Community Collaboration

**FUELING COMMUNITY IMPROVEMENTS IN THE CITY OF GOOD LIVING**

In the last fiscal year, the City of San Carlos has been active in engaging with the San Carlos community, collaborating in-person and online about how to move San Carlos forward while maintaining the quality of life we have all come to enjoy in the City of Good Living.

City staff and elected officials have dialoged with the community about challenges related to parking and traffic, pedestrian safety, home size, firearms, and more. These discussions, held in-person at Council and Commission meetings, town-hall forums, Citizens Academy classes, and online through Shape San Carlos, NextDoor, and social media, have informed and positively affected the way that the City provides essential safety protection, critical infrastructure improvements, and indispensable recreational services.

The City of San Carlos will continue to build on this collaborative model of community engagement, and appreciates everyone who has volunteered their valuable time and given their sincere effort to help address these shared issues.

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**AWARDS**

The City of Good Living Goes Platinum

Both the City of San Carlos and the San Carlos community received Beacon Spotlight Awards from the Institute for Local Government this past year. The Platinum awards (the highest level achievable), recognized continued efforts in sustainability. The San Carlos community achieved a 21% reduction in greenhouse gas emissions, while the City of San Carlos was able to cut energy use by 32%.

Congratulations to everyone in the City of Good Living whose collective “green” efforts made this possible!
San Carlos’ property tax rate is less than the average in San Mateo County and lower than 13 other cities in the County.

Community & Recreation

The City of San Carlos continued to facilitate community building this past year, hosting annual events centered on family, friends, and fun!

**COMMUNITY EVENT HIGHLIGHTS**

- The 9th Annual **Goblin Walk** saw hundreds of costumed tots trick-or-treat on Laurel Street on October 27, 2017.
- Snow fell on Laurel Street at the 8th Annual **Night of Holiday Lights** as San Carlans bundled up to enjoy live music, carols, and warm refreshments downtown.
- Our **Movies in the Park** series entertained families over the summer in partnership with the Sheriff’s Activities League.
- The 1st Annual **Family Campout** was launched. 364 community members helped kick-off this instant classic at Burton Park, complete with s’mores roasting, a BBQ dinner, and a sunset movie.
- The San Carlos **Music in the Park** series served up six Friday Night Music in the Park concerts and two Sing & Swing Saturday morning concerts to keep the City of Good Living rocking!

**RECREATION CLASSES AND COMMUNITY ATHLETICS**

The San Carlos Community stayed active in the last year, taking advantage of the many unique classes and programs offered by Parks & Recreation.

*Classes and sports programs by the numbers:*

**Recreation Classes**

- **6,293** community members enrolled in a recreational class or program
- **940** youth participants enrolled in Club Ed Summer Enrichment Camps, spending their summer learning about science, cooking, engineering, and performing arts

**Community Athletics**

- **27** adult sports leagues, with **2,200** participants
- **360** youth classes and camps offered throughout the year
- **520** participants in Youth Basketball and Friday Night Flag Football

**ACTIVE ADULT SERVICES**

The Adult Community Center (ACC) offers engaging activities for active adults in San Carlos and continues to add new wellness programs each year.

*Some ACC highlights from the last year include:*

- **900+** Active ACC Memberships
- **6,000** meals served at the Park View Cafe
- **22** Day Trips and **8** Extended Tours offered, taking residents everywhere from Napa to Tokyo

**YOUTH DEVELOPMENT**

- **9** weeks of Adventure Camp, saw nearly **100** campers each week engaged in outdoor learning and fun
- **400+** active Youth Center Memberships
- **10,102** check-ins to the San Carlos Youth Center for after-school sports, games, and crafts; averaging 75 drop-in participants each day
Community Participation

VOLUNTEER EXPO
The 7th annual San Carlos Volunteer Expo was held on May 12, 2018. 25 local non-profit organizations tabled the event, providing residents with information about their programs and services, and discussing available volunteer opportunities in the community.

EARTH DAY CLEAN UP OF DOWNTOWN LAUREL
In April 2018, the City of San Carlos hosted its third annual Earth Day clean-up. More than 40 community members of all ages volunteered their time to rid Laurel Street and the surrounding downtown of cigarette butts and other trash. Volunteers also helped spread mulch at Vista Park, and planted new indigenous, drought-tolerant trees.

SHAPE SAN CARLOS
San Carlans were active on the City’s community survey forum, with 2,600+ visitors, 600+ registered responses, and over 100 hours’ worth of public comment. The community shared its input on topics ranging from firearms regulations to recycling and composting.

PUBLIC SAFETY FAIR
On September 17, 2017, the City of San Carlos, in partnership with the San Carlos Fire Department and San Mateo County Sheriff’s Office, helped teach the community about public safety and disaster preparedness at the annual San Carlos Public Safety Fair. Highlights included:

- Multiple tables with educational materials on topics such as staying safe in your home, preparing for a natural disaster, and fire safety;
- Children’s activities including kid-sized fire gear and a craft table with coloring books and age appropriate safety messages;
- A smoke trailer that simulates a home fire to educate the public, especially children, on safely exiting your home during a fire and a live fire demonstration to demonstrate how to properly extinguish a grease/kitchen fire;
- Police cars and motorcycles, SWAT vehicles, a mobile command center, fire engines, and fire trucks; and
- Local police officers and firefighters on-hand to chat with community members and answer questions.

PUBLIC SAFETY BY THE NUMBERS:
Sheriff’s Office
- 13,094 calls for service responded to
- Average response time to emergency incidents: 3 minutes, 55 seconds
- 791 arrests made
- 2,252 crime reports taken
- 2,352 moving citations issued

Fire Department
- 2,415 calls for service responded to
- 351 Annual Fire & Life Safety Inspections completed
- 52 public education events hosted
- 3,753 public education contacts made
- 80 CERT students trained

EUCALYPTUS TREE REMOVAL
The City of San Carlos removed 18 eucalyptus trees in the public right-of-way along San Carlos Avenue, from Charlton Street to Sycamore Street. These trees posed a public safety danger due to their age, large size, regular limb failure, and falling risk.
Community Improvements

The San Carlos Public Works Department was busy again this year, completing a variety of crucial infrastructure repairs and improvements throughout the city.

Here’s a look at some major repairs and improvements by the numbers:

**SIDEWALK REPAIR**
- 3,263 square feet of sidewalk repaired
- 1,768 square feet of driveway approach repaired
- 344 linear feet of curbs and gutters repaired

**PAVEMENT REHABILITATION & TRAFFIC STRIPING**
- 28 curb ramps replaced (ADA accessibility)
- 3.5 miles of pavement rehabilitated
- 80,175 linear feet of new traffic striping and marking

**SAN CARLOS SEWER SYSTEM IMPROVEMENTS**
- 177 sewer laterals repaired and replaced
- 565 lateral feet of sewer main rehabilitated
- 5,531 lateral feet of sewer main replaced

**ST. FRANCIS WAY AND BEVERLY DRIVE TRAFFIC CALMING & PEDESTRIAN SAFETY PROJECT**
- 8 ADA-accessible ramps added
- 2,066 square feet of sidewalk added (including bulb-outs)
- 582 linear feet of curb and gutter repaired and replaced
- 80,175 linear feet of new striping and marking

**NEW TRAFFIC SIGNALS**
New traffic signals were installed at Cherry and El Camino Real and at East San Carlos Avenue and Industrial to improve safety for pedestrians, bicyclists, and motorists.

**HIGHLANDS PARK PLAYGROUND RENOVATION**
On January 6, 2018, the City unveiled a fully renovated playground at Highlands Park. Project highlights included an expanded play area, increased restroom capacities, new pathways, an improved park entrance, additional seating around the play area, new rubber surfacing, an upgraded ADA-accessible path to Stadium Field, and enhanced play elements. Kids love the new “Oodle” swing, tree house (with net-bridge connection), and climbing and balancing features. The Parks & Recreation Foundation of San Carlos donated $50,000 toward the playground improvements.

**ARGUELLO PARK PLAY SURFACING**
The Arguello Park play surface was replaced in May 2018. After years of play and love, the old surface was deteriorating and a new poured-in-place rubber surfacing was installed.

**UTILITY BOX MURAL PROJECT**
Phase Two of the Utility Box Mural Project was completed in summer 2018. 53 designs were submitted by 32 local artists. A total of 24 murals now brighten up the City of Good Living.

**NEW SHADE AT THE BOCCA COURTS**
Through a generous donation from the Parks & Recreation Foundation of San Carlos, new cantilever shade canopies for the Burton Park Bocce Courts were purchased and installed in May 2018. These canopies provide additional shade and relief from the heat during the summer months.

**NEW RESTROOMS AT BURTON PARK**
New restrooms at Burton Park opened just in time for Hometown Days weekend! The south-end restroom behind the Youth Center underwent a complete renovation with new tiling, counters, and fixtures. The north-end restroom now has increased capacity, including a family/all-gender, single-use restroom.

**NEW COMMUNITY MEETING PORTAL**
The City implemented a new agenda management system in August 2017. In addition to streamlining staff’s review process of agenda materials, this system provides a meeting portal for the community to easily access agendas, minutes, and videos for our City Council and Commission meetings.

INFO View agendas at: sancarlosca.iqm2.com
Community Development

INCREASED AFFORDABLE HOUSING
In 2018, the City partnered with non-profit affordable housing developer, Charities Housing, to turn a City-owned 7-unit affordable housing building into a new 24-unit building. Additionally, 23 new below-market rate (BMR) units have been built, and are or will be occupied by community members on the City’s BMR waitlist.

EXPANDED FREE PUBLIC PARKING
As part of the downtown Wheeler Plaza development, 252 new parking spaces were made available (including designated electric vehicle parking), in addition to 25 bicycle spaces. The City also established a new parking lot on the east side of El Camino Real to help downtown employees park without time restrictions.

BUILDING BY THE NUMBERS:
• Permits Issued: 1,375
• Valuation of work: $124,150,677
• Completed 7,440 inspections
• Issued 112 residential solar permits

Finance:

GENERAL FUND REVENUE AND EXPENDITURES

The majority of the City's funding comes from the General Fund, which is generated predominantly through property and sales taxes, business registrations, and fees for services.

As the City's primary operating fund, the General Fund supports crucial day-to-day necessities, such as police and fire services, parks and recreation, community development, government administration, and general public works projects.

To operate efficiently and ensure the economic challenges and opportunities of the future can be met with an appropriate response, the City continuously looks beyond the current budget cycle when preparing its financial plan.

GENERAL FUND OPERATION REVENUES
FY 2017-18 BUDGETED

GENERAL FUND OPERATION EXPENDITURES
FY 2017-18 BUDGETED
Manager’s Message

San Carlos has never been a “tax rich” city, in that only about 10% of property taxes paid by its residents goes toward funding the City. In fact, 100% of the property tax revenue the City receives only pays for about 50% of the cost to provide Police and Fire/Emergency Medical Services. Nor does San Carlos have any special revenue taxes, such as a local ¼ or ½ cent sales tax or utility user tax. This presents many challenges to providing high quality services and improving infrastructure and facilities.

Those of us in City Hall are especially proud of how we manage our limited financial resources each year as we hustle to find new ways to do more than many cities with less. Being efficient and effective with our precious tax revenue is a topic planned for and discussed by staff and Council on a daily basis, and features prominently in every decision made by our community representatives. Each year, San Carlos receives multiple awards and is recognized for innovative programs and projects and outstanding financial management and long range planning.

I am humbled and thankful to be able to work alongside so many dedicated, talented and hardworking government officials and employees here in San Carlos. This annual report is a testament to the fact that each and every year this community strives to improve itself and live up to its moniker as the “City of Good Living.”

Thanks to all who live and work in San Carlos.