survey, respondents will be entered to win one of three $100 visa gift cards. The survey will also announce specific information regarding the location and times of the workshops.

The draft survey is included at the end of this Appendix.

Transportation Solutions Workshops

Two transportation solutions workshops will be held—one in South San Francisco and one in San Bruno. The workshops are meant to engage the community to achieve the following:

- Educate community members about transportation resources, opportunities and constraints;

- Identify transportation issues in the study area; and
- Develop potential strategies to address transportation issues.

Staff from SamTrans, C/CAG, the Cities of South San Francisco and San Bruno, the Department of Health, the Human Services Agency and other agencies will participate as resource experts representing transportation providers, funding, and planning and agencies that service low income populations. Workshop facilitators will first review prior recommendations to address transportation needs and then engage participants in a discussion of existing transportation gaps and creative solutions. The participants will then be split into working groups to develop the solutions, using the public agency staff as resources. The anticipated outcome of the workshops will be a list of transportation needs and viable transportation solutions and funding scenarios. The solutions will include a description of the project or program, benefits, implementation steps, necessary partners and potential funding sources.

The workshops will be held during the third or fourth week in May, paying close attention to any holidays or significant conflicts that may hinder participation. Each meeting will be held for three hours on different days and times of the week, based on city staff input, to accommodate the varying work schedules of participants. As an incentive for participation, workshop participants will be offered $30 for their attendance.

A target of 35-40 workshop participants will be sought for each workshop. Pre-registration for the workshop will be necessary in order to track the number of monetary incentives that are distributed at the meeting. Pre-registration questions will include the following:

- Name;
- Age;
- Address (to ensure they live within project area);
- Typical mode of transportation; and
- Any special needs.

Interviews with Community Based Organizations

Interviews with community-based organizations, including schools, churches, government agencies, and non-profits, will provide insight on transportation gaps and barriers that affect their clients and help identify potential solutions. Letters will be sent to all CBOs to solicit their interest in participating in an interview or meeting.

Because there are 95 CBOs located within and just outside the project area (see Appendix B), a shortened list of CBOs was created representing a cross-section of different types and based on their ability to speak to the needs of the low income and minority populations. These CBOs will be targeted for interviews if response to the initial letters is not successful.

The shortened list of CBOs includes:

- (ACCE) Alliance of California's for Community Empowerment
- Al Madinah Academy
- All Soul's Catholic School
- Allen Elementary School
- Belle Air Elementary School
- Belle Air PTA
- Catholic Worker House of San Bruno
- CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)
- First Filipino American United Church of Christ
- First Tongan United Methodist Church
- Historic Old Town Homeowners & Renters Assn.
- Magnolia Senior Center
- Martin School
- North Peninsula Neighborhood Services Center
- Principal Parkside Intermediate School
- Safe Harbor
- San Bruno Hospitality House
- San Mateo County Health Center
- Sanatan Mandir
- Spruce School
- SSF Bicycle and Pedestrian Advisory Committee
- SSF Boys and Girls Club
- SSF Community Learning Center
- SSF Unified School District (Martin & Spruce Schools)
- SSF Unified School District Children's Center
- School District's DLAC Meeting (Spanish-speaking)
- St Vincent de Paul
- St. Bruno's Church

Presentations

Community-based organizations and other community groups can request a presentation by SamTrans staff about the Plan at any time during the outreach process. The purpose of the presentation is to provide information about the planning process as well as to garner feedback about the transportation needs and potential solutions for residents of this project area. A maximum of five presentations will be given and priority will be given to those organizations or groups serving low-income persons.

Project Website

A project website will be developed to provide updates, documents, and news regarding the project. Visitors to the website will be able to download reports, find contacts, join the mailing list, take the survey, register for the workshop, and submit questions to the project manager.

Project Hotline

A hotline will provide community members and stakeholders with a direct line to call with questions and comments regarding the project. People who call will be able to join the mailing list and have the survey administered to them over the phone.

Press Releases

Press releases will be sent to local newspapers, including local foreign language papers, notifying the press of the CBTP planning process, the opportunity to respond to the resident survey, and the opportunity to have a presentation given to stakeholder organizations. Articles will also be submitted to city newsletters.

Targeted Mailing List

All individuals, agencies, businesses and CBOs that provide their contact information at any meeting, via e-mail, or via phone will be added to a project mailing list. There is also an online form on the project website where anyone can sign up to be on the mailing list. Notification of the release of the draft CBTP and request for comments will be mailed to this list.

Outreach Tasks and Timeline

The following table describes tasks and timing for outreach activities described in this plan.

Task	Description	Estimated Completion
Resident Travel Survey	Develop survey	March
	Distribute/Collect surveys	April/May
	Tabulate results	June
Interviews with CBOs	Develop interview questions	March
	Conduct Interviews	June
	Analyze results	June
Transportation Solutions Workshops	Set date, time, location of workshops	March
	Workshop coordination, advertising, additional outreach, etc	April/May
	Develop meeting materials (agenda, PowerPoint, posters, etc)	May
	Meetings Held	Late May
	Meeting Summary	Early June
Other Outreach	Project website	Ongoing
	Project hotline	Ongoing

SURVEY QUESTIONS
SEE APPENDIX C

RESOURCE LIST OF COMMUNITY-BASED ORGANIZATIONS

Agencies and Organizations

Located within the project area:

- San Bruno Chamber of Commerce
- Catholic Worker House of San Bruno
- CA Congress of Parents Teachers & Students Inc. (Lomita Park Elementary PTA)
- Iraqi Community Association
- Human Services Agency (Huntington Ave.)
- North Peninsula Neighborhood Services Center
- Safe Harbor Shelter
- Boys and Girls Center of South San Francisco
- South San Francisco Chamber of Commerce
- Salvation Army
- Housing Leadership Council of San Mateo County
- Genentech Access to Care Foundation (Emergency Assistance – Food, Clothing, Cash)
- Sitike Counseling Center
- South San Francisco Health Center (part of San Mateo Medical Center)
- Latino Commission on Alcohol and Drug Abuse Services
- Edgewood Center for Children and Families – Kinship Support Services Program
- Paradise Valley Club (Boys and Girls Club)
- Each One Reach One (Jail Rehabilitation Program)
- South San Francisco Rotary Club
- Jordanian American Association, c/o Paul Totah
- St. Vincent de Paul Society (Food Program and Homeless Help)
- Pathways Home Health, Hospice and Private Duty
- YMCA of San Francisco: South San Francisco Youth Service Bureau
- Project Read North San Mateo County
- South San Francisco Adult Day Care Center
- South San Francisco Historical Society

Located just outside the project area:

- CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)

Churches and Temples:

Located within the project area:

- St. John's United Church

- Jehovah's Witnesses San Bruno Easton
- First Tongan United Methodist Church
- Sanatan Mandir
- House of God in San Bruno
- St. Bruno Catholic Church
- Indonesian Full Gospel Church
- Purple Lotus Society of the USA
- Church of God
- All Souls Catholic Church
- Bethel Church California
- Embassy Christian Center
- Hillside Community Church
- First Tongan United Methodist Church
- IFGF GISI Bay Area House of Victory
- Good News Chapel
- First Baptist Church of South San Francisco
- Message of Peace International Church
- Airport Church of Christ

Located just outside the project area:

- Wat Buddhapradeep of San Francisco, Thai Temple
- First Filipino American United Church of Christ
- Mater Dolorosa Catholic Parish
- San Francisco Samoan Seventh Day Adventist Church
- New Covenant Presbyterian Church
- St. Veronica's Church
- Our Redeemer's Lutheran Church
- Jehovah's Witness South San Francisco: Hillside Congregation
- New Hope Community Church

Community Centers and Schools:

San Bruno Park School District:

- El Crystal Elementary School
- Allen Elementary School
- Belle Air Elementary School
- Parkside Intermediate School

Millbrae School District:

- Lomita Park Elementary School
- Taylor Middle School

San Mateo Union High School District:

- Capuchino High School
- Mills High School

South San Francisco Unified School District:

- Los Cerritos Elementary School
- Martin Elementary School
- Spruce Elementary School
- Parkway Heights Middle School
- Alta Loma Middle School
- South San Francisco High School

Located within the project area:

- Happy Hall Preschool, After School Clubs, and Camp
- California Montessori School
- Kumon Math and Reading Center
- City of South San Francisco Community Learning Center
- Community Gatepath Senior Services (for developmentally disabled adults)
- All Souls Catholic Elementary School
- Roger Williams Academy, Building Kidz
- The Early Years Preschool
- Grand Avenue Branch Public Library
- Basque Cultural Center
- Magnolia Senior Center
- DJ Arts Academy
- San Francisco Baking Institute

Located just outside the project area:

- San Bruno Public Library
- Little Scholar Preschool & Daycare
- Millbrae Nursery School
- San Bruno Parks and Recreation Center
- Community Learning Center
- Ponderosa Elementary School

- RW Drake Preschool Center
- Siebecker Preschool
- City College of San Francisco, Airport Campus
- South San Francisco Unified School District Adult Education Program
- El Camino Senior Center

Stakeholder Committee

The following agencies have representatives in the SSF/SB Stakeholder Committee (list overlaps with CBOs listed above).

- (ACCE) Alliance of California's for Community Empowerment
- Al Madinah Academy
- All Soul's Catholic School
- Allen Elementary School
- Belle Air Elementary School
- Belle Air PTA
- CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)
- First Filipino American United Church of Christ
- First Tongan United Methodist Church
- Historic Old Town Homeowners & Renters Assn.
- Martin School
- North Peninsula Neighborhood Services Center
- Principal Parkside Intermediate School
- Safe Harbor
- San Bruno Hospitality House
- San Mateo County Health Center
- Sanatan Mandir
- Spruce School
- SSF Bicycle and Pedestrian Advisory Committee
- SSF Boys and Girls Club
- SSF Community Learning Center
- SSF Unified School District (Martin & Spruce Schools)
- St Vincent de Paul
- St. Bruno's Church

Appendix B - Transportation Solution Workshops Summary

Introduction

Two community workshops were held as part of the community outreach process for the South San Francisco/San Bruno Community-Based Transportation Plan, where workshop participants identified transportation-related concerns and assisted with creating potential solutions during an open public dialogue. One workshop was held at the Firemen's Hall in San Bruno on May 25th, 2011 and the other workshop was held at the Magnolia Center in South San Francisco on May 26th, 2011.

The two meetings were held at different times of the day to give participants a greater opportunity to fit the meeting into their schedules. The San Bruno workshop was held in the morning from 9:00 a.m. to 11:30 a.m. and the South San Francisco workshop was held in the evening from 6:30 p.m. to 9:00 p.m. Food (breakfast or dinner), snacks and beverages were provided at each meeting. In addition, a $30 stipend was issued to registered participants as an incentive and thank-you for their time and involvement. Pre-registration was required for the workshops, but walk-ins were also accommodated. In the end, there were 26 participants at the San Bruno workshop and 25 at South San Francisco workshop.

Meeting Format

Each workshop began with a large-group presentation that described the planning process, highlights from the existing conditions report, demographic statistics and existing transportation services in the study area, and examples of potential transportation issues and solutions to aid the discussion.

Following this initial overview, each participant gave a short self-introduction, after which a full group discussion was facilitated identify transportation issues and gaps. This brainstorming session was organized into five topic areas: Bicycle, Pedestrian, Caltrain/BART, SamTrans, and Automobile. Participant responses were recorded on flip-charts during the discussion.

Workshop participants divided into six small groups to identify solutions to the issues and gaps identified in the full group discussion. Each small group had a facilitator and a scribe from the project team to assist in the discussion. Interpreters for Spanish, Chinese, or Tagalog speakers were also available for translation and facilitation. To conclude the activity, representatives from each small group reported back to the larger group to share their ideas and solutions.

WORKSHOP EVALUATIONS

San Bruno – South San Francisco Workshop Attendee Evaluation Summary

Attendance by Location within Project Area

Fireman's Hall, San Bruno	Magnolia Center, South San Francisco	Undeclared	TOTAL
18	26	5	49*

*Total number of evaluations submitted by attendees.

How useful was today's discussion in helping you think about transportation issues and potential solutions?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Very useful	16	88.9	18	69.2	2	40.0	36	73.5
Somewhat useful	2	11.1	6	23.1			8	16.3
Only a little useful	-	-	1	3.8	1	20.0	2	4.1
Not at all useful	-	-	-	-	1	20.0	1	2.0
No response	-	-	1	3.8	1	20.0	2	4.1
Total	18	100	26	100	5	100	49	100

Summary:

Nearly 90% of San Bruno attendees (88.9%) and 70% of South San Francisco attendees (69.2%) felt the discussion they had during the workshop was very useful. (This calculation does not factor in no responses to the inquiry.)

How often, if ever, have you talked about transportation issues with family or friends in the past 5 years?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Very often	7	38.9	15	57.7	2	40.0	24	49.0
Now or then	4	22.2	6	23.1	-	-	10	20.4
Only a few times	4	22.2	3	11.5	1	20.0	8	16.3
Never	2	11.1	1	3.8	1	20.0	4	8.2
No response	1	5.6	1	3.8	1	20.0	3	6.1
Total	18	100	26	100	5	100	49	100

Summary:

Nearly half of all the respondents (49%) indicated that they had talked about transportation issues with family and friends over the past five years.

Do you feel you were able to fully share your ideas/concerns related to transportation during this workshop?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Yes	18	100	21	80.8	2	40.0	41	83.7
Somewhat, but more time preferred	-	-	2	7.7	1	20.0	3	6.1
Not at all, more time was needed	-	-	1	3.8	-	-	1	2.0
Don't know	-	-	-	-	-	-	-	-
No response	-	-	2	7.7	2	40.0	4	8.2
Total	18	100	26	100	5	100	49	100

Summary:

All San Bruno attendees (100%) and 80.8% of South San Francisco attendees felt they were able to fully share their ideas and concerns related to transportation during the workshop. [This calculation does not factor in no responses to the inquiry.]

How you ever participated in a community planning/input process in the past?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Yes	4	22.2	6	23.1	1	20.0	11	22.4
No	14	77.8	18	69.2	3	60.0	35	71.4
No response	-	-	2	7.7	1	20.0	3	6.1
Total	18	100	26	100	5	100	49	100

Summary:

77.8% of San Bruno attendees and 69.2% of South San Francisco attendees had never participated in a community input or planning process in the past.

Why did you attend today's workshop?

San Bruno	South San Francisco	Undeclared
• To find out how to take public transportation. • I was invited by mail. • Porque quiero ayudar a la comunidad y otros se benefician del buen transportacion (Because I want to help the community and others benefit from good transportation} • To express my concerns • Because I want transportation to be on time and also I'd like SamTrans to be everywhere. • [To] learn about transportation issues and help to problem solve. • To find out what is happening. • Knowledge of transportation. • To relate issues regarding connection times with SamTrans. • To discuss dangerous walking areas. • Because I like to improve our surroundings and always get better and better. • Fix bus and BART problems and issues. • To contribute and participate in process to improve public transportation. • To raise a voice of concern on the public transportation serving the community. • To make a difference. • Breakfast was good, nice to have $30 bucks in my pocket, but mainly to improve our system. • To share concerns regarding my teenager using public transit. • Travelling SamTrans with baby.	• Interested in giving suggestions for transit issues. • Devoted public transit user that wants to see improvement in same. • I had ideas I was going to write in and I was glad to share some of them at the meeting. I could use the $30 as extra benefit but I would like to have come anyway. • Because I consider very important to input my suggestions and comments. • For info for my kids. • To see what we together as a people can accomplish. • Needed more info on public transportation. • I like solving problems, or least put my input in. • For better service. • My kids use public transportation to school. • I received a notice and was excited to share my input. • I am concerned about South San Francisco. • Boredom. • I represent the bus riders in South San Francisco. • I'd like to help improve access in South San Francisco. • Want to improve transportation. • Wanted to gripe, share ideas, brainstorm. • To find out more about public transportation. • Hearing new items on the menu. • Concerns about public transportation in South San Francisco, and walking conditions. • Want to understand and learn more about transit services. • To learn more about public transportation. • SamTrans info.	• Learn more. • To know about the transportation. • For good transportation.

Would you attend future workshops on the topics presented at today's forum?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Yes	17	94.4	25	96.2	3	60	45	91.8
No	1	5.6					1	2
No response	-	-	1	3.8	2	40	3	6.1
Total	18	100	26	100	5	100	49	100

Summary:

Of all 49 evaluations received by San Bruno and South San Francisco attendees, 91.8% felt they would attend future workshops on the topics that were presented at the workshop.

Specific future topics stated by San Bruno attendees include:

- Transfers.
- Caltrain and BART.
- There's a lot to learn.
- Sidewalk lights and speed bumps.
- I like to see how things improve with each other's ideas.
- Safety issues.
- Any of the topics.
- Bike lanes, discussions with drivers.
- Youth awareness and 'how to' information.

Specific future topics stated by South San Francisco attendees include:

- What services do our cities provide – housing, food, and benefits.
- Survey flyer possibly not returned because addressed to occupant.
- Another on public transportation and its staff.
- Transportation.
- Any of the topics on the agenda.
- Free shuttles and clipper card use (universal).
- All of the topics presented at the forum.
- Senior services.
- Special outreach service programs – housing, food and benefits.
- Anything to improve public transportation in the Bay Area.
- Cost of the ride and sidewalks.
- New route extensions.
- SamTrans and Redi-Wheels.
- SamTrans, Caltrain, BART.

- Safety issues and senior benefits.

What other topics would you have liked to have discussed at the forum?

San Bruno	South San Francisco
• Restrooms. • Wheelchairs on bus – I want drivers {to be} more responsible about the passengers on the bus. • Issues were discussed and problems were addressed. • Bad streets. • Cheaper fares. • Discounted passes and cheap bikes. • My suggestion is to please do it {improve our surroundings} as soon as possible. I don't have a car every day, I am permanently handicap/disabled. • Bike and pedestrian crossings and Caltrain/BART • Sidewalk wheelchair access. • Better transfers to Brentwood and Modesto. • Bike lanes on El Camino. • If we had to money to board.	• Community services. • Other SamTrans cost-cutting measures –future increases. • Why using 2001 Census figures for workshops? • More Caltrain. • New bus routes. • Any of the topics. • Covered just about everything I needed in my group. • Senior programs. • Community services for residents. • Blocking the sidewalk. • More late night hours on BART. • Talked about all that concerns me. • Car share and carpool hotline. • More about Redi-wheels. • Touched on everything – no real solutions yet.

About the Workshop:

	San Bruno				South San Francisco				Undeclared			
	Excellent	Good	OK	Poor	Excellent	Good	OK	Poor	Excellent	Good	OK	Poor
Agenda	14	5	0	0	15	8	0	0	0	3	0	0
Presentation	14	4	1	0	14	9	0	0	0	3	0	0
Small Group Session	12	4	1	0	16	5	0	1	0	0	0	0
Handouts, Maps	14	4	0	0	19	6	2	0	1	0	0	0
Overall Experience	12	5	0	0	19	6	1	0	2	0	0	0
No response SB- 3												
No response SSF - 4												
No response Und - 5												

Summary:

Of the 18 evaluation responses received from San Bruno attendees, 77.8% felt the workshop agenda , presentation and handouts/maps were excellent, while 66.7 % felt the small group session and overall experience was excellent. [16.7% of the evaluations did not provide a response to this inquiry].

Of the 26 evaluation responses received from South San Francisco attendees, more than half felt the workshop agenda (57.7%) and presentation (53.8%) were excellent, while 61.5% felt the small group session was excellent. More than 70% of the evaluation responses (73.1%) revealed that attendees felt the handouts/maps and the overall experience was excellent. [15.4% of the evaluations did not provide a response to this inquiry].

Below are specific comments shared by attendees by workshop location when asked what they liked the most or the least about the workshop:

San Bruno attendees provided the following responses to the aspects of the workshop they liked the most:

- Very good, excellent – I came away with a lot of good info.
- I would like to have more workshops like this one for seniors and school students.
- [I liked the most to] be able to speak out.
- The agenda was extremely well put together, the presentation was very concise; the maps , handouts and overall experience was excellent.
- Very pleasant people to deal with; thanks for breakfast.
- One attendee commented on what he/she liked the least: "people talking between moments of presentation. I'm hard of hearing but I tried my best to accommodate the situation."

South San Francisco attendees provided the following responses to the aspects of the workshop they liked the most, as there no comments shared on what aspects they liked the least:

- Good organization, dinner food was nice, staff people are all pleasant.
- Everyone, both instructors and guests made you comfortable so you felt you could express your thoughts.
- I enjoyed being able to participate in all aspects; it was enlightening and good to know that those in charge of these things are concerned about our welfare, and sincerely listened to our ideas.

Promotion:

How did you hear about today's workshop?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Email	1	5.6	1	3.8	3	37.5	5	10.0
SamTrans Website	0	-	0	-	1	12.5	1	2.0
Flyer posted in Community	0	-	3	11.5	1	12.5	4	8.0
Flyer on Internet	0	-	0	-	1	12.5	1	2.0
Flyer by Mail	12	66.7	19	73.1	0	-	31	62.0
Word of Mouth	0	-	0	-	1	12.5	1	2.0
Community Group	0	-	0	-	1	12.5	1	2.0
Friend, Colleague or Relative	1	5.6	1	3.8	0	-	2	4.0
Other – Phone	1	5.6	0	-	0	-	1	2.0
No response	1	5.6	2	7.7	0	-	3	6.0

Summary:

The majority of San Bruno (66.7%) and South San Francisco (73.1%) attendees heard about how they could participate in the workshop by having received a flyer in the mail.

I am a:	SB	SSF	Undeclared
Student	1	2	0
Senior	3	6	1
Head of Household	3	6	1
Parent	6	6	0
San Bruno Resident	11	3	0
South San Francisco Resident	4	16	4

Community Leader	0	2	0
Business Owner	0	0	0
No response	1	1	1

Summary:

Attendees at both workshops indicated they were students, seniors, head of households and parents. In addition, some San Bruno residents attended the South San Francisco workshop, while some South San Francisco residents attended the San Bruno workshop to accommodate their schedules.

I travel primarily by:	SB	SSF	Undeclared
Public Transit	8	15	1
Car	8	15	2
Foot	11	5	0
Bike	4	2	1
Other – Train	1	0	0
Other – Bus	1	1	0
Other – BART	0	1	0
Other – RediWheels	0	1	0
No response	2	1	1

Summary:

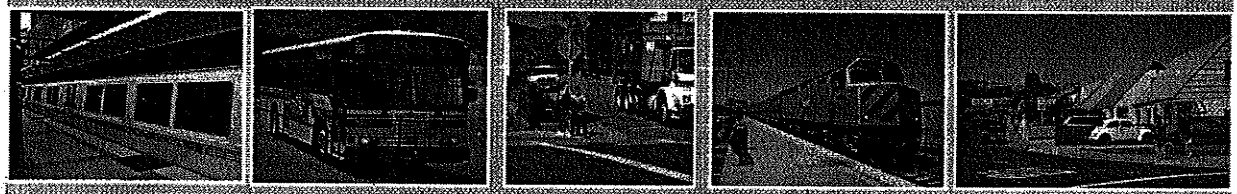
The majority of San Bruno and South San Francisco attendees who submitted an evaluation indicated they use multiple modes of transportation; however, most use public transit and/or cars, and/or walk to travel.

WORKSHOP FLYER

How do you want to get around?

Walk? Drive? Pedal? Ride?

We need your help finding transportation solutions for your community. San Mateo County (City/County Association of Governments) is doing a study to find out about the transportation needs in South San Francisco and San Bruno.
Your input is important for a successful plan!



PLEASE JOIN US! Please come to one of two Transportation Solutions Workshops:

WORKSHOP #1 – San Bruno
Wednesday, May 25th
9:00am - 11:30am
Breakfast will be served!

Fireman's Hall
618 San Mateo Avenue
San Bruno, CA
SamTrans Service: 140, 141

WORKSHOP #2 – South San Francisco
Thursday, May 26th
6:30pm - 9:00pm
Dinner will be served!

Magnolia Community Center
601 Grand Avenue
South San Francisco, CA
SamTrans Service: 130, 132, 133

Receive $30 for attending!

You must register in advance.
To register or
for more information, go to:
www.ssfsbcbtp.com
or call our hotline:
650-458-7468

參加中文問卷調查, 請致電 650-508-6215

Para sa karagdagang impormasyon o para magpa-rehistro sa workshop, mangyari lamang na tumawag sa (650) 508-6211

COMMUNITY WORKSHOP LARGE/SMALL GROUP DISCUSSION NOTES

Topic	Gaps & Needs	Potential Solutions
Bicycle	• Hickey from El Camino Real to Serramonte lacks bike lanes and sidewalks • Bike racks on SamTrans (sometimes 2 racks isn't enough) • Bike access, connections to/from are lacking for ferries	• More bike racks on buses • Bike storage underneath buses, like on Greyhound • More information about whether room for bikes on Caltrain • Difficult to get bike on train • Connections to Centennial way bike route • Bike clubs • Teach people to be better riders • More bike racks on buses • More bike lanes- at least people would be in a lane • Publish bike routes – newspaper (more places) • Bike rentals- give them maps, teach them safety • Keep bikes in certain areas- safer for everyone- riding together • Centennial Way better lighting at night and safety improvements • More bike lanes (Grand Ave in SSF, Huntington in SB) • Bus drivers need to give more time for people to get bikes off racks • Providing bicycles, funding bicycle purchase • Signs advising drivers about bicyclists, paths and encouragement to share the road • We need bike lanes! – grand, airport blvd, chestnut to Caltrain and BART • Youth safety- need bicycle lanes • Bikes on sidewalks vs. pedestrian safety • El Camino real needs bike lanes – El Camino real is very busy • Compare to Valencia St and Market St • Take out a car lane • Scary to be biking in the same direction as traffic • More bike education- public address or billboards (PSA on SB channel), schools (public announcement , libraries) • Bike/motorcycles/cars need to interact better, to slow down for safety and share the road • Bus needs to accommodate more bikes • More bike racks at BART stations • Bus driver education • More bike lanes/paths • Wider sidewalks/bike lane

		• Bike lane/path maintenance • Affordability (loans, assistance to purchase) • Bike racks on bus (2 on the rack, 2 on the bus) • Driver awareness, tell drivers • Beware of stealing bicycles on crowded buses (implement a tagging system) • Feel unsafe on street lanes • Bike lane on Grand and up Chestnut • Share the road signs on main arteries (El Camino Real/Grand) • Better connection of existing bike and pedestrian paths • Local bike/pedestrian committee to come up with more solutions • Bike share program at transit/ferry • Motorist/bus driver awareness of cyclist • Not enough bike capacity • Bike security on buses • Real time communication of bike rack availability on buses
Pedestrian	• Flashing pedestrian crossing lights needed • Longer walk time (BART and Trader Joe's) • Businesses on Old Mission Rd. block sidewalk (auto dealer) • No sidewalks at cemetery • Many sidewalks don't have ramps (Orange to Grand) • Cars park in sidewalk • SSF BART to Trader Joe's needs sidewalks • Need more benches (Grand/Maple) • Lighted crosswalks/flashing (needed at San Bruno Ave@2nd Ave, 3rd Ave, Green by the donut shop.) • 2nd and 3rd need lights, speed bumps (speeding/ cut-throughs are a problem) • T-intersection (7th Ave @ Pine—speeding past last home at end of T-intersection • Access across 101 from	• Timed cross-walks- know how much time you have (everywhere). Know whether to try to cross- better for traffic too • More availability of bike/walking maps • Safety issues at night to walk • Sidewalk needed on Westborough between Camaritas and Junipero Serra • Increase walk signal time across El Camino Real • Pedestrian islands halfway across street • Pedestrian access to Caltrain station • Buses stop in crosswalks/block access for pedestrians • Baden/Linden- safety issue, needs better enforcement, no right turn on red, or dedicated pedestrian signal • Better lighting at Airport and Baden train bridge • Enforcement at stops signs • Airport and 2nd need landscape maintenance • Orange and Tennis need lighted flashing crosswalk • Curb out, colored crosswalk or speedbumps • Pedestrian access across El Camino • Enforce speed on Orange • Skateboard safety education • Landscape maintenance to protects sidewalks from tree roots • Groups that can advise and help senior groups,

	Downtown SSF to jobs, ferries, Caltrain east of 101 • Patience and flexibility help improve perception of pedestrian experience	AARP • Make sure crosswalks give adequate time for crossing, studies and analysis needed to study patterns • Police can monitor, be present at busy intersections during commutes • Marked crosswalks with flashing lights or extensions (between San Bruno, Millbrae, El Camino Real) • In ground lit crosswalks (Safe Routes $? ADA?) good example on Westlake • Stops, shelters • Curb cuts/ ADA • Crossing El Camino • Pedestrian crossing at signal times too short (all along el Camino, Airport Blvd) • Hazardous sidewalk conditions along Hillside, trees and concrete • Motorist education awareness, traffic calming- Grand and Linden • Tree wells are dangerous for pedestrians • Trees uproot sidewalks (Burlingame on El Camino Real) • San Bruno Ave has many sidewalk issues • Improved crosswalks (San Bruno Ave, 2nd Ave, curb cuts needed on Huntington, repaint/remark) • Traffic calming (speed bumps on 2nd Avenue/San Bruno Ave/ 7th Ave • Improved sidewalks – broken sidewalks (San Bruno Avenue, freeway crossing in San Bruno) • Crosswalks (large ditches on El Camino Real, San Bruno) • Dangerous pedestrian crossing (San Bruno/2nd Ave, Green/San Bruno need lighted crosswalks) • Flashing lights at crosswalks with many pedestrians • Airport Blvd to Caltrain needs bulb-outs, traffic calming, ADA access to station, bicycle connections • 2nd Ave/ San Bruno • 3rd Ave • Hickey sidewalks • Safety for walking/taking transit • San Bruno Ave/ 1st and 2nd Ave (front of Muffler shop) • Trees impede walkway, pedestrians must walk off sidewalk to get around. Blocked area, benefits pedestrians/bikes- city to address • Baden/Chestnut- no crosswalk, solution: add

		blinking light crosswalk
Caltrain/BART	• Safety at SSF Caltrain station • Bus service to SSF Caltrain • BART escalators often out of service in SSF • No sidewalk/bike lane to SSF Caltrain • Need later hours on BART on weekends • New electrified Caltrain to San Jose and SF • Info on Caltrain "real-time" reporting lists the wrong arrival time • Better coordinated connection times • Local bus connection to SSF Caltrain needed –would especially help special events (late night departure from S.J) • Connection times for commute to Richmond • Clipper not having fast pass/glitches are a problem and added cost	• Better patrolling of Caltrain stations and the ticket vending machines are often broken • Need to know more about service- where does it go? • Would ride BART more if had extra $ (works good) • Would take BART more if had a pass (like the bus pass) or (10-ride pass) • Learn how to use Clipper card • Caltrain need path to station (not clear how to get there)-need bigger/more signs • Caltrain- should be able to buy tickets on board (ticket machine on board) • Education on how to take Caltrain, education on where stations are • Caltrain ticket machines take too long to use • Postal mail the information • Explain the steps • 800 # to call- get through to someone • Simple- easy to understand if not taken transit before • Different languages (Spanish, Chinese, Italian) • Improve safety at Bayshore/SSF stations • Bicycle access to Bayshore/SSF stations • Cleanliness at Bayshore • Elevators/escalators do not always work- better notification before boarding, call 511 to find info about escalators/elevators • Better pedestrian safety than before, no crossing tracks • Provide more information and controls about safety at Caltrain tracks • Senior passes notify ticket booth to verify age (fraud reduction) • Timing of connections on Caltrain for special events-needs to run later • Safety/access at SSF Caltrain station • Increase frequency for special events • Shuttle from Oakland BART to Amtrak • Increase bicycle accommodations on BART/Caltrain • Cleaner stations and escalators • Better instructions on change machine or better maintenance • Difficult access SSF station • SSF station needs better lighting like Millbrae • More security, late at night

		• Road repair • Directional signs • Better outreach and education about Caltrain • BART should allow bikes during commute hours and add a Bike Car • Increase community advocacy for bike facilities • More publicity of late night BART service testing • South City station missing pedestrian facilities surrounding area • Improve ped/bike access to/from station • ADA limited mobility • BART stations are cold • Universal transit pass/free connecting transfers onto connecting routes • More affordable • Caltrain is good (can eat on board, restrooms available) • Improve South City Caltrain Station, (schedules needs to be posted, pedestrian walkway under freeway needed) • Expensive, dirty, noisy, closes too early • BART should run later • San Bruno Caltrain is well lit and nicely maintained • SSF station is unsafe, inaccessible, not well-maintained and needs more frequent service • Better instructions for ticketing • Ability to make change • Maintenance of change machines • BART cost for local trips too high ($4.00 SSF to SB) • After sporting events limit alcohol • Costly on Caltrain and BART • Zone structure should be reevaluated for broader trips (e.g. San Bruno to Millbrae) • Enforcement and safety at BART • Special event trains from San Jose • Parking regulations at SSF BART (need more signs) • Bilingual announcements (Both Caltrain/BART and schedule information too) • How to ride public transit kit in libraries/malls and advertise this on buses • Clipper retailers should have schedules and transit information (retailers/schools) • Young transit user education in schools • Change machines at SSF BART/Caltrain not working on weekends. Solution: have regular maintenance checks on change machines

SamTrans	• What can we expect for future transit- what will it cost? What's available? • Transfers needed • More buses on weekends- especially to hills • Need multiple ride pass • Route 133 and 132 needed on Sundays and Holidays for shopping (Tanforan), bingo etc. Need to transfer to W. Orange Library, transfers too expensive • Route 130 and 132 needed beyond 5pm on Sundays, more Sunday service • Need senior pass on Clipper • Route 132 needs to go to Tanforan • Need bus shelters on Grand and Linden Avenues • More buses to SFO • Overcrowding on 390/391, perhaps send two buses at a time during peak hours • Medicare discount still on Clipper? • Only one all-night bus, need more • Transfers in any direction (like SF, not AC transit) • More shuttles from Bayshore Caltrain • BART shuttles wont' stop • SamTrans needs to be on time, 390/391 sometimes arrive together • 14L arrival time reporting is off, lack of real time reporting at stops and handheld devices • 141 connection timing with the 390/391 is poor, leaving seniors out in the cold • 122 leaves exactly @3:15, not leaving students enough time to board (Alta Loma High School) • Drivers depart as passengers	• No bus connections (Avenues/El Camino to BART/Caltrain station. Solution, extend Route 140/141 going all the way to the avenues to San Bruno Avenue to El Camino • No shuttle from E. Grand to the Caltrain • Event bus service needed from Caltrain • Maps in bus shelters • Need Sunday service for 130/131/132 • Better transit service, later service to San Bruno BART and Tanforan • Simple single number to call for transit information- less transfers • Bus shelters- route maps and common destinations • Real time arrivals- when is bus coming? • Nicer bus drivers • Securities on bus- rotate, mobile unit, "Roving"- not always • Bus service to Caltrain, coordinate with BART • Long wait times between buses • Route 133 need shelter and benches- Country Club and El Camino near Walgreens, and Airport Blvd and Grand • Eliminating benches is a problem for transit users; homeless folks still in the area • Develop policy/procedure for outreach before removal of benches • Takes up too much space on roads • Bayshore/Brisbane shuttle deviated/fixed route: call driver to pick up/drop off • Better information about what transit is available- make simpler/easier to access for seniors (other than internet) • Redi-wheels: better schedules, shorter routes, stick to schedule • Local shuttles, circulates in SSF or SB, keeps people local/ improve local economy • Too long of wait time, buses should be more frequent • Universal transit card • Transfers!! • Route 133 and 132 need Sunday service for food, shopping and senior center bingo • Route 130 needs to run past 5:30PM, maybe until 7PM • Free bus transfers • Provide convenient locations to purchase Clipper pass • Bus shelters needed at Grand and Linden, Grand

	heading for bus. Ask drivers to radio to connecting bus. • Particular driver did not allow assistance animal/guide dog on bus • 112 to Linda Mar is always having on-time issues. Makes daily planning a huge challenge • Direct service to S.F. destinations from "the avenues" is lacking • No transfers make bus expensive • Overcrowded buses at peak times has extra impacts on elderly/stroller, etc. • Drivers do not speak up to help clear seats • Wish strollers were allowed in wheelchair space • Worse: 390/391 need 24 hour service • Forced (due to crowding) to exist from back and driver will almost leave with bike in front • East Grand/ across Hwy 101 very little bus service, lots of people left to walk over there (Scavenger), Oyster Point is a 1 hr walk • El Camino to 7th Ave along San Bruno lacks a connection • Youth engagement, specialized outreach, information on how they can use transit is lacking 1580 Maple in Redwood City also lacking connection	and Airport (southbound) • Comfortable/relocated bus stop seats to be away from curb and higher for seniors • Better timed connections • Bus service to industrial area east of 101 • Offer day/weekly/10 day pass/ 20 ride passes • Bus driver training to control trouble passengers such as high school kids • Future connections from westside to ferry • Mandatory tax deductions for transit costs • Incentive for employers • Better service to Orange Library and Tanforan • Bus service to E. Grand? Company shuttles sufficient? • Keep free shuttle service • Good transfer system would promote increase in ridership • Shouldn't have to pay for each leg of multiple-route bus trips • Sunday service needs to expand and holidays, more routes (132, 133) • Weekend evening service should run later (130, all routes) • Re-evaluate routes/schedules to reduce unnecessary service to allow funds for needed expansion • Match schedules to BART • Dual paper or Clipper, give people choice • Transfers- need smooth transition from paper to Clipper • Add fare machines for Clipper reloading • Scheduling • Connection times 122 to 130 at Colma BART to Pacifica • Better inter-bus coordination, when one is running behind, etc. • Bus drivers rude, won't wait reasonable time to board and sit, secret shopper program to evaluate bus drivers • MTC partner for Clipper • California check cashing locations at J+J, business partners • Real time arrival information for bus • Drivers are helpful and nice to seniors and disabled, thanks! • Getting to Oyster Point-implement bus service • More public information about shuttles to Oyster Point

		• More information about how to take transit (pamphlets, posters on buses, point to website, side of buses with instructions on how to get to specific destinations, educational community gatherings, Orange Park Rec for seniors, street fairs, hospitals, San Mateo County Fair bulletin board) • Shelters (weather protection) • More compassion from bus drivers • More buses • Floater bus during peak times, maybe smaller buses • BART is good (easy to get to from project area) except for issues of cost and cleanliness • Better bus shelters that protect from rain/weather (Nextbus) • Real time information • Need to provide bus schedules on bus (particularly 390/391) • Provide stroller/luggage racks on bus • Be on time • Free transfers needed • Restrooms for bus riders (coordinate with shops for a fee) • Overcrowded (educate bus driver to ask riders to move to the back to make room, bus driver communication) • Destinations difficult to reach (East of 101, Shuttles to E of 101 expensive; need a monthly pass to use, Oyster Point, from San Bruno to Grand Ave SSF transfers • Clipper cards to automatically give transfers • SamTrans- day passes • Too expensive • Monthly passes too expensive • Increase frequency for 121 • Consistent spacing between buses (improved communication between drivers) • Uncovered bus stops on El Camino Real and San Bruno Avenue (bus stop improvements) • Transfers – at least one • Clipper card information- reach out to users • Better bus connections • East side of 101 in Burlingame add route • San Bruno Ave to SFO (travel and employment) • Digital real-time (Next bus) • 141 Bus needs Saturday/Sunday service (problem for seniors who can't get out of neighborhood) • On-time performance • Driver relations

		• Destinations- East Grand, Oyster Point • ECR to 7th • 390/391 too crowded, need 2nd buses during peak and 24 hour service • Easier stroller access (use wheelchair ramps) • Stroller/shopping carts storage racks on buses (luggage racks) • Flexible storage on 292 during summer peak (tourist) • Transfers • Circle around hospitals similar to transit hubs (San Mateo Co Med Center, Mills/Penninsula/Kaiser) • Connecting courtesy by drivers if a bus is late, radio contact with connector routes • Hopsital potential partner (funding partner coordination) • Lighting in dangerous areas • Shelter at Grand Ave/Spruce • Bus transfer would be helpful, especially for R/T's, time limits (up to one hour), benefits low-income and aging population • Change money—passengers especially late night don't have ways to make/get exact bus fares. Good to have a change machine at local businesses with bus stop and train station, where its safe and lit (people have paid in excess because they don't have change)
Automobile		• Drivers should give buses space • Taxis: senior rates, subsidies, better rates • Volunteer driver program (reduced rate, lower than cab fare) • More information on Carpool/Car Share programs • Zip car, car sharing- hourly cost • Casual carpool – Grand and Airport • Carpool (HOV) lane on US 101 • Park n Ride- Grand and Airport • Education to drivers, Pedestrians have right of way • Car share, carpooling- service/hotline to access • Incentive for car pool • Casual car pool (reward program) • Extend CareAdvantage type of program with free taxi rides • 7th Ave/ San Bruno Ave visibility issue • Back up on 2nd Ave; can't make left because of speeding traffic from 101. (need stop signs/traffic lights to slow traffic) • Gas is too expensive

		• Gas prices, overall cost too high • Shuttles and carpools- how to get non-drivers to park n rides for rides • Carpool hotlines to East Bay • Chestnut Ave/Baden- Difficult to make left turn- high traffic area. Solution: Add stop sign, there isn't any traffic calming benefiting other drivers and pedestrians

Appendix C - Resident Travel Survey Results

RESIDENT TRAVEL SURVEY HIGHLIGHTS

Introduction

A survey was mailed to all households in the project area. It included general questions about home location, age, car ownership, travel mode, and travel issues. Survey respondents were questioned about the type of trips that are most difficult for them to complete and were asked to identify their most important transportation needs. The survey was presented in English and Spanish, with translated versions in Tagalog or Chinese available by calling the hotline or by online access. A notice written in these languages were included to provide the hotline phone number and website information.

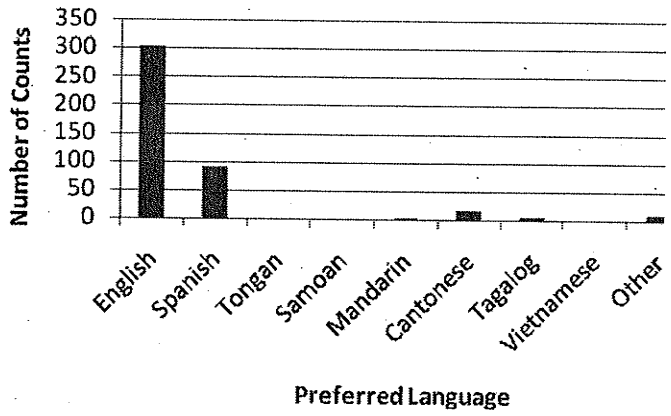
To provide incentive for filling out the survey, respondents were entered to win a $100 gift card for a local grocery store or retail chain. The survey also announced specific information regarding location and times of the two workshops.

More than 7,000 surveys were distributed to area residents. SamTrans received a total of three-hundred and ninety-three (393) resident surveys—a 5.6% return rate. Of these returned surveys, 335 (85%) were in English and 58 (15%) were in Spanish

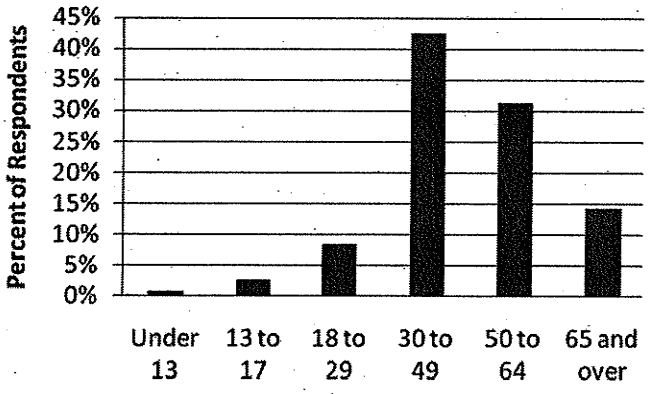
Demographics

The demographic profile of the target population included language, age, gender, household income, and number of children under the age of 18.

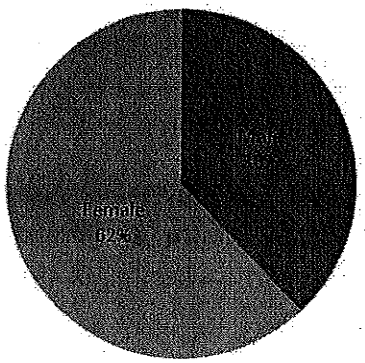
- Language: The majority of survey takers identified English and/or Spanish as the language they use the most.



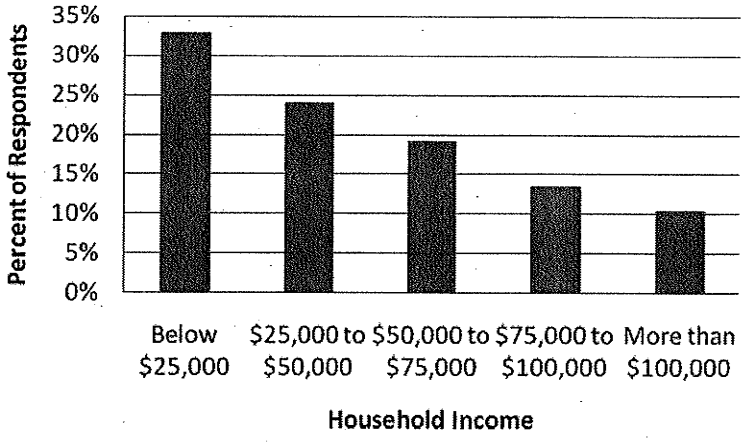
- Age: The majority of survey takers were over 30 years old; about 40% were between the ages of 30 to 49, and approximately 30% were between the ages of 50 to 64.



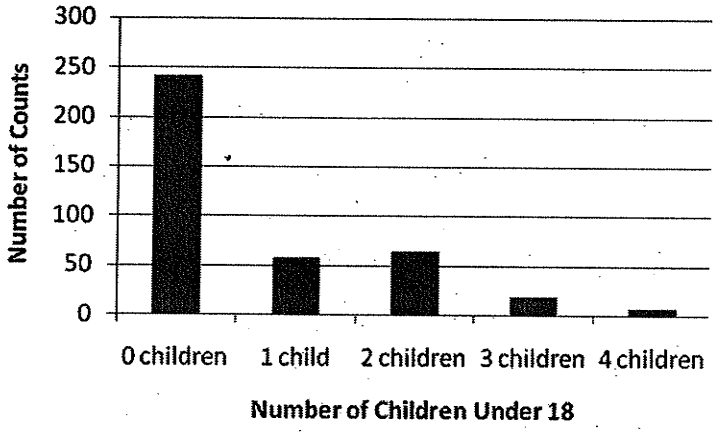
- Gender: Approximately 62% were female and 38% were male.



- Income: 33% of survey takers had household incomes below $25,000 and 24% had household incomes between $25,000 and $50,000.

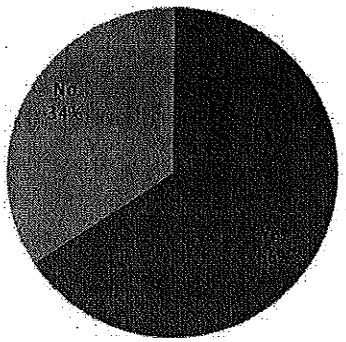


- Children: Approximately 38% of survey takers indicated they had children under the age of 18 living at home. Of those households with children, 44% had two children and 39% had one child.

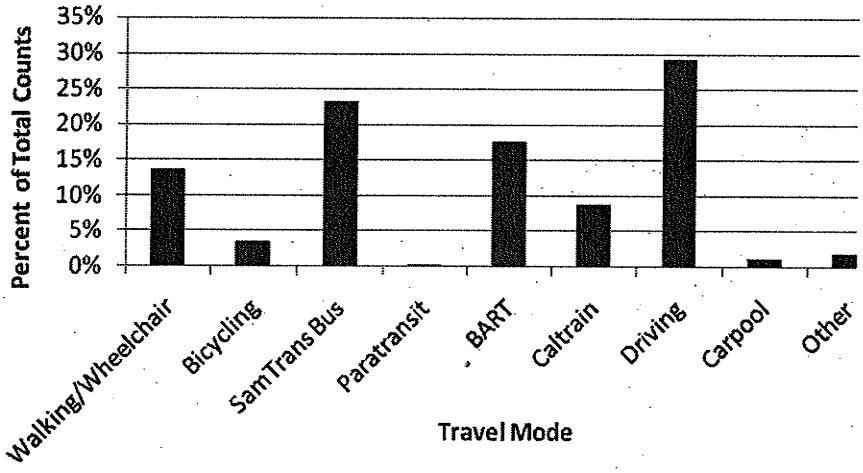


Travel Mode

- Car ownership: 66% of survey takers had regular access to a car or truck.

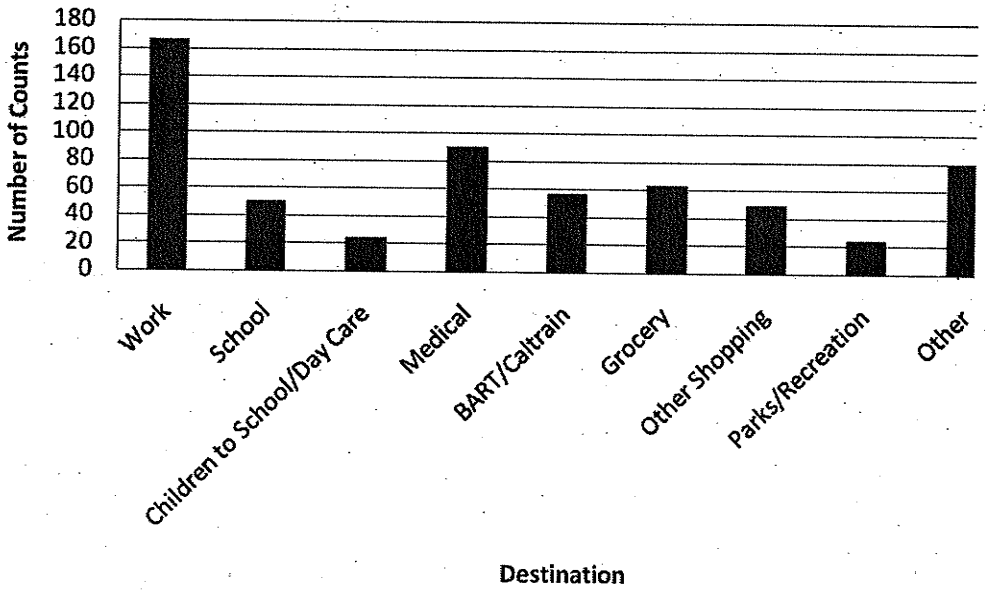


- Primary way of travel: Approximately 29% of survey takers drive and 23% ride the bus. Many also take BART/Caltrain and walk. Survey takers were allowed to select up to two modes.



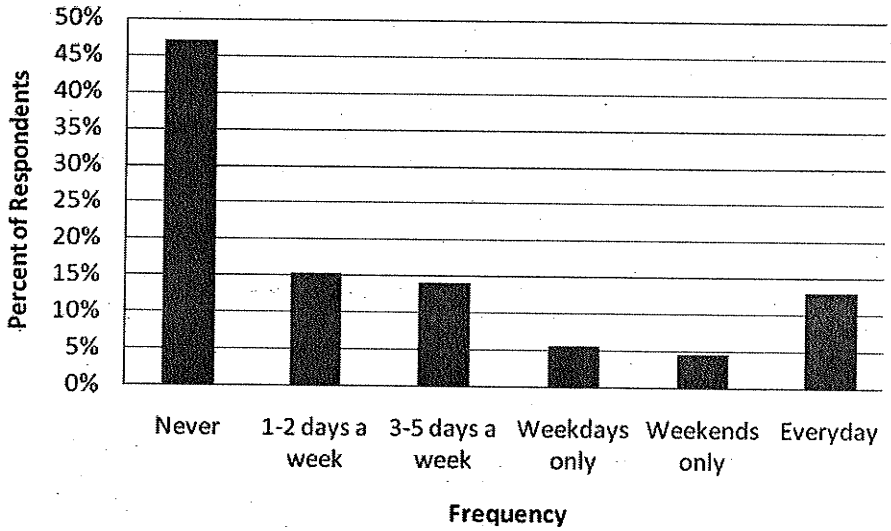
Destinations of Difficult Trips

Survey takers were asked to identify the destinations of the most difficult trips they make. The two most common difficult trips identified were work and medical visits. The most frequently cited destination for work was San Francisco (47 counts), followed by Redwood City (14 counts), San Mateo (8 counts), and San Bruno (7 counts). The most frequently cited destinations for medical visits were San Francisco (15 counts) and San Mateo (15 counts). Specific hospitals most frequently cited were Kaiser (14 counts) and Seton Hospital (9 counts). Other destinations included grocery and shopping, BART/Caltrain, and school. The most commonly cited destinations for grocery were Safeway (7 counts) and Lucky's (6 counts), followed by Costco, Serramonte and W. Orange. The most commonly cited shopping destination was Tanforan (7 counts), followed by Hillsdale, Serramonte, and W. Orange. The most common school destinations mentioned were College of San Mateo (5 counts), Skyline College (5 counts), and cities such as South San Francisco, San Francisco, San Mateo, and Redwood City. See Raw Survey Tables for details.



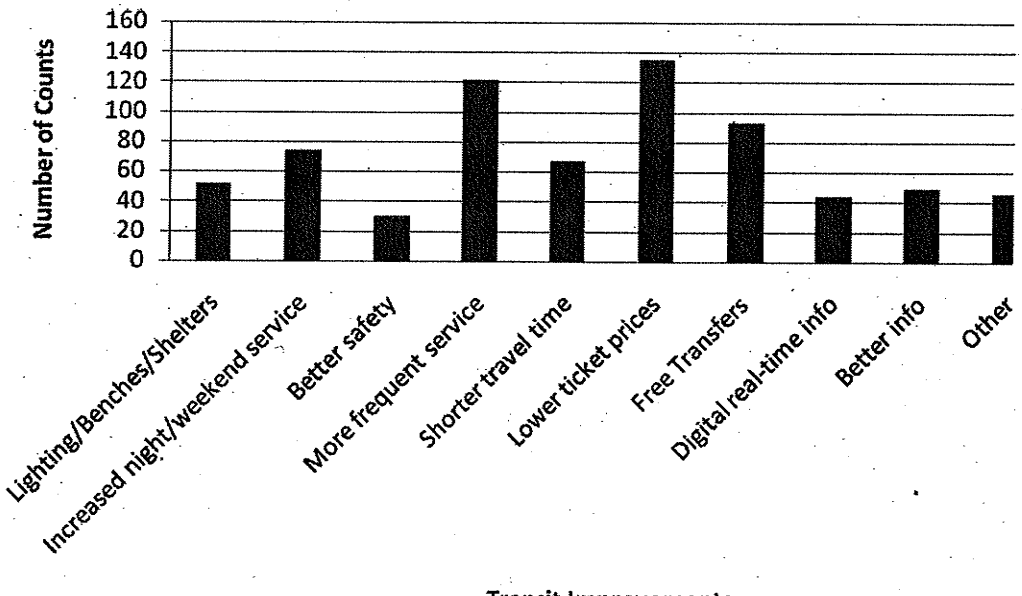
Bus

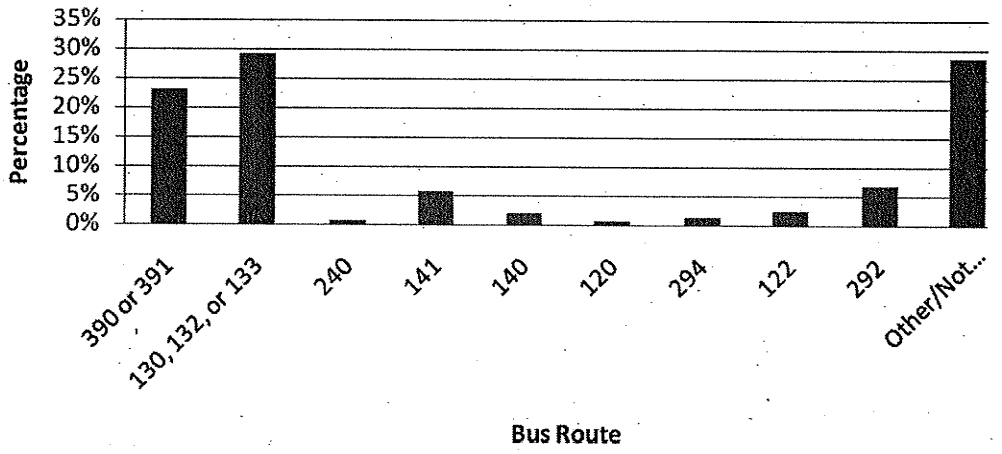
According to the survey, Approximately 53% of survey takers ride the bus at least once a week—15% ride 1-2 days a week, 14% ride 3-5 days a week, and 13% ride the bus every day.



Survey takers were asked to identify improvements to help them ride the bus more frequently. The top three transit improvements identified were lower ticket prices, more frequent service, and free transfers. The main routes identified for desired schedule changes were routes 390, 391, 133, 132, and 130. The majority of survey takers chose more frequent service as the desired schedule change for their route. Many also wanted later service and weekend service. Specific locations mentioned more than once for increased night/weekend service included along El Camino Real, Grand Ave, and to Tanforan. For those who wanted more lighting, benches, and shelters, locations mentioned more than once included Airport Blvd and Butler Ave, El Camino Real, and Old Country Rd. For

those who wanted better safety, South San Francisco was cited as an area needing increased safety, as well as at bus stops and on the buses themselves.

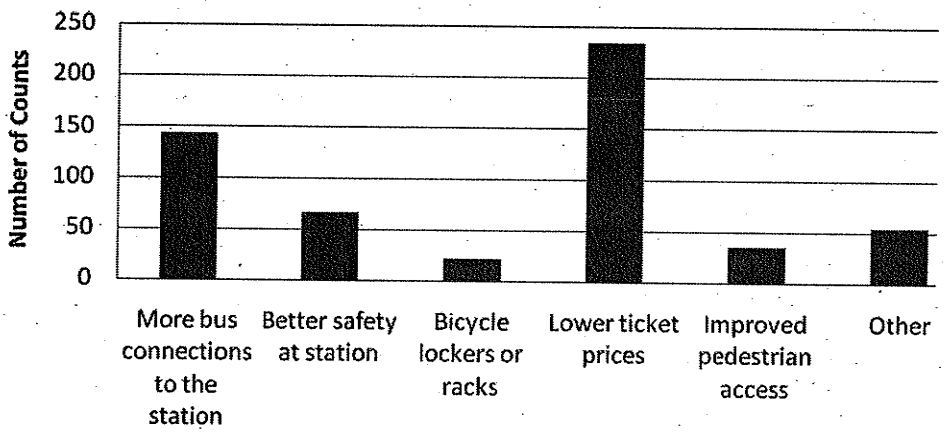




Route	Desired Transit Improvements (Number of Times Checked)				
	More frequent	Earlier	Later	Weekend	Other
390	4	2	1	1	2
390/391	13	2	2	3	0
391	4	0	1	4	1
133	8	0	7	8	7
132	4	1	4	5	2
130	7	0	6	3	0
130/132/133	3	0	2	3	0

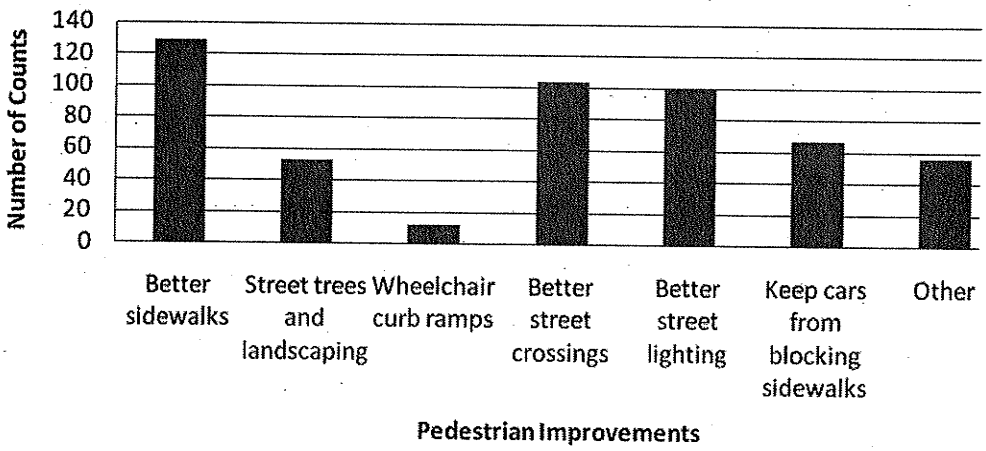
BART/Caltrain

Survey takers were also asked to identify improvements to help them ride BART/Caltrain more frequently. The top two desired improvements identified were to lower ticket prices and/or add more bus connections to the station. For those that indicated "other", the most frequently mentioned desired improvement were later service (6 counts) and free parking at the stations (4 counts). Other improvements mentioned more than once included cleaner stations, shorter travel times, free transfers, more information, better safety, and more frequent service.



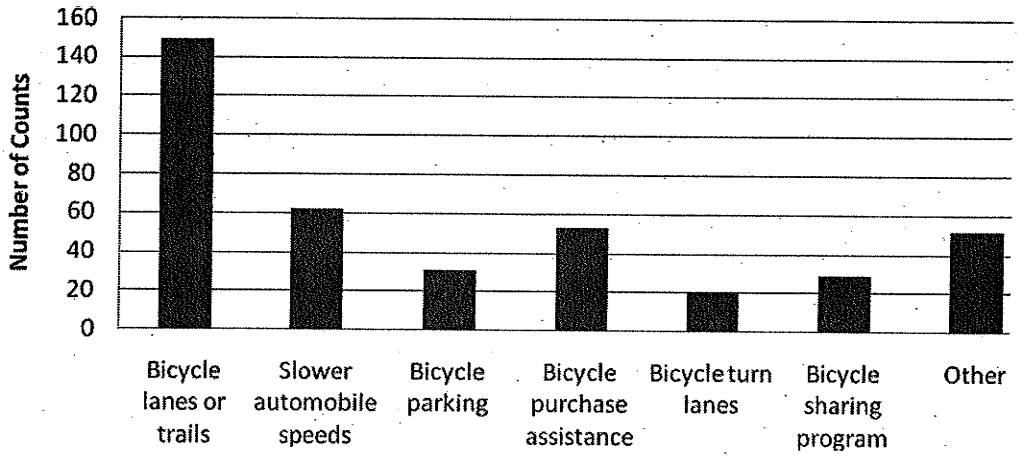
Walk

Next, survey takers were asked to identify improvements to help them walk more frequently. The top three desired improvements identified were better sidewalks, better street crossings, and better street lighting. Locations for sidewalk improvements that were mentioned more than once included San Bruno Avenue, Spruce Avenue, Huntington Avenue, Herman Street, Burlingame Avenue, and El Camino Real. The top location for better street crossings that was mentioned most often was El Camino Real (9 counts). Other locations mentioned more than once included San Bruno Avenue, Linden Avenue, Spruce Avenue, W. Orange, and Airport Blvd. The most frequently cited location needing better street lighting was South San Francisco (8 counts) in general. Huntington Avenue was also mentioned a few times. Locations mentioned that needed to keep cars from blocking sidewalks included Old Mission Road and San Mateo Avenue.



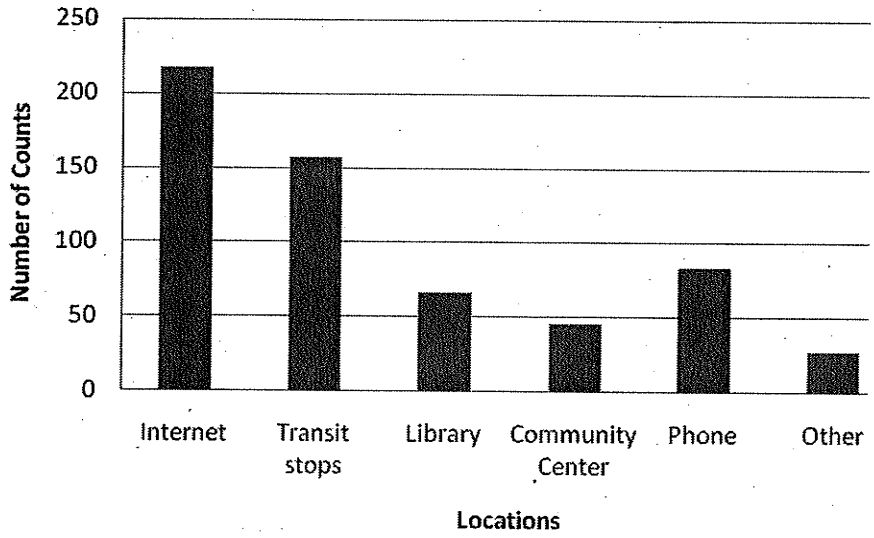
Bicycle

Next, survey takers were asked to identify improvements to help them bicycle more frequently. The most desired improvement identified is to have more bicycle lanes/trails. Many also identified slower automobile speeds and bicycle purchase assistance. The most frequently cited location for more bicycle lanes or trails was El Camino Real (6 counts). Other locations mentioned more than once included Spruce Avenue, W. Orange, Grand Avenue, San Bruno Avenue, Hillside Drive, and Huntington Avenue. The most frequently cited location for slower automobile speeds was also El Camino Real (7 counts), followed by W. Orange (3 counts), Spruce Avenue, San Bruno Avenue, and Angus/Third. Areas identified needing more bicycle parking included BART stations, bus stations, and major shopping centers.



Preferred Information Access

Finally, survey takers were asked how they prefer to receive information on transportation. The top two desired locations identified by survey takers to provide bus/train information is on the internet and/or at transit stops. For those that indicated "other", postal mail was cited most frequently (10 counts), followed by schools (3 counts), and smart phone applications (2 counts).



Additional Comments

While there were several comments stating appreciation for the survey and general satisfaction with the public transportation service, most comments were centered on needs and gaps. The most common improvements suggested were cleanliness of public transit vehicles, lower fares and/or free transfers, faster or more frequent service for commuters, extension of service to the industrial area and east of Grand Avenue, bus drivers interaction, and pedestrian improvements such as speed humps and sidewalk repairs.

RESIDENT TRAVEL SURVEY—RAW RESULTS

These raw survey results are based on 362 returned surveys and 31 online surveys. A blank survey is shown in the next section

Q1. Do you have regular access to a car/truck?

Yes	66%	(248)
No	34%	(130)

Q2. What is your primary way to travel? (check up to two)

Walking/Wheelchair	14%	(93)
Bicycling	4%	(25)
SamTrans Bus	23%	(157)
Paratransit	0.4%	(3)
BART	18%	(119)
Caltrain	9%	(60)
Driving	29%	(197)
Carpool	1%	(8)
Other	2%	(14)

Q3a. What is the destination of the most difficult trip you make? (check up to two, please list specific address or intersection)

Work	28%	(166)
School	8%	(50)
Children to School/Day Care	4%	(24)
Medical	15%	(90)
BART/Caltrain	9%	(57)
Grocery	10%	(63)
Other Shopping	8%	(49)
Parks/Recreation	4%	(24)
Other	13%	(79)

Q3b. Where is this destination?

Work	
REDWOOD CITY	SAN MATEO
SAN FRANCISCO-DOWNTOWN	HILLSBOROUGH, SF
SAN FRAN	SAN CARLO
SAN MATEO	BURLINGAME
PALO ALTO, EL CAMINO	MILLBRAE
MOSS BEACH	WALNUT CREEK
SAN FRAN DOWNTOWN	BRISBANE
SAN BRUNO/SAN MATEO	AIRLINES
PARNASSUS, SF	OAKLAND
SAN FRAN	SF
SF	SAN BRUNO AUTO CENTER
NEAR SF ZOO	MOUNTAIN VIEW
POWEL AND CALIF ST SF	MENLO PARK
SSF	SAFE HARBOR TO EL CAMINO
SAN FRAN	SAN BRUNO
SAN FRAN	SF
SAN MATEO	SO END REDWOOD CITY VIA 101
BURLINGAME	REDWOOD CITY
HILLSDALE SHOPPING CENTER	SAN BRUNO
SANTA CLARA	SAN JOSE
547 HOWARD ST SF	SF NORTH POINT
ORANGE PARK	SAN MATEO
100 LARKIN ST SF	SF
I USUALLY DROP OFF MY DAUGHTER TO SCHOOL IN SAN MATAEO THEN BACK TO SSF	BRISBANE
DOWNTOWN SF	SF
BURLINGAME	MENLO PARK
SF	HOWARD AVE SF
INDUSTRIAL AREA OF SSF	MARKET ST AT 5TH SF
	SSF

OAKLAND	BEACH ST SF
SAN MATEO AVE SAN BRUNO AVE	SAN MATEO
MILLBRAE	SAN MATEO
SAN BRUNO TO SSF	SF
REDWOOD CITY, 120 ORCHARD	ALL OVER, SOMETIMES AN HOUR AWAY
THROUGHOUT BAY AREA I DO CONSULTING	SF
BRISBANE(OLD COUNTRY RD/BAYSHORE)	SAN JOSE/CISCO
HAIGHT ST, SF	DOWNTOWN SF
SF	SF
OLD BAYSHORE AND OLD COUNTY RD BRISBANE	HAYWARD
REDWOOD CITY	SAN CARLOS
SFO	SAN CARLOS
VARIES	MARKET ST
39TH AVE SAN MATEO	SF 4TH CALTRAIN
SAN MATEO	SAN MATEO
CLEMENT ST SF	EMBARCADERO
SAN FRAN	CONCORD VIA S.B. BART
BAY AREA	VARIOUS LOCATIONS
MILLBRAE EL CAMINO REAL	SF TO SAN CARLOS
COLMA	COLMA/DALY CITY
SSF E GRAND AVE	SAN MATEO BLVD
HOWARD ST SF	HICKEY BLVD.
JOB SEARCHING	ATHERTON
SF	MOSS BEACH
ATT PARK SF	SAN FRANCISCO
SF	MILLBRAE
REDWOOD CITY	AL TRABAJO
PRESIDIO	OAKLAND
SF AIRPORT	EL CAMINO REAL
HEALTH SERVICES	DESDE SAN BRUNO/ HASTA SF
MASSON AVE/SAN BRUNO AVE	PALO ALTO, CA

REDWOOD CITY	SAN FRANCISCO
OYSTER POINT BLVD	PALO ALTO
HAYWARD	AEROPUERTO
COUNTY OF SAN MATEO	SAN FRANCISCO
SF	BURLINGAME
SANTA CLARA	SAN CARLOS
SSF TO SF	SF
CIVIC CENTER, SF	EMERYVILLE
SF	PESCADERO
DEANZA BLVD SAN MATEO	SAN FRANCISCO
SSF GRAND SPRUCE	SAN MATEO
PLEASANTON	REDWOOD CITY
SF DOWNTOWN	
School	
RWC	SAN JOSE STATE
WESTBOROUGH	EL CAMINO HIGH
PACIFICA, 1295 SEVILLE DR	CSM
SAN BRUNO	CSM
PACIFIC AVE	OSM
SKYLINE COLLEGE	CSM TAKES ABOUT ONE HOUR AND 40 MIN EACH WAY
NOTRE DAME (BELMONT)	CSM
SF STATE	SSF
SKYLINE COLLEGE	SKYLINE COLLEGE
COLLEGE OF SAN MATEO	ADULT SCHOOL/SPURS
CITY COLLEGE OF SF	WEST ORANGE SSF
SAN MATEO COLLEGE THEN BACK TO WORK IN SSF	DALY CITY
SAN MATEO	SAN FRANCISCO
REDWOOD CITY	SAN MATEO
BELLE AIR ELEMENTARY	CHESTNUT AVE Y GRAND AVE
SF	EL CERRITO SOUTH SAN FRANCISCO
SF STATE DALY CITY BART	SSF, ORANGE

SKYLINE JR COLLEGE	SKYLINE COLLEGE
SF	PARKSIDE SCHOOL
VHS SAN CARLOS	SSF
Children/Daycare	
2 BLOCKS AWAY	MISSION ST SF
MERCY/BURLINGAME	MILLBRAE, SAN BRUNO
SILVER AND PRINCETON	WESTBOROUGH
MONTEREY DRIVE SAN BRUNO	MARTIN SCHOOL
ORANGE AVE	SAN BRUNO
CAR POOL	SOUTH SAN FRANCISCO
PACIFICA	EVERGREEN
ORANGE AND MYRTLE	ALLEN SCHOOL
MARTIN ELEMENTARY SCHOOL	ALIDA WAY
EVERGREEN DALY CITY	SSF
Medical	
FAIR OAKS	SAN MATEO MED
SETON HOSPITAL	SAN CARLOS
SPRUCE AND GRAND SSF	SSF KAISER CENTER
HICKEY BLVD/KAISER	BAY AREA
PEZO AUTO	BURLINGAME/PENINSULA HOSP
BURLINGAME	PALO ALTO VA
SAN MATEO MEDICAL	SETON
SF GEARY ST	KAISER
UCSF	SAN MATEO
SAN FRAN	UCSF
DR LUNA SPRUCE SR. SSF	SETON HOSPITAL
SAN MATEO/MILLER HOSPITAL AREA	MILLS PENINSULA SAN MATEO, MILLBRAE
MENLO PARK VA	KAISER
KAISER	PALO ALTO
KAISER	ST LUKES SF CESAR CHAVEZ AND VALENCIA
SAN MATEO HOSPITAL	KAISER

SAN FRAN	SF
STANFORD MED CTR, CAL PAC MED CTR	EDISON AND 37TH SAN MATEO
DOWN PINE ST SB	SF, UCSF PIVISDERO
SAN MATEO AND BURLINGAME	KAISER
DALY CITY CLINIC SAN MATEO HOSPITAL	SF
SAN FRAN	SAN MATEO
SAN FRAN PALO ALTO	EL CAMINO REAL
SETON MED CTR	SAN BRUNO
KAISER DALY CITY	POWELL AND SUTTER
HICKEY SSF	375 89TH SSF
SETON DALY CITY	SAN MATEO
UCSF/SETON	SSF KAISER
SETON	SSF
SAN MATEO MENTAL HEALTH ALAMEDA DE LOS PUEGOS	HOSPITAL
SF, SACRAMENTO AND PIERCE ST	KAISER
90TH AND DALY CITY	DALY CITY Y SAN MATEO
SETON	SAN FRANCISCO
SF	KAISER SSF
SAN MATEO, PALO ALTO	DALY CITY
SAN MATEO COUNTY GEN	SF
KAISER	ST LUKES HOSPITAL
SETON MED CENTER	DALY CITY
DALY CITY	PARA LA 24 Y MISSION
DALY CITY	
MIDDLEFIELD RD	
BART/Caltrain	
SO SAN FRANCISCO BART STATION	HAYWRD
SAN JOSE	DALY CITY
DOWNTOWN MARINA/SF LOCATIONS AT&T PARK	MILLBRAE
SAN BRUNO	SF
VARIOUS	SAN BRUNO

FREMONT ST/SAN FRAN	LIVERMORE/SAN JOSE
SAN BRUNO	SAN BRUNO
PALO ALTO AT CALIFORNIA	SSF BART NO BIKE LN
SF	SF
OAKLAND	MEDICAL APPT STANFORD AND MOUNTAIN VIEW
SAN BRUNO	POTRERO/17TH
OAKLAND	SAN BRUNO
SSF	SAN BRUNO
SSF BART STATION	SF
TO WORK	SAN BRUNO
SF/REDWOOD CITY	SAN FRANICSCO
DANVILLE BUS AND BART	SAN JOSE
S BRUNO CALTRAIN	SFO
SAN BRUNO TO SF	BART SOUTH S.F.
SAN JOSE/CUPERTINO	OAKLAND
CIVIC CENTER, SF	SAN MATEO AL HOSPITAL
SF	SO SF
SAN BRUNO	CONCORD
SF	
HAYWARD	
Grocery store	
SAFEWAY	MILLBRAE
SAN FRAN/DALY CITY	W ORANGE
SAN BRUNO	WESTLAKE
LUCKYS	OFF EL CAMINO
SSF WESTBOROUGH/HICKEY	TRADER JOE SAN MATEO
SAFEWAY/MILBRAE	BECAUSE ALLOWS US TO SHOP SAFEWAYS AND IT TAKES 2 BUSES EACH WAY
SAFEWAY CHESTNUT AVE	SAN BRUNO SSF REDWOOD CITY
SO SF	PAC AND SAVE ON GEHERT
SAFEWAY EL CAMINO	COSTCO EL CAMINO
LUCKY, SAFEWAY	LUCKY'S SAN BRUNO

2 MI	LUCKY'S AND SAFEWAY
LOWER SAN BRUNO MOST STREETS	SSF LUCKY'S
MILLBRAE	EL CAMINO AND SNEATH
MILLBRAE	LUCKY'S
COSTCO, AIRPORT BLVD SSF	SAFEWAY
SSF	SAN BRUNO
SSF/SPRUCE AVE	TANFORAN
SAFEWAY AT SPRUCE AND EL CAMINO	SERAMONTE
DIFFERENT PLACES	SAN BRUNO
SERRAMONTE FARMERS MARKET	TANFORAN
LUCKY'S	COSTCO
EL CAMINO	TANFORAN
SF	MILLBRAE
SSF, SAN BRUNO, MILLBRAE	W. ORANGE
SSF	GRAND AVE
Other Shopping	
MILLBRAE	W ORANGE
UNION SQUARE	COSTCO
TANFORAN	THUNDER JEE
LAS VEGAS	TANFORAN
TANFORN MALL SAN BRUNO	SF
TARGET	CHINA TOWN
PENNY'S MALL TANFORAN	SERRAMONTE, DALY CITY
PALO ALTO AT PORTAGE AND EL CAMINO	HALF MOON BAY
TANFORAN	TANFORAN MALL
SAN BRUNO	SAN MATEO/SF
TANFORAN SHOPPING CTR	SERRAMONTE/TANFORAN
SAN BRUNO/TANFORAN MALL	TANFORAN
SAN BRUNO BAY HILL	SAN BRUNO
TANFORAN	SSF BART
HILLSDALE BURLINGAME AVE	W. ORANGE

SAN BRUNO	TANFORAN
HILLSDALE	TANFORAN
SAN BRUNO TO SF	MOL\SAN BRUNO
SF OR CITY EVENTS	
Parks/Recreation	
SAN MATEO LIBRARY	ORANGE PARK
CRYSTAL SPRING CENTER SAN BRUNO	PALO ALTO
SAN MATEO CENTER PARK, FIFTH AVE	SAN BRUNO SENIOR CENTER
BRISBANE PARKS AND REC	OAKLAND COLLISEUM
BURLINGAME PARK	SAN PEDRO COUNTY PARK AND SAN BRUNO COUNTY PARK
SKYLINE BLVD AND ALPINE RD	TERRA BAY
DOWNTOWN SAN FRAN	DALY CITY
SAN MATEO	COLMA
COLMA	
Other	
HILLSDALE SHOPPING MALL	NO EXPERIENCE
DRIVE VERY LOCAL	CROSSING SF BAY
GILROY	VACATIONS TO MEXICO
SAN FRAN DOWNTOWN	PACIFICA
FISHSERMANS WHARF	FROM GELLERT/KING (STORAGE LOCKER LOC.) TO WESTLAKE CTR.
EAST BAY VIA BART	GYM PENINSULA YMCA AND PRESIDIO YMCA
SF VISIT FAMILY	TRANSFER FROM SMT SF
FAIRFIELD	CITY SHOWING SPECIAL EVENTS TRAIN STATION
SAN FRAN	DT SAN FRANCISCO (NO PARKING)
TO SAN FRAN IN RUSH HOURS	AUTO REPAIR
DALY CITY SULLIVAN AND SAN FERNANDO WAY FROM SAN BRUNO 6TH AVE	ALTA LOMA ESCUELA
AT&T PARK	VISITAR A MIS PARIENTES
TRAVEL OUTSIDE THE COUNTRY	PACIFICA
ATT BALLPARK	FAMILY IN SAN JOSE
CHURCH ON SUNDAY. MONTEREY DR, SAN BRUNO	SIEMPRE EL BUS VIENE TARDE
COURT HOUSES	VISITAR AMIGOS QUE VIVEN EN SACRAMENTO

HOME DEPOT/COLMA SAN CARLOS	STANFORD PALO ALTO
FRIEND/BRISBANE	CINEMAS, LOS FINES DE SEMANA NO HAY SERVICIO ASTA TARDE
THERAPY FOR GRANDSON	EL CAMINO AND HAZELWOOD - SO. SAN FCO.
I ONLY USE SAMTRANS AND BART TO COMMUTE	FLORENCE STREET, DALY CITY-
DINNER AT CHURCH ON SUNDAY. BECAUSE OF THE LENGTH SSF	400 OYSTER POINT BOULEVARD, SOUTH SAN FRANCISCO
EAST BAY	SKYLINE
SAN BRUNO SENIOR CENTER	601 GATEWAY BLVD
FRIENDS HOUSE	2204 KENRY WAY
I DRIVE NO PROBLEM	OCEANA BOULEVARD AND PALOMA
MAGNOLIA TOWN CENTER	500 EL CAMINO REAL, SANTA CLARA
SPECIAL EVENTS	SAN BRUNO RECREATION
GRACE CATHEDRAL TAYLOR	SAN BRUNO RECREATION
BUS IS COMING LATE	DOWNTOWN SAN FRANCISCO
BROADWAY RWC	EMBARCADERO ROAD, PALO ALTO
SONOMA	EL CAMINO REAL
MENLO PARK	EL CAMINO REAL
HOME SHELTER	EL CAMINO REAL
WHEREVER I NEED TO GO	SAN BRUNO AVENUE AND HUNTINGTON AVE INTERSECTION
FAMILY SAN JOSE	GO TO SENIOR CENTER OR CHINA TOWN
VISIT FRIENDS TO LIVE SACRAMENTO	CALIFORNIA STREET, SAN FRANCISCO
ANYPLACE	SSF AIRPORT/LINDEN TO SSF CALTRAIN STATION OR TO THE EAST SIDE OF AIRPORT BOULEVARD
DALY CITY SOUTH CITY	

Q4. How often do you ride a SamTrans bus?

Never	47%	(180)
1-2 days a week	15%	(59)
3-5 days a week	14%	(54)
Weekdays only	6%	(22)
Weekends only	5%	(18)
Everyday	13%	(50)

Q5. What would help you ride the bus more often? (check up to two)

Lighting, benches, and shelters	52
Increased night and weekend service	74
Better safety	30
More frequent service	121
Shorter travel time	67
Lower ticket prices	135
Free transfers	93
Digital real-time bus arrival signs at stops or online	44
Better information about how to take the bus	49
Other	46

Q5b. Where should these improvements be located?

Lighting, benches, and shelters	
DISABLED SEATING ON BUSSES	EVERYWHERE
EVERYWHERE NEEDED	SSF ORANGE MEMORIAL PARK
AIRPORT BLVD AND BUTLER AVE	GRAND AND OLD MISSION OLD COUNTY AND EL CAMINO
IN THE NEIGHBORHOODS, ESPECIALLY WITH LOTS OF OLDER RESIDENTS	ORANGE AVE BUS STOP
SSF	EL CAMINO
SSF	THERE NOT UP TO STANDARDS
ALL LOCATIONS	EL CAMINO SSF
WHERE NEEDED	BADER AND SPRUCE
MORE EVERYWHERE	AT STOPS ESPECIALLY LIGHTS
BAYSHORE/OLD COUNTRY RD	SAN BRUNO
BELLE AIR SCHOOL	CAL TRAIN STATION
AIRPORT BLVD AND BUTLER AVE	WALNUT ST SAN BRUNO AVE
SAN BRUNO	SHELTER MADE POORLY
SSF AND EL CAMINO REAL	EL CAMINO REAL IN SAN BRUNO
EVERYWHERE, PEOPLE DON'T WANT TO GET WET	

Increased Night/Weekend Service	
295 BUS	PACIFICA, SAN MATEO
SO SAN FRAN TO BART	SF SAN JOSE
FROM CITY TO PENINSULA	I TRAVEL. IT WOULD BE NICE TO HAVE MORE SERVICE
SAN BRUNO AND SAN FRAN	EL CAMINO BETWEEN SF AND PALO ALTO
SO SAN FRAN/S PRICE AVE	132 130 133
SAN BRUNO BUS TERMINAL #133	SSF
SAN FRAN	SOUTH SAN FRANICSCO
TANFARAN	SERRA MONTE SHOPPING CENTER, DT SF, SAN JOSE
SAN BRUNO	EL CAMINO REAL
LINDEN, ASPEN AVE	SAN FRANCISCO AND SOUTH SAN FRANCISCO
TO SAN BRUNO	SOUTH SAN FRANCISCO
BETWEEN GRAND AVE AND TANFORAN	SAN FRANCISCO BART SOUTH SF
HILLSIDE BLVD	SAN BRUNO, CA
ALONG EL CAMINO REAL	SAN BRUNO RUTA 141
SAN BRUNO TO DOWNTOWN SF	COLMA Y DALY CITY
EVERYWHERE	EL CAMINO REAL AND GRAND AVE, SSF
EL CAMINO REAL GRAND AVE SSF	SOUTH SAN FRANCISCO
ON SUNDAYS 133 TO THE MALLS	EN SAN BRUNO Y SERRAMONTE
Better Safety	
SAN MATEO AVE, SAN BRUNO AVE AND ALL RAILROAD CROSSINGS	AT BUS STOPS
CERTAIN TOWNS	WHEN YOU GET ON THE BUS
BACK OF THE BUS ITSELF ON BOARD	SAN BRUNO
ALL EL CAMINO REAL STOPS	SSF CALTRAIN STATION; AIRPORT BLVD
SF	SOUTH SF
ON BUSES AND ON BUS STANDS	SOUTH SAN FRANCISCO
FROM SAFE HARBOR BUS STOP	TODOS ESPECIAL SF
SSF AND EVERYWHERE	EN LAS PARADA DE BART
SSF AND SF	
Other	
WHEN BUS DRIVERS LEAVE AND SEE YOU RUNNING AFTER	SHORTER CONNECTION AIRPORT BLVD GRANT

THEM. CAN'T RIDE BUS DUE TO JOB TIME CHANGE FOR WHEN SCHOLL IS LET OUT AT 305. BUS ARRIVES AT 330 WOULD BE GREAT IF IT COULD BE THERE AT 315. MORE ROUTES DOOR TO DOOR SERVICE LIKE WITH BART OVERALL, EXCELLENT BUS SYSTEM CAR IN SERVICE HELP WITH PORTABLE OXYGEN CANNOT WALK ACROSS A HIGHWAY TOO OLD TO WALK AND WAIT OUT DOORS SKYLINE COLLEGE DOWNTOWN SF STAIRS A PROBLEM MUCH FASTER TO DRIVE TO WORK THAN TO TAKE BUS TRANSFERS BETWEEN TRAIN AND BUS OR FROM BUS TO TRAIN LOSING MY DRIVERS LICENSE NEVER USE BUS MORE STOPS BUS STOP LOCATION JOB OFFERS NOTHNG REALLY I JUST FIND IT MORE CONVENIENT TO USE MY CAR FREE FARES MORE OFTEN LESS WAITING TIME FOR BUSES CUT OUT WASTED ROUTES BEING ON TIME I LIKE TO DRIVE	THERE IS NO SERVICE ON EAST GRAND AREA COUNTING TIME DISCOUNTS NO EASY CONNECTIONS TO WORK WILL USE FOR SPECIAL TRIPS TO SF/EAST BAY EVENTS MORE STATIONS DON'T LIKE BUSES I HAVE A CAR SSF HONORING CALTRAIN MONTHLY PASS STROLLER SPACE BUS TIMES COORDINATED BETTER AT BART STATION AND MAJOR TRANSFER POINTS DO NOT USE PUBLIC TRANSIT BABY STROLLER ACCOMMODATIONS PONER GARBAGE ALL BUS STOPS EN LAS MADRUENDR MOST OF THE STATIONS ARE VERY DARK AT NIGHT EL CAMINO REAL STONEGATE AVENUE/CHESTNUT STREET, SOUTH SAN FRANCISCO MILLER 601 GATEWAY BLVD 2204 KENRY WAY BUT NEED TO BE ONTIME, INCREASED WEEKEND SERVICE, LOWER TICKET PRICES FOR SENIOR A STREET AND EL CAMINO, SOUTH SAN FRANCISCO (DANGEROUS BUS STOP FOR US TO CROSS STREET)

Q6a. What bus route needs a schedule changed to better serve you?

Route:

390 or 391	23%	(37)
130, 132, or 133	29%	(47)

240	1%	(1)
141	6%	(9)
140	2%	(3)
120	1%	(1)
294	1%	(2)
122	2%	(4)
292	7%	(1)
Other/Not Applicable	29%	(46)

Q6b. What schedule changes on that route would you like to see? (multiple selections possible)

More frequent service	48%	(153)
Earlier service	7%	(21)
Later service	18%	(56)
Weekend service	18%	(59)
Other	9%	(30)

Q7. What would help you use BART or Caltrain more often? (check up to two)

More bus connections to the station	26%	(143)
Better safety at station	12%	(66)
Bicycle lockers or racks	4%	(21)
Lower ticket prices	42%	(234)
Improved pedestrian access	6%	(35)
Other	10%	(53)

Q7b. What are other ways for you to use BART/Caltrain more often?

Other	
LATER SERVICE	DROP PARKWAY FEES
QUIETER BART!	I USE CALTRAIN 5 DAYS A WEEK
MORE FREQ ROUTES TO GILROY VIA TRAIN	USE THEM NOW

FREE PARKING	BUS DOESN'T GO OVER THE OVERPASS TO E GRAND FOR TRAIN
ONE TO SO CITY STATION	SHORTER TRAVEL TIME
BETTER INFO ON HOW TO TAKE BAR/CALTRAIN	AT CALTRAIN
TRANSFER TICKETS	CRIME AT STATION IS SCARY
NEVER BEEN ON A TRAIN IN MY LIFE	NOT SURE SERVICE GOOD
LATE NIGHT SERVICE	MORE INFO
NONE	MORE STATIONS GOING FURTHER SOUTH TO SAN JOSE
LATER SERVICE 2AM	I USE WHEN I GO TO GIANT GAMES DOWNTOWN
HANDICAPPED ACCESS	FREE SHUTTLE BUS TO BART AND CALTRAIN
BOTH STATION ARE WALKABLE FROM MY HOUSE	I RARELY USE BART
BART NEEDS TO ALLOW BICYCLES ON TRAINS DURING PEAK HOURS	SERVICE TO MEET FIRST TRAIN ON THE PENINSULA
FREE TRANSFERS	LATER TRAINS
CONVENIENCE TO MED CTR	FREE PARKING AT BART MORE PARKING AT CALTRAIN
EXTEND BART TO THE SOUTH BURLINGAME TO SAN JOSE	SHORTER TOTAL TRAVEL TIME
CLEANER	HIGH SPEED OVER GREATER DISTANCE
DON'T TRAVEL	CLOSER TO BART (SAN BRUNO) WALKING DISTANCE
NO CHARGE FOR PARKING AT BART STATION	CLEARER SCHEDULE BART SAN BRUNO
SAFETY THROUGHOUT PLEASE	KID FRIENDLY
MORE FREQUENT SERVICE	LATER TIME USE
I WOULD NEED A REASON TO VISIT SF WHERE PARKING IS A PROBLEM	BART NEEDS LESS ANNOYING FEATURES (FEWER NEEDLESS ANNOUNCEMENTS, BETTER MAINTENANCE, LESS NOISY TRAINS, CLEANER SEATS)
REOPEN CLOSED STATIONS	LATER SERVICE :2AM
NEVER USE BART	EN SOUTH CITY
CALTRAIN SCHEDULE/TRAIN FREQUENCY	NO CHARGE FOR PARKING
CLEANER CARS/STATIONS	ACCESO P/CARRIOLAS
FREE TICKETS	CHEAP. FREQUENT SERVICE. CLEANLINESS
I DO TAKE BART INTO SF AND TO THE AIRPORT IT IS VERY CONVENIENT	EXPANDED TRAIN ROUTES THROUGHOUT SF PROPER
LATER SERVICE	

Q8. What would help you walk more often? (check up to two)

Better sidewalks	25%	(129)

Street trees and landscaping	10%	(53)
Wheelchair curb ramps	2%	(12)
Better street crossings	20%	(103)
Better street lighting	19%	(99)
Keep cars from blocking sidewalks	13%	(67)
Other	11%	(56)

Q8b. Where are the places for you to walk more often?

Better sidewalks	
SAN BRUNO STREET	THE AREA BETWEEN SM AVE AND 101
COLMA	SSF
EVERYWHERE	SSF WILMS AVE
BURLINGAME	NORTH ACCESS RD
ALONG EL CAMINO	SSF
SAN BRUNO	TOWNS
SAN MATEO AVE, WALNUT ST SCOTT	SAN BRUNO
DALY CITY	SAN BRUNO
SAN BRUNO	HILLSIDE DR
TANFORAN	AIRPORT BLVD
HUNTINGTON	ALL SSF
LOWER SAN BRUNO	SF
SAN BRUNO	SAN BRUNO EVERYWHERE IN BAY AREA
JUST WIDER SO CARS DON'T FEEL SO CLOSE	BADER STREET
SPRUCE BETWEEN COMMERCIAL AND EL CAMINO	SAN BRUNO
SO SPRUCE	SECOND LANE SSF
BETWEEN COLMA AND SSF (OFF EL CAMINO)	SSF INDUSTRIAL AREA
ALL AREAS AROUND SAN BRUNO	GRAND AND LINDEN
BURLINGAME AVE	SSF
ALL OF SAN BRUNO!	SSF
SAN BRUNO AVE NEAR 1ST AVE	AT EVERGREEN
ALONG BAYSHORE	EVERYWHERE

HERMAN ST/HUNTINGTON ST	NEIGHBORHOOD
SAN BRUNO	HENSLEY AVE SAN BRUNO
SAN BRUNO	HERMAN ST
SAN BRUNO	SAN BRUNO
SSF EL CAMINO SOUTH ACROSS FROM BART	LEAVE IT TO ? AND PEOPLE WALKING AT OWN RISK
SPRUCE/RAILROAD	SAN BRUNO AND HUNTINGTON
JUNIPER SERRA BLVD	SOUTH SAN FRANCISCO
SAN BRUNO	SAN FELIPE AND OTHER SAN BRUNO AREAS
SAN BRUNO SSF	EN SAN BRUNO
EVERYWHERE	EN LA AVE SAN BRUNO DE SERCO
SSF	SO SF AND COLMA
SAN BRUNO!	SAN BRUNO
SSF COLMO	EN SAN BRUNO
Street trees and landscaping	
SAN BRUNO STREET	SSF
EVERYWHERE	EVERYWHERE IN SAN BRUNO
EL CAMINO REAL & SB	HERMAN ST
PARADISE VALLEY AREA SO SAN FRAN	SAN BRUNO
SAN BRUNO CALTRAIN STATION	SOUTH CITY
SSF CALTRAIN STATION	MUY BUENA LA NUEVA RAMPA
SAN BRUNO	TODO SSF
GARDENER AVE/AIRPORT	SO SAN FRANCISCO
AIRPORT BLVD AND BUTLER	SOUTH SF
ALONG HUNTINGTON AVE FROM SAN BRUNO BART STATION TO SAN BRUNO AVE	SOUTH SAN FRANCISCO EN ORANGE PARK
ORANGE STREET	SAN BRUNO AVE
HUNTINGTON SAN BRUNO	SO. SF
Wheelchair curb ramps	
LOMITA PARK SAN BRUNO	FOR STROLLERS
SAN BRUNO	FOR OTHER PEOPLE
SSF	
Better street crossings	

EL CAMINO/EVERYWHERE	GREEN AVE AND SAN BRUNO AVE
REDWOOD CITY	SSF WILMS AVE
LINDEN AVE, SO SAN FRAN PEDESTRIAN LIGHTS ON GROUND	SSF
CAMINO/SAN BRUNO AVE	SSF
SAN MATEO AND SEATTLE (CROSSEALK)	SSF
LOWER SAN BRUNO	SAN BRUNO
SAN BRUNO	EL CAMINO MILLBRAE AT SAFEWAY AND BART
ANYWHERE ON EL CAMINO	SAN MATEO COUNTY
SPRUCE STREET	EVERYWHERE
RESIDENTIAL LIGHTS	VERY DANGEROUS
EL CAMINO REAL	SSF SOUTH OF GRAND AVE
B ST CST A ST ON CORNERS	AIRPORT BLVD
ALL CROSS SECTIONS!	SSF
ANGUS AND 1ST AVE, SAN BRUNO	EL CAMINO
WEST ORANGE	BADEN AND LINDEN
EL CAMINO REAL	SSF
BETWEEN COLMA AND SSF (EL CAMINO)	AT DALY CITY
SAN DIEGO AVE AND EL CAMINO IN SAN BRUNO	SAN BRUNO AVE/EL CAMINO
HUNTINGTON AVE	375 89TH ST SSF
BAYSHORE	SAN BRUNO AVE
SPRUCE	SAN BRUNO
ANY PLACE	MORE TIME FOR CROSSING BURLINGAME STREETS
SAN BRUNO AVE	AVENIDA LINDEN EN SUR SAN FRANCISCO
AIRPORT BLVD AND BUTLER SSF	SAN DIEGO Y EL CAMINO REAL, SAN BRUNO
SPRUCE IN SSF	GRAND AVE, SSF
EL CAMINO REAL-HOW ABOUT ADDING LIGHTED CROSSWALKS TO ALERT DRIVERS	EN LAS ESCUELAS Y HOSPITAL
HIGHER FINES FOR CARS NOT LETTING PEDS CROSS SAFELY AND CROSS WALKS	BICKCSOSS?
EL CAMINO REAL	SAN BRUNO Y SEMAFOROS
EL CAMINO REAL	DALY CITY
SAN BRUNO	EN VARIAS CRUCES DE CALLE

W ORANGE AVE SSF	
Better street lighting	
MENLO PARK	BETWEEN LIGHTING PATH TO BUS STOP
WALNUT AND UNDER FREEWAY	SSF
SO SF, EAST GRAND UNDER FREEWAY COMING FROM CALTRAIN TO GRAND AVE AT DOWNTOWN SF. NEEDS MORE LIGHT AT NIGHT I DON'T FEEL SAFE WALKING HOME UNDER FREEWAY	SO AIRPORT RD
EVERYWHERE NEEDED	SSF
SAN BRUNO PARK AREA	LOTS OF AREAS
HUNTINGTON AVE	EVERYWHERE
SO SAN FRAN	AROUND STATIONS/PARKING AREAS
BELLE AVE AREA	THE AVENUE
NEEDED NEXT TO WASHINGTON PARK	CYPRESS
SAN ANSELMO AVE IN SAN BRUNO	HUNTINGTON
CANAL	SAME AS ABOVE
HILLSISDE, SISTER CITIES	SAN ANTONIO RD SAN BRUNO
SAN BRUNO	SSF
ANYWHERE	EVERYWHERE
SAME(GARDINER AVE/AIRPORT	SAME AS ABOVE
EL CAMINO/ORANGE	LESS AT NIGHT AND TURN ON AFTER SUNSET
LINDEN	ORANGE PARK AND ORANGE LIBRARY
SAN BRUNO	REPLACE BURNT OUT LIGHTS
SAN BRUNO	SO SAN FRANCISCO
SAN BRUNO SSF	SOUTH SF
SSF	EUCLID AVE Y HUNTINGTON
SAN BRUNO	BELLE AIR AREA
SAN BRUNO	3RD AVE SAN BRUNO
HUNTINGTON	SO SF, EDISON AVE
AS ABOVE	EN SSF CENTENNIAL TRAIL
EVERYWHERE	EN TODAS LAS PARADAS
SSF PARTS OF SAN MATEO	DALY CITY
	EN LAS CALLES BIEN OSCURAS
	EN SAN BRUNO

Keep cars from blocking sidewalk	
COLMO BART	BADEN 600 BLOCK
DALY CITY	SAN BRUNO
COMMUTER LANE/EVERYWHERE	SSF OLD MISSION RD COLMA
SAN BRUNO	ANY SAN BRUNO EAST OF EL CAMINO
SEATTLE ST	ON STREETS THAT DON'T HAVE SIDEWALKS
AT HOME	BETTER SIDEWALKS
PARADISE VALLEY AREA SO SAN FRAN	EVERYWHERE
EVERYWHERE/SO SAN FRAN RANDOLPH AVE, GARDINER AVE	SF
LOWER SAN BRUNO	SAME AS ABOVE
1ST AVE, SAN BRUNO AND OTHER STREETS	NEIGHBORHOOD
B ST C ST A ST ORANGE AVE	SAN BRUNO
ABOVE	NEAR INTERSECTIONS TO CROSS STREETS SO CARS CAN SEE PEDESTRIANS
SAN MATEO AVE SAN BRUNO AVE	CORP YARD
EAST AVE SAN BRUNO, LOMITA PARK	CUALGUIER LUAR
EL CAMINO	SAN MATEO AVE
ANY PLACE	LINDEN AVE, SSF
SAN BRUNO	SO. SF
HUNTINGTON	SO SF AND COLMA, OLD MISSION RD
EVERYWHERE	TODOS LOS LUGARES
NEIGHBORHOODS ANYWHERE	PARQUES Y CENTROS COMERCIALES
MAYFAIR VILLAGE	EN TODAS PARTES
Other	
MOVE TACO TRUCKS	IF IT WAS MORE SAFER
SAFETY	MORE TRAILS/NEAR BUILDINGS
DO MY WALKING DURING THE DAY	I WALK ON CENTENNIAL WAY BUT IT ENDS BY TANFORAN I LIVE IN SAN BRUNO
MORE BENCHES	NOT BEING IN PAIN
CARS STOPPING FOR PEDESTRIANS	MORE PEOPLE WALKS TO SASVE GAS LIKE A CLUB. WALKING PROGRAMS
MORE FREQUENT SERVICE TOO LONG OF A WALK FOR PERSON WITH ARTHRITIC KNEE PROBLEM.	SUNNY AND WARM WEATHER
PLACES TO BRING YOUR DOG	KEEP THE DRUNKS OFF THE STREETS

BE YOUNGER MORE BIKE ROUTES STRONGER HIPS AND LEGS ALWAYS I WALK I WALK WHENEVER POSSIBLE MORE BENCHES TO FEEL SAFE ON LINDEN AVE AND GRAND AVE I WALK MOST PLACES CARS DRIVE TOO FAST MORE TIME SSF NOT SUITED FOR WALKING I WALK AROUND GRAND AVE ALL THE TIME JUST TO GO ON WALKS I LIKE MY CAR THANKS I WALK PLENTY. INTERACTIONS WITH CARS SUCH AS ELCAMINO REAL PED CROSSINGS. YOU MAY HAVE THE RIGHT OF WAY IN A CROSSING BUT TO GET 3 LANES OF TRAFFIC TO STOP IS VERY DANGEROUS AND ANNOYING TO THOSE DRIVERS WHO TRIED TO HELP YOU TO CROSS. SAFE CONVENIENT WALKING TRAIL NOTHING I'M DISABLED AND I NEED TO SIT OFTEN THEY HAVE TAKEN A LOT OF THE BENCHES AWAY ON GRAND. THEY SAY ITS DUE TO HOMELESS. HOMELESS SIT ON GROUND INSTEAD. I CAN'T. IT'S NOT FAIR. I WALK ENOUGH THIS IS NOT A PRETTY CITY DUE IN MOST PART TO LACK OF TREES. TREES MAKE A BIG DIFFERENCE THE PATH BETWEEN SAFE HARBOR AND AIRPORT BLVD AT THE BOTTOM BY THE TRUCK COMPANY UP TO THE PARKING IS REALLY DARK AND UNSAFE	WALK A YOUNGER BODY MORE SHELTERS ON EL CAMINO IN BOTH DIRECTIONS NOT JUST SOUTH BOUND TEACH DRIVERS TO RESPECT PEDESTRIANS NONE OF THESE ARE ISSUES NOTHING I CAN THINK OF RAMP OVER EL CAMINO ALWAYS WALK IT SEEMS THE CARS DON'T WANT TO STOP FOR PEDESTRIANS. ORGANIZED WALKING GROUPS SOMETIMES WHEN I CROSS THE STREET CARS TO NOT STOP OR SLOW DOWN. SI MAS SENALES Y RESPETO INSTALAR CAETAS EN LAS ESTASCIONES DESTAGADA EL SOL Y AGUA PARA DEFENSA PERSONAL EN INVIERNO Y VERANO QUE EL SOL QUEMA MUCHO SAFETY IS A CONCERN BENCHES OYSTER POINT BOULEVARD 2204 KENRY WAY TRAFIC LIGHT ON CALAN AND KING EL CAMINO REAL EL CAMINO REAL EL CAMINO REAL EL CAMINO REAL ALL OF EASTON AVENUE I WOULD LIKE MORE CLEAN PUBLIC BATHROOMS AROUND SISTER CITY AND CENTENIAL WAY EL CAMINO AND SPRUCE---DANGEROUS TO USE CROSSWALK THERE

Q9. What would help you bicycle more often? (check up to two)

Bicycle lanes or trails	38%	(149)

Slower automobile speeds	16%	(62)
Bicycle parking	8%	(31)
Bicycle purchase assistance	13%	(53)
Bicycle turn lanes	5%	(21)
Bicycle sharing program	7%	(29)
Other	13%	(52)

Q9b. Where are the places for you to bicycle more often?

Bicycle lanes or trails	
COLMO, SO SAN FRAN	SSF AND COLMA
DALY CITY	W ORANGE AVE SSF
BEACH TO PARK/LINDAMAR BLVD	GRAND AVE
BURLINGAME, MENLO PARK	SSF
THROUGHOUT CITY	SSF
HUNTINGTON	SSF
LOWER SAN BRUNO	SAN BRUNO AREA
IN PENINSULA	WATER EDGE SSF
FIND FRONTAGE RDS AND RAILROAD RIGHT OF WAYS	SAN BRUNO
SO SF	HILLSIDE AND SISTERS CITIES
SPRUCE SSF	ON EVERY STREET WHERE THEY'RE POSSIBLE
EL CAMINO	EAST OF CALTRAIN TRACKS
ANYWHERE IN SSF	SAN BRUNO
EVERYWHERE	SB BRISBANE
SAN BRUNO TO PALO ALTO	GRAND AVE SSF
SPRUCE ST	EVERYWHERE
WEST ORANGE	SSF
SAN BRUNO	EL CAMINO RD SSF
SAN BRUNO AVE, SAN MATEO AVE	SSF
SAN BRUNO	SAN BRUNO
IN SAN BRUNO FOR BICYCLES ONLY	SAN BRUNO

EL CAMINO AND HUNTINGTON	AROUND SFO
EL CAMINO/SB SENIOR CENTER	HERMAN ST
BAYSHORE BRISBANE	EVERYWHERE, SFO AIRPORT BLVD MCDONNAL RD
SAN BRUNO AREA	TRAILS TO BART
EVERYWHERE	SAN BRUNO
EVERYWHERE	SOUTH SF
EL CAMINO REAL	EUCLID AVE Y EL CAMINO REAL
SAN BRUNO	SAN BRUNO, CA
SAN BRUNO	SAN BRUNO AVE
SPRUCE	SO SF
HILLSIDE DR	SAN BRUNO
SAN BRUNO SSF	SO SF AND COLMA
ANYWHERE IN THE COUNTY	DALY CITY, SSF
EL CAMINO	TODOS LOS LUGARES
EL CAMINO	SAN BRUNO
EVERYWHERE	ZONAS COMO GRAND AVENIDA
SAN BRUNO	EN LAS CALLES MAS TRANSITADAS
SAN MATEO COUNTY	EL CAMINO REAL
Slower Automobile Speeds	
COLMA	EL CAMINO AND ORANGE AVE
SPRUCE AVE	RESIDENTIAL AREAS
ON FRONTAGE RD AND EL CAMINO	SSF
SOUTH SPRUCE TO WEST ORANGE	SSF
ANGUS /THIRD AVE	SPRUCE ST WEST ORANGE EL CAMINO
SAN BRUNO AVE, SAN MATEO AVE	LINDA MAR
BAYSHORE, BRISBANE	HUNTINGTON Y EL CAMINO REAL
SAN BRUNO	ANGUS/THIRD AVE
IN TOWN SHOPPING AREAS	137
HILLSIDE DR	CALLES A LA ESCUELA, CENTROS COMERCIALES
SAME AS ABOVE	AL PASAR EL CAMINO REAL
EL CAMINO RD	EL CAMINO REAL

SAN BRUNO AVE EL CAMINO SSF SAN BRUNO	SOBRA LINDEN Y GRAND AVENIDA 1ST AVE
Bicycle Parking	
SAN FRAN BART STATION *NEED A BIKE SHOP IN SO CITY BART SAN BRUNO BART BUS STATIONS SB SENIOR CENTER SAN BRUNO BART TANFORAN SHOPPING MALL SAN BRUNO METRO CENTERS SAN BRUNO BART STATION ANYWHERE	BUS STANDS SSF PARKS SB/SSF ORANGE I DON'T KNOW AT BART TRAIN STATION MAJOR STORES BART SSF BART Y AREAS EN SAN BRUNO AVE
Bicycle turn lanes	
IN PENINSULA ON ANY BUSY STREETS GRAND AVE	SOUTH SF SO SF SSF
Bicycle Sharing program	
SSF WE NEED BETTER(IMPROVED) BICYCLE LANES! SAN BRUNO AT BUS STANDS SSF EL CAMINO RD SAN BRUNO THE AVENUE SAN BRUNO	SAN BRUNO MALLS HOSPITALS FAVORITE/MAIN TAX INCENTIVES DOWNTOWN AVENUES SOUTH CITY/SF SSF EN TODAS PARTES IN PUBLIC TRANSPORTATION STATIONS SSF CA 94080
Other	
DON'T KNOW HOW TO RIDE A BIKE	NOT INTERESTED

BETTER ROADS	NOT USING BICYCLE
A NEW BODY-IN OTHER WORDS, BICYCLING IN THIS AREA IS TOO DANGEROUS	CANT RIDE
NEED TO BE AWARE OF RECKLESSNESS	CANT RIDE
DON'T LIKE BIKES	TOO DANGEROUS TO BIKE HERE AND TOO MUCH WIND!
SHORTER DISTANCE TO WORK	LESSER CARS
SAFETY	DON'T RIDE
DON'T BICYCLE	I ALREADY BIKE DAILY
MEDICALLY CAN'T	I WOULD NOT BICYCLE DUE TO SAFETY REASONS
TO MANY AUTOS UNSAFE ON STREETS. MOST STREETS OR BLVDS, NO BIKE PATHS	NONE
NEVER	CANT
I HAVE YOUNG CHILDREN. IT IS HARD TO BIKE WITH THEM IN TRAFFIC.	HELMET AND LIGHTING
I HAVE HORRIBLE BALANCE	I DON'T KNOW HOW TO BIKE
NEED BIKE FIRST	BIKE AT GYM
IF I OWNED A BIKE	DON'T BIKE
DON'T RIDE BIKE	NOT ABLE TO RIDE BIKE
NEVER USE BICYCLE	NONE
DO NOT RIDE	NONE
LEARNING TO RIDE A BIKE	MORE AFFORDABLE BIKES WITH BABY ATTACHMENT
YOU HAVE TO BE KIDDING	OWNING A BIKE
NOTHING I DON'T' DO BICYCLES	PREFER TO WALK WHEN
AFRAID TO TRY RIDING BECAUSE OF CAR DRIVERS	CAR DRIVERS DON'T USE BIKE BUT CONCERN AS ?
STREET LIGHTING	RIDE BIKE ONCE IN A WHILE
NOTHING WOULD HELP ME USE A BICYCLE ON THE STREET. ARE YOU CRAZY?	I DON'T RIDE BIKES AT THIS TIME. I DON'T HAVE ONE
LESS RESTRICTION ON RIDING BART	NO MANEJO BICICLETA
NEW KNEES	NO I WOULD NOT TRAVEL BY BIKE BECAUSE IT IS NOT SAFE
	NO USO VISICLETA

Q10. Where would you like to find out about buses and trains? (check up to two)

Internet	36%	(217)
Transit Stops	26%	(157)

Library	11%	(66)
Community Center	8%	(46)
Phone	14%	(84)
OTHER	5%	(28)

Q10b. What other places would you like to find out about buses and trains?

Other	
PAPER/FLYERS DOOR TO DOOR	SENIOR CENTER
SCHOOL	FRIENDS
MAIL TO HOME	MAIL
SENDING INFO HOME	BART STATIONS
GOOGLE MAPS	ALL OK
GROCERY STORES	MAIL
MORE PUBLIC AREAS	TO GO TO CITY HALL
SB SENIOR CENTER	PARK
MALL	DROID APPS
NO NEED	ON THE BUS
MALL	I APPRECIATE GOOD INFORMATION
INFO ON LINE IS GOOD	PAMPHLET/FEE BOOK
SCHOOL	POR CORREO
MALL	PAPEL
APP	CORREO POSTAL
SEND INFO TO OUR HOME	IGLESIA
BILL BOARDS	SCHOOLS
FLYERS	MAIL
NOT INTERESTED	

Q11. What language do you use most?

English	70%	(302)
Spanish	21%	(90)
Tongan	0%	(1)

Samoan	0%	(0)
Mandarin	1%	(4)
Cantonese	4%	(17)
Tagalog	1%	(6)
Vietnamese	0%	(0)
Other	2%	(9)

Q11b. What other languages are used most?

Other	
GERMAN/ITALIAN	ITS AGAINST THE LAW NOT TO PUT FRENCH
HINDI	EVERYONE NEEDS TO SPEAK ENGLISH
HINDI	JAPANESE
FILIPINO	HINDI
PUNJABI	ALEMAN
RUSSIAN	

Q12. Age

Under 13	1%	(3)
13 to 17	3%	(10)
18 to 29	9%	(33)
30 to 49	42%	(163)
50 to 64	31%	(120)
65 and over	14%	(55)

Q13. Gender

Male	38%	(142)
Female	62%	(233)

Q14. Household income (before taxes)?

Below $25,000	33%	(117)
$25,000 to $50,000	24%	(85)

$50,000 to $75,000	19%	(68)
$75,000 to $100,000	14%	(48)
More than $100,000	10%	(37)

Q15. Total number of children under the age of 18 in your household?

0 children	62%	(241)
1 child	15%	(57)
2 children	17%	(64)
3 children	5%	(18)
4 children or more	2%	(6)

Q16. What is your home zip code?

94080	54%	(209)
94066	41%	(157)
Other	3%	(10)
Unspecified	3%	(10)

Q17. Additional comments:

Additional Comments
OUR BART SYSTEM IS OK, BUT IF WE HAD AN MTR SYSTEM LIKE HONG KONG, MANY MORE PEOPLE COULD USE IT.
CO-WORKERS HAVE EXPRESS BUSSES FROM SAN JOSE (UTA) & EAST BART (AC TRANSIT) SAM TRANS OFFERS NOTHING. THERE IS A NEED.
BETTER SERVICE, BUT YOU DO NOT NEED TO PUSH YOUR DRIVERS TO THE BRINK OF FRUSTRATION WHERE THEY TAKE IT OUT ON PASSENGERS.
LOWERING TICKET PRICES IS THE KEY FOR PEOPLE TO USE MORE TRANSPORTATION
USE READY WILL FOR TRANSPORTATION BECAUSE OF ASTHMA
KEEP UP THE GOOD WORK. I WILL ALWAYS USE YOUR SERVICES UNTIL I DIE!
OVERALL WE NEED TO LOWER PRICES ON CALTRAIN. EASY ACCESS BICYCLES. BETTER BICYCLE LANES ON ROADS. MOVE BIKE ROUTES
ALL NIGHT, 24 HR SERVICE IS A MUST FOR PUBLIC TRANS EVEN IF ITS ONLY ONCE EVERY 30 OR 60 MINUTES.
CALTRAIN IS CLEAN, EFFICIENT AND INEXPENSIVE. BART IS TOO COSTLY FOR COMMUTING.
CLEAN THE BUSES

I WORK IN SSF AT A DR OFFICE. MANY PATIENTS USE SAMTRANS AND WE NEED EARLIER AND MORE PICKUP SHUTTLE BUSES

WOULD LIKE TO SEE SERVICE 133 TO WORK ON SUNDAYS TO GO TO THE THEATER AND SHOPPING AND EATING OUT!

PLEASE SEND ME A FREE BART TICKET.

I AM 96 YRS OLD

I LOVE THE CALTRAIN SHUTTLE FROM HILLSDALE. CALTRAIN TO CAMPUS DR. I WOULD OTHERWISE NOT TAKE PUBLIC TRASPORTATION AT ALL.

WHY SHOULD I HAVE TO RIDE THE 292 BUS FOR ABOUT 50 MIN TO REACH 1ST AVAILABLE CONNECTION FOR CALTRAIN IN BURLINGAME? CALTRAIN IN SO SF IS 1.2 MILES FROM RESIDENCE, BUT NOT EASILY ACCESSIBLE OR SAFE.

WOULD LIKE TO SEE SMALLER BUSES RUN MORE FREQUENTLY AND MORE SERVICE TO NEIGHBORHOODS FURTHER FROM EL CAMINO AND COMMERCIAL/INDUSTRIAL AREA.

WOULD BE NICE TO BUY 1 TICKET FROM POINT A TO POINT B. FREE TRANSFERS ROUND TRIP FARES AT DISCOUNT

I HATE CLIPER CARDS. HAVING FREE TRANSFERS WOULD BE REALLY HELPFUL AND GET ME TO TAKE THE BUS MORE. OR A DISCOUNT FROM CALTRAIN.

THANK YOU FOR THE INFORMATION

ALWAYS LEAVES ONE MINUTE EARLY FOR THE SCHEDULE AT 551PM SO SOMETIMES I MISSED THE BUS WHILE I WAS ON THE ROUTE 391 AT SAN BRUNO BUS STOP

WISHED SAN BRUNO TRAIN STAOP WASN'T MOVING. CONVENIENT WHERE IT IS. STREET PARKING (FREE) AVAILABLE)

I WORK CLOSE TO MY HOUSE BUT MY DAUGHTER GOES TO CSU COLLEGE AND I HAVE TO TAKE HER AND COME BACK BECAUSE SHE WOULD HAVE TO TAKE 2 BUSSES TO GO TO SCHOOL AND 2 TO COME BACK HOME.

GET DIGITAL SIGNES ON BART TRAINS DISPLAYED AT STOPS AND TIMES

I BELIEVE DRIVERS SHOULD BE DRUG TESTED OFTEN SINCE THEY HOLD PEOPLES LIVES IN THEIR HANDS. STOPS MORE OFTEN LOWER FEES DEPENDING ON PROOF OF INCOME.

I ALWAYS WONDER WHY THEY DON'T HAVE TRANSIT SERVICE TO EAST GRAND AVE AREA

OVER ALL I THINK SAMTRAN IS DOING AN EXCELLENT WORK IN IMPROVING THEIR TRANSIT SYSTEM.

PLEASE DRIVER MORE CAREFUL WHEN CARRYING OLDERS/CHILDRENS DRIP OFF/RECEIVED

PLEASE ADD SPEED BUMPS THROUGHOUT. PEOPLE DRIVE TOO FAST! BETTER SAFETY AT RAILROAD CROSSINGS. EXTREMELY UNSAFE. PLEASE TOO MANY PEOPLE HAVE DIED ALREADY. A MAJOR CHANGE TO SAN BRUNO AVE AND SAN MATEO AVE. MUST HAPPEN FOR AT LEAST SAFETY.

I PLAY THE HARP AND MUST DRIVE TO ALL G IGS AND REHEARSALS MY WORK IS A QUICK DRIVE FROM HOME. BUS TAKES TOO LONG.

WE NEED BUMPS IN MY STREET. EAST AVE IN SAN BRUNO PLEASE ASAP PEOPLE DRIVE CRAZY IN THIS LITTLE STREET ALL THE SIDE WALKS SHOULD HAVE CURB RAMPS.

IF THERE WAS A SIDEWALK ALONG BAYSHORE IN BRISBANE I WOULD WALK TO WORK. NOT SAFE WITHOUT IT.

I TOOK CALTRAIN TO GIANTS GAME LAST NIGHT-YOUNG PEOPLE DRINKING BEER AT SSF STATION AFTER GAME YOUNG PEOPLE DRINKING IN THE TRAIN AND VERY LOUD. NOT A GOOD TRAIN RIDE.

I WOULD LIKE FOR DRIVERS TO ADHERE TO THE BUS SHCEDULE MORE CLOSELY, AND FOR BETTER MAINTENANCE TO AVOID BREAKDOWNS.

PRICE OF CALTRAIN AND BART COST MORE THAN DRIVING NOT EVEN FACTORING IN THE DIFFERENCE.

SPEND MOREMONEY FIXING THE STREETS, SAN BRUNO IS A MESS

IT WOULD BE NICE TO HAVE SOME BUSES GO IN THE INDUSTRIAL PART OF SO CITY.

MY GRANDMOTHER WHO IS HANDICAPPED STARTED FILLING OUT THIS SURVEY BUT SHE THOUGHT I WOULD BENEFIT MORE IF I WON THIS CONTEST.

I LIKE THE SAMTRANS AND CALTRAIN AND I FEEL THEY DO A LOT TO PROVIDE A OF VERY GOOD SERVICES

IDEALLY I'D LIKE TO TAKE BART INTO CITY ON WEEKENDS BUT FEAR OF MISSING LAST TRAIN MAKES ME DRIVE INSTEAD.

I WANT MY GIFT CARD!

I DON'T REALLY HAVE A NEED FOR PUBLIC TRANSPORTATION WITHIN SM COUNTY. I DO USE BART MUNI WHEN TRAVELING TO SF BECAUSE OF THE MANY TRAFFIC AND PARKING ISSUES.

I REALLY THINK THE BUS SYSTEM IS VERY GOOD.

TRANSFERS AND WEEKNIGHT SERVICE WOULD BE VERY HELPFUL. THERE IS NO BUS ON SUNDAY TO TANFORAN MALL AND LUCKY AND SAFEWAY FROM OLD DOWNTOWN SSF. WALKING THERE IS FINE BUT NEED BUS TO BRING HOME PURCHASES.

THANKS FOR TRYING SOLUTIONS ARE TOUGH WE JUST DON'T HAVE THE MONEY.

I FEEL SO SORRY FOR PEOPLE WAITING FOR THE BUS IN THE RAIN. SOME STOPS DON'T HAVE ANY SHELTER.

MY EMPLOYER SUBSIDIZES 75 MONTH TOWARD MY TRANSIT COSTS. THIS IS A MAJOR FACTOR IN MY DECISION TO USE CALTRAIN/SAMTRANS. I AM HAPPY WITH THE SERVICES THEY PROVIDE.

CHEAPER FARES FOR STUDENTS AND LOWER THE TRANSFER BUS PRICE PLEASE.

CALTRAIN IS THE BEST EXAMPLE OF A PUBLIC TRANSP THE BABY BULLET SERVICE MAKES CALTRAIN THE BEST TRAVEL OPTION.

LOVE SSF ALTHOUGH I KNOW IT'S A BIT UNDERUTILIZED FOR THOSE WHO DO USE IT ITS ESSENTIAL. CALTRAIN STATION IS SSF COULD OBVIOUSLY BE IMPROVED.

WE HAVE NO USE FOR BUSES AND USE BART FOR THE GAMES AND CITY A FEW TIMES A YEAR.

2.00 IS TOO MUCH PER RIDE WITHOUT TRANSFERS FREE DURING PEAK TIMES NEED TO HAVE TRANSFER

A BUS THAT WOULD TRAVEL ALONG EL AMINO TO THE SENIOR CENTERS. MOST OF THE GROWERS, TRADER JOE, $STORE ARE ALONG EL CAMINO

THANK YOU! HOPEFULLY THIS INFO HELS IN ANY WAY SHAPE OR FORM SAMTRANS HAS BEEN A GREAT HELP

WE REALLY NEED MORE BUSES TO GO FROM SAFE HARBOR TO BUS STOP A LOT OF PEOPLE CANT MAKE IT THAT FAR DUE TO ILLNESS.

PLEASE I ONLY AN SPEAK FRENCH

NEW RESIDENT OF AREA AND HAVE HAD SERIOUS DIFFICULTY LEARNING LOCAL TRANSIT SYSTEM

SAMTRANS HAS BEEN A BIG HELP TO ME AND WHERE I LIVE. I LIVE IN A HOMELESS SHELTER. WHAT THEY DO FOR US HERE IS GREAT. THANK YOU

CAR ONLY OPTION FOR WORK GIVEN MY JOB, HOWEVER MOSTLY MY CLIENTS DEPEND ON THE BUS SYSTEM. THEY NEED EARLIER LATER AND WEEKEND HOURS FOR BUS TRANSPORTATION.

WE CAN INCREASE SO CITY WITH NEW BUILDING AND PEIRS LIKE FISHERMANS WHARF. ONE NEAR IN SOUTH CITY WHERE OYSTER POINT IS.

THANK YOU FOR THE SURVEY

NONE OF YOUR BUSINESS

TOO EXPENSIVE FOR TRAIN/BART. WEEKEND SERVICE TOO LATE

BART CARS/SEATS DIRTY

FOLLOW THE EXAMPLE MADE IN JAPAN THEIR SYSTEMS ARE EXCELLENT

AM IN A WHEELCHAIR EITHER USE PARATRANSIT OR AM DRIVEN

I HAVE NO PROBLEM USING BUS/TRAIN, THE PROBLEM IS THE CONNECTIONS AND COST. IN ORDER TO REACH SAN BRUNO BART STATION FROM FOSTER CITY I NEED TO MAKE 2 CONNECTIONS. THE PRICE IN INCREDIBLY HIGH FOR CALTRAIN AND BART.

WENT CARLESS IN 2003 HAVE LIVED IN BAY AREA COUNTIES AND SO FAR SAMTRANS HAS THE BEST AND SCHEDULING OF THEM ALL!

A MONTHLY PASS IS NOT PRACTICAL FOR RETIRED PERSON. EACH RIDE IS TOO MUCH. SENIOR FARE SHOULD BE CHEAPER TOO.

TOILETS ON BUSES

LIGHT RAIL IS BETTER THAN BUS. THERE ARE LOTS OF ABANDONED RAIL LINES IN SF THAT COULD BE USED FOR THIS.

I BELIEVE THERE SHOULD BE A YEARLY SENIOR PASS. LIKE ONE USED IN HAWAII. PICTURE ON PASS AND YEARLY RENEWAL. MORE AND MORE SENIORS NEED HELP ON TRANSPORTATION COSTS.

BETTER STREET CROSSING

IF NOT ALREADY AVAILABLE, IT WOULD BE GOOD TO HAVE A WHOLE MAP OF ALL ROUTES INSTEAD OF SINGLE BUS ROUTE MAPS.

BOAT PARKING FEES SHOULD BE ELIMINATED

MAKE PUBLIC TRANSPORTATION MORE AFFORDABLE THEN I WOULD BE ABLE TO RIDE MY BIKE AND TAKE BUS TO WORK

1, HOW COME SAMTRANS DOESN'T HONOR CALTRAIN MONTHLY PASS ON CLIPPER? IT DID WITH PAPER PASSES 2, HARD TO GET A TAXI AT SSF BART.

WHEN TRAVELING ALONE WITH BABY IT IS NEAR IMPOSSIBLE TO GET ON AND OFF TRAIN WITH A STROLLER.

THANKS FOR ASKING

NONE

NO COMMENTS

VERY GOOD BUS SERVICE

WE NEED HIGH SPEED RAIL FROM SF TO LA

IF IS POSSIBLE PUT LOW PRICES THE BUS AND IS PEOPLE WITH ??????

I WOULD LIKE LOWER FARES ON SAMTRANS AND TRANSFERS

I THINK WITH THESE QUESTIONS, WE HAD BETTER SERVICE

I HAVE NO CAR AND MUST DEPEND ON SAMTRANS MOSTLY AND BART SOMETIMES I APPRECIATE THIS PHONE SERVICE THT ALLOWS US TO CALL IN COMMENTS. STOP USING SMALL BUSES ON ROUTES 391 390. ROUTE IS LONG AND REQUIRES THE LARGER BUSES. CROWDED AND UNPLEASANT.

SAFE HARBOR NEED MORE TRANSIT SYSTEM THROUGHOUT THE DAY FROM SHELTER

LIKE THE AIRTRAIN IN SFO MAKE THA BART ?. THEN MOST PEOPLE WILL USE PUBLIC TRANSPORTATION THAT GIVES LESS TRAFFIC AND CLEAN AIR. I HAVE MORE IDEAS ?

I HATE THE SIGHT OF PEOPLE ENTERING THROUGH THE BACK DOOR ON ? ? WOULD BE GLAD TO DO SOMETHING

SAMTRANS HAS VERY HELPFUL DRIVERS IN SOUTH CITY.

I WOULD LIKE TO BUY A MULTIPLE RIDE TICKET INSTEAD OF A MONTHLY PASS. POST MORE INFORMATION ABOUT SCHEDULES AT THE BUS STOPS.

GRACIAS

MUY BUENA LA NUEVA RAMPA QUE VA DE SAN BRUNO BART ASTA S. SO. FRANCISCO BART, (GRACIAS)

MI COMENTARIO ES DE QUE ESTAN MUY ALTO LAS PRESIOS DE TRANSPORTE TANTO COMO DEL CAMION COMO DEL BART TREN MUY ALTO ESTAN

CLEAN THE BUSES I BOUGHT THESE WHITE SHORTS AND WHEN I GOT UP THEY WERE FILTHY. THANKS!

SI USTED SON MUY MALOS CON SU MANAJORES

PASAR MAS FRECUENTE LOS AUTOBUSES

TENER MAS PACIENCIA CON LOS PEATONES ESPECIALMENTE CON LOS ANCIANOS ALL SUBRIRA Y BAJAR AL BUS Y TAMBIEN NINOS DE ESCUELA

THANK YOU FOR INFORMATION

GRACIAS, ESPERA SU CONSIYU EL PROPOSITO Y SUERTE PARA TODOS Y AMITAMVIEN

MI COMENTARIO ES QUE NO SUBAN EL COSTO DEL BUS MAS CARO POR QUE SE NOS PONE MAS DIFICIL PARA EL TRANSPORTE Y ES NECESARIO PARA TODOS

ME GUSTARIA QUE HUBIERA HORARIO MAS TARDE PARA SAN FRANCISCO, EN EL 391 Y MAS FREQUENTE

ME GUSTARIN QUE EL TRANSPORTE PUBLICO FUERA MAS FRECUENTE Y MAS TARDE LOS FINES DE SEMANA Y QUE PASE CADA 10 MINUTOS

AMI ME GUSTA EL SERVICIO DE SAMTRANS POR SU ATENCION CON EL PASAJERO GRACIAS

GRACIAS POR PAROCUPARSE POR UN SERVICIO MEJOR

NOPE

WOULD LIKE TO BRING BACK TRANSFERS

AHORA QUE LA ECONOMICA ESTA TAN BAJA LAS PASAJES ESTAN ALTOS INCLUSIVIO FOR SALO 2 O 3 PARADOR DEL BEES SE PAGA CONFLEETO EL TIQERE

NINGUNO

GRACIAS POR PONER UN POCO DE TIEMPO A NUESTRAS NECESIDADES DE TRANSPORTE, MUCHAS GRACIAS

QUE LOS MOTORISTAS SEAN MAS CORTESES CON LOS CONTRIBUYETTES

A MI ME GUSTARIA QUE UBIERA MAS BUSES PARA QUE SA LA AGA MAS FACIL ASER SUS COSAS A UVO CUANDO VA SUS CILAS Y COMPRAS

ME GUSTARIA MAS SERVICIOS DE TRANSPORTE Y PUNTUALIDAD CON LAS AUTOBUSES, Y MEJORES TARIFAS

ES UN BUEN MEDIO DE TRANSPORTE

ESTO ESTA BUENO, POR QUE SI ACEN FALTA CAMBIOS EN LAS RUTAS A LO MENOS LAS FINES DE SEMANA

BATHROOMS ARE A BIG DEAL TO ME. I ONLY ALLOW MYSELF TO WALK AS FAR AS ORANGE PARK AS I NEED A BATHROOM CLOSE BY. I HAVE MULTIPLE SCLEROSIS AND I AM FORTUNATE TO BE ABLE TO WALK BUT I HAVE ISSUES IN THAT AREA BECAUSE OF IT.
THANK YOU FOR ANY HELP YOU CAN OFFER TO IMPROVE OUR WONDERFUL CITY.

MORE IMPORTANTLY, SAFETY COME 1ST...

I AM EXCITED ABOUT THE POSSIBILITY OF BUS SERVICE BETWEEN BART AND THE NEW FERRY BEING BUILT AT OYSTER POINT. IF THE FARE IS REASONABLE AND THE SERVICE IS FREQUENT ENOUGH, THEN I WOULD CONSIDER COMMUTING BY BUS.

THE SIDEWALKS IN ALL OF THE STREETS ON THE EAST SIDE OF EL CAMINO NEED TO BE REPAIRED. THE TREES HAVE UPROOTED THE SIDEWALKS AND ARE VERY DANGEROUS FOR THE ELDERLY OR ANYBODY WALKING ON THEM. I HAVE EVEN SEEN PEOPLE FALL AT THESE SITES AND THEY HAVE BEEN INJURED. THE 900 BLOCK OF EASTON AVENUE HAS SEVERAL OF THESE AS AN EXAMPLE.

14. **Household income (before taxes)?**
- ☐ Below $25,000
- ☐ $25,000 to $50,000
- ☐ More than $100,000
- ☐ $50,000 to $75,000
- ☐ $75,000 to $100,000

15. **Total number of children under the age of 18 in your household?** _____

16. **What is your home zip code?** _____

17. **Additional Comments:** _____

Optional and Confidential - We will not share this personal information.
Enter to win a $100 gift card!

Name _____

Address _____ City _____ Zip Code _____

Phone number _____ E-mail _____

Thank you for completing this survey. Please return it by mail by May 25, 2011. No postage necessary. Seal the survey closed with the self-stick strip and drop it in any U.S. mailbox.

If you would prefer to take this survey online, go to www.ssfsbcbtp.com or if you have any questions regarding this Plan, please contact us at 650-458-7468 or ssfsbcbtp@gmail.com.

Affix self-stick strip here.

-5-

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
SAMTRANS
PO BOX 3006
SAN CARLOS CA 94070-9927

Dear Community Member,

SamTrans is conducting this survey to find out about your community's transportation needs. Answers will be used to plan future transportation services and improvements. **Your responses are confidential - SamTrans will not share your information with anyone. One survey per person.**

You may choose to enter to win a $100 gift card by completing the survey and filling in the information at the end. You must be 13 or older to fill out the survey and be eligible to win the prize. **Please return this survey by Wednesday, May 25, 2011.**

To take this survey over the phone, please call 650-458-7468

Para kuhanin ang survey na ito sa telepono, mangyari lamang na tumawag sa 650-508-6211

參加中文問卷調查, 請移電 650-508-6215

Aprovechar esta encuesta, por favor llame al 650-508-7968

Please tell us about your trips

1. **Do you have regular access to a car/truck?**
   ☐ Yes ☐ No

2. **What is your primary way to travel? (check up to two)**
   - ☐ Walking/Wheelchair
   - ☐ Bicycling
   - ☐ SamTrans Bus
   - ☐ Paratransit
   - ☐ BART
   - ☐ Caltrain
   - ☐ Driving
   - ☐ Carpool
   - ☐ Other - please specify: _____

-1-

Please open →

3. What is the destination of the most difficult trip you make? (check up to two, please list specific address or intersection)
- ☐ Work
  Where? _____
- ☐ School
  Where? _____
- ☐ Children to School/Day Care
  Where? _____
- ☐ Medical
  Where? _____
- ☐ BART/Caltrain
  Where? _____
- ☐ Grocery
  Where? _____
- ☐ Other Shopping
  Where? _____
- ☐ Parks/Recreation
  Where? _____
- ☐ Other
  Please specify _____

4. How often do you ride a SamTrans bus?
- ☐ Never
- ☐ 1-2 days a week
- ☐ 3-5 days a week
- ☐ Weekdays only
- ☐ Weekends only
- ☐ Everyday

5. What would help you ride the bus more often? (check up to two)
- ☐ Lighting, benches, and shelters
  Where? _____
- ☐ Increased night and weekend service
  Where? _____
- ☐ Better safety
  Where? _____
- ☐ More frequent service
- ☐ Shorter travel time
- ☐ Lower ticket prices
- ☐ Free transfers
- ☐ Digital real-time bus arrival signs at stops or online
- ☐ Better information about how to take the bus
- ☐ Other _____

6. What bus route needs a schedule changed to better serve you?
a. Route: _____
b. What schedule changes on that route would you like to see?
- ☐ More frequent service
- ☐ Later service
- ☐ Earlier service
- ☐ Weekend service
- ☐ Other: _____

7. What would help you use BART and Caltrain more often? (check up to two)
- ☐ More bus connections to the station
- ☐ Better safety at station
- ☐ Bicycle lockers or racks
- ☐ Lower ticket prices
- ☐ Improved pedestrian access
- ☐ Other: _____

8. What would help you walk more often? (check up to two)
- ☐ Better sidewalks
  Where? _____
- ☐ Street trees and landscaping
  Where? _____
- ☐ Wheelchair curb ramps
  Where? _____
- ☐ Better street crossings
  Where? _____
- ☐ Better street lighting
  Where? _____
- ☐ Keep cars from blocking sidewalks
  Where? _____
- ☐ Other _____

9. What would help you bicycle more often? (check up to two)
- ☐ Bicycle lanes or trails
  Where? _____
- ☐ Slower automobile speeds
  Where? _____
- ☐ Bicycle parking
  Where? _____
- ☐ Bicycle purchase assistance
- ☐ Bicycle turn lanes
  Where? _____
- ☐ Bicycle sharing program
  Where? _____
- ☐ Other _____

10. Where would you like to find out about buses and trains? (check up to two)
- ☐ Internet
- ☐ Community Center
- ☐ Transit Stops
- ☐ Phone
- ☐ Library
- ☐ Other: _____

11. What language do you use most?
- ☐ English
- ☐ Mandarin
- ☐ Spanish
- ☐ Cantonese
- ☐ Tongan
- ☐ Tagalog
- ☐ Samoan
- ☐ Vietnamese
- ☐ Other: _____

12. Age
- ☐ under 13
- ☐ 13 to 17
- ☐ 18 to 29
- ☐ 30 to 49
- ☐ 50 to 64
- ☐ 65 and over

13. Gender
- ☐ Male
- ☐ Female

Please turn over

Self-Stick Strip

Appendix D - Other Outreach Efforts

OTHER OUTREACH EFFORTS

Community Based Organizations/Agency Interviews

Interviews with community-based organizations, including schools, churches, government agencies, and non-profits, will provided insight on transportation gaps and barriers that affect their clients and help identify potential solutions. Letters were sent to all CBOs to solicit their interest in participating in an interview or meeting.

Other Community Comments

St. Vincent de Paul Society of San Mateo County – Lorriane Moriarty (February 08, 2011)

"We at SVdP would respectfully request that in any transportation plan that is developed consideration be given to the homeless, seniors and the working poor, so that schedules, placement (distances between) bus stops and fares charged (I know this is a difficult one) are sensitive to their mobility issues, lack of resources and are also developed to support local delivery systems (e.g. our new Café St. Vincent site at 938 Linden Ave. should have a bus stop close by on a schedule that takes into consideration our morning hours of operation). Often homeless folks walk many miles a day between service providers just to take care of basic survival necessities such as shelter, food, hygiene (e.g. showers) phone/mail options, etc. It generally takes 8 hours a day just to survive as a homeless person! Looking for a job then becomes a much more difficult experience (without adding the tough economic times like we are currently experiencing). We encounter many feet problems with the homeless – e.g. wet or worn out/ill fitting shoes, lack of clean socks, etc. A considerate transportation system organized around BART or Caltrain hubs would certainly be a benefit to all in our community."

Appendix E - Stakeholder Committee Meetings

STAKEHOLDER COMMITTEE MEETINGS

A Stakeholder Committee was formed to provide oversight and direction throughout the planning process and provide review and approval of work products. The Stakeholder Committee is composed of neighborhood residents, business owners, community and faith-based organizations, public agencies, and local government. Committee members worked with their neighbors, the organizations or agencies they represent and other interested people to learn about transportation issues, identify and evaluate possible solutions, and recommend a list of improvements that will improve access and mobility for people who walk, bike, drive, and use a bus in South San Francisco and San Bruno. The committee members will attend four committee meetings during the planning process, two of which have already been completed.

1. February 23, 2011— to review the background report and expand on transportation gaps and needs and discuss community outreach methods and strategies
2. March 23, 2011—to review the outreach plan
3. July, 2011—to review outreach findings, proposed solutions, and evaluation criteria for determining the feasibility of proposed transportation solutions
4. October, 2011—to discuss the feasibility of solutions and implementation strategies

February 23, 2011

Pedestrian Issues

- San Bruno Ave pedestrian access (lighted crosswalk)
- San Mateo Ave pedestrian
- Walnut St. unsafe for pedestrians
- Center on Tamarac in South San Francisco (better lighting)
- Jaywalking between Tanforan and Town Center
- Bicycle/pedestrian/transit access to SFO
- Lighting issues on Bicentennial
    - Call boxes
    - Mile posts

Bicycle Issues

- Bicycle safety helmets
- Bicycles to School (not currently allowed)
- Tanforan access for bikes and pedestrians
- Amenities along Bay Trail
- Access to recreation
- More graphic brochures

Transit Issues

- School/children transit affordability
- Transit to Caltrain
- Better lighting at transit
- Games at bus stop
- Bus service to ferry
- Walking school bus
- Shelters on Grand Ave.
- Vandalism at properties adjacent to stops
- Buses have on-time issues
- Bus stop announcements in Spanish
- Shuttles to senior center (better communication/availability)
- Make SamTrans more "cool"
- Jitney services (legal?)
- Smaller bus for evening
- Buses making change
    - Clipper card (youth fares?)
    - Use ATM on bus? (teach people how to use)
- Safety on buses (especially for kids)
    - Sometimes too many kids
    - Cameras on buses

Caltrain/BART

- Caltrain cuts (CBTP population use on weekends)
- Improved non-profit SamTrans and Clatrain coordination and discounts

Automobile Issues

- Post office auto access

Outreach Methods

- Incentives for filling out surveys (for CBOs to bring participants)
- School district meetings (DLAC?)
- Outreach to Rec
- Hospital waiting room
- Boys & Girls Club
- Public access
- Utility bills

March 23, 2011

Meeting Attendees:

Stakeholder Committee Members

Allen Elementary School Kit	Kit Cosgriff, Principal
Historic Old Town Homeowners & Renters Association	Eldie Gonzalez
San Bruno Resident and Pedestrian Advocate	Doris Maez
Society of St. Vincent de Paul	Oscar Perez
SSF Bicycle and Pedestrian Advisory Committee	Al Meckler
SSF Community Learning Center	Anita Palafox

Others Present

C/CAG	Jean Higaki
City of San Bruno	Aaron Aknin
City of San Bruno	Laura Russell
City of South San Francisco	Susy Kalkin
City of South San Francisco	Colleen Spiers
Project Blueprint	Susan Senning
SamTrans	Emily Betts
Wilbur Smith Associates	Brian Soland

Meeting Notes:

The following comments were made by the Stakeholder Committee on the Outreach Plan:

- What about providing an additional incentive for foreign language speakers or from certain groups (see stakeholder groups)?
- Offer money, Clipper card or transit passes
- Add P.I.A. to outreach list
- Timing:
    - Weekday night (not Friday), 6:00 p.m. start
    - Saturday morning
    - Sunday night

    - Weekday daytime morning, 9:00 a.m. start
    - Reduce time to 2.5 hours
- Maps at breakout groups
- Childcare provided at workshop
- Break-out groups
    - 5-8 per group
    - Have facilitator at each table
- Venues
    - South San Francisco
        - Memorial Hall
    - San Bruno
        - Community/Recreation Center
        - Firemen's Hall/Chamber – good location
        - Legion Hall – good parking access
- San Bruno cable-public access
    - Public announcements
- Outreach through school district
    - Yes it's possible (Wed/TR packet)
    - Approval ISV District
    - School e-newsletters
- Outreach at senior centers, churches, newsletters, etc.

Survey Comments:

- Route difficulty (#3)
    - What mode are you using?
    - Why is it difficult?
    - What is the origin?
- Remove double negatives (#4)
- Different modes create different issues (#4)
- Provide location for other comments
- Larger print
- Survey over the phone (in English)
- Review BPAC recommendations
- Add "win $100!" graphic

POTENTIAL FUNDING SOURCES

San Bruno / South San Francisco Community-Based Transportation Plan

Potential Funding Sources

Name	Source	Administered By	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?	Notes
FEDERAL									
Low-Income Flexible Transportation Program	JARC, DOT, STA, CMAQ	MTC	TR	Improve transportation services to residents of low-income communities	Public agencies, nonprofits.	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match	Most recent call for projects was October 2009	Yes	
Lifeline Transportation Program	FHWA	MTC	TR/B/P	Improved air quality through support of transit capital, operating expenses for first three years of new transit services, and bicycle and pedestrian facilities.	State DOT's, MPOs, transit agencies	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match	Most recent call for projects was October 2009	Yes	
SAFETEA-LU -- STP/CMAQ Program: Transportation for Livable Communities/Housing Incentive Program (TLC/HIP)	FHWA	MTC/CMAs	TR/B/P/A&T	The TLC/HIP is a grant program intended to help municipalities plan and construct community-oriented transportation projects.	Local Agencies.	No minimum amount awarded. Project can be awarded a maximum of $6 million with a 20% local match		Yes	Applications for the next call for project was due on April 2010
SAFETEA-LU -- Safe Routes to School (SR2T)	FHWA	Caltrans	B/P	For infrastructure related projects: planning, design, and construction of projects that substantially improve the ability of students to walk and bicycle to school. Must be within approximately 2 miles of a school.	State, local, and regional entities; nonprofits; schools.	No minimum amount awarded. If all segments of the project are eligible a maximum of 100% will be funded through reimbursement. A statewide funding target of 70% for infrastructure projects and 30% for non-infrastructure projects has been established. No local match funding required	Most recent call for projects was 2009	No	Applications for the fourth cycle call for projects will begin in early 2011
Community Development Block Grant Program (CDBG)	HUD/ State	HUD	TR	Can be used for construction of public facilities and improvements.	Formula distribution.	No minimum amount awarded. Project can be funded for a maximum of $500,000.	Most recent call for projects was July 2009	Yes	Applications for the next call for projects will be due by June 2010

Potential Funding Sources

Name	Source	Administered by	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?	Notes
FEDERAL (cont'd)									
FTA Section 5307 Transportation Enhancements	FTA	MTC	TR/B/P	In urbanized areas, with populations over 200,000, operators are required to set aside 1 percent of Section 5307 money for Transportation Enhancements, which can include bus stop improvements and improved bicycle and pedestrian access to transit.	Transit operators.	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match. If the project consists of one of the following three: ADA, CAA, and/or Bicycle Facilities the project can be funded for a maximum of 90% with a 10% local match		No	
FTA Section 5309 and 5318 Bus and Bus Facilities	FTA	MTC	TR/P	Capital purchases of buses and bus related equipment and facilities	Distributed to regions on an urbanized area formula.	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match.		No	
FTA Section 5310 Transportation for Elderly Persons/Persons with Disabilities.	FTA	State/MTC	TR	Capital purchases to meet transportation needs of the elderly or persons with disabilities.	Nonprofits and other public agencies	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match.	Most recent call for projects was FY 2007	No	

Potential Funding Sources

Name	Source	Administered by	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?	Notes
STATE									
Transportation Development Act Article 4/State Transit Assistance Funds (TDA/STA)	State Sales Tax/ Gasoline Tax revenues	MTC	TR	Capital and operating expenses.	Transit operators		Most recent call for projects was for FY 2009/2010	No.	
Transportation Development Act Article 3 Funds (TDA)	State Sales Tax	MTC/ C/CAG	B/P	Transportation projects. 2% of County funds set aside for bicycle and pedestrian projects.	City and counties		Most recent call for projects was for FY 2009/2010	Yes	Can apply for pedestrian funds not more than once every five years.
Caltrans Community Based Transportation Program (CBTP)	State	Caltrans	TR/B/P/A&T	Integration of land use and transportation planning and alternatives to address growth.	Local agencies	No minimum amount awarded. Maximum amount awarded is $300,000 with a 10% local match	Most recent call for projects was for FY 2009/2010	Yes	
Caltrans Environmental Justice: Context-Sensitive Planning	State	Caltrans	TR/B/P/A&T	Funds planning activities that assist low income, minority, and underserved communities in participating in transportation planning and project development.	Local agencies	No minimum amount awarded. Maximum amount awarded is $250,000 with a 10% local match	Most recent call for projects was for FY 2009/2010	Yes	
Bicycle Transportation Account (BTA)	State	Caltrans	B	Improve safety and convenience for bicycle commuters.	City and County projects	No minimum amount awarded. Maximum amount awarded is $1.8 million with a 10% local match	Most recent call for projects was for December 2009	Yes	
Safe Routes to School (SR2S)	State	Caltrans	B/P	Infrastructure projects that improve safety and efforts that promote walking and bicycling, within two miles of a school.	Cities and counties	No minimum amount awarded. Maximum amount awarded is $450,000 for a $500,000 project with a 10% local match	Most recent call for projects was for July 2009	Yes.	Applications for the next call for projects will be due by July 2010
STIP Transportation Enhancements	State Highway Funds	CMAs/CTC	B/P	Enhancement activities include pedestrian and bicycle facility improvements, landscaping, scenic beautification.	Local agencies	No minimum amount awarded. Project can be funded for a maximum of 88.53% with a 11.47% local match		No.	

Potential Funding Sources

Local Transportation Service Program (C/CAG)		C/CAG	T	Assist residents to connect to regional transportation services by providing new or existing shuttle service.	City, County, and Local agencies	No minimum or maximum amount established. A 50% local match must be attributed to the total cost of the program			Applications for the next call for projects will be due by June 11, 2010

Name	Source	Administered by	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?
REGIONAL/LOCAL								
Lifeline Transportation Program	CMAQ, JARC, and STA	MTC/ C/CAG	TR	Community based transportation projects focused on low income communities.	Local agencies	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match	Most recent call for projects was October 2009	No
Transportation Fund for Clean Air (TFCA)	Regional tax on motor vehicles	BAAQMD and C/CAG	TR/B/P	Purchase or lease of clean fuel buses, clean air vehicles, ridesharing programs, bicycle facility improvements, dissemination of transit information.	Public agencies, nonprofits	Minimum amount awarded is $10,000 for a project. Maximum amount awarded is $1.5 million for a public agency and $500,000 for a non-public entity. A matching local fund of 10% is to be attributed.	Most recent call for projects was for September 2009	Yes
Safe Routes to School	RM2	Caltrans	B/P	Infrastructure projects that improve safety and efforts that promote walking and bicycling, within two miles of a school.	Cities and counties, transit agencies	No minimum amount awarded. Maximum amount awarded is $450,000 for a $500,000 project with a 10% local match	Most recent call for projects was for July 2009	No
San Mateo's Half Cent Tax (Measure A)	County	San Mateo County Transportation Authority	TR/B/P	Improvements on transit; local streets and transportation, grade separation, pedestrian and bicycles and alternative congestion relief.	San Mateo County and their perspective cities			Yes

*Categories:
TR- Transit
B- Bicycle
P- Pedestrian
A&T- Auto and Truck

Potential Funding Sources

MTC Lifeline Transportation Program

MTC's Lifeline Program is designed to fund projects that improve mobility for low-income residents in the Bay Area. The next Call for Projects for Lifeline funding will be administered by C/CAG in 2012. The Lifeline program is designed to fund projects that come from Community-Based Transportation Plans. Many of the recommended strategies in this CBTP would potentially be eligible to receive Lifeline funding.

According to the Guiding Principles for County Lifeline Programs from the most recent Lifeline funding cycle, the Lifeline Program supports community-based transportation projects that:

- Are developed through a collaborative and inclusive planning process that includes broad partnerships among a variety of stakeholders such as public agencies, transit operators, community-based organizations and other community stakeholders, and outreach to underrepresented stakeholders.
- Address transportation gaps and/or barriers identified through a Community-Based Transportation Plan (CBTP), countywide or regional Welfare-to-Work Transportation Plan, or are otherwise based on a documented assessment of needs within the designated communities of concern. Findings emerging from one or more CBTPs may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable.
- Improve a range of transportation choices by adding a variety of new or expanded services including but not limited to: enhanced fixed route transit services, shuttles, children's programs, taxi voucher programs, improved access to autos, capital improvement projects. Transportation needs specific to elderly and disabled residents of low-income communities may also be considered when funding projects.

The Lifeline Call for Projects will be available on the C/CAG website (http://www.ccag.ca.gov/).

Stakeholder Committee

San Bruno / South San Francisco Community-Based Transportation Plan

Stakeholder Committee

The following agencies have representatives in the SSF/SB Stakeholder.

Alliance of California's for Community Empowerment (ACCE)
Representative: David Sharples

Al Madinah Academy
Representative: Dean Moidean, Wahab Ali

All Soul's Catholic School

Allen Elementary School
Representative: Kit Cosgriff, Principal

Belle Air Elementary School
Representative: Claire Beltrami, Principal; Javier Rivera

Belle Air PTA
Representative: Regina Qunintana

CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)
Representative: Karin Cunningham, President

First Filipino American United Church of Christ

First Tongan United Methodist Church

Historic Old Town Homeowners & Renters Assn. (HOTHRA)
Representative: Lisa DeMattei

HOTHRA Member, Historic Old Town Homeowners & Renters Association
Representative: Eldie Gonzalez

SSF City Council
Representative: Pedro Gonzalez

Martin School
Representative: Rona Jawetz, Principal

North Peninsula Neighborhood Services Center
Representative: Audrey Magnusen

Parkside Intermediate School
Representative: Angela Addiego, Principal

Safe Harbor
Representative: Tracy Smith, Director; Jessica Escobedo, Manager

San Bruno Bicycle and Pedestrian Advisory Committee
Representative: George Yang

San Bruno Hospitality House
Representative: Kate Chatfield

San Bruno Resident and Pedestrian Advocate
Representative: Doris Maez

San Mateo County Health Center -- SSF Clinic
Representative: Sanatan Mandir

Spruce School
Representative: Rebecca Vyduna, Principal

SSF Bicycle and Pedestrian Advisory Committee Al Meckler

SSF Boys and Girls Club Sharon Dolan, Executive Director
Representative: Miguel A. DeTrinidad

SSF Community Learning Center
Representative: Anita Palafox, Administrative Assistant

SSF Unified School District
Representative: Alejandro Hogan, Superintendant

St Vincent de Paul
Representative: Lorraine Moriarty

St. Bruno's Church
Representative: Father Michael Brillantes

Los Cerritos Elementary School
Representative: Jammie Behrendt, Principal

SSF High School Anthony
Representative: Limoges, Prinicipal

Project Read Program
Representative: Holly Fulghum-Nutters

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: February 14, 2012

TO: Honorable Mayor and Members of the City Council

FROM: Marc Zafferano, City Attorney
Klara A. Fabry, Public Services Director

SUBJECT: Receive Report and Provide Direction Regarding Revision of Fats, Oils, and Grease (FOG) Ordinance of the San Bruno Municipal Code (Chapter 10.12) and FOG Program Relating to Water Quality Control

BACKGROUND:

State and federal law requires pretreatment of discharges into the sewer system, before reaching the Treatment Plant.

The City of San Bruno and the City of South San Francisco jointly own the South San Francisco and San Bruno Water Quality Control Plant ("Treatment Plant"). The Treatment Plant is regulated by Regional Water Quality Control Board, San Francisco Bay Region Order No. R2-2008-0094, NPDES No. CA0038130 ("NPDES Permit"). The NPDES Permit requires cities to adopt ordinances regulating certain commercial and industrial discharges to the Treatment Plant in accordance with the Federal Pretreatment Regulations in 40 CFR Part 403. The City's pretreatment ordinance is set forth in Chapter 10.12 of the City's Municipal Code.

Pursuant to an agreement between the cities, South San Francisco operates the Treatment Plant and implements the provisions in Chapter 10.12 on San Bruno's behalf. In this role, South San Francisco issues permits to commercial and industrial dischargers in San Bruno and conducts annual inspections of such dischargers to ensure they are complying with San Bruno's pretreatment ordinance.

San Bruno and South San Francisco are required to have consistent pretreatment ordinances and implementation programs for fats, oils, and grease

Fats, oils, and grease account for over 37% of San Bruno's sanitary sewer overflows ("SSOs"). These overflows cause potentially expensive property damage, displace homeowners and businesses, and create environmental and health hazards. Because South San Francisco administers a joint pretreatment program that covers both San Bruno and South San Francisco, San Bruno's pretreatment ordinance should be consistent with South San Francisco's.

10.b.

When Chapter 10.12 was initially adopted in 1995, it was nearly identical to South San Francisco's pretreatment ordinance, which is set forth in Chapter 14.08 of that city's Municipal Code. However, in 2010, South San Francisco amended its pretreatment ordinance to incorporate provisions required by the Federal Pretreatment Streamlining Rule and to add specific provisions regulating the discharge of fats, oils and grease ("FOG") from food service establishments ("FSEs"). Because San Bruno's pretreatment ordinance now differs from South San Francisco's, modifications to Chapter 10.12 are needed to make it consistent.

In addition, modifications to Chapter 10.12 are needed to comply with the San Bruno's obligations under a Consent Decree with San Francisco Baykeeper ("Baykeeper"). On September 27, 2011, San Bruno entered into a Consent Decree to resolve Baykeeper's claims regarding SSOs from the sewage collection system. The Consent Decree requires, among other things, that San Bruno cooperate with South San Francisco to continue consistent implementation of a program to address SSOs caused by FOG discharged to the City's collection system by residential and commercial buildings. In particular, the Consent Decree requires San Bruno to revise the City's Municipal Code, as needed "to provide the authority for the City to cooperate fully with South San Francisco in the latter's implementation of a joint FOG Program that will encompass San Bruno."

Staff has proposed amendments to Chapter 10.12 ("Proposed Ordinance") to make San Bruno's pretreatment ordinance consistent with South San Francisco's and to comply with the FOG Program requirements in the Baykeeper Consent Decree.

DISCUSSION:

<u>San Bruno has been cooperating with South San Francisco to implement and enforce its FOG pretreatment ordinance and program since 2009</u>

The Baykeeper Consent Decree with San Bruno requires the City to either: 1) continue its past practice of working with South San Francisco to implement and enforce San Bruno's FOG ordinance and Program; or 2) discontinue this past practice, and independently implement and enforce the FOG ordinance and Program in San Bruno using its own staff instead of staff from South San Francisco.

Staff recommends continuing the existing arrangement, which has served San Bruno well in the last few years. South San Francisco has four experienced and trained staff to handle the inspection workload.

South San Francisco has been implementing and enforcing its FOG Program in San Bruno, with San Bruno's assistance, since 2009. This Program is consistent with San Bruno's and South San Francisco's ordinance. Therefore, modifying San Bruno's ordinance and adopting a FOG Program like South San Francisco's will not grant any new authority over regulation of FOG or FSEs, but will merely clarify and provide more detail regarding how sewer discharges are regulated.

Implementation and enforcement of the FOG ordinance and program has involved inspections, education, outreach, and installation of grease control devices in FSEs

Starting in 2009 the Treatment Plant added additional staff to increase inspections of FSEs in both cities. In 2009, 22 FSEs in San Bruno were inspected, 35 were inspected in 2010, and 87 were inspected in 2011. All of the approximately 140 FSEs in San Bruno are currently scheduled for inspection by June 30, 2012, and South San Francisco's Baykeeper Consent Decree requires that each FSE be inspected at least once per year thereafter. As part of the process, each FSE must obtain a discharge permit from the Treatment Plant, first passing an initial inspection to ensure that an appropriately sized grease capture device is installed and properly maintained (if a grease control device is deemed necessary), and that kitchen staff adhere to best management practices ("BMPs") to limit the amount of fats, oils and grease that are discharged into the sewer system. After an FSE receives their permit, Treatment Plant personnel conduct inspections on an annual basis.

If an inspector identifies problems with either the grease capture device, its maintenance, or other issues related to FOG, a series of progressive enforcement actions is initiated, starting with education, then verbal warnings, Notices of Violation, and potential civil/criminal penalties. Since 2009, San Bruno businesses have required only education and verbal warnings to achieve compliance. Attachment 1 contains a full description of the FOG Program and Enforcement Response Plan for FSEs. The increased number of regular inspections means that FSEs in San Bruno who do not comply with the Program could be subject to enforcement actions in the future.

The Proposed Ordinance (Attachment 2) adds new provisions to clarify the FSE regulatory process and to more specifically address SSOs caused by discharges of FOG from FSEs. In particular, whereas the current ordinance references the need for commercial establishments to obtain a discharge permit and generally describes how pollutants are regulated, Section 10.12.150(c) of the Proposed Ordinance expressly prohibits the discharge of FOG into the sewer system and requires all FSEs to obtain a wastewater discharge permit.

Newly constructed, remodeled or converted FSEs would continue to be required to install a grease interceptor. Grease interceptors are a particular type of grease removal device that are located underground between an FSE and the connection to the public sewer. The device, which for large FSEs can cost up to $30,000, separates grease from the wastewater as it moves from one compartment to the next. To be effective, interceptors must be cleaned and maintained by properly removing and disposing of the grease at regular intervals; the FSE is required to keep a log of these maintenance activities.

Existing FSEs that have caused a grease blockage or have needed accelerated sewer line maintenance would continue to be required to install a grease removal device, which could be either a trap, if none currently exists, or an interceptor if the trap is not sufficiently effective. "Traps" are typically smaller, cost approximately $1,500, and are less effective grease removal devices installed under sinks; they must be cleaned and maintained frequently. Most San Bruno FSEs already have either an interceptor or trap.

Lastly, the Proposed Ordinance clarifies that the City of South San Francisco has authority to administer, implement and enforce the provisions of Chapter 10.12, including but not limited to, the newly added FOG provisions, as required by the Baykeeper Consent Decree. Specifically, the ordinance delegates enforcement authority to both the Treatment Plant Superintendent and the Public Services Deputy Director of Utilities & Maintenance, ensuring that San Bruno remains involved and ultimately responsible for all enforcement actions. FSEs in San Bruno may appeal any proposed enforcement action to the Public Services Director.

In addition to ordinance changes, staff will also be continue to conduct specific outreach related to FOG in residential neighborhoods. Last year the Cable Department produced a short segment that continues to play on Channel 1, advising residents that putting grease down the drain is both illegal and creates environmental hazards. This will be complemented with citywide utility bill inserts and targeted postcards and door-hangers near areas that have FOG-induced SSOs. Combined with the continued implementation of the FSE inspection program, this outreach is designed to lead to fewer SSOs caused by FOG, so the City can meet the annual SSO targets required by the settlement agreements.

Timeline for adoption of FOG ordinance and program

The City of San Bruno's Baykeeper Consent Decree required that a modified ordinance related to FOG be presented to the City Council for consideration by January 31, 2012 and that any formal action take place within 60 days thereafter. As both staff and Baykeeper attorneys desired additional time to develop and review the draft ordinance, the January 31st deadline was extended to February 29, with the 60 days to run thereafter.

FISCAL IMPACT:

None. The proposed ordinance does not change how the FSE inspection program operates in San Bruno. All costs associated with the program are paid as part of the Treatment Plant's annual operating expenses. The costs associated with inspection of San Bruno FSEs are approximately $30,000.

RECOMMENDATION:

Discuss and provide direction regarding revision of FOG ordinance, FOG Program, and enforcement and implementation of proposed new Chapter 10.12 of the San Bruno Municipal Code Relating to Water Quality Control.

ALTERNATIVES:

1. Direct staff to make changes to the proposed FOG Ordinance or FOG Program.
2. Direct staff to provide further information at a subsequent meeting.

ATTACHMENTS:

1. The City of San Bruno Fats, Oils and Grease (FOG) Program
2. Proposed San Bruno Ordinance

REVIEWED BY:

_____ DH

_____ CM

CITY OF SAN BRUNO
FATS, OILS AND GREASE (FOG) PROGRAM

I. INTRODUCTION

(1) SANITARY SEWER OVERFLOWS

Sanitary sewer overflows (SSOs) may be composed of domestic, industrial and/or commercial wastewater, depending on the pattern of land use in the area. High levels of suspended solids, pathogenic organisms, toxic pollutants, nutrients, oxygen-demanding organic compounds, oil and grease and other pollutants may be present, potentially leading to a public nuisance, particularly when raw, untreated wastewater is discharged to areas with high public exposure, such as streets or surface waters used for drinking, fishing or body contact recreation. Pollution of surface or ground waters may also result from SSOs, threatening public health, adversely affecting aquatic life, and impairing the recreational use and aesthetic enjoyment of surface waters.

Major causes of SSOs include grease blockages, root infiltration, sewer line flood damage, manhole structure failures, vandalism, pump station mechanical failures, power outages, excessive storm or ground water inflow/infiltration, debris blockages, sanitary sewer system age, pipe failures, lack of proper operation and maintenance, insufficient capacity, and contractor-caused damages. Many SSOs are preventable with adequate and appropriate facilities, source control measures and proper operation and maintenance of the sanitary sewer system.

(2) JUSTIFICATION FOR THE IMPLEMENTATION OF A FOG PROGRAM

Approximately 37% of sewer main SSOs in San Bruno between 2007 and 2010 resulted from grease blockages, more than from any other single source. Since FOG is a significant component of the wastewater generated by food service establishments (FSEs), they are an obvious target for source control measures to reduce SSOs. The are approximately 140 FSEs in San Bruno included in the program. Through inspection and enforcement, it is the City's goal to minimize discharges of FOG to the sewer through the implementation of best management practices (BMPs) by FSEs; a corollary reduction in the number of SSOs caused by grease blockages is expected.

II. LEGAL FRAMEWORK

(1) AUTHORITY

The City of South San Francisco-San Bruno Water Quality Control Plant (WQCP) is subject to discharge requirements as set forth in Order No. R2-2008-0094, NPDES No. CA0038130. This permit requires monitoring and/or inspections of businesses that discharge to the WQCP. It is under the authority of this permit that the City of South San Francisco Environmental Compliance Inspectors perform inspections on various facilities in San Bruno that discharge wastewater to the WQCP.

(2) MUNICIPAL CODE

The following Chapters of the San Bruno Ordinance demonstrate the City's Legal Authority to Prohibit FOG Discharges

10.04.180 Grease.

"Grease" means greases, oils, fats, fatty acids, waxes, soaps, or other matter which is so determined in accordance with the Standard Methods examination for grease in polluted waters. (Ord. 1562 § 2(part), 1995)

10.12.200 General discharge regulations.

Solid or viscous substances which may cause obstruction to the flow in a sewer or other interference with the operation of the wastewater treatment facilities such as, but not limited to: grease concentration exceeding one hundred mg/l, garbage with particles greater than one-half inch in any dimension, animal guts or tissues, paunch manure, bones, hair, hides or fleshings, entrails, whole blood, feathers, ashes, cinders, sand, cement, spent lime, stone or marble dust, metal, glass, straw, shavings, grass clippings, rags, spent grains, spent hops, waste paper, wood, plastics, gas, tar, asphalt residues, residues from refining, or processing of fuel or lubricating oil, mud, or glass grinding or any suspended solids exceeding two hundred fifty mg/l.

The City of San Bruno is in the process of aligning it's Wastewater Quality Control municipal code sections to align with the municipal code of South San Francisco. The following South San Francisco code provisions also relate to FOG and will be incorporated into San Bruno's municipal code.

14.08.030 Definitions.

"Grease" means greases, oils, fats, fatty acids, waxes, soaps or other matter which is so determined in accordance with the standard methods examination for grease in polluted waters.

14.08.210 General discharge regulations.

(1) It is unlawful for any person to dispose of any grease, or cause any grease to be disposed, by discharge into any drainage piping, by discharge into any public or private sanitary sewer, by discharge into any storm drainage system, or by discharge to any land, street, public way, river, stream or other waterway.

(2) The owner of every newly constructed, remodeled, or converted commercial or industrial facility with one or more grease generating activities, including food service facilities with new or replacement kitchens, for which a building permit application is submitted on or after January 1, 2010, shall install or cause to be installed a grease interceptor for each grease generating activity, of a size equal to or greater than the minimum size meeting the definition of "grease interceptor," as defined in the currently adopted edition of the Uniform Plumbing Code. In no case shall any grease interceptor flow less than twenty gallons per minute (gpm). The installation of new garbage disposals in any commercial or industrial facility is prohibited.

15.12.060 California Plumbing Code appendices adopted.

Appendix D, "Sizing Stormwater Drainage Systems," and Appendix H, "Recommended Procedures for Design, Construction and Installation of Commercial Kitchen Grease Interceptors" are adopted. (Ord. 1331 § 2 (part), 2004) polishing wastes, or any suspended solids exceeding two hundred fifty mg/l.

(3) WASTEWATER DISCHARGE PERMIT REQUIREMENT

Throughout the service area, FSEs are required to obtain permits from the WQCP to discharge wastewater to the sanitary sewer. Such permits provide a consistent and legally enforceable framework for treatment of wastewater by FSEs. Permits are valid for three years from the date of issue, are non-transferrable, may be revoked or modified by the City, require renewal a minimum of 30 days prior to expiration, and include general discharge prohibitions and specific permit conditions. A fee ($120) is imposed at the time of application.

(a) SPECIFIC PERMIT CONDITIONS

Specific permit conditions may include one or all of the following: right of access for City personnel, prohibition of washing outdoors where washwater may flow to the storm drain system, right of the City to collect from the facility all costs incurred as a result of a sewage spill caused by the FSE including fines imposed upon the City, requirements for grease interceptor cleaning frequency, requirement that the facility keep a log of grease interceptor maintenance, and the prohibition of dumping large quantities of greasy waste down sewer drains. Additional permit conditions may be imposed at the discretion of City personnel.

III. ADMINISTRATIVE CONTROLS

The administration of the FOG control program involves multiple departments within the City, though the primary responsibility falls on Water Quality Control. A master list of FSEs is maintained by the Environmental Compliance Program; it is used to prioritize inspections, coordinate follow-up and to keep permits current. Business license applications are forwarded from the Finance Department when FSEs move or change ownership. When new development or tenant improvement plans are submitted to the Building Department, Water Quality Control verifies that appropriate grease removal devices are to be installed as a condition of the issuance of a building permit. Water Quality also denies permit approval to projects that include the installation of new garbage disposals. City personnel advise Environmental Compliance Inspectors when SSOs are caused by grease. Municipal Code allows that a business found to be the source of such an SSO may be required to install or upgrade existing grease removal equipment. In the event that a garbage disposal is in use and is suspected to have caused a problem, Water Quality may require its removal. The Environmental Compliance Program is responsible for ensuring that FSEs comply with such requirements.

IV. INSPECTION AND MONITORING

(1) APPLICABILITY

Regulated FSEs include food production facilities not covered under the Pretreatment Program, institutional food-service establishments, full-service restaurants, fast food outlets, coffee shops and concessions associated with other businesses where food is prepared. Each is subject to periodic

inspection. Whether or not a specific business qualifies as an FSE is ultimately up to the discretion of Environmental Compliance Inspectors.

(2) PROGRAM STANDARDS

In prior years, inspections were performed on a three-year cycle. Beginning with calendar year 2011, FSEs are inspected every year. Where violations are discovered, remediation is required within 30 days. Violations include failure to implement applicable BMPs, failure to keep records of grease removal device cleaning, utilization of enzymes or emulsifiers in grease removal devices, operating without a valid wastewater discharge permit, and being shown to be the cause of an SSO.

(a) BMPS FOR FOG CONTROL

- A properly sized grease removal device should be in use.
- Grease removal device maintenance should be performed at regular intervals by trained operators and verified by management.
- Used cooking oil should be collected for recycling by a licensed hauler.
- Dry clean-up methods should be used for dish pre-washing as well as equipment and floor cleaning.
- A spill control plan should be in place. Absorbent materials should be available to aid in spill clean-up.
- Food grinders should be removed or kept out of service.
- Greasy waste should not be poured down any drain.
- Mats, filters and floors should be cleaned such that all wash water drains through a grease removal device.
- Employees should be trained on FOG handling BMPs.

(b) ENFORCEMENT

Treatment Plant personnel follow a written Enforcement Response Plan (Appendix A) when dealing with non-compliant FSEs. In case an SSO can be shown to have been caused by an FSE, depending on the severity and the underlying cause of the SSO, the Treatment Plant or City will, at a minimum send the business owner a warning letter, a Notice of Violation or an Administrative Citation (with or without monetary penalties) describing the cause of the SSO that has been attributed to the FSE, the pertinent parts of the FOG Ordinance, and required remediation methods and corrective actions to comply. An FSE must acknowledge receipt of such a document within 30 days of its postmark. If the City determines that it is more appropriate, a Show Cause Hearing may be conducted or a case may be referred to the City Attorney in lieu of the letter, NOV or citation previously described.

V. OUTREACH AND EDUCATION

South San Francisco and San Bruno will provide outreach materials to businesses and residences such as:

- Door hangers
- Bill stuffers
- Posters
- Grease scrapers

- Fact sheets
- Stickers

Other outreach may include

- Information on the Citys' website
- Articles/Ads in newspapers
- Articles in community newsletters
- School outreach
- Chamber of Commerce outreach
- Ads in movie theaters
- Outreach at City Sponsored Events
- Ads on Public Television

APPENDIXES

A. Enforcement Response Plan for FSEs

APPENDIX A: ENFORCEMENT RESPONSE PLAN

City of San Bruno Enforcement Response Plan
Food Service Establishments

I. Introduction

This document establishes procedures to follow when investigating and responding to instances of Food Service Establishment (FSE) discharge permit noncompliance. It is intended to ensure that enforcement responsibilities shall be implemented in a consistent, fair, and timely manner.

Formal enforcement actions are generally taken when there has been a failure to achieve compliance within a specified time period through less formal means, a review of violation records, and/or in some cases, the advice of counsel. Formal enforcement action shall be considered for each violation or group of violations of a FSE's permit.

Personnel from the South San Francisco/San Bruno Water Quality Control Plant ("WQCP") shall be the primary staff responsible for FSE enforcement. However, the City of San Bruno has equal authority to conduct enforcement and shall be involved in all cases where enforcement rises to the level of "Notice of Violation" or higher.

II. Elements of Progressive Enforcement Actions

There are four (4) levels of increasingly significant enforcement action available to the City which are intended to correct non-compliance with a FSE's discharge permit. Progressive enforcement actions may require increasingly stringent responses to correct repeated or ongoing violations of wastewater discharge permits or other local, state, or federal discharge prohibitions. The four actions include: (1) Verbal Notification (2) Advisory Letter, (3) Notice of Violation, and (4) Civil and Criminal Administrative Actions including Abatement Orders..

1. Verbal Notification

Verbal notification is used for initial contact with a FSE when appropriate Best Management Practices (BMPs) are not in use, BMP information is not posted in a conspicuous location, grease removal device maintenance records are not available for review, or a facility is operating without a valid wastewater discharge permit for more than thirty (30) days. Re-inspection of a violator by City personnel shall take place within thirty (30) days of verbal notification. Failure to correct violation(s) within that timeframe will result in the issuance of an advisory letter.

2. Advisory Letter

Advisory letters shall be mailed by certified mail or hand-delivered to the violator within seven (7) days of the City's receiving first notice that a violation of a waste discharge permit occurred, or within seven (7) days of a failed re-inspection, as previously described.

"Notification" occurs immediately whenever an agent for, or employee of, the City is notified that a violation of a discharge permit or other prohibition of local, state, or federal statute or regulation has occurred. The notification may be verbal, telephone, fax, electronic, letter, report, written document, or other form of communication.

Advisory letters are intended to correct violations that are more serious than those listed in section (1), such as any of the following:

- conditions observed during the course of an on-site inspection or routine surveillance which may compromise a FSE's ability to comply with any element of its wastewater discharge permit;
- failure to properly maintain grease removal devices;
- operation without a valid wastewater discharge permit for more than 60 days; or
- any other violation or group of violations that the City deems to be detrimental to the Pollution Prevention Program.

Re-inspection of a violator by City personnel shall take place within thirty (30) days of the issuance of an advisory letter. Failure to correct violation(s) within that timeframe will result in the issuance of a notice of violation.

3. Notice of Violation (NOV)

When a violation or violations of a FSE's discharge permit is/are observed or reported, and, in the opinion of trained City personnel there is a potential for harm to life, health, the environment, the collection system, or the wastewater treatment plant, a Notice of Violation shall be issued to the FSE within seven (7) days of the City receiving first notice of said violation(s). "Notification" occurs immediately whenever an agent for, or employee of, the City is notified that a violation of a discharge permit or other prohibition of local, state, or federal statute or regulation has occurred. The notification may be verbal, telephone, fax, electronic, letter, report, written document, or other form of communication.

A Notice of Violation may be issued for any of the following reasons:

- failure to respond within the required timeframe to lesser enforcement actions;
- failure to correct violations as required by lesser enforcement actions;
- failure to install a grease removal device when required to do so by the City; or
- any other violation or group of violations that the City deems to be detrimental to the Pollution Prevention Program.

A. Within forty-five (45) days of the date of the notice, a plan for the satisfactory correction thereof shall be submitted to the city by the user. The FSE's written response shall describe the specific violation(s) which occurred, the cause of the violation(s), all corrective actions taken to prevent any reoccurrence of the violation(s), and the date those corrective actions were/will be taken.

B. A review of the FSE's written response shall be conducted to determine if it is adequate and appropriate. Following the issuance of a Notice of Violation, the receipt of the FSE's response, and a review of that response the City may inspect the facility if it is deemed necessary.

C. Upon receipt of a Notice of Violation, the FSE shall have fifteen days within which to file an appeal of the Notice of Violation. Appeals shall be addressed to the WQCP Superintendent or the City of San Bruno Deputy Director of Public Services, Utilities & Maintenance.

D. Failure to respond to a Notice of Violation within the specified timeframe may cause the City to initiate civil and criminal actions against the violator.

4. Civil and Criminal Administration Actions

A. Abatement Orders

Abatement orders shall be issued when lesser enforcement actions have been exhausted, or in the judgment of the WQCP Superintendent or the City of San Bruno Deputy Director of Pubic Services Utilities & Maintenance there is an immediate danger to life, health, the environment, the collection system or the wastewater treatment plant. Abatement orders shall be issued by the Superintendent or Deputy Director, and shall be sent by certified mail or be hand-delivered. Upon receipt of an Abatement Order, a FSE shall have ten (10) days from the date of receipt of the Abatement Order to appeal the enforcement action. All appeals shall be submitted, in writing, to the WQCP Superintendent or Deputy Director.

B. Administrative Actions

When a FSE fails to comply with an Abatement Order within the specified timeframe, civil and criminal penalties may be imposed upon the violator.

i. Civil and Criminal Penalties

Any user who willfully or negligently fails to comply with any regulation or condition of a discharge permit or permit issued hereunder, shall be subject to both civil and criminal liability. All enforcement and penalty provisions identified in the City of San Bruno Municipal Code are in addition to and do not supersede or limit any other civil or criminal remedies. Potential civil and criminal liability shall be as follows:

Civil Liability: Potential civil liability shall include, but not be limited to, declaration of the violation as a public nuisance and strict liability for the sum of ten thousand dollars ($10,000) for each day or portion thereof, as set forth in San Bruno Municipal Code Section 10.12.390, and abatement proceedings, including the collection of abatement costs, as set forth in San Bruno Municipal Code Sections 10.12.360, 10.12.390, 10.12.410 and 10.12.420. In addition, a

user may be liable up to twenty-five thousand dollars ($25,000) a day for each violation, as set forth in California Government Code Section 54740, San BrunoMunicipal Code § 10.12.390.

In lieu of the civil penalties set forth in California Government Code Section 54740, the City may impose administrative penalties in the following amounts, as set forth in California Government Code Section 54740.5: (1) up to three thousand dollars ($3,000) for each day for failing or refusing to timely comply with any compliance schedule established by the City; (2) up to five thousand dollars ($5,000) per violation for each day for discharges in violation of any waste discharge limitation, permit condition, or requirement issued, reissued, or adopted by the City; (3) up to ten dollars ($10) per gallon for discharges in violation of any suspension, cease and desist order or other orders, or prohibition issued, reissued, or adopted by the City. Furthermore, the amount of such civil administrative penalties that have remained delinquent for a period of 60 days shall constitute a lien against the real property of the discharger from which the discharge originated resulting in the imposition of the civil penalty. California Government Code § 54740.5(d)(5).

Criminal Liability: Criminal liability shall include, but not be limited to, misdemeanor prosecution under San Bruno Municipal Code Section 10.12.370. A person shall be guilty of a separate and distinct offense for each and every day during any portion of which any violation is committed, continued or permitted by any such person, and the user shall be punishable accordingly.

Injunction - Whenever a discharge of wastewater is in violation of the provisions of this plan or otherwise causes or threatens to cause a condition of contamination, pollution or nuisance, an injunction may be sought to restrain the continuance of such discharge. The City may petition the Superior Court for the issuance of a temporary or permanent injunction, or both, as the case may be, restraining the continuance of such discharge. The city may also seek an injunction against nondischarge violation of pretreatment standards or requirements. San Bruno Municipal Code § 10.12.400

III. Administrative Citations

The City reserves the right to issue Administrative Citations in accordance with the City's Municipal Code, 5.08.040. Every violation determined to be an infraction is punishable by: (1) a fine not exceeding one hundred dollars for a first violation; (2) a fine not exceeding two hundred dollars for a second violation of the same ordinance; and (3) a fine not to exceed five hundred dollars for each additional violation of the same ordinance within one year. Every violation determined to be a misdemeanor is punishable by a fine not exceeding $1,000 per day. Administrative citations may be issued at any level of enforcement, though generally fines are issued only in conjunction with notices of violation or administrative actions

ORDINANCE OF THE CITY OF SAN BRUNO REPEALING AND REENACTING CHAPTER 10.12 OF THE SAN BRUNO MUNICIPAL CODE RELATING TO WASTEWATER QUALITY CONTROL

The City Council of the City of San Bruno ordains as follows:

Section 1. Chapter 10.12 of the San Bruno Municipal Code is repealed and reenacted to read as follows:

Chapter 10.12 WATER QUALITY CONTROL

10.12.010 Purpose and intent.

The cities of San Bruno and South San Francisco jointly own the South San Francisco and San Bruno Water Quality Control Plant, which is operated by the city of South San Francisco. As the operator of the plant, the city of South San Francisco administers, implements and enforces the city of San Bruno's pretreatment program, including but not limited to, the provisions set forth in this chapter.

This chapter sets forth uniform requirements for direct and indirect contributors into the POTW and enables the cities of San Bruno and South San Francisco and the POTW to comply with all applicable state of California laws (Water Code Section 1300 et seq.) and federal laws required by the Clean Water Act of 1977 (33 U.S.C. Section 1251 et seq.) and the General Pretreatment Regulations (40 CFR, Part 403).

The objectives of this chapter are:

(a) To prevent the introduction of pollutants into the POTW which will upset or interfere with the operation of the POTW or contaminate the resulting sludge;

(b) To prevent the introduction of pollutants into the POTW which will pass through the POTW, inadequately treated, into receiving waters or the atmosphere or otherwise be incompatible with the POTW;

(c) To improve the opportunity to recycle and reclaim wastewaters and sludges from the POTW;

(d) To provide for equitable distribution of the cost of the POTW; and

(e) To prevent the exposure of workers at the POTW to chemical hazards.

This chapter provides for the regulation of direct and indirect dischargers to the POTW through the issuance of permits to certain nondomestic users and through enforcement of general requirements for all users, authorizes monitoring and enforcement activities, requires user reporting, assumes that existing customer's

capacity will not be preempted, and provides for the setting of fees for the equitable distribution of costs.

This chapter shall apply throughout the city and to persons outside the city who are, by contract or agreement with the city, users of the POTW. Except as otherwise provided herein, both the city of San Bruno and the city of South San Francisco shall have the authority to administer, implement, and enforce the provisions of this chapter.

10.12.020 Abbreviations.

The following abbreviations, when used in this chapter, shall have the designated meanings:

BOD – Biochemical Oxygen Demand

BMP – Best Management Practice

BMR – Baseline Monitoring Report

CFR – Code of Federal Regulations

CIU – Categorical Industrial User

COD – Chemical Oxygen Demand

EPA – U.S. Environmental Protection Agency

gpd – gallons per day

IU – Industrial User

mg/l – milligrams per liter

NPDES – National Pollutant Discharge Elimination System

NSCIU – Non-Significant Categorical Industrial User

POTW – Publicly Owned Treatment Works

RCRA – Resource Conservation and Recovery Act

SIU – Significant Industrial User

SNC – Significant Noncompliance

TSS – Total Suspended Solids

U.S.C. – United States Code

10.12.030 Definitions.

"Act" means the Federal Water Pollution Control Act, also known as the Clean Water Act, 33 U.S.C. Section 1251 et seq., as amended.

"Authorized representative" means:

(1) If the user is a corporation:

(a) The president, secretary, treasurer, or a vice president of the corporation in charge of a principal business function, or any other person who performs similar policy or decision-making functions for the corporation; or

(b) The manager of one or more manufacturing, production, or operating facilities, provided the manager is authorized to make management decisions that govern the operation of the regulated facility including having the explicit or implicit duty of making major capital investment recommendations, and initiate and direct other comprehensive measures to assure long term environmental compliance with environmental laws and regulations; can ensure that the necessary systems are established or actions taken to gather complete and accurate information for individual wastewater discharge permit requirements; and where authority to sign documents has been assigned or delegated to the manager in accordance with corporate procedures.

(2) If the user is a partnership or sole proprietorship: a general partner or proprietor, respectively.

(3) If the user is a federal, state, or local governmental facility: a director or highest official appointed or designated to oversee the operation and performance of the activities of the government facility, or designee.

(4) The individuals described in subsections (1) through (3) may designate a duly authorized representative if the authorization is in writing, the authorization specifies the individual or position responsible for the overall operation of the facility from which the discharge originates or having overall responsibility for environmental matters for the company, and the written authorization is submitted to the POTW.

"Best management practices" mean schedules of activities, prohibitions of practices, general good housekeeping practices, pollution prevention practices, maintenance procedures, and other management practices to prevent or reduce the discharge of pollutants directly or indirectly to waters of the United States and to implement the discharge prohibitions set forth in Section 10.12.150. BMPs also include treatment requirements, operating procedures, and practices to control site runoff, spillage or leaks, sludge or waste disposal, or drainage from raw material storage.

"Biochemical oxygen demand (BOD)" means the quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory procedure, five days at twenty degrees centigrade expressed in terms of weight and concentration as milligrams per liter.

"Categorical industrial user" means an industrial user subject to a categorical pretreatment standard or categorical standard.

"Categorical pretreatment standard" or "categorical standard" means any regulation containing pollutant discharge limits promulgated by EPA in accordance with Sections 307(b) and (c) of the Act (33 U.S.C. Section 1317) that apply to a specific category of users and that appear in 40 CFR Chapter I, Subchapter N, Parts 405 through 471.

"Chemical oxygen demand (COD)" means the equivalent quantity of oxygen utilized during oxidation of organic and inorganic matter in wastewater under the conditions of the COD test described in standard methods, expressed in milligrams per liter.

"City" means the city of San Bruno.

"Contamination" means impairment of the quality of the waters of the state by waste to a degree which creates a hazard to the public health through poisoning or through the spread of disease.

"Cooling water" means the water discharged from any use such as air conditioning, cooling or refrigeration, or to which the only pollutant added is heat.

"Daily maximum" means the arithmetic average of all effluent samples for a pollutant collected during a calendar day.

"Daily maximum limit" means the maximum allowable discharge limit of a pollutant during a calendar day. Where daily maximum limits are expressed in units of mass, the daily discharge is the total mass discharged over the course of the day. Where daily maximum limits are expressed in terms of a concentration, the daily discharge is the arithmetic average measurement of the pollutant concentration derived from all measurements taken that day.

"Department of environmental services" means the San Mateo County department of environmental services, or any successor.

"Discharge" means the direct or indirect introduction of pollutants or wastewater into the POTW or the waters of the state.

"Domestic or residential premises" means a single-family, duplex or multiple-family dwelling.

"Environmental Protection Agency (EPA)" means the U.S. Environmental Protection Agency, or one of its duly authorized officials.

"Existing source" means any source of discharge that is not a new source.

"Food service establishment" means a facility operating in a permanently constructed structure such as a room, building or place, or portion thereof, maintained, used or operated for the purpose of storing, preparing, serving or manufacturing, packaging or otherwise handling food and/or beverage for sale to other entities, or for consumption by the public, its members or employees, and which has any process or device that uses or produces grease, or grease vapors, steam, fumes, smoke or odors that are required to be removed by an exhaust hood pursuant to California Health and Safety Code section 114149.1 or in accordance with the California Retail Food Code (California Health and Safety Code sections 113700 et seq.).

"Garbage" means solid wastes from the preparation, cooking and dispensing of foods, and from the handling, storage and sale of produce. "Properly ground garbage" is the waste from the preparation, cooking and dispensing of foods which have been ground to such a degree that all particles may be carried freely under the flow conditions normally prevailing in public sewers.

"Grab sample" means a sample which is taken from a waste stream on a one-time basis with no regard to the flow in the waste stream and over a period of time not to exceed fifteen minutes.

"Grease" means greases, oils, fats, fatty acids, waxes, soaps or other matter which is so determined in accordance with the standard methods examination for grease in polluted waters. Grease includes any substance such as vegetable or animal product that is used in, or is a byproduct of, the cooking or food preparation process, and that becomes or may become viscous, or solidifies or may solidify, with a change in temperature or other conditions.

"Grease interceptor" means a multi-compartment device that is generally required, according to the California Plumbing Code, to be located underground between a food service establishment and the connection to the public sewer. These devices primarily use gravity to separate grease from the wastewater as it moves from one compartment to the next. To be effective, these devices must be cleaned, maintained and have the grease removed and disposed of in a proper manner, at regular intervals.

"Grease removal device" means any grease interceptor, grease trap or other mechanism or device which attaches to, or is applied to, wastewater plumbing fixtures and lines, the purpose of which is to trap, collect or treat grease prior to it being discharged into the POTW.

"Holding tank waste" means any waste from holding tanks such as vessels, chemical toilets, campers, trailers, septic tanks and vacuum-pump tank trucks.

"Indirect discharge" means the discharge or the introduction of nondomestic pollutants from any source regulated under Section 307(b), (c) or (d) of the Act, into the POTW (including holding tank waste discharged into the system).

"Industrial user" means a source of indirect discharge.

"Industrial waste" means the gaseous, liquid and solid wastes from any producing, manufacturing or personal service industries, or from any processing operation of whatever nature, including the washing of vehicles, machines and equipment.

"Inflow" means water other than wastewater that enters a sewer system from sources, such as but not limited to, roof leaders, cellar drains, yard drains, area drains, drains from springs and swampy areas, manhole covers, cross connections between storm sewers and sanitary sewers, catch basins, cooling towers, storm waters, surface runoff, street wash waters, for drainage. Inflow does not include, and is distinguished from, infiltration as defined in 40 CFR § 35.2005.

"Instantaneous limit" means the maximum concentration of a pollutant allowed to be discharged at any time, determined from the analysis of any discrete or composited sample collected, independent of the industrial flow rate and the duration of the sampling event.

"Interference" means a discharge which, alone or in conjunction with a discharge or discharges from other sources, inhibits or disrupts the POTW, its treatment processes or operations, or its sludge processes, use or disposal; and therefore, causes or threatens to cause a violation of the POTW's NPDES permit or prevents sewage sludge use or disposal in compliance with Section 405 of the Act, the Solid Waste Disposal Act (SWDA), the Clean Air Act, the Toxic Substances Control Act, and the Marine Protection, Research and Sanctuaries Act.

"Local limit" means specific discharge limits developed and enforced by the POTW upon industrial or commercial facilities to implement the general and specific discharge prohibitions listed in 40 CFR 403.5(a)(1) and (b) and Section 10.12.150.

"Mass emission rates" means pounds per day in waste or waste discharge of designated materials.

"Medical waste" means isolation wastes, infectious agents, human blood and blood products, pathological wastes, sharps, body parts, contaminated bedding, surgical wastes, potentially contaminated laboratory wastes, and dialysis wastes.

"Moderate industrial user" means an industrial user who is not a significant industrial user yet requires periodic inspection and/or monitoring to verify compliance with current local limits.

"Monthly average" means the sum of all daily discharges measured during a calendar month divided by the number of daily discharges measured during that month.

"Monthly average limit" means the highest allowable average of daily discharges over a calendar month, calculated as the sum of all daily discharges measured during a calendar month divided by the number of daily discharges measured during that month.

"National pollution discharge elimination system (NPDES) permit" means a permit issued pursuant to Section 402 of the Act (33 U.S.C. 1342).

"Natural outlet" means any outlet into a watercourse, pond, ditch, lake, bay, ocean or other body of surface water, or into the groundwater.

"New source" means any building, structure, facility or installation from which there is, or may be, a discharge of pollutants, the construction of which began after the publication of proposed pretreatment standards pursuant to Section 307(c) of the Act which will be applicable to such source if such standards are promulgated, provided that:

(1) The building, structure, facility or installation is constructed at a site at which no other source is located; or

(2) The building, structure, facility or installation totally replaces the process or production equipment that causes the discharge of pollutants at an existing source; or

(3) The production or wastewater generating processes of the building, structure, facility or installation are substantially independent of an existing source at the same site. In determining whether these are substantially independent, factors such as the extent to which the new facility is integrated with the existing plant, and the extent to which the new facility is engaged in the same general type of activity as the existing source, should be considered.

Construction on a site at which an existing source is located results in a modification rather than a new source if the construction does not create a new building, structure, facility or installation meeting the criteria of subsection (2) or (3) but otherwise alters, replaces, or adds to existing process or production equipment.

Construction of a new source as defined under this paragraph has commenced if the owner or operator has:

(1) Begun, or caused to begin, as part of a continuous onsite construction program: (A) any placement, assembly or installation of facilities or equipment; or (B) significant site preparation work including clearing, excavation, or removal of existing buildings, structures or facilities which is necessary for the placement, assembly, or installation of new source facilities or equipment; or

(2) Entered into a binding contractual obligation for the purchase of facilities or equipment which are intended to be used in its operation within a reasonable time. Options to purchase or contracts which can be terminated or modified without substantial loss, and contracts for feasibility, engineering, and design studies do not constitute a contractual obligation under this subsection.

"Noncontact cooling water" means water used for cooling that does not come into direct contact with any raw material, intermediate product, waste product, or finished product.

"Pass through" means discharge through the POTW to waters of the United States which, alone or in conjunction with discharges from other sources, causes or threatens to cause a violation of the POTW's NPDES permit.

"Person" means any individual, partnership, copartnership, firm, company, corporation, association, joint stock company, trust estate, governmental entity or any other legal entity, or their legal representatives, agents or assigns.

"pH" means the logarithm (base 10) of the reciprocal of the concentration of hydrogen ions expressed in grams per liter of solution.

"Pollutant" means any dredged spoil, solid waste, incinerator residue, filter backwash, sewage, garbage, sewage sludge, munitions, medical wastes, chemical wastes, biological materials, radioactive materials, heat, wrecked or discharged equipment, rock, sand, cellar dirt, industrial wastes, municipal wastes or agricultural wastes discharged into water.

"Pollution" means the manmade or man-induced alteration of the chemical, physical, biological or radiological integrity of water.

"Pretreatment" or "treatment" means the reduction of the amount of pollutants, the elimination of pollutants, or the alteration of the nature of pollutant properties in wastewater prior to or in lieu of discharging or otherwise introducing such pollutants into the POTW. The reduction or alteration can be obtained by physical, chemical or biological processes, or process changes or by other means, except as prohibited by 40 CFR Section 403.6(d).

"Pretreatment program" means a program to protect the POTW, its workers and the environment from adverse impacts that may occur when hazardous or toxic wastes are discharged into the POTW.

"Pretreatment requirements" means any substantive or procedural requirement related to pretreatment, other than a pretreatment standard imposed on an industrial user.

"Pretreatment standards" includes categorical pretreatment standards, prohibited discharge standards, and local limits.

"Prohibited discharge standards" or "prohibited discharges" means absolute prohibitions against the discharge of certain substances which are set forth in Section 10.12.150.

"Publicly owned treatment work (POTW)" means a treatment works as defined by Section 212 of the Act (33 U.S.C. 1292) which is owned by the cities of South San Francisco and San Bruno and operated by the city of South San Francisco. This definition includes any devices or systems used in the collection, storage, treatment, recycling and reclamation of sewage or industrial wastes of a liquid nature and any sewers, pipes and other conveyances that convey wastewater to a treatment plant. For

the purposes of this chapter, POTW shall also include any sewers that convey wastewaters to the plant from persons outside the city, who are, by contract or agreement with the city, users of the POTW.

"Sanitary sewage" means domestic or domestic-like sewage.

"Sewage" (see wastewater) means water-carried and liquid wastes from residences, business buildings, institutions and industrial establishments, together with such groundwaters, surface waters, and stormwaters as may be present, or any combination of such wastes and waters.

"Sewer" means a pipe or conduit for carrying water, sewage and/or wastewater; and the following:

(1) "Building sewer" means a sewer conveying wastewater from the premises of a user to a public sewer.

(2) "Public sewer" means a sewer which is controlled by the city or other public agency.

(3) "Sanitary sewer" means a sewer for domestic, commercial and industrial waste to which stormwaters, surface waters and groundwaters are not intentionally admitted.

(4) "Side sewer" means a sewer conveying the wastewater of a discharge from a residence, building or other structure to a public sewer, including direct connections where permitted.

(5) "Storm sewer" means a sewer which carries storm and surface waters but from which sewage and polluted industrial, commercial and institutional wastes are required to be excluded.

"Significant industrial user" means:

(1) All categorical industrial users;

(2) Any noncategorical industrial user that: (A) discharges an average of twenty-five thousand gallons or more per day of process wastewater to the POTW; or (B) contributes a process wastestream which makes up five percent or more of the average dry weather hydraulic or organic capacity of the POTW treatment plant; or (C) has a reasonable potential, in the opinion of the superintendent, to adversely affect the POTW's operation (i.e., inhibition, pass through of pollutants, sludge contamination, or endangerment of POTW and collection system workers) or for violating any pretreatment standard or requirement.

(3) The superintendent may determine that a categorical industrial user is a nonsignificant categorical industrial user rather than a SIU on a finding that the industrial user never discharges more than one hundred gallons per day (gpd) of total categorical

wastewater to the POTW (excluding sanitary, noncontact cooling and boiler blowdown wastewater, unless specifically included in the pretreatment standard) and the following conditions are met:

(1) The industrial user, prior to the superintendent's finding, has consistently complied with all applicable categorical pretreatment standards and requirements;

(2) The industrial user annually submits the certification statement required in Section 10.12.140(e)(2), together with any additional information necessary to support the certification statement; and

(3) The industrial user never discharges any untreated concentrated wastewater.

"Slug load" or "slug discharge" means any discharge at a flow rate or concentration, which could cause a violation of the prohibited discharge standards in Section 10.12.150 of this chapter. A slug discharge is any discharge of a nonroutine, episodic nature, including, but not limited to, an accidental spill or a noncustomary batch discharge, which has a reasonable potential to cause interference or pass through, or in any other way violate the POTW's regulations, local limits or permit conditions.

"Standard industrial classification (SIC)" means a classification pursuant to the Standard Industrial Classification Manual issued by the Executive Office of the President, Office of Management and Budget, 1972, or any successor.

"Standard methods" means the latest EPA-approved edition of "Standard Methods for the Examination of Water and Wastewater" prepared and published jointly by American Public Health Association, American Water Works Association, and the Water Pollution Control Federation on methods deemed equivalent by the superintendent and the Regional Water Quality Control Board, San Francisco Bay Region, herein referred to for definitions, laboratory procedures of analysis, tests (including test samples) and measurements.

"Stormwater" means any flow occurring during or following any form of natural precipitation and resulting therefrom.

"Superintendent" means the superintendent of the POTW or the superintendent's authorized representative. The superintendent is an employee of the city of South San Francisco, and except as otherwise provided, has the authority to administer, implement and enforce the provisions of this chapter on behalf of the city of San Bruno.

"Total suspended solids" or "suspended solids" means the total suspended matter that floats on the surface of, or is suspended in, water, wastewater or other liquids, and which is removable by laboratory filtering.

"Toxic pollutant" means any pollutant or combination of pollutants listed as toxic in regulations promulgated by the EPA under the provision of Section 307(a) of the Act (33 U.S.C. 1317) or other acts.

"Upset" means an incident in which one or more pollutants cause the removal efficiency for a treatment process at the POTW to be dramatically reduced.

"User" means any person who discharges, or causes or permits the discharge of, wastewater into the POTW, including, but not limited to, industrial users.

"Waste" means all waste substances, liquid, solid, gaseous or radioactive, associated with human habitation, or of human or animal origin, or from any producing, manufacturing, personal service industry, or processing operation of whatever nature.

"Wastewater" means the liquid and water-carried industrial or domestic wastes from dwellings, commercial buildings, industrial facilities, and institutions, whether treated or untreated, which is contributed into or permitted to enter the POTW.

"Wastewater discharge permit" or "permit" means an SIU permit, a moderate industrial user permit or other permit issued to a user pursuant to this chapter.

"Water quality control plant" means that portion of the POTW which is designed to provide treatment of wastewater.

"Waters of the state" or "watercourse" means all streams, lakes, ponds, marshes, watercourses, waterways, wells, springs, reservoirs, aquifers, irrigation systems, drainage systems and all other bodies or accumulations of water, surface or underground, natural or artificial, public or private, which are contained within, flow through, or border upon the state or any portion thereof.

10.12.040 Wastewater discharge permits.

(a) It is unlawful to discharge without a permit into any natural outlet within the city or into the POTW any wastewater except as authorized by the superintendent in accordance with the provisions of this chapter.

(b) All significant industrial users proposing to discharge wastewater to the POTW shall obtain a wastewater discharge permit from the superintendent before discharging to any public sewer. Moderate industrial users may be required to obtain a permit as deemed necessary by the superintendent.

(c) Users required to obtain a wastewater discharge permit shall complete and file with the POTW an application in the form prescribed by the POTW, accompanied by a fee as set forth in the POTW's master fee schedule. Proposed new users shall apply for a permit at least ninety days prior to the date upon which any discharge will begin. Users shall be classified as either residential, institutional, commercial, or industrial. In support of the application, the users shall submit, in units and terms appropriate for evaluation, the following information:

(1) Name, mailing address, and location of use (if different from the address), business license number and expiration date;

(2) SIC number according to the Standard Industrial Classification Manual;

(3) Wastewater constituents and characteristics as determined by a reliable analytical laboratory. Sampling and analysis shall be performed in accordance with procedures established by the EPA pursuant to Section 304(g) of the Act (33 U.S.C. 1314) and contained in 40 CFR, Part 136;

(4) Time and duration of discharge;

(5) Average daily and thirty-minute peak wastewater flow rates, including daily, monthly and seasonal variations if any;

(6) Site plans, floor plans, mechanical and plumbing plans and details to show all sewers, sewer connections, and appurtenances by the size, location and elevation;

(7) Description of activities, facilities and plant processes on the premises including all materials which are or could be discharged;

(8) Where known, the nature and concentration of any pollutants in the discharge which are subject to any pretreatment standards, and a statement, signed by an authorized representative of the user and certified to be a qualified professional, regarding whether or not the pretreatment standards are being met on a consistent basis and if not, whether additional operation and maintenance or additional pretreatment is required for the user to meet applicable pretreatment standards;

(9) If additional pretreatment operation and maintenance will be required to meet the pretreatment standards the shortest schedule by which the user will provide such additional pretreatment. The completion date in this schedule shall not be later than the compliance date established for the applicable pretreatment standard.

The following conditions shall apply to this schedule:

(A) The schedule shall contain increments of progress in the form of dates for the commencement and completion of major events leading to the construction and operation of additional pretreatment required for the user to meet the applicable pretreatment standards (e.g., hiring an engineer, completing preliminary plans, completing final plans, executing contract for major components, commencing construction, completing construction, etc.),

(B) No increment referred to in subsection (c)(9)(A) shall exceed nine months,

(C) Not later than fourteen days following each date in the schedule and the final date for compliance, the user shall submit a progress report to the superintendent including, at a minimum, whether or not it complied with the increment of progress to be met on such date and, if not, the date on which it expects to comply with this increment

of progress, the reason for the delay, and the steps being taken by the user to return the construction to the schedule established. In no event shall more than nine months elapse between such progress reports to the superintendent;

(10) Each product produced by type, amount, process or processes and rate of production;

(11) Type and amount of raw materials processed (average and maximum per day);

(12) Number and type of employees, hours of operation of plant and proposed or actual hours of operation of pretreatment system;

(13) A baseline monitoring report (BMR) must be submitted, in compliance with, and containing all the information required by, 40 CFR 403.12 (b); and

(14) Such other information as may be deemed by the superintendent to be necessary to evaluate the permit application.

The BMR, ninety-day compliance reports, and periodic compliance reports for categorical industrial users must be signed by the appropriate official as specified in 40 CFR 403.12(1), and contain the certification statement in 40 CFR 403.6(a)(2)(ii).

10.12.050 Sewer design and construction.

All new sewers and connections to new and existing sewers shall be properly designed and constructed to prevent inflow and in accordance with the Uniform Building Code then in effect and other applicable city ordinances. Any new connections from inflow sources into the POTW are prohibited. The applicant for a permit to construct sewers or connections shall furnish the chief building inspector with a copy of the wastewater discharge permit.

10.12.060 Permit modifications.

Wastewater discharge permits subject to the categorical pretreatment standards will be modified by the POTW, as soon as possible, subsequent to a change in federal standards. Where a categorical user has not previously submitted an application for a wastewater discharge permit, the user shall apply for a wastewater discharge permit within one hundred eighty days after the promulgation of the applicable categorical pretreatment standard. In addition, a user with an existing wastewater discharge permit shall submit to the superintendent within one hundred eighty days after the promulgation of an applicable federal categorical pretreatment standard the information required by Section 10.12.040.

10.12.070 Permit conditions.

(a) Wastewater discharge permits shall be expressly subject to all provisions of this chapter and all other applicable regulations, user charges, and fees established

by the city or the POTW. Commercial and industrial users must maintain a current city business license.

(b) Permits must contain the following provisions:

(1) Effluent limits, including best management practices, based on applicable pretreatment standards;

(2) The duration of the permit;

(3) A statement that the permit is nontransferable without prior notification to the POTW and provision of a copy of the permit to the new owner or operator;

(4) Self-monitoring, sampling, reporting, notification and record-keeping requirements. These requirements shall include an identification of pollutants to be monitored, sampling location, sampling frequency, sampling type based on federal, state and local law;

(5) The process for seeking a waiver from monitoring for a pollutant neither present nor expected to be present in the discharge in accordance with Section 10.12.130(d);

(6) Requirements to control slug discharge, if determined by the superintendent to be necessary;

(7) A statement of applicable civil and criminal penalties for violation of pretreatment standards; and

(8) Any applicable compliance schedules.

(c) Permits may contain additional provisions, including, but not limited to:

(1) Limits on average and maximum rate and time of discharge or requirements for flow regulations and equalization;

(2) Requirements for the installation of pretreatment technology, pollution control, or construction of appropriate containment devices designed to reduce, eliminate or prevent the introduction of pollutants into the POTW;

(3) Requirements for the development and implementation of spill control plans or other special conditions including management practices necessary to adequately prevent accidental, unanticipated or nonroutine discharges;

(4) Requirements for the development and implementation of waste minimization plans to reduce the amount of pollutants discharged to the POTW;

(5) The unit charge or schedule of user charges and fees for the management of the wastewater discharged to the POTW;

(6) Requirements for installation and maintenance of inspection, monitoring and sampling facilities and monitoring equipment;

(7) A statement that compliance with the individual wastewater discharge permit does not relieve the permittee of responsibility for compliance with applicable pretreatment standards, including those that become applicable during the term of the individual wastewater discharge permit;

(8) Requirements for notification to the POTW of any increased contributions of pollutants, changes in the nature of pollutants, or of any introduction of new wastewater constituents where such contributions would cause the POTW to violate its NPDES permit. In compliance with 40 CFR 403.12(j), all industrial users must notify the POTW prior to any increased contributions of pollutants, or changes in the character of pollutants in their discharges, including hazardous wastes; and

(9) Other conditions as deemed appropriate by the superintendent to ensure compliance with this chapter, and state and federal laws, rules and regulations.

(d) The superintendent or the superintendent's designee may amend the terms and conditions of a wastewater discharge permit or add new and different terms and conditions to meet the requirements of applicable federal and state statutes, city ordinances and administration orders issued pursuant thereto.

10.12.080 Permit duration.

Permits shall be issued for a specified time period, not to exceed five years. A permit may be issued for a period less than a year or may be stated to expire on a specific date. The user shall apply for permit reissuance a minimum of ninety days prior to the expiration of the user's existing permit. The terms and conditions of the permit may be subject to modification by the POTW during the term of the permit as limitations or requirements are modified or other just cause exists. The user shall be informed of any proposed changes in a permit at least thirty days prior to the effective date of change. Any changes or new conditions in the permit shall include a reasonable time schedule for compliance.

10.12.090 Permit transfer.

Wastewater discharge permits are issued to a specific user for a specific operation. A wastewater discharge permit shall not be reassigned or transferred or sold to a new owner, new user, different premises, or a new or changed operation without the approval of the POTW. Any succeeding owner or users shall also comply with the terms and conditions of the existing permit.

10.12.100 Permit classifications.

Waste discharge permits shall be issued to applicable users and levied applicable fees as provided for in this chapter and shall be classified as follows:

(a) SIU Permit. An SIU permit shall be issued to all significant industrial users. SIU permit holders are regulated in accordance with the requirements specified in the pretreatment regulations, 40 CFR Part 403 and 40 CFR Chapter I, Subchapter N, Parts 405 through 471, as amended, and this chapter.

(b) Moderate Industrial Users Discharge Permit. A moderate industrial user permit shall be issued, at the discretion of the superintendent, to any user who is not a significant industrial user, yet requires periodic inspection and/or monitoring to verify compliance with this chapter. A moderate industrial user permit may be required for discharge of industrial waste from stationary sources, trucked wastes, contaminated groundwater, and other industrial wastes approved by the superintendent for discharge to the sanitary sewer.

10.12.110 Reporting and recordkeeping requirements for permittee.

(a) In order to effectively administer and enforce the provisions of this chapter, the superintendent may require any discharger to comply with any or all the following requirements:

(1) Discharge Reports. The superintendent may require a user to submit discharge reports, including, but not limited to, questionnaires, technical reports, sampling reports, and test analyses, and periodic reports of wastewater discharge. When a report filed by a person pursuant to this section is not adequate in the judgment of the superintendent, he or she may require such person to supply such additional information as the superintendent deems necessary. The discharge report may include, but is not limited to, the nature of the process, volume and rates of wastewater flow, elements, constituents, and characteristics of the wastewater, together with any information required in an application for wastewater discharge permit.

(2) Baseline Monitoring Report. Within either one hundred eighty days after the effective date of a categorical pretreatment standard, or the final administrative decision on a category determination under 40 CFR 403.6(a)(4), whichever is later, each categorical industrial user currently discharging or scheduled to discharge to the POTW shall submit a baseline monitoring report (BMR) to the superintendent that complies with the requirements set forth in 40 CFR 403.12(b), which is incorporated by reference into this chapter. At least ninety days prior to commencement of discharge, new sources and sources that become categorical industrial users subsequent to the promulgation of an applicable categorical standard shall submit to the superintendent a BMR that complies with the requirements set forth in 40 CFR 403.12(b).

(3) Periodic Compliance Reports. All significant industrial users must submit to the superintendent during the months of June and December, unless required more frequently in the pretreatment standard or by the superintendent, a report indicating the nature and concentration of pollutants in the discharge which are limited by such pretreatment standards. In addition, this report shall include a record of measured or estimated average and maximum daily flows for the reporting period for the discharge. At the discretion of the superintendent and in consideration of such

factors as local high or low flow rates, holidays, budget cycles, etc., the superintendent may agree to alter the months during which the above reports are submitted. In cases where the pretreatment standard requires compliance with a best management practice or pollution prevention alternative, the user must submit documentation required by the superintendent or the pretreatment standard necessary to determine the compliance status of the user. All periodic compliance reports must be signed and certified in accordance with Section 10.12.140(e) of this chapter.

(4) Compliance Schedule for the Installation of Technology. The superintendent may require each user to develop a compliance schedule for the installation of technology to meet applicable pretreatment standards or requirements that complies with the requirements set forth in 40 CFR 403.12(c). The compliance schedule for the installation of technology is not conditioned on the determination of violations. Any user required to submit a compliance schedule to the superintendent shall submit progress reports to the superintendent in accordance with 40 CFR 403.12(c)(3).

(5) Report on Compliance with Categorical Deadline. Within ninety days after the final date for compliance with applicable categorical pretreatment standards, or in the case of a new source, following commencement of the discharge, all categorical industrial users shall submit to the superintendent a report containing the information set forth in paragraphs b(4) through (6) of 40 CFR 403.12. For categorical industrial users subject to equivalent mass or concentration limits established by the superintendent, the report shall contain a reasonable measure of the user's long-term production rate. For categorical industrial users subject to categorical pretreatment standards expressed in terms of allowable pollutant discharge per unit of production (or other measure of operation), the report shall include the user's actual production during the appropriate sampling period.

(6) Notice of Violation/Resampling Report. If sampling by a user indicates a violation, the user shall notify the POTW within twenty-four hours of becoming aware of the violation. The user shall also repeat the sampling and analysis (following the guidelines in the enforcement response plan) and submit the results of the repeat analysis to the POTW within thirty days of becoming aware of the violation. Resampling by the industrial user is not required if the POTW performs sampling at the industrial user's facility at least once per month or the POTW performs sampling at the industrial user's facility between the time when the initial sampling was conducted and the time when the user or the POTW receives the results of this sampling. Within forty-five days of detecting such violation, the user shall, unless waived by the POTW, submit a detailed written report describing the cause(s) of the discharge and the measures to be taken by the user to prevent similar future occurrences. Such notification shall not relieve the user of any expense, loss, damage, or other liability which may be incurred as a result of damage to the POTW, natural resources, or any other damage to person or property; nor shall such notification relieve the user of any fines, penalties, or other liability which may be imposed pursuant to this chapter.

(7) Slug Control Plan. The superintendent shall determine whether each significant industrial user needs a plan to control slug discharges. If the superintendent determines such a plan is required, the significant industrial user shall submit a plan containing at a minimum the following elements: (A) description of discharge practices, including nonroutine batch discharges; (B) description of stored chemicals; (C) procedures for immediately notifying the POTW of slug discharges, including any discharge that would violate a prohibition under 40 CFR 403.5(b), with procedures for follow-up written notification within five days; and (D) if necessary, procedures to prevent adverse impact from accidental spills, including inspection and maintenance of storage area, handling and transfer of materials, loading and unloading operations, control of plant site run-off, worker training, building of containment structures or equipment, measures for containing toxic organic pollutants (including solvents), and/or measures and equipment for emergency response.

(8) Notice of Potential Problems. All industrial users shall notify the POTW immediately of any discharges that could cause problems to the POTW, including any slug loadings.

(9) Notification of Changed Conditions. All industrial users shall promptly notify the POTW in advance of any substantial change in the volume or character of pollutants in their discharge, including the listed or characteristic hazardous wastes for which the industrial user has submitted initial notification under subsection (a)(10) and any changes affecting the potential for a slug discharge.

(10) Notification of Hazardous Waste Discharge.

(A) All industrial users discharging any substance which, if otherwise disposed of, would be a hazardous or acutely hazardous waste under 40 CFR part 261, must comply with the notification requirements in 40 CFR 403.12(p)(1) and (3) unless exempted under the provisions of 40 CFR 403.12(p)(2). Any written notification required by this subsection shall be provided to the POTW, the EPA Regional Waste Management Division Director, and state hazardous waste authorities.

(B) In the case of any notification made under subsection (A), the industrial user shall certify that it has a program in place to reduce the volume and toxicity of hazardous wastes generated to the degree it has determined to be economically practical. The POTW may accept a copy of a hazardous waste reduction or minimization plan otherwise required by law, as compliance with this requirement.

(11) Other Reports. The POTW may require any other reports, as deemed necessary by the superintendent, to determine a user's compliance status with this chapter and federal and state laws.

(b) The POTW may reduce the requirement for periodic compliance reports set forth in subsection (a)(3) to a requirement to report no less frequently than once a year, unless required more frequently by a pretreatment standard or by the state, where

the industrial user's total categorical wastewater flow does not exceed any of the following:

(1) 0.01 percent of the POTW's design dry-weather hydraulic capacity or five thousand gallons per day, whichever is smaller, as measured by a continuous effluent flow monitoring device unless the industrial user discharges in batches;

(2) 0.01 percent of the design dry-weather organic (BOD or TSS) treatment capacity of the POTW; and

(3) 0.01 percent of the maximum allowable headworks loading for any pollutant regulated by the applicable categorical pretreatment standard for which approved local limits were developed in accordance with Section 10.12.160(a) of this chapter.

Reduced reporting is not available to industrial users that have in the last two years been in significant noncompliance, as defined in Section 10.12.140(b) of this chapter. In addition, reduced reporting is not available to an industrial user with daily flow rates, production levels, or pollutant levels that vary so significantly that, in the opinion of the superintendent, decreasing the reporting requirement for the industrial user would result in data that are not representative of conditions occurring during the reporting period.

(c) Recordkeeping Requirements. Users subject to the reporting requirements of this section shall retain, and make available for inspection and copying, all records of information obtained pursuant to any monitoring activities required by this chapter, any additional records of information obtained pursuant to monitoring activities undertaken by the user independent of such requirements, and documentation associated with best management practices. Records shall include the date, exact place, method, and time of sampling, and the name of the person(s) taking the samples; the dates analyses were performed; who performed the analyses; the analytical techniques or methods used; and the results of such analyses. These records shall remain available for a period of at least three years. This period shall be automatically extended for the duration of any litigation concerning the user or the POTW, or where the user has been specifically notified of a longer retention period by the superintendent.

10.12.120 Monitoring facilities and programs.

(a) The superintendent may require users to conduct and maintain monitoring programs as a means of controlling the quantity and quality of the discharge so that discharges comply with the provisions of this chapter. The monitoring program shall consist of test samples and analyses, the frequency and type of which shall be specified by the superintendent. Upon demonstrating to the superintendent that the user has the necessary qualifications and equipment to conduct the monitoring program or that the user has retained the services of a qualified consultant or laboratory so certified by the State Department of Public Health, the user may conduct this monitoring program. The

user shall submit monitoring reports to the superintendent monthly unless the superintendent determines a different frequency for the periodic monitoring reports, in which case the superintendent shall specify the report frequency to the user by written notice, stating the reasons therefor. If the user fails, refuses or neglects to conduct and maintain the required monitoring program, or does not have qualified personnel and equipment therefor, or does not have the services of a qualified consultant or laboratory so certified by the State Department of Public Health, then the superintendent may establish a monitoring program with POTW personnel if available or with services of a qualified consultant or laboratory so certified by the State Department of Public Health, the cost of which shall be charged to the user and/or parcel owner.

(b) The POTW may require, to be provided and operated at the user's own expense, monitoring facilities to allow inspection, sampling, and flow measurement of the building sewer and/or internal drainage systems. The monitoring facility should normally be situated on the user's premises, but the POTW may, when such a location would be impractical or cause undue hardship on the user, allow the facility to be constructed off-premises. There shall be ample room in or near such sampling manhole or facility to allow accurate sampling and preparation of samples for analysis. The facility, sampling, and measuring equipment shall be maintained at all times in a safe and proper operating condition at the expense of the user. The sampling and monitoring facilities shall be provided in accordance with the city's and POTW's requirements and all applicable local construction shall be completed within ninety days following commencement.

(c) Monitoring and Analysis to Demonstrate Continued Compliance.

(1) Except in the case of nonsignificant categorical users, the reports required by Section 10.12.110(a)(2), (a)(3), (a)(5), (a)(6) and (a)(11) shall contain the results of sampling and analysis of the discharge, including the flow and the nature and concentration, or production and mass where requested by the superintendent, of pollutants contained therein which are limited by the applicable pretreatment standards. This sampling and analysis may be performed by the POTW in lieu of the industrial user. Where the POTW performs the required sampling and analysis in lieu of the industrial user, the user will not be required to submit the compliance certification required under Section 10.12.140(e). In addition, where the POTW itself collects all the information required for the report, including flow data, the industrial user will not be required to submit the report.

(2) The reports required in Section 10.12.110(a)(2), (a)(3), (a)(5), (a)(6) and (a)(11) must be based upon data obtained through appropriate sampling and analysis performed during the period covered by the report, which data are representative of conditions occurring during the reporting period. Grab samples must be used for pH, cyanide, total phenols, oil and grease, sulfide, and volatile organic compounds. For all other pollutants, twenty-four hour composite samples must be obtained through flow-proportional composite sampling techniques, unless time-proportional composite sampling or grab sampling is authorized by the superintendent. Where time-proportional composite sampling or grab sampling is authorized by the

superintendent, the samples must be representative of the discharge. Using protocols (including appropriate preservation) specified in 40 CFR Part 136 and appropriate EPA guidance, multiple grab samples collected during a twenty-four hour period may be composited prior to the analysis as follows: for cyanide, total phenols, and sulfides the samples may be composited in the laboratory or in the field; for volatile organics and oil and grease the samples may be composited in the laboratory. Composite samples for other parameters unaffected by the compositing procedures as documented in approved EPA methodologies may be authorized by the superintendent, as appropriate. In addition, grab samples may be required to show compliance with instantaneous limits.

(3) For sampling required in support of baseline monitoring reports and ninety-day compliance reports required by Section 10.12.110(a)(2) and (a)(5), a minimum of four grab samples must be used for pH, cyanide, total phenols, oil and grease, sulfide and volatile organic compounds for facilities for which historical sampling data do not exist; for facilities for which historical sampling data are available, the superintendent may authorize a lower minimum. For the reports required by Section 10.12.110(a)(3), (a)(6) and (a)(11), the user shall collect the number of grab samples necessary to assess and assure compliance with applicable pretreatment standards and requirements.

(4) All analyses shall be performed in accordance with procedures established by the EPA pursuant to Section 304(h) of the Act and contained in 40 CFR Part 136 and amendments thereto or with any other test procedures approved by the EPA. Sampling shall be performed in accordance with the techniques approved by the EPA. Where 40 CFR Part 136 does not include sampling or analytical techniques for the pollutants in question, or where the EPA determines that the Part 136 sampling and analytical techniques are inappropriate for the pollutant in question, sampling and analyses shall be performed using validated analytical methods or any other sampling and analytical procedures, including procedures suggested by the superintendent or other parties, approved by the EPA.

(5) If an industrial user subject to the reporting requirement in Section 10.12.110(a)(3) monitors any regulated pollutant at the appropriate sampling location more frequently than required by the POTW, using the procedures prescribed in subsection (c)(4) of this section, the results of this monitoring shall be included in the report.

10.12.130 Inspection and sampling.

(a) The POTW shall inspect as the superintendent deems necessary, the facilities of any user to ascertain whether the purpose of this chapter is being met and all requirements are being complied with. Persons or occupants of premises where wastewater is created or discharged shall allow the POTW or its representative ready access at all reasonable times to all parts of the premises for the purposes of inspection, sampling, records examination and copying or in the performance of any duties.

The POTW and personnel from other governmental agencies shall have the right to set up on the user's property such devices as are necessary to conduct sampling inspection, compliance monitoring or metering operations. Where a user has security measures in force which would require proper identification and clearance before entry into its premises, the user shall make necessary arrangements with its security guards so that upon presentation of suitable identification, personnel from the POTW and other governmental agencies will be permitted to enter, without delay, for the purposes of performing their specific responsibilities.

(b) The superintendent may require any nonresidential user to construct, at the user's own expense, a sampling facility or inspection manhole, together with necessary related measuring and sampling equipment, in accordance with construction standards and specifications of the city and the POTW. The sampling facility, or well, or inspection manhole, shall be constructed on the lateral side sewer of the user and installed at a point where the sampling well intercepts all wastes from the discharging source. The well shall also be within a clear easement area at a location which will permit the POTW access to the facility at all times. Construction shall be completed within sixty days of written notification from the superintendent, unless such time is extended by the superintendent for good cause. The superintendent may require the user to install such sampling facilities or inspection manholes on each lateral sewer.

(c) All wastewater samples must be representative of the user's discharge. Wastewater monitoring and flow measurement facilities shall be properly operated, kept clean, and maintained in good working order at all times. The failure of a user to keep its monitoring facility in good working order shall not be grounds for the user to claim that sample results are unrepresentative of its discharge.

(d) The POTW may authorize a categorical industrial user to forego sampling of a pollutant regulated by a categorical pretreatment standard if the industrial user has demonstrated through sampling and other technical factors that the pollutant is neither present nor expected to be present in the discharge, or is present only at background levels from intake water and without any increase in the pollutant due to activities of the industrial user. This authorization is subject to the following conditions:

(1) The waiver may be authorized where a pollutant is determined to be present solely due to sanitary wastewater discharged from the facility provided that the sanitary wastewater is not regulated by an applicable categorical standard and otherwise includes no process wastewater.

(2) The monitoring waiver is valid only for the duration of the effective period of the individual wastewater discharge permit, but in no case longer than five years. The user must submit a new request for the waiver before the waiver can be granted for each subsequent individual wastewater discharge permit.

(3) In making a demonstration that a pollutant is not present, the industrial user must provide data from at least one sampling of the facility's process wastewater

prior to any treatment present at the facility that is representative of all wastewater from all processes.

(4) The request for a monitoring waiver must be signed by an authorized representative, and include the certification statement in Section 10.12.140(e) (40 CFR 403.6(a)(2)(ii)).

(5) Nondetectable sample results may be used only as a demonstration that a pollutant is not present if the EPA approved method from 40 CFR Part 136 with the lowest minimum detection level for that pollutant was used in the analysis.

(6) Any grant of the monitoring waiver by the superintendent must be included as a condition in the user's permit. The reasons supporting the waiver and any information submitted by the user in its request for the waiver must be maintained by the superintendent for three years after expiration of the waiver.

(7) Upon approval of the monitoring waiver and revision of the user's permit by the superintendent, the industrial user must certify on each report with the statement in Section 10.12.140(e), that there has been no increase in the pollutant in its wastestream due to activities of the industrial user.

(8) In the event that a waived pollutant is found to be present or is expected to be present because of changes that occur in the user's operations, the user must immediately comply with the monitoring requirements of Section 10.12.110(a)(3), or other more frequent monitoring requirements imposed by the superintendent, and notify the superintendent.

(9) This provision does not supersede certification processes and requirements established in categorical pretreatment standards, except as otherwise specified in the categorical pretreatment standard.

10.12.140 Pretreatment compliance.

(a) Users shall provide necessary wastewater treatment as required to comply with this chapter and shall achieve compliance with all pretreatment standards within the time limitations specified by the EPA, state or the superintendent, whichever is more stringent. Any facilities required to pretreat wastewater to a level acceptable to the POTW shall be provided, operated and maintained at the user's expense. Detailed plans showing the pretreatment facilities and operating procedures shall be approved by the POTW before construction of the facility. The review of such plans and operating procedures will in no way relieve the user from the responsibility of modifying the facility as necessary to produce an effluent acceptable to the POTW under the provisions of this chapter or regulations promulgated by the superintendent in accordance with this chapter. Any subsequent changes in the pretreatment facilities or method of operation shall be reported to, and approved by, the POTW prior to the user's initiation of the changes.

(b) The superintendent shall publish annually, in a newspaper of general circulation that provides meaningful public notice within the jurisdictions served by the POTW, a list of the users which, at any time during the previous twelve months, were in significant noncompliance with applicable pretreatment standards and requirements as specified in 40 CFR 403.8 (f)(2)(vii) and additional requirements as specified below. The term significant noncompliance shall be applicable to all significant industrial users (or any other industrial user that violates subsections (b)(1) through (b)(13) of this section) and means:

(1) Chronic violations of wastewater discharge limits, defined here as those in which sixty-six percent of all of the measurements taken for the same pollutant parameter during a six-month period exceed (by any magnitude) a numeric pretreatment standard or requirement, including instantaneous limits, as defined by 40 CFR 403.3(1);

(2) Technical review criteria (TRC) violations, defined here as those in which thirty-three percent or more of all of the measurements taken for the same pollutant parameter during a six-month period equal or exceed the product of the numeric pretreatment standard or requirement including instantaneous limits, as defined by 40 CFR 403.3(1) multiplied by the applicable TRC (TRC= 1.4 for BOD, TSS, fats, oil and grease and 1.2 for all other pollutants except pH);

(3) Any other violation of a pretreatment standard or requirement as defined by 40 CFR 403.3(1) (daily maximum, longer term average, instantaneous limit, or narrative standard) that the POTW determines has caused, alone or in combination with other discharges, interference or pass through (including endangering the health of POTW personnel or the general public);

(4) Any discharge of a pollutant that has caused imminent endangerment to human health, welfare, or to the environment or has resulted in the POTW's exercise of its emergency authority under Section 10.12.310 to halt or prevent such a discharge;

(5) Failure to meet, within ninety days after the schedule date, a compliance schedule milestone contained in a wastewater discharge permit or enforcement order for starting construction, completing construction, or attaining final compliance;

(6) Failure to accurately report noncompliance;

(7) Failure to provide within forty-five days after the due date, required reports such as baseline monitoring reports, ninety-day compliance reports, periodic self-monitoring reports, and reports on compliance with compliance schedules;

(8) Prohibited discharges that create a fire or explosion hazard, including waste streams with a closed cup flash point of less than one hundred forty degrees Fahrenheit (sixty degrees Celsius);

(9) Prohibited discharges of petroleum oil, nonbiodegradable cutting oil, or products of mineral origin in amounts that cause interference or pass through;

(10) Prohibited discharges that result in toxic gases, fumes, or vapors in a quantity capable of causing worker health and safety problems;

(11) Prohibited discharges having a temperature which inhibits biological activity in the POTW resulting in interference;

(12) Prohibited discharges of wastes or wastewater containing any radioactive material, except in compliance with applicable state and federal regulations;

(13) Any other violation or group of violations that the superintendent determines will adversely affect the operation or implementation of the POTW's pretreatment program.

(c) All records relating to compliance with pretreatment standards shall be made available to city, state and federal officials upon request.

(d) The city may seek injunctive relief for noncompliance by industrial users with pretreatment standards and requirements, and may seek additional penalties pursuant to 40 CFR 403.8 (f)(1)(vi)(A).

(e) Certification Statements.

(1) Certification of Permit Applications, User Reports and Initial Monitoring Waiver. The following certification statement is required to be signed and submitted by users submitting permit applications in accordance with Section 10.12.040; users submitting baseline monitoring reports under Section 10.12.110(a)(2); users submitting reports on compliance with the categorical pretreatment standard deadlines under Section 10.12.110(a)(5); users submitting periodic compliance reports required by Section 10.12.110(a)(3); and users submitting an initial request to forego sampling of a pollutant on the basis of Section 10.12.130(d). The following certification statement must be signed by an authorized representative as defined in Section 10.12.030:

> I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

(2) Annual Certification for Nonsignificant Categorical Industrial Users. A facility determined to be a nonsignificant categorical industrial user by the superintendent pursuant to Section 10.12.030 must annually submit the following

certification statement signed by an authorized representative. This certification must accompany an alternative report required by the superintendent:

> Based on my inquiry of the person or persons directly responsible for managing compliance with the categorical Pretreatment Standards under 40 CFR ____, I certify that, to the best of my knowledge and belief that during the period from/to [months, days, year]:
>
> (a) The facility described as [facility name] met the definition of a Nonsignificant Categorical Industrial User as described in Section 10.12.030;
>
> (b) The facility complied with all applicable Pretreatment Standards and requirements during this reporting period; and
>
> (c) The facility never discharged more than 100 gallons of total categorical wastewater on any given day during this reporting period.
>
> This compliance certification is based on the following information:
>
> _____

(3) Certification of Pollutants Not Present. Users that have an approved monitoring waiver based on Section 10.12.130(d) must certify on each report with the following statement that there has been no increase in the pollutant in its wastestream due to activities of the user.

> Based on my inquiry of the person or persons directly responsible for managing compliance with the Pretreatment Standard for 40 CFR _____ [specify applicable National Pretreatment Standard part(s)], I certify that, to the best of my knowledge and belief, there has been no increase in the level of _____ [list pollutant(s)] in the wastewaters due to the activities at the facility since filing of the last periodic report under Section 10.12.110(a)(3).

10.12.150 General discharge regulations.

(a) Sanitary sewage shall be discharged only into public sanitary sewers, except as otherwise provided. The discharge of any trucked or hauled waste or pollutant is prohibited, except at points designated by the superintendent. It is unlawful to discharge sewage into any storm sewer.

(b) It is unlawful to discharge or cause to be discharged directly or indirectly, any pollutant or wastewater into any storm sewer or into any sewage facility which will interfere with the operation or performance or pass through of the POTW. These general prohibitions apply to all users whether or not the user is subject to categorical pretreatment standards or any other national, state, or local pretreatment standards or requirements. The discharge of the following is prohibited:

(1) Any wastestreams with a closed-cup flashpoint of less than one hundred forty degrees Fahrenheit or sixty degrees Celsius (using the test methods specified in 40 CFR 262.21), liquids, solids or gases which by reason of their nature or quantity are, or may be, sufficient either alone or by interaction with other substances to cause fire or explosion or be injurious in any other way to the POTW or to the operation of the water quality control plant. At no time, shall two successive readings on an explosion hazard meter, at the point of discharge into the system (or at any point in the system) be more than five percent nor any single reading over ten percent of the lower explosive limit (LEL) of the meter. Prohibited materials include, but are not limited to, gasoline, kerosene, naphtha, benzene, toluene, xylene, ethers, alcohols, ketones, aldehydes, peroxides, chlorates, perchlorates, bromates, carbides, hydrides and sulfides;

(2) Solid or viscous substances which may cause obstruction to the flow in a sewer or other interference with the operation of the POTW or pass through the POTW inadequately treated, such as, but not limited to: grease, petroleum oil, nonbiodegradable cutting oil, or products of mineral origin, garbage with particles greater than one-half inch in any dimension, animal guts or tissues, paunch manure, bones, hair, hides or fleshings, entrails, whole blood, feathers, ashes, cinders, sand, spent lime, stone or marble dust, metal, glass, straw, shavings, grass clippings, rags, spent grains, spent hops, waste paper, wood, plastics, gas, tar, asphalt residues, residues from refining, or processing of fuel or lubricating oil, mud, or glass grinding or polishing wastes;

(3) Any wastewater having a pH less than 5.0 units or greater than 12.0 units or wastewater having any other corrosive property capable of causing damage or hazard to structures, equipment, or personnel of the POTW;

(4) Any wastewater containing toxic pollutants in sufficient quantity, either singly or by interaction with other pollutants, to injure or interfere with any wastewater treatment process, constitute a hazard to humans or animals, create a toxic effect in the receiving waters of the POTW, or to exceed the limitations set forth in a categorical pretreatment standard. A toxic pollutant shall include but not be limited to any pollutant identified pursuant to Section 307(a) of the Act (33 U.S.C. 1317);

(5) Any noxious or malodorous liquids, gases, or solids which either singly or by interaction with other wastes are sufficient to create a public nuisance or hazard to life or are sufficient to prevent entry into the sewers for maintenance and repair;

(6) Any substance which may cause the water quality control plant's effluent or any other product, such as residues, sludges, or scums, to be unsuitable for reclamation and reuse or to interfere with the reclamation process. In no case, shall a substance discharged to POTW cause the water quality control plant to be in noncompliance with sludge use or disposal criteria, guidelines, or regulations affecting sludge use or disposal developed pursuant to the Solid Waste Act, the Clean Air Act, the Toxic Substances Control Act, or state criteria applicable to the sludge management method being used;

(7) Any substance which will cause the water quality control plant to violate its NPDES permit or state disposal system permit or the receiving water quality standards;

(8) Any wastewater with objectionable color not removed in the treatment process, such as, but not limited to, dye wastes and vegetable tanning solutions;

(9) Any wastewater having a temperature which will inhibit biological activity in the water quality control plant resulting in interference, but in no case wastewater with a temperature at the introduction into the water quality control plant which exceeds forty degrees Celsius (one hundred four degrees Fahrenheit);

(10) Any pollutants, including oxygen demanding pollutants (BOD, etc.) released at a flow rate or pollutant concentration which a user knows or has reason to know will cause interference to the POTW. In no case shall a slug load have a flow rate or contain concentration or quantities of pollutants that exceed for any time period longer than fifteen minutes more than five times the average twenty-four hour concentration, quantities or flow during normal operation.

The user shall be in compliance with the POTW's local limit relative to flow rate or pollutant concentration. If the POTW has not established a local limit, then the user must not have changed its discharge from prior discharges when the POTW was in compliance with its NPDES permit;

(11) Wastes or wastewater containing any radioactive materials except in compliance with applicable state and federal regulations;

(12) Any pesticides containing algaecides, antibiotics, fungicides, herbicides, insecticides or any similar pesticides in amounts deleterious to any sewage treatment process or to the aquatic life of the waters receiving the effluent;

(13) Any wastewater or pollutant which results in the presence of toxic gases, vapors or fumes within the POTW in a quantity that may cause acute worker or public health or safety problems.

When the superintendent determines that a user is contributing any of the above enumerated substances in such amounts as to interfere with the operation of the POTW, the superintendent or the city shall take enforcement action as necessary to get such user to correct the interference. In the event of imminent harm to the public, the superintendent or the city may take whatever action is necessary to correct the interference, and the user shall be responsible for all costs incurred.

(c) Fats, Oils and Grease.

(1) It is unlawful for any person to dispose of any grease, or cause any grease to be disposed, by discharge into any drainage piping, by discharge into any public or private sanitary sewer, by discharge into any storm drainage system, or by discharge to any land, street, public way, river, stream or other waterway.

(2) No person shall discharge, or cause to be discharged, any wastewater from a food service establishment directly or indirectly into the public sewer without first obtaining a wastewater discharge permit pursuant to this chapter.

(3) The owner of every newly constructed, remodeled, or converted commercial or industrial facility with one or more grease generating activities, including food service establishments with new or replacement kitchens, shall install or cause to be installed a grease interceptor for each grease generating activity, of a size equal to or greater than the minimum size meeting the definition of "grease interceptor," as defined in the currently adopted edition of the Uniform Plumbing Code. In no case shall any grease interceptor flow less than twenty gallons per minute (gpm). The installation of new garbage disposals in any commercial or industrial facility is prohibited.

(3) The owner of every commercial or industrial generator of grease, including food service establishments, serviced by a sewer collection line found to have a grease blockage, a history of grease blockage, or accelerated line maintenance resulting from grease disposal, shall install or cause to be installed a grease removal device upon notification by the superintendent. If heavy solids accumulate causing a sewer blockage or accelerated line maintenance, the commercial or industrial generator shall remove any garbage disposal upon notification by the superintendent.

(4) All grease removal devices shall be installed on the premises where grease is used or generated and shall be sized in conformance with the then currently adopted edition of the Uniform Plumbing Code. The contents of all grease removal devices shall be removed periodically as necessary to prevent violations of this chapter. At a minimum, the contents shall be removed every six months. All grease removal devices shall be kept in good repair, and shall be maintained in continuous operation. A log of all grease removal activities shall be maintained at the facility showing the date of removal, the amount removed and the disposition of the removed contents. The log shall be retained for a period of three years, and shall be available for inspection by POTW inspectors upon request.

(5) Grease emulsifiers or enzymes are prohibited for use in grease interceptors or traps.

(d) Discharge of Groundwater.

(1) The superintendent may approve the discharge of ground waters to the sanitary sewer only when such source is deemed unacceptable by state and federal authorities for discharge to surface waters of the United States, whether pretreated or untreated, and for which no reasonable alternative method of disposal is available. No discharge of such waters shall occur except as specifically authorized in a waste discharge permit or other written authorization.

(2) Groundwater containing petroleum products may be authorized for disposal to the sanitary sewer and shall comply with the requirements of Section 10.12.160.

(3) Groundwater sources may include but are not limited to: (A) construction site dewatering where soil or groundwater contamination is present; (B) groundwater contaminated with organic solvents generated as a result of pump tests in preparation for a groundwater cleanup or water generated during sampling events; (C) aqueous wastes generated by either permanent or mobile hazardous waste treatment units used to treat hazardous waste at the generator's site; and (D) aqueous wastes generated as a result of site cleanup activities. A permit must be obtained prior to commencement of discharge, and request for such permits shall be submitted not less than thirty working days prior to intended discharge.

(4) The superintendent may limit groundwater discharges to an allocation that will protect the hydraulic capacity of the POTW. Real properties of the city shall have priority to said allocation. Allocations for other permit holders may be reduced, but not eliminated, to equitably accommodate the needs of the agencies to discharge treated groundwater to the sanitary sewer. Should such a permit holder discontinue discharging for more than ninety days, the permit holder shall be notified in writing of the superintendent's intention to cancel the permit.

(5) The superintendent may impose upon the user a hydraulic loading charge for discharge of groundwater or other waters in cases where conventional sewer service charges applied by the city do not account for said flows or uses. User discharges which exceed ten thousand gallons per batch discharge or users undertaking long term discharges of groundwater to the sanitary sewer shall be metered and levied a charge based upon the basic sewer service charge rate established by the city, as applicable.

(e) Swimming Pools and Water Features.

(1) The superintendent may approve discharge to the sanitary sewer from swimming pools, spas, whirlpools, fountains and landscape water features on a case-by-case basis. A person who desires to drain such facility to the sanitary sewer system shall first obtain permission from the superintendent prior to the discharge if the discharge volume is greater than one thousand gallons or the flow rate is anticipated to exceed twenty gallons per minute. Permission may be granted if the discharge conforms to discharge standards and will not cause a hydraulic overload condition in the sewer system.

(2) If the user has no connection to the city's sewer system available, these waters may be surface discharged provided the following conditions are met: (A) the discharge of the water shall not contain residues of algaecides, disinfectants or other toxic chemical constituents that may violate any local, state or federal water quality law or regulation; (B) the discharge of the water shall in no way create a public nuisance; (C) the discharge of the water shall in no way damage, destroy, erode, or impair surrounding property; and (D) the user has obtained permission from the superintendent for the discharge.

(3) In the event that permission to discharge to the sanitary sewer and storm drain is denied, the waters must be disposed at a legal disposal site. The person conducting the discharge shall be required to provide proof of disposal upon the POTW's request.

10.12.160 Wastewater concentration of chemicals.

(a) It is unlawful to discharge or cause to be discharged any wastewater into the public sanitary sewers if the concentration of any of the constituents of the wastewater exceeds the local limits established by resolution or ordinance of the city council of the City of South San Francisco. (Maximum permissible concentrations are normally expressed in milligrams per liter.)

(b) State requirements and limitations on discharges shall apply in any case where they are more stringent than federal requirements and limitations or those in this chapter.

(c) The superintendent may impose quantitative limitations, e.g., pounds per day limits, on discharges or any constituent of the wastewater when the discharge or constituent may unreasonably overload, adversely affect the facilities or have a harmful effect upon the receiving waters. Mass emission rates or other similar techniques having a reasonable relationship to evaluating or measuring waste discharges may be used.

10.12.170 Federal categorical pretreatment standards.

(a) Industrial users must comply with applicable categorical pretreatment standards, prohibited discharge standards, or local limits, whichever are the most stringent.

(b) The categorical pretreatment standards, found in 40 CFR Chapter I, Subchapter N, Parts 405 through 471, are hereby incorporated into this chapter. The superintendent shall notify all affected users of the applicable reporting requirements under 40 CFR Section 403.12.

10.12.180 Modification of federal categorical pretreatment standards.

Where the water quality control plant achieves consistent removal of pollutants limited by federal pretreatment standards, the POTW may apply for modification of specific limits in the federal pretreatment standards. "Consistent removal" means reduction in the amount of a pollutant or alteration of the nature of the pollutant by the water quality control plant to a less toxic or harmless state in the effluent which is achieved by the system in ninety-five percent of the samples taken when measured according to the procedures set forth in 40 CFR, Part 403, "General Pretreatment Regulations for Existing and New Sources of Pollution." The POTW may then modify pollutant discharge limits in the federal pretreatment standards if the requirements contained in 40 CFR Section 403.7 are fulfilled and prior approval is obtained.

10.12.190 Excessive discharge.

Except where expressly authorized by an applicable pretreatment standard or requirement, it is unlawful to increase the use of process water or, in any way, attempt to dilute a discharge as a partial or complete substitute for adequate treatment to achieve compliance with the limits contained in the categorical pretreatment standards, or in any other pollutant specific limitation developed by the city, POTW or state. The superintendent may impose mass limitations on users which are using dilution to meet applicable pretreatment standards or requirements, or in other cases where the imposition of mass limitations are appropriate. In such cases, the report required by Section 10.12.110(a)(3) shall indicate the mass of pollutants regulated by pretreatment standards in the discharge of the user.

10.12.200 Accidental discharges.

(a) Each user shall provide protection from accidental discharge of prohibited materials or other regulated substances. Facilities to prevent accidental discharge of prohibited materials shall be provided and maintained at the owner or user's own cost and expense. Detailed plans showing facilities and operating procedures to provide this protection shall be submitted to the POTW for review, and shall be approved by the POTW before construction of the facility. No user shall be permitted to discharge to the POTW until accidental discharge procedures have been approved by the POTW. Review and approval of such plans and operating procedures shall not relieve the industrial user from the responsibility to modify the user's facility as necessary to meet the requirements of this chapter. In the case of an accidental discharge, it is the responsibility of the user to immediately telephone and notify the POTW of the incident. The notification shall include the location of discharge, type of waste, concentration and volume, and corrective actions.

(b) Within five days following an accidental discharge, the user shall submit to the superintendent a detailed written report describing the cause of the discharge and the measures to be taken by the user to prevent similar future occurrences. Such notification shall not relieve the user of any expense, loss, damage, or other liability which may be incurred as a result of damage to the POTW, fish kills, or any other damage to person or property: nor shall such notification relieve the user of any fines, civil penalties, or other liability which may be imposed under this code or other applicable laws.

(c) A notice shall be permanently posted on the user's bulletin board or other prominent place advising employees whom to call in the event of a dangerous discharge. Employers shall insure that all employees who may cause or suffer such a dangerous discharge to occur are advised of the emergency notification procedure.

10.12.210 Bypass of treatment facilities.

A user shall notify the POTW of any upset or unanticipated bypass within twenty-four hours of becoming aware of the upset or unanticipated bypass. The user

shall submit the following information to the POTW: (a) a description of the discharge and the cause of the upset or unanticipated bypass; (b) the period of noncompliance including exact dates and times or, if not corrected, the anticipated time the upset/bypass is expected to continue; and (c) the steps being taken and/or planned to reduce, eliminate, and prevent recurrence of the upset or bypass.

10.12.220 Batch discharges.

Batch discharges to the sanitary sewer of five thousand gallons or more of any regulated constituents or pollutants not consistent with a user's application must receive approval from the environmental compliance office prior to the discharge. The user's request shall indicate the quantity, constituents, and proposed time of the discharge.

10.12.230 Harmful discharges.

(a) The superintendent may suspend the wastewater treatment service or a wastewater discharge permit when such suspension is necessary, in the opinion of the superintendent, in order to stop an actual or threatened discharge which presents or may present an imminent or substantial endangerment to the health or welfare of persons or to the environment, or threatens to cause interference to the POTW, or causes or threatens to cause the POTW to violate any condition of its NPDES permit.

(b) Any user notified of a suspension of the wastewater treatment service or the wastewater discharge permit shall immediately stop or eliminate the discharge. In the event of a failure of the user to comply voluntarily with the suspension order, the city shall take such steps as deemed necessary including a cease and desist order or immediate severance of the sewer connection, to prevent or minimize damage to the POTW or endangerment to the POTW or endangerment to any individuals. The city shall reinstate the wastewater discharge permit or the wastewater treatment service upon proof of the elimination of the noncomplying discharge. A detailed written statement submitted by the user describing the causes of the harmful discharge and the measures taken to prevent any future occurrence shall be submitted to the city within fifteen days of the date of occurrence.

10.12.240 Fees and financial guarantees.

(a) The city may adopt fees to provide for the recovery of costs from users of the POTW. Such fees may include, but are not limited to, connection charges, permits, monitoring, inspections and surveillance procedures, accidental discharge matters, appeals, reimbursement of costs incurred by city for removal of pollutants, and any other fees the city deems necessary to carry out the requirements of this chapter. The applicable fees shall be as set forth in the city's master fee schedule.

(b) A sewer connection fee shall be paid by the user or parcel owner for connection to a public sanitary sewer at the time the building permit is issued, or if no building permit is necessary, prior to the time the connection is operational. When a change in use from residential to commercial occurs, the difference in connection charges shall be paid.

(c) Initial applications and renewal applications for a wastewater discharge permit shall be accompanied by a nonrefundable processing fee.

(d) If the imposition of special controls on wastewater discharges become necessary, a corporate surety bond or equivalent guarantee to insure performance may be required of a user.

10.12.250 Confidential information.

(a) Information and data on a user obtained from reports, questionnaires, permit applications, permits and monitoring programs and from inspections shall be available to the public or other governmental agency without restriction unless the user specifically requests and is able to demonstrate to the satisfaction of the city that the release of such information would divulge information, processes or methods of production entitled to protection as trade secrets of the user.

(b) When requested by the person furnishing a report, the portions of a report which might disclose trade secrets or secret processes shall not be made available for inspection by the public but shall be made available upon written request to governmental agencies for uses related to this chapter, NPDES permit, state disposal system permit or the pretreatment programs. Such a report shall be available for use by the city or state and governmental agency in judicial review or enforcement proceedings involving the person furnishing the report. Wastewater constituents and characteristics will not be recognized as confidential information.

(c) Information accepted by the city as confidential, shall not be transmitted to any governmental agency, with the exception of the EPA, in compliance with 40 CFR 403.8 (f)(1)(vii) and 40 CFR 403.14, or to the general public by the city until and unless a ten day notification is given to the user.

10.12.260 Authority of superintendent and deputy public services director of utilities and operations ("deputy director").

The superintendent and deputy director have the authority to enforce compliance with the provisions of this chapter, and to promulgate regulations designed to assist in achieving compliance.

10.12.270 Warning letters.

Warning letters may be issued to an industrial user for any of the following reasons:

(a) When the result(s) of sampling demonstrates that a violation of local or federal limits has occurred by an industrial user, and when the value of the sampled data is less than a value deemed by technical review criteria (TRC) to be "a significant violation," and the result is not part of a recurring pattern of violations. The warning letter shall direct the industrial user to resample and take appropriate corrective action(s) to abate the violation of its discharge permit by a specific time and shall require the

industrial user to submit a written response describing the corrective action taken to abate the violation.

(b) When conditions are observed during the course of an on-site inspection or routine surveillance which may compromise an industrial user's ability to comply with its wastewater discharge permit.

(c) When a user fails to promptly submit self-monitoring reports or sample test results as required in the industrial user's wastewater discharge permit.

10.12.280 Notice of violation.

Whenever the source control inspector finds that any user has violated or is violating the provisions of this chapter, the inspector may serve upon such user a written notice stating the nature of the violation. Within forty-five days of the date of the notice, a plan for the satisfactory correction thereof shall be submitted to the city by the user.

10.12.290 Show cause hearing.

(a) Any user who causes or allows an unauthorized discharge to enter the POTW may be ordered to show cause before the deputy director why the proposed enforcement action should not be taken. Notice of the hearing shall be served personally or by registered or certified mail return receipt requested at least ten days before the hearing. Service may be made on any agent or officer of a corporation.

(b) After an informal hearing is held the superintendent shall render a decision in writing.

10.12.300 Abatement order.

When the city finds that a discharge of wastewater is taking place or threatening to take place in violation of prohibitions or limits of this chapter, or regulations promulgated by the superintendent in accordance with this chapter, or wastewater source control requirements or the provisions of a wastewater discharge permit, the city may issue an abatement order directing the user to:

(a) Comply forthwith;

(b) Comply in accordance with a reasonable time schedule set by the superintendent; or

(c) In the event of a threatened violation, take appropriate remedial or preventive action.

In cases of imminent harm to the public, the superintendent or city may enter private property if necessary to sever service.

10.12.310 Summary abatement.

Whenever any discharge or potential discharge causes or constitutes or reasonably appears to cause or constitute an imminent or immediate danger to the health or safety of the public, the condition or use may be summarily abated by the city without notice or hearing. Summary abatement shall be ordered only by the public services director. Summary abatement shall be limited to those actions necessary to eliminate the immediate threat to the public health and safety. Notice of the summary abatement shall be served personally or by registered or certified mail, return receipt requested. Service may be made on an agent or officer of a corporation. The costs and expenses of a summary abatement may be made a lien on the property and may be collected pursuant to the procedure set forth in Section 10.12.360.

10.12.320 Grounds for revocation or modification of permit.

A wastewater discharge permit may be revoked for good cause, including, but not limited to, the following reasons:

(a) Failure of a user to factually report the wastewater constituents and characteristics of the discharge;

(b) Failure of the user to report significant changes in operations, or wastewater constituents and characteristics;

(c) Refusal of reasonable access to the user's premises for the purpose of inspection or monitoring; and

(d) Violation of any permit conditions or the requirements of this chapter.

10.12.330 Revocation or modification procedure.

(a) An action to revoke or modify a permit may be initiated in writing by the superintendent or deputy director. The initiating request shall be filed with the public services director and shall set forth grounds for revocation or modification.

(b) Within thirty days after the initiating request is filed, the public services director shall hold a hearing. Notice of the hearing shall be served personally or by registered or certified mail return receipt requested at least ten days before the hearing. Service may be made upon any agent or officer of a corporation. At the time and place designated in the notice, the public services director shall hear and consider all relevant evidence. The hearing shall not be conducted according to the formal rules of evidence. Any relevant evidence shall be admitted if it is the type of evidence on which reasonable persons are accustomed to rely on in the conduct of serious affairs. Hearsay evidence may be used for the purpose of supplementing or explaining direct evidence, but hearsay evidence shall not be sufficient by itself to support a finding unless it would be admissible over objections in civil actions in courts of competent jurisdiction in this state. The discharger may represent itself or be represented by anyone of its choice. The hearing may be continued from time to time.

(c) Within ten days of the conclusion of the hearing, the public services director shall render a written decision setting forth the factual findings. The public services director may revoke or modify the terms of the permit. The decision of the public services director is final.

10.12.340 Appeals.

(a) Review by deputy director. Any discharger affected by any decision, action, or determination, including abatement orders, made by the superintendent or deputy director in interpreting or implementing the provisions of this chapter, or any permit issued hereunder, may file with the deputy director a written request for review within ten days of such decision, action, or determination, setting forth in detail the facts supporting the request. The deputy director shall complete the review and issue a written determination within ten days after receipt of the request, unless the public services director reasonably extends the time thereof.

(b) Written appeal to public services director. The deputy director's original decision, action or determination, and action taken after review may be appealed by the discharger to the public services director by filing a written appeal within ten days after notice of the decision. The written appeal shall specify the factual and legal basis of the appeal. Within thirty days after the written appeal is filed, the public services director shall hold a hearing. Notice of the hearing shall be served personally or by registered or certified mail return receipt requested, at least ten days before the hearing. Service may be made upon any agent or officer of a corporation.

(1) At the time and place designated in the notice, the public services director shall hear and consider all relevant evidence. The hearing shall not be conducted according to the formal rules of evidence. Any relevant evidence shall be admitted if it is the type of evidence on which reasonable persons are accustomed to rely on in the conduct of serious affairs. Hearsay evidence may be used for the purpose of supplementing or explaining any direct evidence, but hearsay evidence shall not be sufficient by itself to support a finding unless it would be admissible over objections in civil actions in courts of competent jurisdiction in this state. The discharger may represent itself or be represented by anyone of its choice. The hearing may be continued from time to time.

(2) Within ten days after the conclusion of the hearing, the public services director shall render a written decision and where applicable an order of abatement. This decision shall set forth the factual findings made, the conclusion reached, any abatement required, and the date by which such abatement shall occur. The decision of the public services director is final.

10.12.350 Damage, obstruction or impairment to facilities.

Any person who intentionally or negligently damages, obstructs or otherwise impairs a public sewer, water quality control plant or appurtenance thereto shall be

liable for such action and the city may assess the costs of repair against such person, or seek reimbursement through a court action.

10.12.360 Costs of abatement.

(a) The superintendent shall keep an itemized statement of costs incurred by the city in abating or otherwise responding to violations of this chapter. Once a violation matter is concluded, the superintendent shall provide a copy of this statement to the discharger and to the public services director. The discharger may request a hearing before the public services director to contest the statement of costs. The request for a hearing shall be made within ten days of receipt of the statement or the right to hearing shall be deemed waived. The public services director shall review the statement of costs and any information presented by the discharger, and may make any necessary revisions, corrections or modifications. The decision of the public services director is final.

(b) The procedure for recording the statement of costs as a lien against the property involved shall be as follows:

(1) If payment of the assessed costs and expenses is not received by the finance director within thirty days of the date appearing on the decision of the public services director, the finance director shall send to the city clerk two originals of a declaration that payment was not received. Upon receipt of the declaration of the finance director, the city clerk shall set a notice and hearing before the city council for the purpose of adopting a resolution confirming the statement of costs.

(2) After holding a hearing the city council may adopt a resolution. The city clerk shall forward to the office of the recorder of the county of San Mateo one original certification by the finance director that payment was not received and one certified true copy of the resolution of the city council confirming the statement of costs with the statement of costs attached as an exhibit.

10.12.370 Criminal prosecution.

Any user who is found to have willfully or negligently failed to comply with any provision of this chapter, and the orders, rules, regulations and permits issued hereunder, may be charged with a misdemeanor for each offense and, upon conviction, shall be punished in accord with Chapter 1.28 of this code, unless otherwise specified. Each day on which a violation shall occur or continue shall be deemed a separate and distinct offense.

10.12.380 Falsifying information.

Any person who knowingly makes any false statement, representation or certification in any application, record, report, plan or document filed or required to be maintained pursuant to this chapter, or who falsifies, tampers with, or knowingly renders inaccurate any monitoring device or method shall be subject to misdemeanor

prosecution and upon conviction, shall be punished in accord with the provisions of Chapter 1.28 of this code.

10.12.390 Civil damages.

Any person who violates any provision of this chapter, any wastewater discharge permit, or any order issued pursuant to this chapter or who creates a condition of pollution is hereby deemed to have created a public nuisance. Such person(s) shall be strictly liable for the sum of ten thousand dollars for each day, or portion thereof, during which the violation occurs.

In addition, a user may be liable for up to twenty-five thousand dollars a day for each violation, as set forth in California Government Code Section 54740. In lieu of the civil penalties, the city may impose administrative penalties in the following amounts, as set forth in California Government Code Section 54740.5: (a) up to two thousand dollars for each day for failing or refusing to furnish technical or monitoring reports; (b) up to three thousand dollars for each day for failing or refusing to timely comply with any compliance schedule established by the city; (c) up to five thousand dollars per violation for each day for discharges in violation of any waste discharge limitation, permit condition, or requirement issued, reissued, or adopted by the city; (d) up to ten dollars per gallon for discharges in violation of any suspension, cease and desist order or other orders, or prohibition issued, reissued, or adopted by the city. Furthermore, the amount of such civil administrative penalties that have remained delinquent for a period of sixty days shall constitute a lien against the real property of the discharger from which the discharge originated resulting in the imposition of the civil penalty.

10.12.400 Injunction.

Whenever a discharge of wastewater is in violation of the provisions of this chapter or otherwise causes or threatens to cause a condition of contamination, pollution or nuisance, an injunction may be sought to restrain the continuance of such discharge. The city may petition the Superior Court for the issuance of a temporary or permanent injunction, or both, as the case may be, restraining the continuance of such discharge. The city may also seek an injunction against nondischarge violation of pretreatment standards or requirements, or any other violation of this chapter.

10.12.410 Cost recovery by city.

In addition to the penalties provided herein, the city may recover reasonable attorneys' fees, court costs, court reporters' fees and other expenses of litigation against the person found to have violated this chapter or the orders, rules, regulations, and permits issued hereunder.

10.12.420 Remedies cumulative.

The remedies identified in this chapter are in addition to and do not supersede or limit any other civil or criminal remedies.

Section 2. If any section, subsection, subdivision, sentence, clause, phrase, or portion of this Ordinance is for any reason held to be invalid or unconstitutional, such decision shall not affect the validity of the remaining portions or sections of this Ordinance. The City Council of San Bruno hereby declares that it would have adopted this Ordinance, and each section, subdivision, sentence, clause, phrase or portion thereof, irrespective of the fact that any one or more sections, subsections, subdivisions, sentences, clauses, phrases or portions thereof be declared invalid or unconstitutional.

Section 3. This Ordinance shall take effect and be in force 30 days after its adoption.

Section 4. The City Clerk shall publish this Ordinance according to law.

APPROVED:

By: _____
Mayor

ATTEST:

By: _____
City Clerk

APPROVED AS TO FORM:

By: _____
City Attorney

I hereby certify that the foregoing Ordinance No. _____ was introduced at a regular meeting of the City Council of the City of San Bruno on the ____ day of _____, 2012, and was passed and adopted at a regular meeting of said City Council held on the _____ day of _____, 2012, by the following called vote:

AYES: COUNCILMEMBERS:

NOES: COUNCILMEMBERS:

ABSTAIN: COUNCILMEMBERS:

ABSENT: COUNCILMEMBERS:

By: _____
City Clerk

1786497.1

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: February 14, 2012

TO: Honorable Mayor and Members of the City Council

FROM: Kim Juran, Finance Director

SUBJECT: Receive Mid-Year Financial Report as of December 31, 2011 for the 2011-12 General Fund, Special Revenue Funds, Enterprise Funds, and Internal Service Funds Budgets

BACKGROUND

The City Council approved 2011-12 General Fund, Special Revenue Funds, Enterprise Funds, and Internal Service Funds Budget is the annual plan and resource allocation that guide and ensure implementation of City Council policies and priorities. The budget implements the vision and direction for the broad range of services that meet the needs of the community in accordance with City Council policy.

This financial review as of December 31, 2011 provides the mid-year budget update to the City Council for the current fiscal year. Analysis of the revenues collected and all expenditures through December 31, 2011 measures the budget's adherence to the established resource allocation plan.

DISCUSSION

The Adopted Budget incorporates the estimated revenues and planned expenditures for all funds. The attached 2011-12 Mid-Year Financial Report as of December 31, 2011 provides the revenue and expenditure summary for the General Fund, Redevelopment Agency, Enterprise Funds, and Internal Service Funds. The following discussion focuses on variances from the revenue and expenditure plans and allocations reflected in the budgets.

General Fund

The General Fund finances the operations of the City that have no special or dedicated revenue source and pays for basic municipal services. The 2011-12 Adopted General Fund Budget projected revenues totaling $31,891,677 and expenditures totaling $32,237,748.

The budget was approved with an operating revenue/expenditure imbalance of $346,071. The budget was balanced in accordance with City Council direction by utilizing fund balance from the General Fund in the amount of $346,071. The use of

10.C.

fund balance to bridge the gap between revenues and expenditures avoided further cuts to City operations that would have resulted in eliminating additional critical City services and impacting our residents.

Revenue and expenditure data from the first six-months of the fiscal year begins indicating trends for actual year-end revenues. Total General Fund revenue through December 31, 2011 was at 51% of the budget compared with 48% in 2010-11, while expenditures were at 47%, consistent with the same period in 2010-11. General Fund revenue projections for 2011-12, based on available mid-year trend data, indicate that revenues will exceed the budget at year-end. This increase is primarily attributable to growth in sales tax, transient occupancy tax, and one-time building revenues. Expenditure projections for the current year indicate that expenditures will be under budget, primarily as a result of salary savings. However, the impact of the elimination of the Redevelopment Agency on February 1, 2012 is not considered in these projections. The General Fund will be directly impacted by the loss of Redevelopment by an estimated $320,000 during the 2011-12 fiscal year. This amount includes the cost of positions and services previously allocated to the Redevelopment Agency, as well as a reduction in the interest payment from the Redevelopment Agency to the General Fund.

In the meantime, the City continues on its path of recovery from the great tragedy of the September 9, 2010 PG&E gas line explosion and fire. Staff has diligently adjusted their work plans accordingly to address both the immediate and long-term needs of the community and to also manage the lengthy recovery process. Costs incurred by the City as part of the long-term recovery efforts are not expected to have any impact on either the General Fund or any of the Enterprise Funds. These costs are being carefully managed with the expectation that the City will successfully recover all of the costs through the trust fund funded by PG&E for long-term recovery costs.

General Fund Revenue

- **Property Tax** (51% of budget compared to 48% in 2010-11)
  The budget for property tax revenue is $38,600 less than the amended budget in 2010-11; however, property tax revenues for the first six months are $131,700 more than the prior fiscal year. This is the result of a one-time supplemental payment resulting from property reassessments.
- **Sales Tax** (42% of budget compared to 50% in 2010-11)
  The budget for sales tax revenue is $750,000 higher than the scaled down budget of $5.35 million in the 2010-11 budget. Revenues are exceeding expectations as consumer spending has rebounded modestly; this is consistent with trends experienced during the second half of the 2010-11 fiscal year. Unless there is an unanticipated fall in local retail sales, staff believes that we will exceed the full year sales tax revenue budget by $500,000 at fiscal year end.

- **Use of Money and Property** (51% of budget compared to 44% in 2010-11)
  The budget for this category is $306,800 lower than the prior year, as short-term yields remain near historic lows.
- **Business Tax** (66% of budget compared to 82% in 2010-11)
  The budget for this category increased $288,400 to reflect receipt of the airport parking tax at the full 8% rate along with a minor increase in other business tax revenues. Current year revenues are anticipated to meet the budget.
- **Hotel/Motel Occupancy Tax** (60% of budget compared to 59% in 2010-11)
  Each year's reported revenues are for the first five months of the fiscal year as payments are received one month after they are earned. Current year revenues are up $158,000 over the prior year, representing an increase of 20%. Assuming this level of occupancy continues for the remainder of the fiscal year, staff estimates that we will exceed the full year TOT budget by $400,000.
- **Departmental, Planning and Building** (88% of budget compared to 43% in 2010-11)
  The budget for this category increased $400,000 from the prior fiscal year to account for permit revenues anticipated from homes being rebuilt in the Crestmoor/Glenview neighborhood and for the construction of Pacific Bay Vistas. The increase in revenues for the first six months of the 2011-12 fiscal year is the direct result of this activity.
- **Departmental, Fire** (116% of budget compared to 68% of budget in 2010-11)
  The budget for Fire was decreased by $46,000 from the prior fiscal year to reflect actual experience in Fire revenues; however, a new agreement for shared mechanic services with Central County Fire Department as well as one-time Fire related permit fees from the Pacific Bay Vistas project have increased current year revenues by $75,000 from the prior fiscal year.

General Fund Expenditures

- **General Fund Total Expenditures** (47% of budget compared to 47% in 2010-11)
  The current year budget is $760,000 more than the prior year budget, primarily as a result of PERS increases for the current fiscal year. General Fund expenditures for the current year are on track to be below budget, primarily as a result of salary savings.

Redevelopment Agency

- **Redevelopment Revenues**
  Budgeted tax increment is $7.2 million and $1.82 million for Redevelopment and Low/Moderate Income Housing respectively. At mid-year, total revenues for each Fund are at 40% of budget. With the elimination of redevelopment on February 1, 2012, the City will not receive any additional tax increment.

- **Redevelopment Expenditures**
  Redevelopment expenditures are 16% and 17% of Redevelopment Operations and Low/Moderate Income Housing respectively. With the dissolution of redevelopment on February 1, 2012, planned expenditures in these funds must be reconsidered as the City deals with the impact of the loss of Redevelopment.

Enterprises & Internal Service Funds

Four Enterprise Funds make up the City's business type operations. The Water Fund, Stormwater Fund, Wastewater Fund, and Cable Television Fund are City municipal operations designed to fully recover costs through user fees. Internal Service Funds also operate as business activities, providing exclusive support to the City's internal operations. The Central Garage, Building & Facilities Maintenance, Self Insurance, and Technology Support make up these funds.

Revenues

- **Water** (51% of budget compared to 51% in 2010-11)
  Budgeted 2011-12 revenues are $732,800 higher than 2010-11 as part of the three-year rate increase program approved by City Council in 2009.
- **Wastewater** (50% of budget compared to 48% in 2010-11)
  Budgeted 2011-12 revenues are $645,100 higher than 2010-11 as part of the three-year rate increase program approved by City Council in 2009.
- **Stormwater** (46% of budget compared to 48% of budget in 2010-11)
  Stormwater fees are collected through the County property tax roll with the first payment received in December.
- **Cable Television** (46% of budget compared to 45% in 2010-11)
  The 2011-12 budgeted revenues are $733,500 less the 2010-11 budget. Revenues received as of December 31, 2011, are $213,000 less than the prior year.
- **Internal Service Funds** (50% of budget compared to 50% in 2010-11)
  The charges for each of the Internal Service Funds are determined during the budget process and remain unchanged during the fiscal year unless amended.

Expenditures

Expenditures for the four Enterprise Funds and the four Internal Service Funds are all within their respective budget levels for the six-month period of the fiscal year, with the exception of the Self Insurance Fund, which is at 63% of budget due to one-time settlement payments during the current fiscal year.

Summary

Based on the second quarter financial results and the mid-year revenue trends, staff anticipates that General Fund revenue increases will be sufficient to cover the loss

of revenue to the General Fund from the elimination of redevelopment at fiscal year end. Staff will provide further review of the financial issues resulting from the loss of redevelopment as part of the Study Session on February 14.

FISCAL IMPACT

The Mid-Year Financial Report as of December 31, 2011 on the General Fund, Special Revenue Funds, Enterprise Funds, and Internal Service Funds Budgets provides the City Council a periodic update on the 2011-12 budget.

ALTERNATIVES

None, for information only. Additional information or analysis can be provided upon the request of the City Council.

RECOMMENDATION

Receive Mid-Year Financial Report as of December 31, 2011 for the 2011-12 General Fund, Special Revenue Funds, Enterprise Funds, and Internal Service Funds Budgets.

ATTACHMENTS

Mid-Year Financial Report as of December 31, 2011.

DATE PREPARED: February 3, 2012

City of San Bruno
Quarterly Financial Report
As of December 31, 2011

GENERAL FUND	2011-12 December 31, 2011			2010-11 December 31, 2010			2011-12 v 2010-11	
Revenues	Amended Budget	YTD as of 12/31/11	% of Budget	Amended Budget	YTD as of 12/31/10	% of Budget	Yr to Yr Change ($)	Yr to Yr Change (%)
GENERAL GOVERNMENT								
Property Tax	5,566,400	2,841,391	51%	5,605,000	2,709,658	48%	131,734	5%
Sales Tax	6,100,000	2,576,493	42%	5,350,000	2,659,052	50%	(82,560)	-3%
Motor Vehicle License Fee	3,340,700	1,638,674	49%	3,300,000	1,627,219	49%	11,456	1%
Charges for Services	3,156,013	1,578,010	50%	3,004,942	1,500,048	50%	77,962	5%
Use of Money and Property	1,789,000	912,139	51%	2,095,811	930,701	44%	(18,562)	-2%
Franchise Fees	1,758,584	663,006	38%	1,759,243	662,932	38%	74	0%
Regulatory (Card Room) Tax	1,496,000	786,354	53%	1,490,728	765,616	51%	20,738	3%
Business Taxes	1,728,400	1,137,483	66%	1,440,000	1,178,836	82%	(41,354)	-4%
Recoveries & One-time	576,553	45,592	8%	1,406,100	75,681	5%	(30,089)	-40%
Hotel/Motel Occupancy Tax	1,577,200	950,839	60%	1,350,000	792,907	59%	157,932	20%
Sub Total	27,088,850	13,129,981	48%	26,801,824	12,902,650	48%	227,331	2%
DEPARTMENTAL								
Police	1,124,158	663,071	59%	1,447,396	701,634	48%	(38,563)	-5%
Recreation/Senior Services/Parks	1,215,716	417,148	34%	1,014,500	433,466	43%	(16,318)	-4%
Engineering & Streets	853,551	523,937	61%	849,906	410,217	48%	113,720	28%
Planning & Building	1,210,155	1,070,967	88%	805,500	342,940	43%	728,027	212%
Fire	220,000	254,687	116%	266,000	179,626	68%	75,061	17%
Library	180,000	80,302	45%	202,600	75,230	37%	5,072	7%
Sub Total	4,803,580	3,010,111	63%	4,585,902	2,143,113	47%	866,999	40%
Total Revenues	31,892,430	16,140,092	51%	31,387,726	15,045,763	48%	1,094,329	7%
Expenditures								
Police	12,206,997	5,756,111	47%	12,012,047	5,647,906	47%	108,205	2%
Fire	7,389,171	3,556,923	48%	7,136,504	3,411,510	48%	145,413	4%
General Administration Council, Clerk, Treasurer, City Attorney, City Manager, HR, Finance, Revenue Services	3,382,131	1,440,457	43%	3,255,945	1,466,078	45%	(25,621)	-2%
Parks	1,949,863	900,376	46%	1,891,047	904,800	48%	(4,424)	0%
Engineering & Streets	1,845,476	1,048,021	57%	1,804,524	874,087	48%	173,934	20%
Library	1,674,053	810,186	48%	1,672,088	826,960	49%	(16,774)	-2%
Recreation	1,347,148	703,755	52%	1,242,739	661,636	53%	42,119	6%
Planning & Building	1,093,621	464,705	42%	1,070,735	418,994	39%	45,710	11%
Senior Services	796,143	397,922	50%	821,092	428,594	52%	(30,672)	-7%
Non-Departmental	681,301	212,333	31%	699,113	228,783	33%	(16,450)	-7%
Total Expenditures	32,365,906	15,290,790	47%	31,605,834	14,869,344	47%	421,445	3%

City of San Bruno
Quarterly Financial Report
As of December 31, 2011

REDEVELOPMENT FUNDS

	2011-12 December 31, 2011			2010-11 December 31, 2010			2011-12 v 2010-11	
	Amended Budget	YTD as of 12/31/11	% of Budget	Amended Budget	YTD as of 12/31/10	% of Budget	Yr to Yr Change ($)	Yr to Yr Change (%)
Redevelopment Operations								
Revenue	7,279,050	2,884,271	40%	7,007,679	3,676,536	52%	(792,265)	N/A
Expenditure	5,641,905	924,259	16%	6,632,178	920,895	14%	3,364	0%
Low/Moderate Income Housing								
Revenue	1,822,525	723,986	40%	1,751,920	920,896	53%	(196,910)	N/A
Expenditure	1,416,182	241,999	17%	1,409,531	230,745	16%	11,254	5%

ENTERPRISES & INTERNAL SERVICE FUNDS

	2011-12 December 31, 2011			2010-11 December 31, 2010			2011-12 v 2010-11	
	Amended Budget	YTD as of 12/31/11	% of Budget	Amended Budget	YTD as of 12/31/10	% of Budget	Yr to Yr Change ($)	Yr to Yr Change (%)
Central Garage								
Revenue	668,841	333,546	50%	623,197	311,604	50%	21,942	7%
Expenditure	654,652	220,454	34%	654,553	287,466	44%	(67,013)	-23%
Buildings & Facilities Maintenance								
Revenue	916,188	456,504	50%	1,006,061	503,040	50%	(46,536)	-9%
Expenditures	918,568	388,523	42%	869,990	399,646	46%	(11,123)	-3%
Self-Insurance								
Revenue	1,584,954	798,122	50%	1,578,022	789,018	50%	9,104	1%
Expenditure	1,771,209	1,113,567	63%	1,768,485	898,739	51%	214,829	24%
Technology Support								
Revenue	473,482	235,956	50%	487,766	243,894	50%	(7,938)	-3%
Expenditure	485,176	236,044	49%	486,850	203,916	42%	32,128	16%
Water Enterprise								
Revenue	10,790,059	5,555,543	51%	10,057,186	5,135,777	51%	419,766	8%
Expenditure	7,492,105	3,493,727	47%	6,822,015	3,142,761	46%	350,966	11%
Stormwater Enterprise								
Revenue	620,650	286,919	46%	597,000	287,567	48%	(649)	N/A
Expenditure	544,972	192,707	35%	532,249	219,858	41%	(27,151)	-12%
Wastewater Enterprise								
Revenue	11,245,764	5,656,518	50%	10,600,626	5,084,736	48%	571,782	11%
Expenditure	7,348,447	3,065,711	42%	7,094,177	3,074,001	43%	(8,290)	0%
Cable Television Enterprise								
Revenue	11,068,270	5,101,809	46%	11,801,793	5,314,878	45%	(213,069)	-4%
Expenditure	9,956,210	4,551,801	46%	10,812,633	4,460,727	41%	91,074	2%