2.1.19

Updates and information on programs and projects at the City of San Carlos.

City Manager

Commuter Shuttle Update
The San Carlos Commuter Shuttle (Shuttle) is primarily funded by Measure A grant funds with support from the City and our business partners, Natera, Marriott Residence Inn and the Palo Alto Medical Foundation. The Shuttle provides commuters with a first/last mile connection between the San Carlos Caltrain Station and businesses on the north side of the city. However, with low ridership and unreliable service due to driver shortages and route cancellations, the Shuttle is not performing as required. In collaboration with Commute.org, the City is looking for alternative solutions to this problem. See the attached report for details.

Outreach Concerning Smoke-Free Multi-Unit Housing and Flavored Tobacco Sale Ban
City staff will engage with the community regarding these two topics. Plans are underway for a Shape San Carlos online town hall forum (survey) and stakeholder meetings. We hope to discuss the issues and gather input from the community before bringing this item back to City Council in March for consideration.

One stakeholders meeting will be held for each of these topics to engage impacted parties in this process. Joining City staff will be the experts who attended the Council study session. The meetings will be limited to the groups listed below to ensure their concerns are well understood on this issue.
Smoke-Free Multi-Unit Housing (MUH) Stakeholders
We will invite representatives from a number of stakeholders to a meeting. Among the groups will be MUH property owners and managers; the California Apartment Association representative; condominium homeowner’s association representatives; hotel managers; realtors; and Smoke Free San Carlos representatives.

Flavored Tobacco Sale Ban Stakeholders
Stakeholders we will invite to a meeting include: San Carlos tobacco retailers; San Carlos and Sequoia School District officials and Parent Teacher Association groups; San Mateo County Health representatives, and the Tobacco Education Coalition.

Administrative Services
Here are some quick updates from the Human Resources Division of the Administrative Services Department on recruitments to fill vacant positions at the City.

Open Recruitments
• Maintenance Worker – Recruitment closes on February 11th
• Sr. Administrative Clerk (Parks & Recreation) – Recruitment closes on February 19th
• Recreation Leader I & II (Summer Seasonal) – Recruitment closes on March 15th
• Summer Interns (City Manager & Public Works) – Recruitment open until filled

Upcoming Recruitments
• Management Analyst (Community Development)

New Hires
• Maintenance Worker – New hire starts on February 4th
• Accounting Technician II (Payroll) – New hire starts on February 19th

City Clerk
Board and Commission Recruitment Update
Residential Design Review Committee
The City is currently recruiting to fill a seat on the Residential Design Review Committee (due to an unexpected vacancy). The filing period will remain open until the position is filled.

More information on this recruitment can be found on the City’s website: www.cityofsancarlos.org/CurrentOpenings, or by contacting City Clerk Crystal Mui at cmui@cityofsancarlos.org, or (650) 802-4219.
Community Development

Below Market Rate (BMR) Housing Waitlist and Selection Process

Waitlist Information

Per Ordinance No. 1416, which was adopted by the City Council on February, 22, 2010, the City of San Carlos maintains a waitlist for all BMR units in the City. Generally, BMR units are designated for either very low, low, or moderate income households. Income limits are determined by the U.S. Department of Housing and Urban Development (HUD) and are based on the Area Median Income (AMI). A breakdown of these income limits for San Mateo County is in the table below:

<table>
<thead>
<tr>
<th>Income Category</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Low (50% AMI)</td>
<td>51,350</td>
<td>58,650</td>
<td>66,000</td>
<td>73,300</td>
<td>79,200</td>
<td>85,050</td>
<td>90,900</td>
<td>96,800</td>
</tr>
<tr>
<td>Low (80% AMI)</td>
<td>82,200</td>
<td>93,950</td>
<td>105,700</td>
<td>117,400</td>
<td>126,800</td>
<td>136,200</td>
<td>145,600</td>
<td>155,000</td>
</tr>
<tr>
<td>Moderate (120% AMI)</td>
<td>99,450</td>
<td>113,700</td>
<td>127,900</td>
<td>142,100</td>
<td>153,450</td>
<td>164,850</td>
<td>176,200</td>
<td>187,550</td>
</tr>
</tbody>
</table>

In addition to the above income limits, in 2017 the City Council established the following criteria via Resolution No. 2017-090:

1. A minimum household size of one person per bedroom is required for each BMR unit.
2. Households with assets of $60,000 to $200,000 will have 10% of those assets reflected as additional annual income; household assets of $200,000 to $350,000 will have 15% counted towards annual income; and households with assets above $350,000 will not be eligible for a BMR unit. Assets in retirement accounts or under $60,000 will not count towards annual income.
3. Applicants may be considered residents of San Carlos after living in the city for at least one year and may remain on the preferred list for one year after moving out of San Carlos.
4. To be considered a worker in San Carlos, one household member must work within the City limits for a minimum of 19 hours per week.

Households sign up to be on the waitlist by providing their names and contact information, household size, income and asset amounts, and whether or not they are interested in renting, buying, or both. The waitlist is then separated into two groups – those who live or work in San Carlos as defined above, and those who do not. Per Municipal Code section 18.16.080, priority is given to those who live or work in San Carlos. To sign up for the City’s waitlist, visit the link below:

https://apply.havenconnect.com/verify?appUrl=%2Fsan-carlos%2Finterest-list%2F5bd1cd06-8a1a-45fb-9cca-6a9793f40c1c
**Selection Process**
When it comes time to place a household in an available BMR unit, the City follows the below process:

1. When the City anticipates that a unit may become available soon, a group of households (typically 25 at a time) is contacted beginning with those that have been on the waitlist the longest.
2. Five days after reaching out to this group of households, a list is prepared of those who have responded and initially meet the income thresholds of the unit that is becoming available. This list is then delivered to the real estate agent or property manager representing the unit, who then goes through the list until a household willing and able to move into the available unit is found.
3. The property’s representative then conducts a thorough income verification that typically includes collecting W-2s or annual tax returns to ensure that the household meets the income qualifications.
4. If a household meets the qualifications and is selected to move into a unit, the property representative then sends the collected documentation to the City for review and safekeeping. For rental properties, a representative of the property must recertify each BMR tenant on an annual basis to ensure that the relevant BMR requirements continue to be met.
5. If a qualified and interested household is not found during this first round of outreach, then the City will reach out to the next group of households on the waitlist and the process will continue until a suitable household is found.

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**Fire**

**Wildfire Mitigation Efforts**
In the last year, the City received two grants focusing on fuel management in parks and open spaces. The first grant is funded in part by the California Fire Safe Council in partnership with Fire Safe San Mateo County. Work funded by this grant will be done in Eaton and Big Canyon parks, which will include removal of vegetation using CALFIRE hand crews.

The second grant received is funded by the Federal Emergency Management Agency (FEMA) and will consist of fuels management in Crestview and Highlands parks and other areas identified during environmental review. The project will require the use of CALFIRE hand crews, goats and heavy equipment.

Prior to the work beginning, impacted community members in the areas will be notified. Environmental review will take place over the next few months with work anticipated to begin this spring.

In addition, the Parks & Recreation, Public Works and Fire departments partnered with the homeowners of La Ventana Del Mar on Crestview Drive to greatly improve the defensible space around the community using chippers and hand crews. The City looks forward to expanding this type of partnership.
Wildland Urban Interface inspections were completed last summer in the “high fire danger” area of San Carlos. Residents were informed about the issues noted to their specific properties and how to reduce the risks associated with weed overgrowth. Inspections will resume this spring. Residents in the area were also mailed postcards with information on how to protect their homes from wildfire, and the City’s website has been updated to reflect the current recommendations on how to make a home more fire resistive

https://www.cityofsancarlos.org/government/departments/fire

Residents are also encouraged to sign up for SMC Alert at
https://hsd.smcsheriff.com/smcalert

Finally, the Fire Department is collaborating with several other bay area departments to determine the feasibility of emerging technologies for the early detection of wildfire. The possibilities include cameras, both video and thermal, and heat sensors. The research includes the cost/benefit of these systems. Although the research is in its early stages, if a technology system is found that improves fire safety for residents, the Council will be informed.

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**Parks & Recreation**

**Youth Basketball and Flag Football Leagues**

On Friday evenings, 224 athletes ages 7-11 years play “5 on 5” flag football under the lights at Highlands’ field. This coed league emphasizes skill development, good sportsmanship and teamwork. 315 youth grades kindergarten to 6th participate in the recreation youth basketball league. This fun, low pressured league is a great way to introduce young athletes to the sport of basketball and help them develop skills. Both leagues are a huge success with over 100 volunteer coaches.

**Community Pasta & Bingo Night at the ACC**

The Adult Community Center (ACC) hosted the semi-annual Pasta & Bingo Night on January 25th. More than 90 participants attended the fun evening, which included appetizers, pasta dinner and entertainment by the Tom Posve Trio. Bingo games began after dinner with a winner for each game, including a blackout winner. Volunteers took part in the event by assisting with event setup, Bingo game coordination and kitchen help.

**Community Crab Feed February 23**

The Friends of the San Carlos Adult Community Center, a non-profit organization, will be hosting its annual Crab Feed on Saturday, February 23rd. The evening begins with a No-Host Bar at 4:30 p.m. and dinner follows at 5:30 p.m. All you can eat fresh cracked crab, pasta and meatballs, salad and dessert will be served family style. The evening will include a silent auction and raffle prizes. Limited tickets are still available at the ACC for $55 per person. Proceeds from the dinner benefit ongoing programs at the ACC.
Police

Vehicle Burglaries
On January 22nd at approximately 12:00 a.m., deputies responded to In-N-Out Burger located at 445 Industrial Road on the report of a vehicle burglary. Suspect(s) smashed a window and stole a laptop computer valued at $2,500 that was hidden under the driver’s seat. A report was taken and forwarded to the Detective Bureau for further investigation.

On January 28th at approximately 8:50 p.m., deputies responded to Best Buy located at 1127 Industrial Way on the report of a vehicle burglary. Suspect(s) smashed a window and stole a smartwatch valued at $300 that was sitting on the front passenger seat. A report was taken and forwarded to the Detective Bureau for further investigation.

Vehicle Burglary Arrest
On January 19th at approximately 9:15 a.m., deputies responded to the 1500 Block of Gover Lane on the report of a past vehicle burglary. A laptop, wallet, credit cards and other miscellaneous items were stolen from the victim’s vehicle while it was parked in front of his residence. The victim’s stolen credit cards were then used to make purchases at a Circle K convenience store and a CVS Pharmacy in Redwood City. Thanks to video surveillance from the stores, deputies were able to identify the suspect and obtain a warrant for his arrest. On January 29th, deputies located the suspect, arrested him and booked him into the Maguire Correctional Facility without incident.

Residential Burglary
On January 24th at approximately 1:30 a.m., deputies responded to the 100 Block of Hillcrest Road on the report of a residential burglary. Suspect(s) stole the victim’s garage control from her vehicle, which was parked in front of her residence. Once inside the garage, suspect(s) stole approximately $370 worth of electronics. A report was taken and forwarded to the Detective Bureau for further investigation.

Public Works

Eucalyptus Tree Removal Update
After the City Council approved Phases II and III of the Eucalyptus Tree Removal Project, Public Works sent out notification letters to the eight affected property owners. The notification letters provided the project description, construction schedule and impacts. Acknowledgement forms were also included to determine which properties will participate in the program. The property owners are asked to return their signed acknowledgement forms to Public Works no later than Friday, February 8, 2019.

A kick-off meeting was held with the design consultant, Harris & Associates, to begin preparing the design package for advertisement. The design will begin after it is known which properties will participate in the program and their trees have been assessed. Public Works expects to remove 15 trees during each phase for a total of 30 trees.
The design package will be finalized in March, project advertisement and bidding in April and construction for Phase II only to begin in June 2019 and completed in August 2019 to minimize impacts to the community prior to the start of the school year.

Due to the number of eucalyptus trees for removal and the shortened construction schedule, Phase III is not scheduled until June 2020.

**Pedestrian Safety Improvement Project**

A kick-off meeting with the design consultant, GHD, was held on the San Carlos Avenue Pedestrian Safety Improvement Project to discuss the project outreach and the schedule for design and construction. Public Works and GHD will host two open houses – one on February 13 and the other on March 14, 2019 from 6 p.m. to 8 p.m. at Arundel Elementary School’s Multi-Use Room. The open houses will provide opportunities for Public Works and GHD to discuss the proposed improvements and impacts and allow the community to provide input. In addition, the affected property owners along San Carlos Avenue who want to discuss the specific improvements along their property frontages can schedule one-on-one meetings with staff. Staff will send out a City-wide mailer and post door hangers along the San Carlos Avenue by early next week notifying them of the open houses. The open house notice is attached.

**Bicycle and Pedestrian Master Plan**

Visioning for the San Carlos Bicycle and Pedestrian Master Plan (Master Plan) has begun. Staff has been gathering community input through various pop-up events at the Art and Wine Faire, Farmer’s Market, and the Adult Community Center. We also have an online survey with an interactive map on the City’s webpage to collect information on walking and biking challenges and opportunities in San Carlos. Over 200 survey entries have been received so far. In addition, at the January 15th Transportation & Circulation Commission meeting, over 20 residents participated in the Master Plan discussion.

Continuing our outreach efforts, below are two upcoming workshops:

- Thursday, February 21, 2019, Library Conference Rooms, 6-8 p.m.
- Tuesday, March 5, 2019, Laureola Community Center, 6-8 p.m.
San Carlos Commuter Shuttle Program Update

Background

Since October 2016, the San Carlos Commuter Shuttle (Commuter Shuttle) has provided the first/last mile connection between the Caltrain station and the City’s Shuttle Business Partners clustered on the northeast side of San Carlos. Our current Business Partners are Natera, Marriott Residence Inn and the Palo Alto Medical Foundation.

The San Carlos Commuter Shuttle is supported by objectives included in the City’s General Plan Circulation and Scenic Highways Element (Goals CSH-2 and CSH-3), the 2016-2019 Economic Development Plan (Initiative 6) and the Climate Action Plan (Transportation and Land Use Emissions Reductions, Item 6). In addition, the City’s Economic Development Advisory Commission and the City Council have supported the Commuter Shuttle.

The Commuter Shuttle is funded by a grant through Measure A, a half-cent transaction and use tax dedicated towards highway and transit improvements. A portion of these funds are dedicated to supporting local and employer-based shuttle programs. The Commuter Shuttle is currently in its second round of grant funding administered by the San Mateo County Transportation Authority (TA) and the City and County Association of Governments (C/CAG). The shuttle was approved for two years of operation during each round. The grant funds 75% of program costs, with the remaining 25% paid through Business Partner contributions and the City’s General Fund.

The City contracts with Peninsula Traffic Congestion Relief Alliance (Commute.org) and MV Transportation (MV) to operate the Commuter Shuttle, which includes providing drivers, vehicles, route planning and scheduling, some outreach and customer service. The City manages our business partnerships, marketing and some outreach, and the grant funding and reimbursement process.

Numbers: Cost and Ridership

The TA and C/CAG first awarded the City grant funding in its Fiscal Year 2016-17 and 2017-18 two-year award cycle to operate the Commuter Shuttle. A second grant for Fiscal Years 2018-19 and 2019-20 is in the amount of $187,000. The City is responsible for 25% ($61,000) of the operating costs, of which 20% ($50,000) is matched by participating Business Partners. Based on ridership data, the Commuter Shuttle experiences an average ridership of 631 passengers per month, at an average a cost of $14.81 per passenger. The City’s goal under the grant program is to lower the cost per passenger to $8.00, which would require a monthly ridership of about 1,200 passengers.

Recent Commuter Shuttle Program Issues: Low Ridership, Reliability and Cancelled Routes

The San Carlos Commuter Shuttle has always suffered from low ridership numbers. The TA’s grant program establishes a minimum cost per passenger, which the shuttle has yet to achieve. This is something that can be addressed by gaining more riders. At present, the situation hasn’t yet been resolved, but there are some promising partnerships that may be possible on the horizon.

More troubling is the service provider, MV Transportation. MV, along with many transportation service providers in the Bay Area, has experienced driver shortages and high staff turnover. MV started having driver shortage issues as far back as October 2017, with issues being sporadic until this past summer. Of
the 20 routes (27 vehicles) that Commute.org manages, there has been approximately three vehicle cancellations per day for the past six months. SamTrans has temporarily suspended service on several routes, meaning it stopped the service altogether or removed one vehicle from a multi-vehicle route. Commute.org has suspended one of the three vehicles on the Brisbane Crocker Park route, which is a route that averages 7,000 riders per month.

Filling open driver positions has been a struggle. As a result, numerous shuttle routes have been cancelled throughout the County. Up until October 2018, San Carlos was unaffected by these driver shortages. However, recent driver resignations have caused San Carlos to experience what the rest of the County has been facing. Since October, the Commuter Shuttle has had 19 route cancellations, primarily in the morning. In the event of a route cancellation, riders are notified through Commute.org’s text notification system as early as possible, but not having reliable transportation has become problematic for our partners. In addition, MV is also finding it difficult to find and retain good management. MV has had three general managers in the last year and continues to struggle to meet contractual obligations.

MV has increased its starting hourly rate for drivers to $20/hour (up from $16) and instituted a performance bonus program that pays drivers an additional $2/hour if they meet their metrics. The increase in pay rates helped recruit more new drivers, but the wages offered by providers of private-business coach services makes it difficult to retain drivers once they have their Class B licenses and experience operating revenue service. The recent announcement by Chariot, another bus company, that it would be closing its business means that over 300 drivers with Class B licenses will be looking for work. MV’s recruiting team has been working with Chariot to attract as many of those drivers as possible. As of mid-January, MV indicates that it still has 15-20 open positions for drivers who serve the San Mateo and Santa Clara County routes.

The City’s goal in supporting the Commuter Shuttle is to provide commuters a cost effective and reliable transportation service between the Caltrain station and their places of employment. Unfortunately, the City has been limited in its abilities to reach this goal. Our efforts to expand the Commuter Shuttle program and increase ridership and cost effectiveness cannot move forward with an unreliable shuttle vendor.

**Alternatives: Looking Forward**

**Change Shuttle Vendors**
Commute.org has met with multiple shuttle operators to find a more reliable shuttle service. However, the cost of alternative vendors are 25-85% above the current contract rates that we receive from MV. Many of the alternative vendors interviewed by Commute.org do not have excess driver capacity and would have to hire drivers to take on additional business. Those who are able to take on additional business without hiring drivers are most likely to have prices at the top of the range. Switching vendors would likely mean an increase in cost to both the City and the Commuter Shuttle Business Partners. In the meantime, Commute.org is making every effort to support MV.

**Ride Share Apps**
Services like UberPool and Lyft Line may offer an alternative solution to commuters in need of transportation from Caltrain to their places of employment. The City’s grant from the TA does not currently allow for Ride Share Apps. However, the City and Commute.org are researching funding opportunities for these ride share programs. Some ride share limitations include American’s with
Disabilities (ADA) compliance, reimbursement processing and rider outreach since these transportation services will be less visible to riders than a shuttle bus.

_In the Meantime_

The City and Commute.org will continue to try to help MV be successful. If reliability can improve, the City can offer the service to more business partners to reduce the cost of ridership. The City will also work with our partners on ways to improve the service.
We Want To Hear From You!
Help Create a Safer San Carlos Avenue!

Upcoming Open Houses

**Wednesday, February 13, 2019**
Anytime between 6:00 and 8:00 p.m.

and

**Thursday, March 14, 2019**
Anytime between 6:00 and 8:00 p.m.

**Location:**
Multi-Purpose Room at Arundel Elementary School
200 Arundel Road
San Carlos, CA 94070

You are invited to participate in the design of pedestrian, bicycle and beautification improvements along San Carlos Avenue.

These community meetings will provide opportunities for adjacent residents and the greater community to provide input on developing plans.

Come collaborate with us to create a safer San Carlos Avenue!

San Carlos Avenue Pedestrian Safety Project

For more information regarding this meeting please contact:
Mariza Sibal, Civil Engineering Assistant, (650) 802-4196
or e-mail: msibal@cityofsancarlos.org