"The City With a Heart"

Rico E. Medina, Mayor
Sandy Alvarez, Vice Mayor
Tom Hamilton, Councilmember, District 2
Michael Salazar, Councilmember, District 3
Marty Medina, Councilmember, District 4

AGENDA
SAN BRUNO CITY COUNCIL REGULAR MEETING
Agenda Amended on 05/11/2026 to update Item 6f, add Staff Report and attachments
May 12, 2026
7:00 PM

IN PERSON* MEETING LOCATION	****Zoom Link**
San Bruno Recreation and Aquatic Center, Community Room 251 City Park Way San Bruno, CA 94066 *Please turn off all electronic devices before the start of the meeting to prevent disruptions*	https://sanbruno-ca-gov.zoom.us/j/82394951629?pwd=AkrZbvDyd5C9caTOU7rNJliH0iJcma.1 **Phone Line:** 1-646-558-8656 **Webinar ID:** 823 9495 1629 **Webinar Password:** 652438 *Broadcast of the meeting is offered via Zoom as a courtesy to the public. **No public comment accepted via Zoom.

PUBLIC COMMENT: In person attendees who want to provide public comment, will be asked to fill out a speaker card and turn it into the City Clerk. Public comment may also be emailed to CityClerk@sanbruno.ca.gov. Comments received via email will not be read aloud during the meeting.

ACCESSIBILITY: In compliance with the Americans with Disabilities Act, individuals requiring special accommodations or modifications to participate in this meeting should contact the City Clerk's Office 48 hours prior to the meeting at (650) 616-7061 or CityClerk@sanbruno.ca.gov.

*Any disclosable public writings related to an open session item on a regular meeting agenda and distributed by the City to at least a majority of the City Council less than 72 hours prior to that meeting are available for public inspection at the City Clerk's Office at City Hall located at 567 El Camino Real, San Bruno, California during normal business hours. In addition, the City may also post such documents on the City's Website at sanbruno.ca.gov/AgendaCenter.

1. **CALL TO ORDER**

2. **ROLL CALL**

3. **PLEDGE OF ALLEGIANCE**

4. **PUBLIC COMMENTS FOR ITEMS NOT ON THE AGENDA**
Individuals allowed up to three minutes, subject to the Mayor's discretion based on the anticipated length in the meeting. 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.

5. **ANNOUNCEMENTS/PRESENTATIONS**
There is a single public comment period for all items in this section

   a. As of May 4, 2026, City Hall and all public service counters are open Monday through Thursday from 7:30 am to 5:00 pm, and are closed on Fridays

b. Join us for Police Day at Tanforan Mall on May 16, 2026 from 10:00 am to 2:00 pm in front of JCPenney parking lot. Come celebrate with multiple agency officers, community organizations, and even meet our K-9 partners. For additional information please reach out to sbsso@sanbruno.ca.gov

c. Proclamation Recognizing May 11-17, 2026 as National Police Week

d. Proclamation Recognizing May 2026 as Building Safety Month

e. Receive Presentation from San Mateo County Transit Authority (SMCTA) on their Active 101 Plan

f. Receive Presentation from City/County Association of Governments of San Mateo County (C/CAG) on San Bruno/South San Francisco Community Based Transportation Plan

6. **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. There will be a single public comment period for all items in this section unless a Councilmember requests to pull an item for a separate vote.

a. Approve the Draft Special Meeting Minutes for April 28, 2026 and Regular Meeting Minutes for April 22, 2025 and April 28, 2026

b. Approve Accounts Payable for April 28, 2026 and May 4, 2026

c. Accept Payroll for April 19, 2026

d. Approve Investment Report Dated April 30, 2026

e. Approve Reconciliation of General Ledger to Bank Report Dated March 31, 2026

f. Consider Adoption of a Resolution Approving the Tentative Agreement Between the City of San Bruno and Teamsters IBT Local 856 Police Unit for the Term January 1, 2026 through June 30, 2029, and Authorizing Execution by the City Manager

g. Consider Adoption of a Resolution Supporting the City/County Association of Governments of San Mateo County's (C/CAG's) 2026 San Bruno/South San Francisco Community-Based Transportation Plan and Determining the Action is Exempt Under the California Environmental Quality Act

h. Consider the Adoption of a Resolution Approving the Memorial Program Policy with Implementation to Take Effect in Fiscal Year 2026-27 in Conjunction with the Master Fee Schedule

i. Consider Adoption of a Resolution Authorizing the City Manager to Execute an Amendment to the Agreement with the County of San Mateo for Continued Provision of Animal Control, Shelter Services, and Animal Licensing, Extending the Term Through June 30, 2029

j. Consider Adoption of a Resolution Authorizing the Administrative Services Director to Execute a One-Year Agreement with Abnormal Security Corporation, Via Reseller Ally Technologies, for Advanced Email Security Services (Abnormal AI) in an Amount Not to Exceed $29,431.69 for a One-Year Term

7. **CONDUCT OF BUSINESS**

Public comment will be requested after each topic in this section

a. Consider Introducing, Reading By Title Only, and Waiving Further Reading of an Ordinance Entitled “An Ordinance of the City Council of the City of San Bruno Adding Chapter 3.41 to Article III (Fees) of Title 3 (Revenue and Finance) of the San Bruno Municipal Code, Relating to Driving Under the Influence (DUI) Emergency Response Cost Recovery and Finding Such Action to be Exempt from the California Environmental Quality Act

8. **COUNCIL COMMITTEE REPORT OUT**

9. **COMMENTS FROM COUNCIL MEMBERS**

10. **ADJOURNMENT –** The next Regular City Council Meeting will be held on May 26, 2026 at 7:00 pm

POSTING: I declare a copy of this agenda was posted at City Hall, 567 El Camino Real, San Bruno, among other locations in the city limits of San Bruno, on May 7, 2026, by 8:00 pm.

Lupita Huerta, City Clerk

MINUTES
SAN BRUNO CITY COUNCIL SPECIAL MEETING
April 28, 2026
5:30 PM

1. **CALL TO ORDER**

   The meeting was called to order at 5:30 pm.

2. **ROLL CALL**

   Councilmembers Hamilton, M. Medina, Salazar, Vice Mayor Alvarez, and Mayor R. Medina were all present.

3. **CLOSED SESSION**

   a. CONFERENCE WITH LABOR NEGOTIATORS
   Agency designated representatives: City Manager
   Employee Organizations: Teamsters Local 856, IBT Police; Teamsters Local 856, IBT Public Safety Mid-Management

   b. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION
   Pursuant to Government Code Section 54956.9(d)(1)
   Name of Case: In Re: National Prescription Opiate Litigation

   c. CONFERENCE WITH LEGAL COUNSEL – Existing Litigation
   (paragraph (1) of subdivision (d) of Section 54956.9)
   Name of Case: City of San Bruno and Walmart.com USA, LLC, v California Department of Tax and Fee Administration (San Mateo County Superior Court Case No. 23CIV05021)

   No members of the public wished to speak under Item c.

   City Council went into closed session for Item c. at 5:31 pm and returned to open session at 5:56 pm.

   No reportable action was taken.

4. **STUDY SESSION**

   a. Receive the Fiscal Year 2026-27 Budget Preview and Forecast

   Administrative Services Director & CFO Nick Pegueros presented the item to the City Council and answered questions

   City Manager Alex McIntyre answered questions

   No members of the public wished to speak under this item

No reportable action was taken.

City Council recessed the Special Meeting at 6:57 pm to reconvene Closed Session Items a and b after the regular meeting.

City Council moved to closed session at 7:37 pm and returned to open session at 8:50 pm.

No members of the public wished to speak under these items

No reportable action was taken.

4. **ADJOURNMENT**

This meeting adjourned at 8:51 pm to the next regular City Council Meeting on May 12, 2026 at 7:00 pm.

These meeting minutes were prepared by Lupita Huerta, City Clerk, and presented to the City Council for approval at the regular meeting of May 12, 2026.

Lupita Huerta City Clerk	Rico E. Medina Mayor

"The City With a Heart"

Rico E. Medina, Mayor
Marty Medina, Vice Mayor
Sandy Alvarez, Councilmember, District 1
Tom Hamilton, Councilmember, District 2
Michael Salazar, Councilmember, District 3

MINUTES
SAN BRUNO CITY COUNCIL REGULAR MEETING
April 22, 2025
7:00 PM

1. **CALL TO ORDER**

The meeting was called to order at 7:02 pm.

2. **ROLL CALL**

Councilmembers Alvarez, Hamilton, Salazar, Vice Mayor M. Medina and Mayor R. Medina were all present.

3. **PLEDGE OF ALLEGIANCE**

Peter Carey led the pledge.

4. **PUBLIC COMMENTS FOR ITEMS NOT ON THE AGENDA**

The following member(s) of the public provided comment(s):

- Tommy Ledesma

5. **ANNOUNCEMENTS/PRESENTATIONS**

a. The Spring Community Clean-Up Event with Recology is happening on Saturday, April 26, 2025 from 8:00-11:00 am at 975 Sneath Lane. San Bruno residents are invited to bring unwanted bulk items to this self-service drop-off event. Each household may dispose of up to 3 cubic yards of materials.
b. The Spring Compost Giveaway with Recology is happening on Saturday, April 26t, 2025 and Sunday, April 27, 2025 from 8:00-11:00 am at Lions Field. Residents are welcome to take home a free bucket of compost to help enrich their gardens. This is a self-service event please bring your own bucket. One 5gallon bucket per resident.
c. California State Assemblymember Diane Papan will be holding a Town Hall at the San Bruno Recreation and Aquatic Center on April 26, 2025 from 10:00 am to 12:00 pm.
d. Proclamation Recognizing May 2025 as Asian American, Native Hawaiian and Pacific Islander Heritage Month
e. Proclamation Recognizing May 2025 as Mental Health Month

Star Vista Crisis Center Director Taylor Coutts accepted the proclamation.

No members of the public wished to speak under Announcements

6. **CONSENT CALENDAR**

a. Approve the Draft Special Meeting Minutes for April 8, 2025

b. Approve Accounts Payable for April 7, 2025 and April 14, 2025
c. Accept Payroll for April 6, 2025
d. Approve Investment Report Dated March 31, 2025
e. Consider Adoption of a Resolution Authorizing the City Manager to Execute an Agreement with IROL for Third-Party Records Reporting Software for the Fire Department Pursuant to California Code of Regulations, Title 19, Division 1, §904.2(j) and San Bruno Municipal Code 11.24
f. Consider Adoption of a Resolution:
   - Accepting the Downtown Trash Receptacles & Newspaper Racks & Enclosures Project as Complete (CIP#60027); and
   - Authorizing the Filing of Notice of Completion with the San Mateo Recorder's Office
g. Consider Adoption of a Resolution Authorizing the City Manager to Execute a Sole Source Contract for the Posy Park Fountain Restoration in an amount not to exceed $504,375; and Approving a Project Contingency of $50,000; Determining the Project is Exempt Under the California Environmental Quality Act

No items were pulled for a separate vote.

No items were pulled for comments/questions.

No members of the public wished to speak under Consent Calendar.

M/S Salazar/Hamilton to approve consent. Motion passed unanimously.

7. **PUBLIC HEARING(S)**

a. Hold Public Hearing and Consider Adoption of a Resolution Amending the Master Fee Schedule Effective July 1, 2025

Assistant to the City Manager Brian Adam presented the item to the City Council and answered questions.

City Manager Alex McIntyre answered questions.

Public Works Director Matt Lee answered questions.

CFO Nick Pegueros answered questions.

City Attorney Trisha Ortiz answered questions.

No members of the public wished to speak under this item.

M/S Hamilton/Salazar to close public hearing. Motion passed unanimously.

M/S Hamilton/M. Medina to adopt resolution as read by the City Clerk. Motion passed unanimously.

8. **CONDUCT OF BUSINESS**

a. Respond to the Request from the County of San Mateo to Authorize the City Manager to Negotiate a Reimbursement Agreement with the County for Unreimbursed Bridge Funding for the Purchase and Installation of 13 Fare Gates at the San Bruno BART Station in an Amount Not to Exceed $1,636,364

City Manager Alex McIntyre presented the item to the City Council.

Interim Police Chief Susan Manheimer answered questions.

No members of the public wished to speak under this item.

M/S R. Medina/Alvarez for City Manager or designee to get MOU from the County of San Mateo and wait and see what other jurisdictions are doing and how the grant process is evolving and then bring that back to us for a vote. Motion failed with Councilmember Alvarez and Mayor R. Medina voting yes; and Councilmembers Hamilton, M. Medina and Salazar voting no.

9. **COUNCIL COMMITTEE REPORT OUT**

The following member(s) of the City Council provided comment(s):

- Mayor R. Medina

10. **COMMENTS FROM COUNCIL MEMBERS**

The following member(s) of the City Council provided comment(s):

- Councilmember Hamilton
- Vice Mayor M. Medina
- Mayor R. Medina

11. **ADJOURNMENT**

The meeting adjourned at 8:33 pm to the next Regular City Council Meeting on May 13, 2025 at 7:00 pm

These City Council meeting minutes were prepared by Lupita Huerta, City Clerk, and presented to the City Council for approval at the regular meeting of May 12, 2026.

Lupita Huerta City Clerk	Rico E. Medina Mayor

"The City With a Heart"

Rico E. Medina, Mayor
Sandy Alvarez, Vice Mayor
Tom Hamilton, Councilmember, District 2
Michael Salazar, Councilmember, District 3
Marty Medina, Councilmember, District 4

MINUTES
SAN BRUNO CITY COUNCIL REGULAR MEETING
April 28, 2026
7:00 PM

1. **CALL TO ORDER**

   The meeting was called to order at 7:04 pm.

2. **ROLL CALL**

   Councilmembers Hamilton, M. Medina, Salazar, Vice Mayor Alvarez, and Mayor R. Medina were all present.

3. **PLEDGE OF ALLEGIANCE**

   Mayor R. Medina led the pledge.

4. **PUBLIC COMMENTS FOR ITEMS NOT ON THE AGENDA**

   The following member(s) of the public provided comment(s):

   - Chris

5. **ANNOUNCEMENTS/PRESENTATIONS**

a. Starting May 4, 2026 City Hall and public counters will be open Monday – Thursday, 7:30 am-5:00 pm and closed Fridays

b. Proclamation Recognizing May 2026 as Asian American, Native Hawaiian and Pacific Islander Heritage Month

c. Proclamation Recognizing May 2026 as Jewish American Heritage Month

d. Proclamation Recognizing May 2026 as Mental Health Month

Peninsula Suicide Prevention Director Taylor Coutts accepted the proclamation

e. Proclamation Recognizing May 2026 as Wildfire Awareness Month

Fire Chief Miachel Ku accepted the proclamation

f. Receive Presentation from SamTrans

Michaela Wright-Petrik from SamTrans presented the item to the City Council.

No members of the public wished to speak under Announcements/Presentations.

6. **CONSENT CALENDAR**

   a. Approve the Draft Special and Regular Meeting Minutes for the Meetings of April 14, 2026
   b. Approve Accounts Payable for April 13, 2026 and April 20, 2026
   c. Accept Payroll for April 5, 2026
   d. Consider Adoption of a Resolution:
   e. Consider Adoption of a Resolution Accepting the Completion of the Downtown Beautification Phase II Project; Authorizing the Filing of Notice of Completion with the San Mateo County Recorder's Office; and Authorizing the Release of Construction Contract Retention in the Amount of $25,097

   No items were pulled for a separate vote

   Item d – Councilmember M. Medina pulled item for comments.

   Item e – Councilmember M. Medina pulled item for comments.

   No members of the public wished to speak under Consent Calendar

   M/S Hamilton/ Salazar to approve consent. Motion passed unanimously.

7. **COUNCIL COMMITTEE REPORT OUT**

   The following member(s) of City Council provided comment(s):

   - Councilmember Hamilton

8. **COMMENTS FROM COUNCIL MEMBERS**

   The following member(s) of the City Council provided comment(s):

   - Councilmember Hamilton
   - Councilmember M. Medina
   - Mayor R. Medina

9. **ADJOURNMENT**

   The meeting adjourned in memory of Nancy Magee and Tom Ricci at 7:37 pm to the next regular City Council Meeting on May 12, 2026 at 7:00 pm.

   These meeting minutes were prepared by Lupita Huerta, City Clerk, and presented to the City Council for approval at the regular meeting of May 12, 2026.

Lupita Huerta	Rico E. Medina
City Clerk	Mayor

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City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Nick Pegueros, Chief Financial Officer
Kathleen O'Malley, Accounting & Customer Service Representative

SUBJECT: Accounts Payable Warrant Register

This is to certify that the claims listed on page 1 to 2 inclusive for checks dated April 28, 2026, and/or claims numbered from 223299 through 223367 inclusive, totaling $220,498.10, 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. The table below summarizes the total paid by Fund.

Fund	Fund Name	Amount
001	General Fund	$108,138.35
003	One-Time Revenue	$13,222.45
005	Measure G District Sales Tax	$8,438.43
121	Federal/State Grants	$2,801.40
132	Agency On Aging	$408.50
133	Restricted Revenues	$476.85
141	Community Development	$28,524.12
142	Recreation & Aquatics Center (RAC)	$33.63
201	Parks and Facilities Capital	$37,500.00
302	Lease Debt Service	$1,458.35
611	Water Fund	$6,349.62
621	Stormwater Fund	$461.48
631	Wastewater Fund	$4,455.88
641	CityNet Services Fund	$24.10
701	Central Garage	$5,111.51
702	Facility Maintenance Fund	$2,766.93
707	Technology Development	$76.50
711	Self-Insurance	$250.00
TOTAL FOR APPROVAL		**$220,498.10**

Respectfully submitted,

DocuSigned by:
Nick Pegueros
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Chief Financial Officer

4/28/2026
Date

Docusign Envelope ID: E0FF47BA-9B9B-88C1-8262-124EF71E86C6

Document group: komalley **Bank:** apbank 432000438

Vendor Code & Name		Check #	Check Date	Amount
0110783	ALEX MCINTYRE	223336	4/28/2026	404.44
0017459	ALL CITY MANAGEMENT SVC.INC.	223299	4/28/2026	3,883.73
0018953	ALLIANT INSURANCE SVC. INC.	223300	4/28/2026	38.00
0111159	ASHLEY CROCIANI	223312	4/28/2026	500.00
0016123	AT&T	223302	4/28/2026	458.48
0018465	AT&T MOBILITY	223303	4/28/2026	43.74
0110591	BAVCO	223304	4/28/2026	62.64
0100526	BAY ALARM COMPANY	223305	4/28/2026	227.61
0109646	BIO CAR CARE	223306	4/28/2026	575.00
0000378	BROADMOOR LANDSCAPE SUPPLY	223307	4/28/2026	461.48
0016324	CINTAS CORPORATION #464	223308	4/28/2026	71.46
0000386	CITY OF SOUTH SAN FRANCISCO	223309	4/28/2026	4,655.78
0015857	COUNTY OF SAN MATEO	223311	4/28/2026	164.51
0013926	DEPARTMENT OF CONSERVATION	223313	4/28/2026	10,668.18
0111921	DEVIL MOUNTAIN WHOLESALE NURSERY, LLC	223365	4/28/2026	476.85
0106004	ED MAXION	223334	4/28/2026	1,247.12
0107927	ELIZABETH RUIZ	223351	4/28/2026	473.00
0000046	EWING IRRIGATION PRODUCTS INC	223314	4/28/2026	2,756.56
0109510	FIRST ALARM	223315	4/28/2026	270.28
0109400	FLEETROCK, LLC	223316	4/28/2026	500.00
0001782	FLOWERS ELECTRIC & SVC.CO.INC.	223317	4/28/2026	8,240.96
0018117	FLYERS ENERGY, LLC	223318	4/28/2026	12,616.47
0109776	FRESH LINE PRODUCE	223319	4/28/2026	143.00
0110539	GARRISON SEXSON	223355	4/28/2026	200.00
0000162	GRAINGER	223323	4/28/2026	606.70
0000541	GRANITE ROCK COMPANY	223324	4/28/2026	758.80
0000385	HACH COMPANY	223326	4/28/2026	503.51
0017020	INDUSTRIAL EMERGENCY COUNCIL	223327	4/28/2026	11,000.00
0018970	JAM SERVICES INC.	223328	4/28/2026	18,041.48
0112387	JANELLA MARGARITA PECSON JUAN	223329	4/28/2026	2,801.40
0116384	JASON GALLUCCI	223321	4/28/2026	78.50
0105961	JEFF FYFE	223320	4/28/2026	130.00
0114681	KATRINA MANALASTAS	223333	4/28/2026	1,000.00
0116380	KESSEM YIFRAH	223366	4/28/2026	8.95
0116377	LAU ALVIN	223301	4/28/2026	1,869.00
0111713	LAURA RAQUEL PULIDO	223347	4/28/2026	500.00
0014262	LC ACTION POLICE SUPPLY	223330	4/28/2026	13,222.45
0017570	LEHR UPFITTERS OPCO LLC	223332	4/28/2026	693.71
0110362	MATT LEE	223331	4/28/2026	2,000.00
0116332	MAXWELL EMCAYS	223335	4/28/2026	37,500.00
0016041	METROMOBILE COMMUNICATIONS	223337	4/28/2026	2,256.83
0017906	MICHAEL BLUNDELL	223338	4/28/2026	500.00
0116381	NINJA SUSHI	223340	4/28/2026	5.65
0112042	NORTHERN TOOL COMMERCIAL ACCT.	223341	4/28/2026	89.45
0111055	O'REILLY AUTO PARTS	223344	4/28/2026	283.14
0110243	ODP BUSINESS SOLUTIONS, LLC	223342	4/28/2026	274.85
0097567	ONE HOUR DRY CLEANING	223343	4/28/2026	904.65
0000012	PACIFIC GAS & ELECTRIC	223345	4/28/2026	12,168.69
0111229	PINPOINT TALENT, LLC	223346	4/28/2026	1,530.00
0013981	QUILL CORPORATION	223348	4/28/2026	170.48
0107432	RED WING BRANDS OF AMERICA,INC	223349	4/28/2026	440.87
0116329	SAMUEL VILLAZANA-PRICE	223364	4/28/2026	3,500.00
0017145	SAN MATEO LAWN MOWER SHOP	223352	4/28/2026	2,280.01

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Document group: komalley **Bank:** apbank 432000438

Vendor Code & Name		Check #	Check Date	Amount
0116288	SANASIGHT TECHNOLOGIES LLC	223353	4/28/2026	2,599.00
0110939	SEAN MORRIS	223339	4/28/2026	1,345.18
0018461	SERRAMONTE FORD, INC.	223354	4/28/2026	2,213.56
0106034	SHAWN GREATHOUSE	223325	4/28/2026	500.00
0016458	SIADAT ENTERPRISES INC.	223356	4/28/2026	408.01
0116382	SPIRAL JAPANESE RESTAURANT	223357	4/28/2026	53.00
0109977	STEVE BLANC INVESTIGATIONS	223358	4/28/2026	3,800.00
0105796	SUNRISE FOOD DISTRIBUTOR INC.	223359	4/28/2026	265.50
0097449	TK ELEVATOR CORPORATION	223360	4/28/2026	1,876.79
0109115	TONY GARCIA	223322	4/28/2026	1,250.58
0116378	UCS AUTO REPAIR	223361	4/28/2026	500.00
0110714	UNDERGROUND REPUBLIC WATER WORKS, INC.	223350	4/28/2026	2,450.20
0106439	URBAN FUTURES, INC.	223362	4/28/2026	8,750.00
0095749	VERIZON WIRELESS	223363	4/28/2026	288.62
0105955	WEST COAST CODE CONSULTANTS, INC.	223310	4/28/2026	28,024.12
0103399	ZUMAR INDUSTRIES, INC.	223367	4/28/2026	1,915.13
			GrandTotal:	**220,498.10**
			Total count:	**69**

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City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Nick Pegueros, Chief Financial Officer
Kathleen O'Malley, Accounting & Customer Service Representative

SUBJECT: Accounts Payable Warrant Register

This is to certify that the claims listed on page 1 to 3 inclusive for checks dated May 4, 2026, and/or claims numbered from 223368 through 223504 inclusive, totaling $3,005,564.63, 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. The table below summarizes the total paid by Fund.

Fund	Fund Name	Amount
001	General Fund	$261,266.94
003	One-Time Revenue	$13,229.53
121	Federal/State Grants	$2,802.80
122	Solid Waste/Recycle	$37,731.48
133	Restricted Revenues	$12,412.49
137	Developer Project Contributions	$63,577.72
141	Community Development	$26,851.52
142	Recreation & Aquatics Center (RAC)	$4,010.35
201	Parks and Facilities Capital	$47,042.67
207	Technology Capital	$2,417.79
611	Water Fund	$248,490.26
621	Stormwater Fund	$80,844.38
631	Wastewater Fund	$2,131,209.64
641	CityNet Services Fund	$4,951.22
701	Central Garage	$489.19
702	Facility Maintenance Fund	$5,548.79
703	General Equipment Revolving	$22,682.38
707	Technology Development	$10,502.35
711	Self-Insurance	$29,503.13
TOTAL FOR APPROVAL		**$3,005,564.63**

Respectfully submitted,

DocuSigned by:
Nick Pegueros
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Chief Financial Officer

5/6/2026
Date

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Document group: komalley **Bank:** apbank 432000438

Vendor Code & Name		Check #	Check Date	Amount
0000908	A-1 FENCE AND DECK, INC	223368	5/4/2026	2,150.00
0017770	A-A LOCK & ALARM INC	223369	5/4/2026	445.87
0112098	ACOM BUSINESS SOLUTIONS, LLC	223370	5/4/2026	294.00
0099633	ALBERTO ALFARO	223371	5/4/2026	5,000.00
0017459	ALL CITY MANAGEMENT SVC.INC.	223372	5/4/2026	1,885.03
0017298	ALLSTAR FIRE EQUIPMENT INC	223373	5/4/2026	3,096.71
0110209	AMPED SOFTWARE USA INC.	223374	5/4/2026	3,500.00
0116386	ANA RUAN	223471	5/4/2026	14.80
0106225	ARIES INDUSTRIES, INC.	223375	5/4/2026	1,623.10
0016123	AT&T	223376	5/4/2026	980.87
0098916	AT&T	223377	5/4/2026	88.17
0015110	AT&T MOBILITY	223378	5/4/2026	101.98
0018465	AT&T MOBILITY	223379	5/4/2026	91.88
0018020	BARKER BLUE DIGITAL IMAGING	223380	5/4/2026	55.00
0001849	BAY AREA WATER SUPPLY & CONSERVATION AGENCY	223487	5/4/2026	13,868.25
0109613	BAYSPORT PREVENTIVE MEDICAL GROUP	223461	5/4/2026	10,315.00
0108691	BEARCLOUD	223381	5/4/2026	5,373.33
0108182	C2R ENGINEERING, INC.	223384	5/4/2026	68,305.00
0107369	CALIFORNIA BANK OF COMMERCE	223385	5/4/2026	108,475.78
0109223	CAN DO FLOORING LLC	223386	5/4/2026	585.00
0110323	CAPF	223387	5/4/2026	855.00
0013965	CH BULL CO.	223388	5/4/2026	885.59
0116351	CHATHAN YARLAGADDA	223503	5/4/2026	263.31
0116388	CINDY TAYLOR	223488	5/4/2026	250.00
0016324	CINTAS CORPORATION #464	223389	5/4/2026	648.21
0091701	CITY OF BELMONT	223390	5/4/2026	65.00
0098588	CITY OF BURLINGAME	223391	5/4/2026	500.00
0097202	CITY OF SAN MATEO	223392	5/4/2026	1,822.50
0000386	CITY OF SOUTH SAN FRANCISCO	223393	5/4/2026	2,123,390.53
0000508	CLEARLITE TROPHIES	223394	5/4/2026	58.23
0112426	COMCAST	223396	5/4/2026	300.33
0110941	CORODATA RECORDS MANAGEMENT, INC.	223467	5/4/2026	277.48
0105811	CSAC EXCESS INSURANCE AUTHORITY	223404	5/4/2026	14,948.66
0110590	DENISE ZERON	223504	5/4/2026	286.47
0093479	DEPARTMENT OF JUSTICE	223399	5/4/2026	675.00
0103088	DUNN-EDWARDS CORP.	223401	5/4/2026	398.83
0110123	DUNNIGAN PSYCHOLOGICAL& THREAT ASSESSMENTS, I	223492	5/4/2026	650.00
0018799	ECONOMIC&PLANNING SYSTEMS INC.	223402	5/4/2026	4,470.00
0013683	F. FERRANDO & CO.	223405	5/4/2026	24,921.31
0000944	FEDEX	223406	5/4/2026	14.75
0107401	FERGUSON ENTERPRISES,LLC#686	223407	5/4/2026	233.05
0109510	FIRST ALARM	223408	5/4/2026	233.25
0001782	FLOWERS ELECTRIC & SVC.CO.INC.	223409	5/4/2026	720.30
0018117	FLYERS ENERGY, LLC	223410	5/4/2026	7,625.18
0014910	G & M AUTO BODY	223411	5/4/2026	19,585.67
0018807	GALLS, LLC	223412	5/4/2026	935.15
0110185	GBL INFRASTRUCTURE SOLUTIONS	223414	5/4/2026	5,867.33
0111210	GHIRARDELLI ASSOCIATES, INC.	223415	5/4/2026	42,108.72
0108415	GOLDEN BAY CONSTRUCTION, INC.	223416	5/4/2026	170,485.71
0108425	GOOD CITY COMPANY	223418	5/4/2026	8,357.50
0000162	GRAINGER	223419	5/4/2026	727.42
0000541	GRANITE ROCK COMPANY	223420	5/4/2026	757.07
0095966	GREAT AMERICA FINANCIAL SVC.	223421	5/4/2026	294.76

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Document group: komalley **Bank:** apbank 432000438

Vendor Code & Name		Check #	Check Date	Amount
0017900	GREAT LAKES DATA SYSTEMS INC	223422	5/4/2026	4,951.22
0000385	HACH COMPANY	223424	5/4/2026	5,566.32
0095351	HAVE A PARTY PROS	223425	5/4/2026	3,700.00
0111486	HD SUPPLY, INC.	223426	5/4/2026	2,103.19
0108221	HDL COREN & CONE	223427	5/4/2026	3,556.25
0110056	HH ASSOCIATES US, INC.	223428	5/4/2026	515.20
0112186	INGRAM LIBRARY SERVICES, LLC	223429	5/4/2026	3,601.28
0018553	INTERSTATE TRAFFIC CONTROL PRODUCTS	223494	5/4/2026	929.25
0000581	IRVINE & JACHENS INC.	223430	5/4/2026	421.75
0112387	JANELLA MARGARITA PECSON JUAN	223433	5/4/2026	2,802.80
0112017	JERRY CURIANO	223398	5/4/2026	525.00
0111776	JOY GAYLE	223413	5/4/2026	477.00
0000771	JT2 INTEGRATED RESOURCES	223431	5/4/2026	22,449.65
0018376	JT2 INTEGRATED RESOURCES	223432	5/4/2026	7,053.48
0017661	KATHY M SCHMIDT	223477	5/4/2026	4,590.00
0014262	LC ACTION POLICE SUPPLY	223434	5/4/2026	13,229.53
0103799	LDVALI LLC	223435	5/4/2026	374.40
0105822	LEE & RO, INC.	223436	5/4/2026	1,406.00
0106692	LETICIA SOTO	223483	5/4/2026	473.00
0110309	LOOKINGPOINT, INC.	223438	5/4/2026	4,285.93
0018177	LOWE'S	223439	5/4/2026	1,433.81
0111799	MALLORY SAFETY AND SUPPLY LLC	223440	5/4/2026	1,717.19
0112309	MATT LETHIN	223437	5/4/2026	170.00
0111960	MES SERVICE COMPANY, LLC	223442	5/4/2026	624.74
0092285	MICROMARKETING LLC	223443	5/4/2026	123.60
0016863	MIDWEST TAPE, LLC	223444	5/4/2026	16.90
0107119	MILLBRAE NURSERY SCHOOL	223445	5/4/2026	500.00
0014878	MOTOROLA SOLUTIONS INC.	223446	5/4/2026	11,543.67
0108117	NETFILE, INC.	223447	5/4/2026	1,800.00
0112042	NORTHERN TOOL COMMERCIAL ACCT.	223448	5/4/2026	4,495.64
0111055	O'REILLY AUTO PARTS	223453	5/4/2026	268.64
0110243	ODP BUSINESS SOLUTIONS, LLC	223449	5/4/2026	505.58
0097567	ONE HOUR DRY CLEANING	223451	5/4/2026	804.85
0116372	OPTONY INC.	223452	5/4/2026	10,485.00
0109702	OUTDOOR SUPPLY HARDWARE	223454	5/4/2026	87.47
0104416	OVERDRIVE, INC.	223455	5/4/2026	4,976.22
0000012	PACIFIC GAS & ELECTRIC	223456	5/4/2026	9,129.46
0106829	PACIFIC OFFICE AUTOMATION INC.	223457	5/4/2026	548.33
0095210	PAVEMENT ENGINEERING INC.	223458	5/4/2026	13,204.00
0111229	PINPOINT TALENT, LLC	223459	5/4/2026	918.00
0105947	PLACEWORKS	223460	5/4/2026	26,694.62
0018801	PROFORCE LAW ENFORCEMENT	223462	5/4/2026	77.72
0013981	QUILL CORPORATION	223463	5/4/2026	21.97
0108301	R3 CONSULTING GROUP	223464	5/4/2026	37,280.00
0106206	RAINBOW BOOK COMPANY	223465	5/4/2026	18.95
0000175	RECOLOGY SAN BRUNO	223466	5/4/2026	1.70
0095269	REDWOOD VETERINARY CLINIC	223468	5/4/2026	974.86
0103705	RICH BURMAN	223383	5/4/2026	1,481.20
0111968	ROBERT GUTIERREZ	223423	5/4/2026	3,960.00
0111969	ROBERT L. MATEO	223441	5/4/2026	400.00
0116385	ROBERT ROHLFES	223470	5/4/2026	249.60
0111990	RONALD A. BORELLI	223382	5/4/2026	1,100.00
0108539	ROSALIE L. STEINWAY	223484	5/4/2026	220.50
0116392	ROWENA GOMEZ	223417	5/4/2026	500.00

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Document group: komalley **Bank:** apbank 432000438

Vendor Code & Name		Check #	Check Date	Amount
0108012	SALAS O'BRIEN	223472	5/4/2026	1,575.00
0111961	SAN FRANCISCO TYEE CLUB	223474	5/4/2026	178.00
0099047	SAN MATEO COUNTY SHERIFF'S OFFICE	223397	5/4/2026	1,720.00
0018597	SAN MATEO DAILY JOURNAL	223475	5/4/2026	720.00
0105552	SCHAAF & WHEELER	223476	5/4/2026	5,940.00
0111549	SCP DISTRIBUTORS LLC	223478	5/4/2026	3,691.40
0102917	SFPUC FINANCIAL SERVICES	223479	5/4/2026	1,350.00
0018962	SHOE DEPOT INC.	223481	5/4/2026	954.26
0109953	SHRED CITY	223482	5/4/2026	127.44
0111327	SOUTH CENTRAL PLANNING& DEVELOPMENT COMMISSI	223400	5/4/2026	2,417.79
0102991	STEVE SALAZAR	223473	5/4/2026	90.00
0111232	STRATEGIC CULTURE	223485	5/4/2026	30,719.60
0017016	SUPERCO SPECIALTY PRODUCTS	223486	5/4/2026	631.61
0018073	TEAMSTERS LOCAL 350	223489	5/4/2026	3,621.00
0015691	TEAMSTERS LOCAL 856	223490	5/4/2026	12,317.00
0002025	TELECOMMUNICATIONS ENGINEERING ASSOCIATES	223403	5/4/2026	548.00
0000241	THE ADAM-HILL COMPANY	223491	5/4/2026	23.95
0018275	THE REGENTS OF THE UNIVERSITY OF CA	223450	5/4/2026	699.67
0097149	THE SAN FRANCISCO SHAKESPEARE FESTIVAL	223480	5/4/2026	1,275.00
0110351	TRI VALLEY TIRE, INC.	223495	5/4/2026	2,049.66
0018944	ULINE, INC.	223496	5/4/2026	1,626.18
0105490	ULTRA CONSTRUCTION	223497	5/4/2026	3,500.00
0110714	UNDERGROUND REPUBLIC WATER WORKS, INC.	223469	5/4/2026	3,319.96
0102744	UNIVERSAL BUILDING SERVICES	223498	5/4/2026	897.00
0102963	UNLIMITED TOOL & EQUIPMENT REPAIR, INC.	223493	5/4/2026	386.95
0096844	USA BLUE BOOK	223499	5/4/2026	4,328.09
0108652	WATER WORKS ENGINEERS, LLC	223500	5/4/2026	3,082.79
0105955	WEST COAST CODE CONSULTANTS, INC.	223395	5/4/2026	7,007.10
0096893	WILSEY HAM	223501	5/4/2026	25,014.00
0109109	WRECO	223502	5/4/2026	6,545.63
			GrandTotal:	**3,005,564.63**
			Total count:	**137**

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City Council Agenda Item
Staff Report

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: John Mercado, Accountant

SUBJECT: Payroll Acceptance

City Council acceptance of the City payroll distributed on April 24, 2026 is recommended. The Labor Summary report reflecting the total payroll amount of $2,145,433.75 for bi-weekly pay period ending April 19, 2026, by funds are shown below:

Fund	Amount
Fund: 001 - GENERAL FUND	1,547,630.62
Fund: 005 - MEASURE G	4,790.93
Fund: 121 - FEDERAL/ STATE GRANTS	5,422.83
Fund: 122 - SOLID WASTE/RECYCLE	4,733.89
Fund: 132 - AGENCY ON AGING	10,148.06
Fund: 133 - RESTRICTED REVENUES	8,351.33
Fund: 137 - DEVELOPER PROJECT CONTRIBUTIONS	4,825.03
Fund: 141 - COMMUNITY DEVELOPMENT	82,047.07
Fund: 142 - RECREATION AND AQUATICS CENTER	69,993.55
Fund: 201 - PARKS AND FACILITIES CAPITAL	1,813.66
Fund: 203 - STREET IMPROVE. PROJECTS	10,830.51
Fund: 207 - TECHNOLOGY CAPITAL	4,855.74
Fund: 611 - WATER FUND	123,255.02
Fund: 621 - STORMWATER FUND	43,288.24
Fund: 631 - WASTEWATER FUND	90,669.51
Fund: 701 - CENTRAL GARAGE	19,950.97
Fund: 702 - FACILITY MAINT.FUND	63,643.86
Fund: 707 - TECHNOLOGY DEVELOPMENT	42,054.09
Fund: 711 - SELF INSURANCE	7,128.84
Total:	2,145,433.75

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Nick Pegueros
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Nick Pegueros, CFO / Administrative Services Director

4/23/2026
Date

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City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Nick Pegueros, Administrative Services Director & CFO

PREPARED BY: Esther Garibay, Finance Manager

SUBJECT: Month End Investment Report – April 2026

The table below summarizes the investment portfolio's total book value by Investment type.

Investment Type	Total Book Value
TriCounties Bank	$13,041,252
Wells Fargo Bank /Sweep Money Market	40,459,634
CalTrust Liquid Money Market Fund	18,842,058
CalTrust Medium Term Fund	21,588,631
Local Agency Investment Fund	69,309,821
Government Agency Investments	45,933,729
Municipal Bonds	16,332,916
Money Market Investments	47,437,676
Total Investments	**$272,945,717**

All securities held by the City of San Bruno as of April 2026 are in compliance with the City's Investment Policy adopted on April 8, 2025.

Respectfully submitted,

DocuSigned by:
Nick Pegueros
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Administrative Services Director & CFO

5/6/2026
Date

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City of San Bruno
567 El Camino Real
San Bruno, CA 94066

CITY OF SAN BRUNO
Portfolio Summary
April 30, 2026

Investments	Coupon Rate	CUSIP	Book Value	Market Value	YTM	Maturity Date	% of Portfolio
Short Term Investments							
TriCounties Bank Cash Balance			**13,041,252**	**13,041,252**	3.35%	N/A	5%
Wells Fargo General Acct /Sweep Money Market			**40,459,634**	**40,459,634**	3.53%	N/A	15%
CalTrust Liquidity Money Market Fund			18,842,058	18,842,058	3.76%	N/A	7%
CalTrust Medium Term Fund			21,588,631	21,588,631	3.88%	N/A	8%
Total CalTrust			**40,430,688**	**40,430,688**			**15%**
Pooled Investments							
Local Agency Investment Fund			65,512,547	65,512,547	3.81%	NA	24%
Glenview Fire Local Agency Investment Fund			3,797,274	3,797,274	3.81%	NA	1%
Total LAIF			**69,309,821**	**69,309,821**			**25%**
US Bank Portfolio/Securities							
Money Market Investments							
U.S. Government Money Market		31846V567	47,437,675.58	47,437,676	3.54%	NA	17%
Total Money Market and US Treas. Bills Investments			**47,437,676**	**47,437,676**			**17%**
Total Short Term Investments			**210,679,071**	**210,679,071**			
Municipal Bonds							
Pasadena USD non-callable GOB	2.07%	702282QD9	1,043,920	1,000,000	1.09%	May 1, 2026	0%
Los Angeles Unified SD non-callable	1.46%	544547FC9	2,009,340	1,991,620	1.35%	July 1, 2026	1%
Southern California St Public Pwer Auth	1.26%	842475P82	1,555,751	1,582,925	1.77%	July 1, 2026	1%
San Jose CA Redev Agy Successor Agy Tax Allocation	3.18%	798170AJ5	1,405,984	1,323,560	1.51%	August 1, 2026	1%
San Jose CA Redev Agy Successor Agy Tax Allocation	3.18%	798170AJ5	1,223,083	1,151,381	2.09%	August 1, 2026	0%
Cupertino UHSD Taxable non-callable GOB	2.15%	231237P28	1,057,240	995,790	0.96%	August 1, 2026	0%
Santa Monica CCD taxable non-callable GOB	1.04%	802385RR7	755,235	744,735	0.90%	August 1, 2026	0%
Los Angeles Calif Comm Coll Dist GOB Unlimited Tax	1.17%	54438CYL0	998,010	993,130	1.22%	August 1, 2026	0%
San Dieguito CA Union High Sch Dist	1.86%	797508HF8	987,050	995,180	2.17%	August 1, 2026	0%
California St Taxable BID non-callable	2.38%	13063DRD2	736,400	697,668	1.28%	October 1, 2026	0%
California St Taxable BID non-callable	2.38%	13063DRD2	743,022	703,942	1.37%	October 1, 2026	0%
California St Univ Revenue	1.14%	13077DQE5	949,640	987,020	1.14%	November 1, 2026	0%
Los Angeles CA Dept of ARPTS ARPT Revenue	1.10%	544445TW9	991,001	1,093,286	3.74%	May 15, 2027	0%
University Calif Rgts Med Center Pood Rev Taxable Srs M	2.56%	913366JB7	1,877,240	1,971,420	4.68%	May 15, 2027	1%
Total Municipal Bonds Investments			**16,332,916**	**16,231,657**			**6%**

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City of San Bruno
567 El Camino Real
San Bruno, CA 94066

CITY OF SAN BRUNO
Portfolio Summary
April 30, 2026

Investments	Coupon Rate	CUSIP	Book Value	Market Value	YTM	Maturity Date	% of Portfolio
US Treasuries & Agencies							
U.S. Treasury Notes	1.63%	912828R36	1,456,000	1,398,866	0.80%	May 15, 2026	1%
Federal Home Loan Bank	0.88%	3130AN4T4	1,148,747	1,146,205	0.90%	June 12, 2026	0%
U.S. Treasury Notes	0.63%	91282CCP4	992,773	992,420	0.77%	July 31, 2026	0%
U.S. Treasury Notes	0.75%	91282CCW9	1,997,813	1,980,440	0.77%	August 31, 2026	1%
U.S. Treasury Notes	1.63%	912828YG9	1,034,219	991,320	0.92%	September 30, 2026	0%
U.S. Treasury Notes (WIT)	0.88%	91282CCZ2	997,227	988,410	0.93%	September 30, 2026	0%
U.S. Treasury Notes	4.63%	91282CJC6	988,477	1,004,290	5.04%	October 15, 2026	0%
U.S. Treasury Notes (WIT)	1.13%	91282CDG3	995,391	986,646	1.22%	October 31, 2026	0%
U.S. Treasury Notes (WIT)	1.13%	91282CDG3	996,367	987,614	1.20%	October 31, 2026	0%
U.S. Treasury Notes (WIT)	1.25%	91282CDK4	1,501,684	1,478,865	1.23%	November 30, 2026	1%
U.S. Treasury Notes	1.25%	91282CDQ1	1,647,422	1,623,353	1.28%	December 31, 2026	1%
U.S. Treasury Notes	4.00%	91282CJT9	3,968,125	4,007,520	4.34%	January 15, 2027	1%
U.S. Treasury Notes	1.25%	912828Z78	1,995,685	1,967,080	1.55%	January 31, 2027	1%
U.S. Treasury Notes	4.13%	91282CKA8	2,004,260	2,005,620	4.03%	February 15, 2027	1%
U.S. Treasury Notes	1.88%	91282CEC1	1,982,500	1,969,320	2.06%	February 28, 2027	1%
U.S. Treasury Notes	2.50%	91282CEF4	1,475,156	1,483,215	2.86%	March 31, 2027	1%
Federal Hom Loan Bank	4.75%	3130B0TY5	1,014,063	1,008,830	4.07%	April 9, 2027	0%
U.S. Treasury Notes	0.50%	912828ZN3	1,326,680	1,452,195	2.86%	April 30, 2027	0%
U.S. Treasury Notes	4.13%	91282CFM8	2,006,875	2,006,960	4.00%	September 30, 2027	1%
U.S. Treasury Notes	4.13%	91282CFU0	999,564	1,003,520	4.14%	October 31, 2027	0%
U.S. Treasury Notes	4.00%	91282CGP0	1,998,364	2,003,980	4.03%	February 29, 2028	1%
U.S. Treasury Notes	4.38%	91282CHX2	2,033,125	2,020,780	3.91%	August 31, 2028	1%
U.S. Treasury Notes	4.63%	91282CJA0	1,014,219	1,016,640	4.20%	September 30, 2028	0%
Federal Farm Credit Bank	4.63%	3133EPC45	1,294,557	1,319,045	4.72%	November 13, 2028	0%
U.S. Treasury Notes	4.38%	91282CJN2	1,005,859	1,011,290	4.21%	November 30, 2028	0%
Federal Home Loan Bank	4.50%	3130AVBD3	1,986,480	2,030,720	4.65%	March 29, 2029	1%
U.S. Treasury Notes	4.63%	91282CKP5	2,059,531	2,039,540	3.90%	April 30, 2029	1%
Federal Home Loan Bank	4.20%	3130B3CP6	3,000,000	2,989,140	4.20%	October 9, 2029	1%
Federal Hom Loan Bank	4.50%	3130ATUT2	1,012,568	1,017,740	4.21%	December 14, 2029	0%
Total U.S. Treasuries & Agencies			**45,933,729**	**45,931,564**			**17%**
TOTAL PORTOFLIO			**272,945,717**	**272,842,292**	**3.460%**		**100%**

There is adequate cash flow and maturity of investments to meet the City's needs for the next six months.

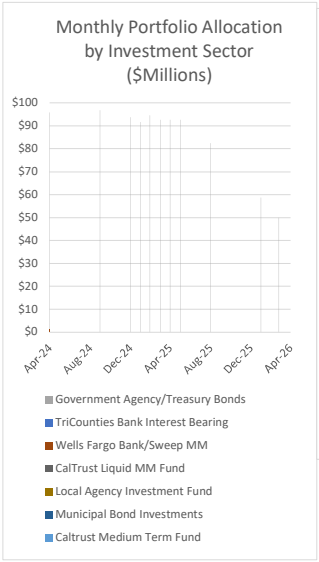
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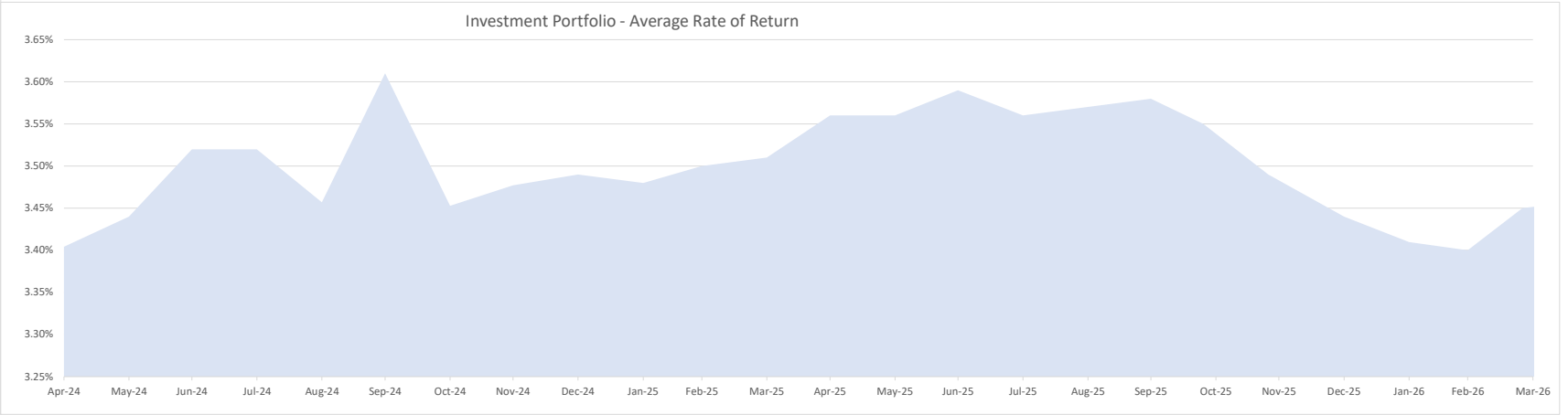
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CITY OF SAN BRUNO
Portfolio Summary Metrics
April 30, 2026

Monthly Portfolio Allocation by Investment Sector ($Millions)	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26
TriCounties Bank Interest Bearing	$18.8	$17.6	$19.1	$10.2	$13.9	$13.7	$8.1	$16.9	$9.5	$8.1	$14.8	$17.2	$13.0	$13.0	$10.2	$13.9	$17.3	$13.1	$10.3	$14.2	$13.2	$9.6	$18.2	$9.5	$13.0
Wells Fargo Bank/Sweep MM	$27.7	$23.9	$26.7	$21.4	$19.3	$19.9	$37.3	$24.3	$25.3	$28.9	$25.3	$27.8	$38.0	$38.0	$43.8	$26.6	$22.5	$23.4	$24.8	$26.3	$43.7	$37.8	$31.3	$33.8	$40.5
CalTrust Liquid MM Fund	$22.2	$25.3	$25.4	$15.5	$11.6	$11.6	$11.7	$17.8	$17.8	$17.9	$18.0	$18.0	$18.0	$18.0	$18.2	$18.3	$18.4	$18.4	$18.5	$18.5	$18.6	$18.7	$18.7	$18.8	$18.8
Caltrust Medium Term Fund	-	-	-	$20.1	$20.3	$20.4	$20.3	$20.3	$20.4	$20.4	$20.6	$20.7	$20.7	$20.7	$21.0	$21.0	$21.2	$21.3	$21.3	$21.4	$21.5	$21.5	$21.7	$21.5	$21.6
Local Agency Investment Fund	15.5	15.5	15.5	15.7	15.6	15.7	25.9	25.9	41.4	41.7	41.7	41.7	42.1	42.1	42.1	42.6	42.6	52.6	53.1	53.1	53.1	68.7	68.7	68.7	69.3
San Mateo County Pool	32.7	28.7	25.2	22.5	22.6	20.0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Government Agency/Treasury Bonds	95.9	98.4	98.4	101.9	99.9	96.9	89.9	95.8	93.7	91.7	94.7	92.7	92.7	92.7	87.8	82.4	82.4	74.5	67.0	65.7	58.8	58.8	55.8	49.9	45.9
Municipal Bond Investments	27.6	27.6	27.6	27.6	26.5	26.5	26.5	24.9	24.9	24.9	24.9	24.9	22.4	22.4	20.9	20.9	18.9	18.9	18.9	17.4	17.4	17.4	17.4	17.4	16.3
Certificates of Deposit	0.5	0.5	0.5	0.5	0.5	0.5	0.5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
US Bank - Money Market	5.4	7.2	11.7	8.4	11.6	14.9	16.5	12.7	14.9	17.2	14.4	12.7	15.6	15.6	22.6	28.2	30.4	29.0	37.0	30.0	37.3	32.4	35.7	42.0	47.4
Total	**$246.3**	**$244.7**	**$250.2**	**$243.8**	**$241.8**	**$240.1**	**$236.6**	**$238.6**	**$247.9**	**$250.9**	**$254.4**	**$255.7**	**$262.5**	**$262.5**	**$266.6**	**$253.8**	**$253.6**	**$251.1**	**$250.9**	**$246.7**	**$263.6**	**$264.9**	**$267.4**	**$261.5**	**$272.9**
Average Rate of Return	**3.40%**	**3.44%**	**3.52%**	**3.52%**	**3.46%**	**3.61%**	**3.45%**	**3.48%**	**3.49%**	**3.48%**	**3.50%**	**3.51%**	**3.56%**	**3.56%**	**3.59%**	**3.56%**	**3.57%**	**3.58%**	**3.55%**	**3.49%**	**3.44%**	**3.41%**	**3.40%**	**3.45%**	**3.46%**





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City of San Bruno
Through March 2026

		Cash	Investments	Fund Total
001	GENERAL FUND	30,209,134.95	68,078.91	30,277,213.86
002	GENERAL FUND RESERVE	12,463,308.60	0.00	12,463,308.60
003	ONE-TIME REVENUE	8,137,843.74	0.00	8,137,843.74
004	CAP IMPROV/ONE-TIME INITIATIVE RSRV	10,839,918.65	0.00	10,839,918.65
005	MEASURE G DISTRICT SALES TAX	2,813,461.18	0.00	2,813,461.18
006	AMERICAN RESCUE PLAN ACT	0.00	0.00	0.00
009	PARKING FUND	0.00	0.00	0.00
101	GAS TAX	1,485,166.98	0.00	1,485,166.98
102	MEASURE A TRANSPORTATION TAX	2,078,288.65	0.00	2,078,288.65
103	STREET SPECIAL REVENUE	159,333.51	0.00	159,333.51
104	MEASURE W TRANSPORTATION TAX	1,540,871.07	0.00	1,540,871.07
111	POLICE ASSET FORFEITURE	490,120.76	0.00	490,120.76
113	POLICE SPECIAL REVENUE	384,781.34	0.00	384,781.34
121	FEDERAL/STATE GRANTS	(435,022.77)	0.00	(435,022.77)
122	SOLID WASTE/RECYCL.	450,461.98	0.00	450,461.98
130	IMPACT FEES	0.90	0.00	0.90
131	IN-LIEU FEES	4,062,493.78	0.00	4,062,493.78
132	AGENCY ON AGING	(850,177.87)	0.00	(850,177.87)
133	RESTRICTED REVENUES	2,951,892.00	0.00	2,951,892.00
136	EMERGENCY DISASTER RESERVE	253,592.92	0.00	253,592.92
137	DEVELOPER PROJECT CONTRIBUTIONS	643,222.29	0.00	643,222.29
138	AFFORDABLE HOUSING IMPACT FEES	10,886,256.60	0.00	10,886,256.60
140	DEVELOPER IN-LIEU UNDERGROUNDING	0.00	0.00	0.00
141	COMMUNITY DEVELOPMENT	5,186,143.90	0.00	5,186,143.90
142	RECREATION & AQUATICS CENTER (RAC)	(3,703,919.15)	0.00	(3,703,919.15)
151	SUCCESSOR AGENCY TO THE SB RDA - OPS	0.00	0.00	0.00
152	CITY OF SB AS SUCCESSOR HOUSING AGENC'	700,648.55	0.00	700,648.55
153	RDA OBLIGATION RETIREMENT FUND	757,627.72	4.78	757,632.50
160	COMMUNITY FACILITIES IMPACT FEE	4,302,401.96	0.00	4,302,401.96
161	PUBLIC SAFETY FACILITIES IMPACT FEE	26,736.97	0.00	26,736.97
162	GENERAL GOVERNMENT FACILITIES IMPACT F	256,551.39	0.00	256,551.39
163	TRANSPORTATION FACILITIES IMPACT FEE	6,372,879.58	0.00	6,372,879.58
164	UTILITIES FACILITIES IMPACT FEE	391,333.92	0.00	391,333.92
165	BAYHILL SPECIFIC PLAN AREA DEVELOPMENT	5,107,045.76	0.00	5,107,045.76
166	COMMUNITY BENEFIT FUND	11,055,396.56	0.00	11,055,396.56
190	DISASTER RECOVERY FUND	0.00	0.00	0.00
201	PARKS AND FACILITIES CAPITAL	6,489,135.15	0.00	6,489,135.15
203	STREET IMPROVE. PROJECTS	6,153,449.17	0.00	6,153,449.17
207	TECHNOLOGY CAPITAL	1,938,275.41	0.00	1,938,275.41
302	LEASE DEBT SERVICE	901,517.96	1,976.40	903,494.36
611	WATER FUND	57,674,788.40	193.11	57,674,981.51
621	STORMWATER FUND	2,634,074.05	0.00	2,634,074.05
631	WASTEWATER FUND	49,634,682.69	59,716.30	49,694,398.99
641	CITYNET SERVICES FUND	8,829,315.80	0.00	8,829,315.80
651	PARKING FUND	2,128,837.58	0.00	2,128,837.58
701	CENTRAL GARAGE	362,187.14	0.00	362,187.14
702	FACILITY MAINT.FUND	1,108,488.10	0.00	1,108,488.10
703	GENERAL EQUIPMENT REVOLVING	1,409,378.25	0.00	1,409,378.25
707	TECHNOLOGY DEVELOPMENT	1,022,201.49	0.00	1,022,201.49
711	SELF INSURANCE	203,729.28	91,118.50	294,847.78
891	RECOLOGY SAN BRUNO	0.00	0.00	0.00
	Grand Total:	**259,507,856.89**	**221,088.00**	**259,728,944.89**

* Reconciliation of Pooled Cash & Investments to Portfolio Book Value

Investment Portfolio Value	252,001,602.23
Cash on hand - Checking Account	9,454,080.06
Payroll and Accounts Payable Outstanding Checks	(1,059,249.92)
Deposits in Transit	(888,575.48)
General Ledger Cash Balance as of March 31, 2026	259,507,856.89

Totals are through period: 9

Prepared By: DocuSigned by: Jeff Lichtenstein 4/23/2026 E61F83908531453...

Reviewed By: DocuSigned by: Nick Pegueros 4/23/2026 8783F2EF5A30407...

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Nick Pegueros, Administrative Services Director & CFO

SUBJECT: Consider Adoption of a Resolution Approving the Tentative Agreement Between the City of San Bruno and Teamsters IBT Local 856 Police Unit for the Term January 1, 2026 through June 30, 2029, and Authorizing Execution by the City Manager

BACKGROUND:

The existing Memorandum of Understanding between the City of San Bruno and Teamsters Local 856 IBT Police Unit (Police Unit) expired on December 31, 2025. Representatives of both the City of San Bruno and the Police bargaining unit have met and negotiated in good faith several times since August 2025, regarding their respective successor Memorandum of Understanding (MOU) agreement.

In January 2026, both parties signed a Tentative Agreement (TA). The Police Unit members did not ratify the TA, which brought both parties back to the negotiating table with the assistant of a California Public Employment Relations Board (PERB) mediator. After additional sessions with a mediator, both the City and the Police Unit were able to come to a mutual agreement that the Police Unit sent to its members.

The signed agreement follows a compensation approach generally consistent with agreements reached with other bargaining units during negotiations, including general wage increases of 4%, 4.5%, and 5% over the term. A limited portion of the compensation allocation was redirected to support a retention incentive intended to address ongoing staffing and retention challenges within the Police Department.

In addition, the parties were able to reach agreement in part due to the Police Unit's agreement to extend the term six months longer than the terms reached with the City's other bargaining units and the Police Unit's agreement the City's desire for administrative changes related to compensation time accruals and acting pay.

DISCUSSION:

The City was notified by the Union on May 8, 2026 that the agreement was ratified by its members, with a positive vote. The highlights of the agreement are as follows:

Term
A three-and-one-half year term beginning January 1, 2026 through June 30, 2029.

Salaries
A General Wage Increase (GWI) each year of the three-year agreement:

- 4.0% effective the first full pay period in January 2026
- 4.5% effective the first full pay period in January 2027
- 5.0% effective the first full pay period in January 2028
- 2.75% effective the first full pay period of January 2029

There are also market adjustments effective the first full pay period of each respective calendar year, 2026/2027/2028 in equal parts for the following classifications:

- 1.59% for sworn Police Officer / Police Corporal / Police Recruit
- 4.29% for non-sworn Community Services Officer (CSO)

Overtime and Acting Pay
Employees currently have the option of receiving paid overtime or compensatory time off in lieu of paid overtime. The TA reduces the MOU's maximum compensatory time (comp time) accrual cap from 120 hours to 100 hours. Once an employee reaches the 100-hour maximum accrual, all overtime hours will be compensated in cash in accordance with the overtime provisions of the MOU until the employee's comp time balance falls below the cap.

When an employee is assigned to substantially perform the duties of a higher class, the MOU provides for acting pay during the performance of those duties. The TA revises the MOU's acting pay provision from 5-8 hours to seven (7) consecutive days. Employees performing higher-level duties for fewer than seven (7) consecutive days shall not be eligible for acting pay.

Incentives
The TA adds Peace Officer Standards and Training (POST) certification pay to the MOU for optional training certificates obtained by dispatch personnel. The certification pay is 2.5% for the POST intermediate certificate OR 5% for the POST intermediate AND advanced certificate. POST incentive is intended to support recruitment and retention of qualified dispatch personnel, encourage continued professional development, and recognize the increasingly complex and specialized nature of emergency communications work that directly impacts public and first responder safety.

To address the Police Department's retention challenges, the TA also adds 1% retention to the MOU, effective the first full pay period in January 2027, and another 1% retention effective the first full pay period in January 2028 (total of 2%). The retention incentive is intended to support workforce stability and retain experienced employees whose tenure contributes to operational continuity, institutional knowledge, mentorship, and effective service delivery. The incentive also supports the City's efforts to remain competitive in retaining skilled employees and reducing turnover-related impacts.

Health plan
Beginning January 1, 2026, the City maintains the current benefit structure where the City shall pay 75% and the employee shall pay 25% of health and welfare benefit premium increase over the prior plan year, for the term of the contract. This is language update and does not impact the current compensation structure offered to employees in the bargaining unit.

Non-economic proposals
Language updates were made to the five sections: filling of vacancies; tuition reimbursement program; uniform allowance; safety equipment; and disaster responsibility. These updates do not result in economic change.

In addition to the language changes, the agreement includes removing the code enforcement classifications from the Police Unit as part of the City's unit designation request due to operational changes. This organizational alignment places Code Enforcement alongside related building, planning, zoning, and housing functions, which supports operational coordination, consistency in enforcement activities, and collaboration across affected City services.

All other terms and provisions of the MOU not adjusted as provided in the attached resolution shall remain unchanged.

FISCAL IMPACT:

The economic impact of the agreement exceeds the City's original forecast assumption of 4% annual wage growth. Staff previously identified Measure G revenues as a funding source to help offset costs exceeding the forecasted amount during discussions with the Revenue Measure Oversight Committee. The Committee supported the staff recommendation to City Council and the amount is included in the City Manager's Recommended Budget for Fiscal Year 2026-27.

At the time of the tentative agreement, the estimated total cost of the agreement was approximately $3.1 million for a 36-month term. With an additional six months to the original 36-month term, the fully burdened cost of the agreement, compounded over the contract term of 42 months, is approximately $4.07 million. Future-year costs will be incorporated through the City's annual operating budget process

ENVIRONMENTAL IMPACT:

The action is not a project subject to CEQA. City Council's action is not considered a "Project" per CEQA Guidelines and therefore no further environmental analysis is required.

RECOMMENDATION:

Consider Adoption of a Resolution Approving the Tentative Agreement Between the City of San Bruno and Teamsters Local 856 IBT Police Unit for the Term January 1, 2026 through June 30, 2029 and Authorizing Execution by the City Manager.

ALTERNATIVES:

1. Direct staff to continue negotiations with the bargaining group.
2. Request staff to bring back additional information for further consideration.

ATTACHMENTS:

1. Resolution with Exhibit A – Red-lined version of the MOU, with changes incorporated.
2. Tentative agreements signed by both parties.

RESOLUTION NO. 2026 - ___

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN BRUNO APPROVING THE TENTATIVE AGREEMENT BETWEEN THE CITY OF SAN BRUNO AND TEAMSTERS LOCAL 856 IBT POLICE UNIT FOR THE TERM JANUARY 1, 2026 THROUGH JUNE 30, 2029 AND AUTHORIZING EXECUTION BY THE CITY MANAGER

WHEREAS, Representatives from both the City of San Bruno and Teamsters IBT Local 856 Police Unit have met and negotiated in good faith; and

WHEREAS, as a result of those negotiations, an agreement has been reached regarding changes to the terms and conditions of employment for the Police Unit's Memorandum of Understanding (MOU) for the period from January 1, 2026 to June 30, 2029; and

WHEREAS, both parties have agreed to amend MOU as listed in Exhibit A that incorporates all of the tentative agreements; and; and

WHEREAS, all other terms and provisions of the MOU not amended by this action shall remain unchanged; and

NOW, THEREFORE BE IT RESOLVED, by the City Council of the City of San Bruno that it hereby approves the agreement between the City of San Bruno and Teamsters IBT Local 856, Police Unit for the term January 1, 2026 through June 30, 2029, attached hereto as Exhibit A and incorporated herein by reference; and

BE IT FURTHER RESOLVED that the City Manager is hereby authorized to execute on behalf of the City of San Bruno the attached MOU, and any modified and consolidated Memorandum of Understanding prepared incorporating all prior agreed upon terms and conditions of employment approved by the City of San Bruno and the Police Unit.

Exhibit A**:** Track change (redlined) version of the successor Memorandum of Understanding between: City of San Bruno and Teamsters IBT Local 856, Police Unit.

---oOo---

I hereby certify that foregoing **Resolution No. 2026 - ___**
was introduced and adopted by the San Bruno City Council at a regular meeting on
May 12, 2026, by the following vote:

AYES: Councilmembers:

NOES: Councilmembers:

ABSENT: Councilmembers:

_____
Lupita Huerta, City Clerk

EXHIBIT A

Track change (redlined) version of the successor Memorandum of Understanding between

City of San Bruno
and
Teamsters IBT Local 856, Police Unit

[see attached]

MEMORANDUM OF UNDERSTANDING

Teamsters Local 856, IBT POLICE

January 1, 2022~~6~~ - ~~December 31~~June 30, 2029~~5~~

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MEMORANDUM OF UNDERSTANDING (MOU)
January 1, 2022~~6~~ through ~~December~~ June 3~~1~~0, 2025~~9~~

The San Bruno Police Bargaining Unit, represented by the Professional and Vocational Employees Division of Teamsters Local 856, IBT, and representatives of the City of San Bruno have met and conferred in good faith regarding wages, hours, and other terms and conditions of employment of employees in the classifications set forth in *Appendix A* and have exchanged freely information, opinions, and proposals and have endeavored to reach agreement on all matters relating to the employment conditions and employer-employee relations of such employees.

This Memorandum of Understanding, (MOU), is entered into pursuant to the Meyers-Milias-Brown Act (Government Code Sections 3500 et seq.) and has been jointly prepared by the parties.

1. Recognition

1.1. Union Recognition. Professional and Vocational Employees Division of Teamsters Local 856, IBT, hereinafter referred to as "Union", is recognized as the majority representative, as provided in the City's Employer-Employee Relations Resolution No. 1970-20, adopted March 23, 1970, for all employees assigned to the classifications set forth in *Appendices A* and *A-1,* which is attached and made a part hereof. Following ratification of this Agreement, or on July 1, 2026, the City may modify the bargaining unit to remove the classifications of Code Enforcement Officer I, Code Enforcement Officer II, Senior Code Enforcement Officer, and Code Enforcement Supervisor. In the event the City elects to remove the classifications of Code Enforcement Officer I, Code Enforcement Officer II, Senior Code Enforcement Officer, and Code Enforcement Supervisor from the bargaining unit, they shall be assigned to the bargaining unit represented under the Teamsters Local 856, IBT Miscellaneous.

2. Union Security

2.1. The City shall be governed by applicable state and federal law, as presently worded or subsequently amended, as it pertains to union security.

2.2. New Employee Orientations

2.2.1. The City shall provide the Union written notice of new employee orientations [no matter how few participants, and whether in person or online] at least ten (10) business days prior to the event or when the City is first notified of a new employee's start date.

2.2.2. One (1) representative of the Union shall be permitted to make a presentation of up to thirty (30) minutes, and present written materials, during a portion of the orientation for which attendance is mandatory at a location designated by the City. No representative of management shall be present during the Union's presentation.

2.2.3. If a Union representative is unable to attend, paid release time shall be granted for one (1) steward at each orientation to participate in the new employee orientations. Human Resources will coordinate with the Steward's supervisor to make every reasonable effort to schedule orientations in conjunction with the Department and Steward's availability. Upon request, the Union shall provide a list of stewards designated to conduct Union presentations.

2.2.4. The City will provide the employee with a packet of information supplied by the Union, including the Memorandum of Understanding (MOU) and Union membership form (paper or electronic).

2.2.5. The Union may follow the grievance procedure outlined in relevant Memorandums of Understanding for alleged violations of this agreement.

2.3. Dues Deduction

2.3.1. Any regular full-time or regular part-time employee who is covered by this Memorandum of Understanding may become a member of the Union and may execute a payroll deduction form as furnished by the Union.

2.3.2. The Union shall indemnify and hold the City harmless from any cost of liability resulting from any and all claims, demands, suits, or any other action arising from the operation of this provision or from the use of the monies remitted to the Union, including the costs of defending against any such actions or claims. The Union agrees to refund to the City any amounts paid to it in error.

2.3.3. The Union will be custodian of records for such deduction authorization and will provide the City with a certification that it has and will maintain an authorization, signed by the individual from whose salary or wages the deduction or reduction is to be made. The Union shall not be required to provide the City a copy of the employee's authorization unless a dispute arises about the existence or terms of the authorization. However, the Union will provide the City with a certification document for each employee with sufficient information to allow the City to identify the appropriate level of deductions.

2.3.4. The City shall direct employee requests to cancel or change deductions to the Union and shall rely on information provided by the Union regarding whether deductions for an employee organization were properly canceled or changed.

2.3.5. The City shall not be required to collect any special assessments or similar short-time changes in rate. Initiation fees will not be considered a special assessment.

2.4. Communications with Employees

2.4.1. The Union shall be provided suitable space on bulletin boards at the work location for posting notices concerning official Union business, such information shall be in compliance with applicable City and departmental policies.

2.5. Advance Notice

2.5.1. Except in cases of emergency as provided below in this subsection, the union, if affected, shall be given reasonable advance written notice of any ordinance, resolution, rule or regulation directly relating to matters within the scope of representation proposed to be adopted by the City and shall be given the opportunity to meet and confer with the appropriate management representatives prior to adoption. Proper advance notice shall consist of written notice to the designated business agent with a copy to the designated shop steward.

2.5.2. In cases of emergency when the foregoing procedure is not practical or in the best public interest, the City may adopt or put into practice immediately such measures as are required. At the earliest possible date thereafter, the Union shall be provided with the notice described in the preceding paragraph and be given the opportunity to meet and confer with the appropriate management representatives. As used herein, "emergency" shall mean any situation in which proper management of the City requires immediate action, or in which immediate action is necessary for the preservation of life or property.

2.6. List of Unit Employees

2.6.1. The City shall furnish the Union with the names, initial rate of pay, classifications, and dates of hire of employees newly assigned to the unit and employees leaving the unit. The City shall provide the Union with current rates of pay for all employees in the bargaining unit once per year.

3. City Rights

3.1. The City shall retain the full rights of management and the direction of its business and operations, except as expressly limited and set forth in writing in this MOU. Wherein a subject matter is covered by the MOU, the City will act in accordance with those sections.

3.2. Nothing herein shall be construed to require the City to meet and confer on matters which are solely the function of management and which are not otherwise provided in this Memorandum of Understanding or letters of understanding executed by the parties in relation to the Memorandum of Understanding. The rights of the City through its Council and management include, but are not limited to, the following:

- To exclusively determine the mission of its constituent departments, commissions, and boards;
- To set standards of service of the various City departments;
- To determine the procedures and standards of selection for employment;
- To establish grooming standards;
- To lay off its employees from duty because of lack of work and other legitimate reasons;
- To maintain the efficiency of governmental operations;
- To determine the methods, means, and personnel by which governmental operations are to be conducted;
- To determine the content and intent of job classifications;

- To determine the methods of financing of departmental operations;
- To determine the style and/or types of City-issued wearing apparel, equipment, or terminology to be used;
- To determine and/or change the facilities, methods, technology, means, organizational structure, and size and composition of the work force, and allocate and assign work by which City operations are to be conducted;
- To determine and change the number of locations, relocating, and types of operations, processes, and materials to be used in carrying out all City functions, including, but not limited to, the right to contract or subcontract any work or operations of the City;
- To assign work to and schedule employees in accordance with requirements as determined by the City, and to establish work schedules and assignments;
- To establish and modify productivity and performance standards for employees, and to require compliance therewith;
- To discharge, suspend, demote, reprimand, withhold salary increases, or otherwise discipline employees for cause;
- To take all necessary actions to carry out its mission in emergencies.

3.3. It is a major purpose of this section to maximize the flexibility of the City to conduct its day-to-day operations.

3.4. Prior to modification of the following subjects, the City shall meet and confer with the Union:

- Minimum qualifications for classifications represented by the Union;
- The content and intent of job classifications; provided, however, that it is understood that job descriptions used to describe the various duties of a classification do not preclude employees from being assigned to work not listed as a specific duty of that classification;
- Licenses and certificates required for such classifications of employees;
- Degrees of training required for such employees;
- Grooming standards applicable to such employees;
- Productivity and performance standards of such employees;
- Styles and types of wearing apparel to be used on duty;
- Size and composition of the work force of the Police Department;
- Contracting or subcontracting of operations currently being performed by the Police Department.

3.5. The obligation of the City to meet and confer regarding the foregoing subjects shall not be construed to require that the City and the Union reach agreement prior to the implementation of the types of modifications described in this subsection.

3.6. Nothing in this section shall be construed to excuse the City from the obligation to meet and confer with the Union regarding any subject or matter not set forth in this section where required to do so by statute.

3.7. Neither the Union nor any employee within the bargaining unit shall contest through the grievance procedure the authority of the City under state or federal law to exercise the rights enumerated in *Section 3.2.* Except as provided therein, the Union may use the courts to contest the exercise of such authority.

4. No Discrimination

4.1. There shall be no discrimination by either Union or City on any basis prohibited by state or federal law or on account of any legitimate union activity.

5. Union Representatives and Personnel Files

5.1. Personnel Files

5.1.1. An employee, or on presentation of written authorization from the employee, an employee's representative, shall have specific access to the employee's personnel file upon request and reasonable convenience of Human Resources. Documentation in the personnel file relating to the investigation of a possible criminal offense, information obtained from the pre-employment background investigation, and letters of reference may be specifically excluded from the inspection and review of the employee and/or the employee's representative.

5.1.2. Medical records and information which would be privileged under state law pursuant to the attorney-client privilege or the work product doctrine may also be excluded. Non- privileged medical records involving workers' compensation, disability medical evaluation, and pre-hire medical reports shall be maintained in a separate employee medical file which is not included in the employee's personnel file. Personnel files may only be reviewed in the presence of a designated employee of Human Resources. The City will provide employees with copies of their personnel evaluations and warning letters, if any.

5.1.3. The City will provide employees with copies of performance evaluations, letters of reprimand, if any, and such copies shall be provided to the Union with written authorization of the employee. Upon request the employee may at his/her expense copy these portions of his personnel file not specifically excluded from review by this section.

5.2. Union Representative

5.2.1. Union representatives may receive complaints or grievances of employees at the work location during work hours. They shall not interfere with the normal conduct of work or duties of the employees, as determined by the department head. The department head shall not unreasonably prevent the employee from meeting with union representatives regarding such complaints or grievances.

5.2.2. Activities such as the soliciting of membership, collection of dues, holding membership meetings, campaigning for office, conducting elections, and distributing literature are strictly prohibited during working hours without the prior approval of the City Manager or his/her representative.

5.2.3. In the event the City believes that the union representatives are abusing the provisions of this section, it shall contact the Union in writing to arrange a mutually acceptable time and place to investigate the City's complaint and to

assure full compliance by the union representative.

5.2.4. When any public safety officer is under investigation and subjected to interrogation by his/her commanding officer, or any other member of the police department, which could lead to punitive action, such interrogation shall be conducted in accordance with Section 3303 of the Government Code. The terms used in the preceding section shall be as defined in the Public Safety Officers Procedural Bill of Rights Act.

5.2.5. The Union will provide the City with a list of authorized stewards annually.

5.2.6. Upon written prior approval of the Police Chief, authorized union stewards may be afforded reasonable paid time off to attend professional development seminars, attend meetings with management, grievance hearings, and internal investigation interviews.

6. Filling of Vacancies

6.1. Minimum Age

6.1.1. The minimum age of all new employees in the classifications of Police Officer is twenty-one (21) years per California Commission on Peace Officer Standards and Training (POST). The minimum age of all new employees in the classifications of Public Safety Dispatcher I/II, Police Clerk I/II, is eighteen (18) years. The City reserves the right to unilaterally change the age limits of department personnel after meeting and conferring with the union.

6.2. Filling Vacancies.

6.2.1. Except as otherwise provided in this Memorandum of Understanding, whenever the City Manager determines that a vacancy in a class described in Appendix "A" of this Memorandum of Understanding is to be filled, it shall be filled from employment lists established as a result of competitive examination. An exception to this rule is the City's use of the lateral and pre-trained transfer program. In making a determination not to fill a vacancy, safety of the personnel of the police department shall be a governing factor.

6.3. Announcement

6.3.1. All examinations for classes set forth in Appendix "A" of this Memorandum of Understanding shall be published by posting announcements ~~in the city hall, on official bulletin boards~~on the City's website~~,~~ and in such other places as the Personnel Officer deems advisable~~., including one newspaper of general circulation circulated in the city. Promotional examinations shall not be advertised by newspaper.~~ Notice of promotional examinations need not be given to persons other than those eligible to take such examinations.

6.3.2. The announcements shall specify the following:

- The title and salary range of the class;
- The nature of the work to be performed;

- Preparation desirable for the performance of the work of the class;
- The dates, time, place, and manner of making applications; and
- Other pertinent information.

6.4. Application Form

6.4.1. Applications shall be made on forms provided by the Personnel Officer or electronically. Such forms may require information covering training, experience, or other pertinent information. All applications must be signed under penalty of perjury by the person applying.

6.5. Disqualification from Open Competitive Examination

6.5.1. The City Manager as Personnel Officer, or City Manager's designee, may reject the application of any applicant for a position to be filled by open competitive examination if:

- The application indicates on its face that the applicant does not possess the minimum qualifications required for the position;
- The applicant would not meet the minimum age requirement at the time of appointment to the position classification;
- The applicant does not meet current requirements for employment authorization as outlined by pertinent state and federal laws;
- The applicant would be unable to perform the essential job functions after reasonable
- accommodations have been made;
- The applicant has made a false statement of any material fact or has omitted any material fact or has practiced or attempted to practice any deception or fraud in the application.

6.6. Permissive Rejection: Open Competitive Examination

6.6.1. The City Manager as Personnel Officer, or City Manager's designee, may reject any application for a position to be filled by open competitive examination if, in that person's or group's judgment, the number of applicants for the position is so great that it would be unmanageable to interview all applicants possessing the minimum qualifications. In such cases, the applicants selected for interview or further consideration may be limited to those who, in the judgment of the City Manager, or City Manager's designee, possess the qualifications that best fit the needs of the Police Department.

6.7. Notice of Rejection

6.7.1. Whenever an application is rejected, notice of such rejection with a statement of reason may be mailed to the applicant by the City Manager or City Manager's designee.

6.8. Defective Applications

6.8.1. Defective applications may be returned to the applicant with notice to amend the

same, at the discretion of the Personnel Officer.

7. Appointments

7.1. Sources of Appointments to Fill Vacancies

7.1.1. Whenever the City Manager determines that a vacancy in a class described in Appendix "A" of this Memorandum of Understanding is to be filled, it shall be filled by re- employment, transfer, demotion, or from eligibles certified by the Personnel Officer from an appropriate employment or promotional list, if available. The City's lateral and pre- trained transfer policy is another alternative to filling vacancies.

7.1.2. Whenever the City Manager determines that a vacancy in a class described in Appendix "A" of this Memorandum of Understanding is to be filled, the City Manager shall determine the availability of employees for re-employment, requests for transfers, or demotion, and of eligibles on employment or promotional lists for the class.

7.1.3. The City Manager shall certify the eligibles available to fill the vacancy by re-employment, transfer or demotion, or from a promotional or employment list.

7.2. Order of Certification

7.2.1. Whenever certification is to be made, the employment lists, if each exists, shall be used in the following order: re-employment list, promotional list, open-competitive list.

Whenever there are fewer than three names on a promotional list or seven names on an open-competitive list, the City Manager may make an appointment from among such eligibles or may establish a new list.

7.3. Appointment

7.3.1. After interview and investigation, the City Manager shall make appointments from among those certified in accordance with *Section 9.1.2.* The City Manager or designee shall thereupon notify the person appointed. If the applicant accepts the appointment and presents himself/herself for duty within such period of time as the City Manager or designee shall prescribe, s/he shall be deemed to be appointed; otherwise, s/he shall be deemed to have declined the appointment.

7.4. Nepotism

7.4.1. No person shall be appointed to any position described in Appendix "A" if a member of the immediate family, as defined in *Section 7.4.5* of such person is employed in the department, if the City Manager determines that (1a) for business reasons of supervision, safety or security, it would be inappropriate to place one such person under the direct supervision of the other; and (1b) the appointment cannot be made so it would not be necessary that one employee be under the supervision of the other; or (2) the placement of both persons in the department involves potential conflicts of interest greater for persons so related

than for non-related persons, and such conflicts cannot be resolved by control of duty assignments.

7.4.2. If such appointment is made, the employees involved shall be assigned, if possible, so that one is not under the direct supervision of the other, or employed to work in conjunction with the other under ordinary circumstances.

7.4.3. If, due to marriage, persons employed in the Police Department become members of an immediate family, the Police Chief shall, to the extent possible, assign such persons to duties in such manner that neither is under the direct supervision of the other, and neither is assigned to work in conjunction with the other under ordinary circumstances.

7.4.4. For purposes of this section, "direct supervision" is not designed to include employees who overlap on a workday, and is defined as having the primary supervisory assignment of the employee, including the preparation of the employee's performance evaluation.

7.4.5. For purposes of this section, "immediate family" includes father, mother, brother, sister, spouse, domestic partner, child, mother-in-law, mother of domestic partner, father-in-law, father of domestic partner, grandparent, grandparent of domestic partner, grandchildren, grandchildren of domestic partner, great grandparents, great grandparents of domestic partner, great-grandchildren of domestic partner, step-children, and step-children of domestic partner.

8. Probationary Period

8.1. Length of Probationary Period

8.1.1. All regular appointments to the classification of police officer shall be tentative and subject to a probationary period of eighteen (18) months from the anniversary date of probationary appointment. All regular appointments to other classifications set forth in Appendix "A" of this Memorandum of Understanding shall be tentative and subject to a probationary period of one year from the anniversary date of regular appointment.

8.1.2. Due to the extended sensitivity of safety related positions and additional training efforts required for the positions of Public Safety Dispatcher I/II and Police Clerk I/II, there will be a 12 month probationary period after completion of a reasonable and designated training period. A reasonable training period shall not exceed six (6) months. The designated training period shall be identified by the City/department head in the offer letter provided to new employees when they accept employment with the City.

8.2. Objective of Probationary Period

8.2.1. The probationary period shall be regarded as a part of the testing process and shall be utilized for close observation of the employee's work.

8.3. Appointment or Rejection of Probationer

8.3.1. During the probationary period an employee may be rejected at any time by the City Manager without cause, without hearing, and without the right of appeal.

8.3.2. Prior to the scheduled termination of the probationary period, the City Manager or designee shall notify the probationer in writing as to whether the service of the probationer has been satisfactory and his/her retention in City employment is desired. If the City Manager or designee notifies the probationer that the performance of the latter has been satisfactory, the City Manager or designee shall appoint the probationer to his/her position on a regular basis, effective upon the completion of the probationary period. If the City Manager or designee notifies the probationer that the performance of the latter has not been satisfactory, the employment of the employee shall be terminated upon such notice, or the City Manager or designee may extend the probationary period for a specific period of time to allow for further observation and evaluation. If the probationary period is extended, the salary step increase for the employee shall be deferred for the period of time of the extension.

8.3.3. Whenever the City Manager rejects a probationer, the written notice of rejection shall advise the probationer as follows:

8.3.3.1. That if the probationer believes s/he has been rejected because of allegations of misconduct which have been publicly disclosed under such circumstances that the good name, reputation, honor, or integrity of the probationer has been stigmatized, the probationer has the right to a hearing to provide him/her an opportunity to clear his/her name; and

8.3.3.2. That if the probationer believes s/he has been rejected on account of race, color, ancestry, national origin, religion, sex, marital status, physical handicap, participation in the activities of a labor organization, or the exercise of any right guaranteed to the probationer by statute or constitution, the probationer is entitled to a hearing to determine whether such rejection was, in fact, effectuated upon such invalid basis.

8.3.4. The notice shall advise the probationer that the latter may request such hearing by transmitting to the City Manager in writing not later than 15 days from the date of the notice a request for a hearing. Such request shall specify the grounds upon which the hearing is requested, as set forth in *Subsections 8.3.3.1 and 8.3.3.2.* If the probationer does not request a hearing in the manner prescribed by this section within the period allowed, the probationer shall be deemed to have waived his/her right to such hearing.

8.3.5. The City Manager shall conduct hearings requested pursuant to this section. If the hearing has been requested pursuant to *Subsection 8.3.3.2,* the probationer shall have the burden of proof that the rejection was effected upon an invalid basis. At the conclusion of such hearing, the City Manager may sustain the rejection, reinstate the probationer to probationary status if the probationary period has been completed, or reinstate the probationer to probationary status and extend the probationary period if otherwise permissible, if justified by the evidence presented at the hearing.

8.3.6. If, prior to the hearing, the employee presents to the City Manager a written request that the City Manager disqualify himself/herself from conducting the hearing, the City Manager shall assign a designee having no supervisory control over the employee to conduct the hearing. At the conclusion of the hearing, the hearing officer shall recommend to the City Manager the disciplinary action to be taken, if any, and the City Manager shall make a determination and promptly notify the employee in writing of such decision.

8.4. Promotional Probation

8.4.1. An employee who has previously completed the requisite probationary period and who is rejected during a subsequent probationary period for a promotional appointment shall be reinstated to the former position and salary step from which the employee was promoted; provided that this subsection shall not be construed so as to prohibit the City from discharging any employee during a subsequent promotional probationary period for those reasons and causes set forth in *Section 39* of this Memorandum of Understanding. Employees will be evaluated by the Department while serving in their promotional probation period.

8.5. Rejection Following Promotion

8.5.1. Any employee rejected during the probationary period following a promotional appointment shall be reinstated to the position and salary step from which s/he was promoted.

8.6. Extension

8.6.1. The probationary period may be extended upon the written recommendation of the employee's department head and the approval of the city manager for one or more extension, each not to exceed six months duration. The Union will be notified in writing of extensions of probationary periods.

9. Promotion, Employment Lists

9.1.1. Promotion

9.1.1.1. The City will endeavor to fill vacancies by promotion when in the best interest of the City. In the event the City Manager or designee determines to fill a vacancy by promotion, Human Resources shall prepare and administer an examination for those employees holding similar positions in lower classifications. The names of the successful candidates shall be recorded in the order of their standing in the examination of an employment list. Promotional appointments will be made from the eligible candidates on the employment list.

9.1.1.2. If, in the opinion of the City Manager, a vacancy in the position could be filled better by an open, competitive examination instead of a closed, promotional examination, the City Manager may call for applications for the vacancy and arrange for an open, competitive examination, and for the preparation and certification of an eligible list.

9.1.2. Employment Lists

9.1.2.1. Employment lists shall become effective upon the approval thereof by the Personnel Officer. Employment lists shall remain in effect for one year, unless sooner exhausted, and may be extended prior to their expiration dates by action of the Personnel Officer for additional six-month periods, but in no event shall an employment list remain in effect for more than two years.

9.1.2.2. Original appointments can only be made from the top eight candidates on the employment list who are ready and willing to accept the position offered.

9.1.2.3. The name of any person on an employment list may be removed by the City Manager if the eligible person requests such removal in writing, if the candidate fails to respond to a written offer of employment within five business days next succeeding the mailing of notice, which shall be by registered or certified mail, if a subsequent report of a background investigation shows that the person is unsatisfactory, or if the employee bas been rejected for appointment three times.

9.1.2.4. If a candidate refuses to be considered for appointment or for interview, the City Manager may, remove the name of the candidate from the employment list.

9.1.2.5. The names of persons on promotional employment lists who resign from the service may be dropped from such lists.

10. Layoff and Re-employment

10.1. Layoff

10.1.1. Whenever, in the judgment of the City Council, it becomes necessary to abolish positions, the City Council may abolish any position including those set forth in Appendix "A" of this Memorandum of Understanding, and the employee holding such position or employment may be laid off without the right of appeal. The City Manager may likewise lay off regular employees due to lack of work or funds.

10.1.2. In a reduction in force, employees with the least length of service shall be laid off first.

10.2. Re-employment after Layoff

10.2.1. In rehiring, the name of the employee last laid off within two years shall be placed at the head of an employment list for a position in the classification formerly held, and the employee shall be given preference in filling vacancies in that classification, and, if re-employed, shall be placed at the same step of the salary range previously held.

11. Resignation and Reinstatement

11.1. Resignation

11.1.1. An employee wishing to leave the competitive service in good standing shall file with the department head, at least two weeks before leaving the service, a written resignation stating the effective date and reasons for leaving. The resignation shall be forwarded to the City Manager with a statement by the department head or supervising official as to the resigned employee's service performance and other pertinent information concerning the cause of resignation. Failure to comply with this rule shall be entered on the service record of the employee and may be cause for denying future employment by the City.

11.2. Reinstatement

11.2.1. A regular employee who has resigned in good standing may be reinstated to a vacant position of the same classification as the previous position within a period of two years from the effective date of resignation. Reinstatement shall be made at the salary step recommended by the department head and approved by the City Manager.

11.3. Demotion

11.3.1. Demotion is the movement of an employee from one class to another class having a lower maximum rate of pay. The City Manager may demote an employee in any class of employment upon probationary rejection, for disciplinary purposes, as a substitute for layoff where authorized by this Memorandum of Understanding, or where the employee volunteers to be demoted. No employee shall be demoted to a position for which s/he does not possess the minimum qualifications. Three days written notice of the demotion shall be given to the employee before the effective date of the demotion.

12. Salary Plan

12.1. Salary Ranges

12.1.1. The following reflects the understanding as to adjustments, modifications and changes related to salary and/or benefits:

12.1.1.1. Wages - the following increases shall apply to all bargaining unit members

- 4% increase effective the first full pay period in January 2026 (retroactive to January 12, 2026)~~2~~
- 4.5~~3~~% increase effective the first full pay period in January 2027~~3~~
- 5~~3~~% increase effective the first full pay period in January 2028~~4~~
- 2.75~~3~~% increase effective the first full pay period in January 2029~~5~~

Equity Adjustments – the City shall apply the following equity adjustments

to each of the identified classifications:

Effective the first full pay period in July 2026:

Police Officer – 1.59%
Police Corporal – 1.59%
Police Recruit – 1.59%
CSO – 4.29%

Effective the first full pay period in July 2027:

Police Officer – 1.59%
Police Corporal – 1.59%
Police Recruit – 1.59%
CSO – 4.29%

Effective the first full pay period in July 2028:

Police Officer – 1.59%
Police Corporal – 1.59%
Police Recruit – 1.59%
CSO – 4.29%

12.1.1.2. Calculation of actual salary shall be as follows: For the five-step range, the range will be calculated by dividing each range step, beginning with top step, by the factor 1.0525.

12.1.1.3. Salary ranges for represented classifications shall be as set forth in Appendix “A".

12.2. Salary Plan Administration

12.2.1. Employees occupying a position set forth in Appendix "A" of this Memorandum of Understanding shall be paid a salary within the range established for that position's classification.

~~12.2.2. Effective upon ratification, the City will create a new Police Corporal job classification which shall be included in the list of classifications represented by the Police Bargaining Unit and added to Appendices "A" and "A-1". The Police Corporal job classification will be set 7.5% above Step 5 of the Police officer salary range.~~

~~12.2.3. The Parties agree to conduct a classification and compensation study of the Police Clerk I/II, Public Safety Dispatcher I/II, Community Services Officer I/II (digital and physical evidence only) job classifications and meet and confer regarding implementing any negotiable changes within 120 days of ratification of this agreement, and thereafter commencing bargaining over any negotiable changes, including but not limited to wage enhancements, for those classifications subject to the classification and compensation study.~~

12.3. Salary Plan Administration, Original Appointment

12.3.1. Except as herein otherwise provided, the salary for a new employee entering the competitive service shall be the minimum salary step for the classification to which the employee is appointed. However, when warranted by special circumstances, the City Manager may appoint a new employee at a salary step other than the minimum step of the respective classification. The City Manager's decision shall be final.

12.4. Salary Plan Administration, Advancement within Salary Range

12.4.1. No salary advancement shall be made so as to exceed the maximum rate established in the pay plan for the class to which the advanced employee's position is allocated. Employees hired at the first step of the salary range shall be evaluated for salary advancement after the first six months of service and after additional one-year periods of service thereafter until the employee has reached the maximum rate established. Employees hired at other steps of the salary range shall be evaluated for salary advancement after the first year of service from the anniversary date and after additional one-year periods of service thereafter until the employee has reached the maximum rate established. Advancement within the salary range shall generally be made one step at a time. However, the City Manager may, when circumstances warrant, advance the salary of an employee more than one step at a time or prior to the initial six months of service. If the City Manager takes such action the anniversary date for salary revision purposes shall be one (1) year from the date of such action.

12.4.2. Advancements shall not be automatic, but shall depend upon increased service value of an employee to the City as exemplified by recommendations of his/her supervising official, length of service, performance record, special training undertaken, or other pertinent evidence.

12.4.3. Advancement to the next higher step within the range of the assigned classification shall be implemented only upon final approval by the City Manager.

12.4.4. Changes in an employee's salary because of promotion, demotion, or an early or delayed salary advancement will set a revised salary anniversary date for that employee.

12.4.5. Salary range adjustments for a classification will not set a new salary anniversary date for employees serving in that classification.

12.4.6. Whenever the schedule of compensation for a classification is revised, each incumbent in a position to which the revised schedule applies shall be paid at the same step in the revised range as the step at which the employee was paid in the previous range.

12.4.7. If an employee takes a leave of absence, pursuant to *Section 25,* the time spent away from work shall not be counted toward the completion of the next step. If an employee takes a leave of absence with pay, the time spent away from work in excess of forty-five (45) consecutive calendar days shall not be counted toward the completion of the next step.

12.5. Anniversary Date

12.5.1. The anniversary date is the date from which time is calculated for purposes of salary step advancement, the ending of the probationary period, the advancement of vacation accrual dates, and the accrual of sick leave. This date shall be the actual date an employee is hired. Future salary and benefit adjustments for vacation etc., would be made effective the beginning of the pay period in which the employee's anniversary date occurred.

12.5.2. The actual date of appointment to a position shall govern seniority and eligibility to take a promotional examination and layoff.

12.6. Salary Plan Administration, Salary Step After Promotion or Demotion

12.6.1. Promotion

12.6.1.1. When an employee is promoted from a position in one classification to a position in a higher classification, that employee shall be entitled to receive the rate of pay of the lowest step in the salary scale of the higher classification which provides at least 5% above the base salary of the employee, not including acting pay or educational incentive pay.

12.6.2. Demotion

12.6.2.1. General. When an employee is demoted, his/her compensation shall be adjusted to the salary prescribed for the classification to which s/he is demoted, and the specific rate of pay within the range shall be determined by the City Manager. Where the demotion is not for disciplinary purposes, the City Council may provide for a rate of pay higher than the maximum step of the salary schedule for such classification.

12.6.2.2. Abolition of position. When an employee is demoted as a result of abolition of position, s/he shall be placed at the salary step in the lower classification which most closely approximates but does not exceed the employee's salary in the higher classification.

12.6.2.3. Voluntary demotions; demotions resulting from probationary rejections. When an employee takes a voluntary demotion to a position previously held or is reappointed to such a position as the result of a probationary rejection, the employee shall be placed at the same step in the lower classification which the employee last held. The employee's service time at such step shall be the same as the service time held previously at such step.

12.6.2.4. Disciplinary demotions. When an employee is demoted to a lower classification for disciplinary reasons, the specific rate of pay in the salary

range of such classification to which the employee shall be entitled shall be determined by the City Manager.

12.7. Salary Plan, Pay Periods

12.7.1. Employees shall be paid bi-weekly.

12.8. Direct Deposit

12.8.1. All employees hired after February 28, 2001, shall be paid only via direct deposit into a bank account. Employees shall have thirty (30) days from the date of hire to submit appropriate information to the Finance Department for the processing of direct deposit pay.

13. Call Back Pay

13.1.1. Pay for employees who are called back to work from home shall commence when the employee reports for work at Police Department headquarters and shall terminate when the employee is released from work at headquarters.

13.1.2. Compensation for call back shall be earned at a minimum of three (3) hours and shall be compensated either in pay or compensatory time at the rate of one and one-half times the regular straight-time rate of pay of the employee. If an employee is called back to work within the three (3) hour minimum prior to his/her regularly scheduled shift, the employee will receive compensation only for the actual time worked and calculated to the nearest quarter hour.

13.1.3. If an employee is called to begin work at an earlier time other than his/her regularly scheduled shift, the following shall apply:

13.1.4. If the employee desires to be relieved from duty, they may do so only with the approval of the on-duty supervisor, subject to the staffing needs of the department. The employee shall have the option of using accumulated leave in lieu of completing his/her regularly scheduled shift; in such case the portion of work performed prior to his/her regularly scheduled shift shall be deemed to be overtime.

13.1.5. If the employee leaves work during his/her regularly scheduled shift due to sickness or disability s/he may use sick leave for the remainder of his/her regularly scheduled shift.

14. Overtime

14.1.1. Overtime is defined as the compensating of a full-time employee, either in compensatory time or pay, for authorized time actually worked in excess of 40 hours per week or in excess of the regularly scheduled work hours per day. Overtime is calculated as being one and a half times employee's regular hourly rate, unless otherwise specifically identified in the MOU. The employee shall

have sole discretion in determining whether overtime is received in pay or compensatory time subject to the accrual maximum outlined in the "Compensatory Time Leave Bank" referenced in (a) (1) below.

14.1.2. A "Compensatory Time Leave Bank" is established with a maximum accrual balance of one hundred ~~and twenty~~ (1020) hours. Time in excess of the accrual maximum would automatically be paid as over-time and not allowed to build up in excess of the maximum level absent approval from the City Manager or designee. Employees shall have one-half of their accrued compensatory time off paid to them in cash in the pay period prior to promotion.

14.1.3. Employees may convert holiday time as it occurs to compensatory time leave in lieu of pay, but in no case exceed a total of one hundred and twenty (120) hours.

14.1.4. Time worked during the first one-quarter hour of excess time worked will not be compensated; however, time worked in excess of one-quarter hour through one-half hour will be granted at a minimum of one-half hour. When the time worked is in excess of one-half hour, overtime shall be computed for the total actual time worked and calculated to the nearest one-quarter hour.

15. Acting Pay

15.1. An employee assigned to perform substantially the duties of a higher job classification shall, commencing with the seventh (7th) consecutive complete calendar day from the commencement of the assignment, receive the rate of pay established for the salary step of the classification of the temporary assignment that is a minimum of five percent (5%) greater than the employee is currently earning, retroactive to the date the employee was assigned to such duties. In no event shall the rate paid exceed the top step of the assigned classification. ~~Police Officers*, Public Safety Dispatcher I/II's, and Police Clerk I/II's of this unit who are assigned to an acting supervisor capacity shall receive an increase in pay of five (5) percent, retroactive to the start of the assignment, after completing the following:~~

~~Police Officers~~	~~Five~~ Eight (58) ~~consecutive hours~~ shifts ~~of duty~~
~~Public Safety Dispatcher I/II~~	~~Eight (8) consecutive hours shifts of duty~~
~~Police Clerk I/II~~	~~Eight (8) consecutive hours shifts of duty~~

15.2. *Police Officers assigned to Corporal assignment duty are not eligible for acting pay per this provision, as acting in this capacity is included in 5% Corporal Assignment duty.

16. Special Assignment Pay

16.1. The following Special Assignments shall receive a 5% increase in base salary

beginning on the first day of the assignment and continuing until the last day of the assignment: Detective, Detective Trainee, K-9 Officer, Regional Task Force assignments, School Resource Officer, Bayhill Business Officer, Motor Officer, and Support Services Officer. The maximum Special Assignment Pay an employee may obtain under this section is five percent (5%) total.

16.2. Employees in sworn police classifications assigned to work as K-9 officers shall receive an additional $100 per month, for such special assignment. Officers are assigned as K-9 officers at the discretion of the Chief of Police. Employees may be returned to their original assignments at any time at the discretion of the Chief of Police and such return shall not be considered "punitive action" nor subject to any appeal. Employees in sworn police classifications assigned to work as K-9 officers shall be compensated for off-duty K-9 care as follows:

16.3. The City and the Association agree that the amount of off du(y compensable working time attributable to all ordinary aspects of canine care (including without limitation, handling, caring, feeding, exercising, grooming, kennel cleaning, cleaning of City vehicles, and ordinary transport to a veterinarian) by employees assigned to K-9 duty is seven (7) hours per week. Both the City and the K-9 officers agree that this 5% differential and additional $100 per month, is fair compensation for the duties of caring for the dog outside of work hours. This agreement is made pursuant Fair Labor Standards Act regulation 29 CFR § 785.23. If and when an employee assigned to K-9 duty performs any extraordinary work involving the animal, the employee shall report such work immediately to the Chief of Police in writing and in no event less than 24 hours after completing such work. "Extraordinary work" includes, but is not limited to, unanticipated trips for emergency veterinarian care and any work which causes a substantial increase in work time beyond the agreed-upon hours necessary for routine care as identified above.

16.4. Field Training Officer and Communications Training Officer will receive three hours additional pay at the time and one-half rate, for each full week or portion thereof that the trainer is providing training.

16.5. In-lieu of any existing practices of compensation, when a Police Clerk II is assigned as a Public Safety Dispatcher I/II for at least one full working day, such employee shall receive a five (5) percent increase to their base salary for those hours actually worked. Accordingly, effective upon ratification of this agreement, the City will eliminate the following from the Police Clerk II job description: " ...in addition to the performance of dispatching job duties as specified for Public Safety Dispatcher I, on a relief basis" and "Performs duties associated with Public Safety Dispatcher I on a relief basis at a level of skill and ability to perform the dispatching function for an entire shift, as assigned."

16.6. Employees performing the following collateral duties shall receive a two percent (2%) Collateral Duty Premium when assigned by the Chief: Regional S.W.A.T. Team, Defensive Tactics Instructor, De-Escalation Instructor. Such assignment may be assigned and unassigned by the Police Chief at the sole discretion of the Chief and shall not be subject to the grievance procedure. The maximum Collateral Duty Premium Pay an employee may obtain under this section is two percent (2%) total.

16.7. Beginning the first pay period after the contract is executed, employees regularly assigned to work the "Night Shift" (i.e. any shift that includes the hours between 1900- 0700) will receive a one percent (1%) pay differential. Beginning in January 2023, employees regularly assigned to work the "Night Shift" will receive an additional one percent (1%) pay differential. Beginning in January 2024, employees regularly assigned to work the "Night Shift" will receive an additional one-half percent (0.5%) pay differential for a maximum of two and one-half percent (2.5%) of their hourly rate for all regularly scheduled hours worked between 1900-0700. For purposes of this section, "regularly assigned" is defined as being scheduled to work as part of a member's standard shift as part of a regular shift rotation (i.e. 6 months). Members not "regularly assigned" to the Night Shift will not be entitled to Night Shift Differential, even for hours worked between 1900-0700. At full authorized staffing levels, there are currently 12 such positions in the bargaining unit available for Night Shift Differential: eight (8) Police Officers; two (2) Police Corporals; and two (2) Public Safety Dispatchers I/II.

17. Special Circumstances Pay

17.1. An employee specifically assigned by a department head through use of the personnel action form process on a temporary or longer-term basis to regularly perform work outside of the scope of the employee's permanent classification but not performing substantially the duties of another job classification may receive Special Circumstances/Special Recognition Pay at the exclusive discretion of the City Manager. The City Manager may assign a rate of pay between 3.5% and 10% depending on the nature of the circumstances and organizational need. The determination as to the rate of pay made by the City Manager shall be final and not subject to use of the Grievance Procedure.

18. Incentive Pay Programs

~~18.1. Historical footnote: *Section 18 Incentive Pay Programs* was previously titled "POST Incentive Pay" and applied only to sworn personnel.~~

~~18.2.~~18.1. Incentive pay is calculated on an individual employee's base salary. The maximum incentive pay an employee may obtain under *Section 18 Incentive Pay Programs* is 8.5%**.** *Subsections 18.2~~3~~ POST Certification Pay* and *Section 18.4~~3~~ Educational Incentive Pay -All Personnel* are not to be included together for purposes of determining the level of incentive pay for Sworn employees. Sworn ~~e~~Employees may only receive either POST Certification Pay or Education Incentive Pay at any one time but may not receive both incentives simultaneously.

~~18.3.~~18.2. POST Certification Pay

A. Sworn Personnel

- Four percent (4%) of employee's base salary for possession of a POST Intermediate Certificate; OR
- Eight and one-half percent (8.5%) of employee's base salary for possession

of a POST Intermediate and possession of a POST Advanced Certificate

B. Dispatch Personnel effective the first full period in January 2027.

- Two and one-half percent (2.5%) of employee's base salary for possession of a POST Intermediate Certificate; OR
- Five percent (5%) of employee's base salary for possession of a POST Intermediate and possession of a POST Advanced Certificate

~~18.4.~~18.3. Educational Incentive Pay-All Personnel

- Three percent (3%) for AA or AS degree
- Six percent (6%) for BA or BS degree

~~18.5. Certification for Public Safety Dispatcher~~

~~18.5.1. The City acknowledges that POST has established Public Safety Dispatcher Certificates, professional certificates awarded in recognition of meeting specified education, training, and service requirements. POST has not mandated participation in the public safety dispatcher professional certificates program. In the event the State requires additional POST certification for the Public Safety Dispatcher classification, the parties agree to reopen this section of the MOU, only.~~

~~18.6.~~18.4. Fitness Incentive Pay Program

~~18.6.1.~~18.4.1. The City will provide a physical fitness incentive pay of $50 per month ($600 per year). Participation is strictly voluntary and requires participants to re-qualify annually. The program will be administered by the Chief of Police or designee.

~~18.7.~~18.5. Bi-lingual Incentive Pay Program

~~18.7.1.~~18.5.1. The City shall provide bilingual incentive pay in the amount of 2.5% of base pay to an employee who meets the criteria outlined in the City's Bilingual Program. These requirements include:

- Demonstrated proficiency in a language other than English (including American Sign Language), which is used within the community;
- Successfully meets and maintains the program requirements, including re-qualifying every two years.

~~18.8.~~18.6. CSO Assignment Pay

~~18.8.1.~~18.6.1. Effective the first full pay period following ratification of this agreement by the City Council, a 5% special assignment pay for a CSO position whose regular assignments include:

- Property/Evidence Officer
- Court Officer

18.7 Retention Pay – Sworn Personnel

Effective the first full pay period in January 2027, employees in the Police Officer or Police Corporal classifications that have at least seven (7) years of sworn City service shall receive one percent (1%) of the employee's base salary as a retention pay premium. Effective the first full pay period in January 2028, the retention pay premium shall increase by one percent (1%) for a maximum of two percent (2%) of the employee's base salary.

19. Uniform Allowance

19.1. Uniform Allowances: It is understood that this uniform allowance is provided for the purposes of employee's compliance with departmental uniform requirements and that it is the responsibility of each employee to be in compliance with the departmental requirements at all times.

19.2. Effective July 1, ~~2012~~2026 sworn officers and non-sworn personnel of this unit shall receive an annual uniform allowance of nine hundred and fifty ($950). Said uniform allowance shall be paid in an equal amount in each pay period and reported within the earned period report ~~lump sum distribution no later than September 1 annually~~.

19.3. The City shall pay the employee's CalPERS contribution for uniform allowance, in accordance with current CalPERS and government code requirements.

20. Permanent Part-Time

20.1. Employees occupying permanent part-time positions shall work such hours and schedules as prescribed by the appointing authority.

20.2. Permanent part-time employees assigned to allocated positions shall be entitled to sick leave, industrial disability leave, and vacation leave, in proportion to the number of hours of the work week such employee bears to the number of hours of regular work week for employees occupying full-time positions.

20.3. Permanent part-time employees assigned to allocated positions shall be entitled to holiday pay in proportion to the percentage of full-time hours worked during the pay period which includes a holiday; e.g., if a permanent part-time employee works 50% of the full-time hours in a pay period, the employee shall be paid for one-half of each holiday falling within that pay period.

20.4. Permanent part-time employees assigned to allocated positions who are employed for more than 1040 hours and not less than six months in any 12-month period shall be eligible to participate in the Life Insurance Group Policy.

20.5. Permanent part-time employees shall be entitled to medical insurance in accordance with the provisions of *Section 34* of this Memorandum of Understanding.

20.6. All permanent part-time employees in this bargaining unit are included in the

City's PERS retirement program for miscellaneous employees.

20.7. For purpose of this section, "permanent part-time" shall apply only to the following classifications: Police Officer, Public Safety Dispatcher I/II, and Police Clerk I/II.

21. Holidays

21.1. The City provides 116 hours of holiday pay. The following are designated as holidays:

- New Year's Day
- Martin Luther King, Jr.
- Lincoln's Birthday
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Admission Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving Day
- Day before Christmas Day
- Christmas Day
- Employee's Birthday
- Good Friday (4 hours)

21.2. Unless a Holiday is taken as time off on the day it is observed, employees in this bargaining unit will be paid for the Holiday in the pay period which such Holiday occurs at a straight time rate unless otherwise provided for in this MOU. All Holidays listed above are eight (8) hour holidays except for Good Friday which is observed at four (4) hours.

21.3. Employees who perform work on Independence Day, Thanksgiving, Christmas, and New Year's Day shall earn holiday pay at the rate of one and one-half (1-1/2) times the hours worked. As used in this section, the term "perform work" means the scheduling date of the holiday, regardless if the working hours extend to the following date. For example, an employee assigned to work the day prior would not be entitled to the overlap hour(s) that extend into the particular holiday.

22. Vacation Leave

22.1. Vacation accrual and maximum accumulation for employees of this bargaining unit shall be as follows:

Years of Service	Hours of Bi-Weekly Accrual	Hours of Monthly Accrual	Maximum Accumulation
1-5	3.078	6.67	280

6-10	4.615	10.00	280
11	4.92	10.67	280
12	5.178	11.22	280
13	5.538	12.00	280
14	5.848	12.67	280
15	6.152	13.33	280
16-20	6.457	13.99	280
20-24	6.771	14.67	280
25+	7.08	15.34	280

22.2. Employees of this bargaining unit shall receive notice of their bi-weekly accrual upon completion of each pay period.

22.3. With written permission from the City Manager, employees in this bargaining unit may accumulate 40 hours more than the maximum annual accumulation stated above.

22.4. Employees who terminate employment shall be paid in a lump sum for all unused vacation leave in accordance with the provisions of this section upon or prior to the date of termination.

22.5. No additional vacation leave credit will be earned should an employee exceed their maximum accrual hours set forth above. Employees will be provided an opportunity to request consideration to exceed this level if they have documented plans for use of vacation leave with a reasonable time period subject to approval by the City Manager or upon recommendation of the Chief of Police if the department is not able to allow an employee to use vacation leave time.

23. Sick Leave

23.1. Purpose. Sick leave shall not be considered a privilege which an employee may use at their discretion, but shall be allowed in case of necessity and actual sickness or disability, except as provided in *Subsections 23.2.4 and Subsection 23.2.5.* In addition, sick leave may be used by an employee, subject to the limiting conditions outlined in *Section 24 Bereavement Leave.*

23.2. Rate and conditions of accrual and utilization of sick leave.

23.2.1. For full-time employees, sick leave shall be accrued at the rate of eight (8) hours for each calendar month of service.

23.2.2. There shall be no limitation on the amount of sick leave the employees of this bargaining unit may accumulate.

23.2.3. Sick leave, vacation leave, holiday leave and seniority shall not accrue when the employee is on leave without pay.

23.2.4. In the event sick leave is taken by an employee instead of a leave of absence for

industrial disability granted by state law where there is a bona fide dispute between the City and the employee as to whether the disability is industrial, and such dispute is resolved in favor of the employee, any sick leave which was erroneously deducted from the employee's accumulated sick leave shall be restored to the employee.

23.2.5. The procedure for use of sick leave for employees in this bargaining unit shall be governed by San Bruno Police Department General Order No. 77-51, Appendix 2, Section as amended.

23.2.6. Availability for notification. An employee who is absent on sick leave is expected to be available to answer telephone calls and receive visits by or from a supervisor in relation to work-related matters. No employee shall unreasonably refuse to answer a telephone ca or receive a visit from a supervisory employee for such purpose.

23.2.7. Suspension of sick leave. When, in the sole opinion of the City Council, a job action exists, it shall have the authority to suspend the use of sick leave benefits for the duration of the job action, retroactive to the beginning of such job action. As used herein, '10b action" includes, but is not limited to, any strike, slowdown, stoppage of work, curtailment of production, concerted refusal of overtime work, refusal to operate designated equipment, or to perform customary duties due to any labor dispute, or any concerted refusal to appear at any assigned workstation because of claimed or asserted sicknesses or disabilities.

23.2.8. Medical certificate. When an employee returns after an absence on sick leave in excess of one workday, the department head may require him/her to submit a certificate signed by a licensed physician indicating with dates of illness and other infor~~01~~mation as allowed by state and federal law.

23.2.9. If the employee has previously been counseled or warned in writing by a supervisor regarding abuse of sick leave, such certificate may be required by the department head after absence on sick leave for any amount of time. The City agrees to pay for the cost of obtaining such certificate to the extent that the employee's health insurance coverage does not do so.

23.2.10. Prescription Medication Notice. When an employee has been absent on sick leave, upon his/her return s/he shall advise supervisor of any prescription medication the employee is taking which may affect their ability to perform their job duties and any treating doctor if applicable.

23.2.11. Termination of employment. Upon termination of employment with the City as a result of retirement, death, or abolition of position, the following amount of unused sick leave shall be paid on termination of employment.

- Employees who have completed twenty (20) or more years of City service as a full- time employee: fifty percent (50%) of unused sick leave, or six hundred (600) hours, whichever is less.
- Other employees: Fifty percent (50%) of unused sick leave, or four hundred eighty (480) hours, whichever is less.

23.2.12. Sick leave on holidays. If an employee in the bargaining unit is on sick leave during a holiday, that day shall be treated as sick leave taken.

23.2.13. Family Sick Leave. Sick leave may be applied to whenever an employee is compelled to be absent from duty because the employee's presence is needed to attend to for the health condition of a "family member" as defined by state and federal law., provided that such absence shall be limited to 50% of their annual accrual with the same provisions as other sick leave.

23.2.14. Conversion of Vacation Leave to Sick Leave. The City may have the option of allowing vacation or comp time leave to be changed to sick leave when (and if) the employee was actually sick during use of this time off. The City shall review the merits of each situation on a case-by-case basis and require documentation substantiating that the employee requesting such leave time change was actually ill or injured and required treatment. The intent of this language is to allow for an employee who scheduled time off but was actually ill to have that time converted to sick leave. The intent is not to allow someone who is suffering from travel related associated stomach upset, jet lag or similar affliction to convert vacation time to sick leave. Documentation (doctor's statement or personal affidavit) of the need for treatment is a necessary element for approval of such conversion.

24. Bereavement Leave

24.1. In the event of a death in the immediate family of an employee, as defined in *Section 7.4.5* the employee shall, upon written request, be granted such time off as is necessary to make arrangements for the funeral and attend same, not to exceed three regularly scheduled working days. This provision shall not apply if the death occurs while the employee is on leave of any kind other than vacation or compensatory time off. Only in the event that the funeral takes place at a location more than 150 miles away from the City of San Bruno, reasonable time off for travel will be allowed not to exceed one regularly scheduled working day.

24.2. For the purposes of this provision, the immediate family shall be restricted to father, mother, brother, sister, spouse, domestic partner, child, stepchild, foster child, mother-in- law, father-in-law, step-parent, grandparents, grandchildren, spouse's grandparents, aunt, uncle, nephew, niece, great-grandchild or great-grandparent.

24.3. At the request of the City, the employee shall furnish a death certificate and proof of relationship.

24.4. Bereavement leave applies only in instances in which the employee attends the funeral, or is required to make funeral arrangements, but is not applicable for any other purpose such as settling the estate of the deceased.

25. Leave of Absence

25.1. The City Manager may grant a regular employee a leave of absence without pay

or benefits not to exceed one year. Requests for such leave shall be in writing and approved by the City Manager in writing. The City Manager may terminate such leave of absence upon notice to return to duty prior to scheduled expiration of the leave if the City Manager determines that the circumstances justifying the leave do not exist, or if the needs of the City justify termination of the leave. Upon expiration of a regularly approved leave, or within a reasonable period of time after notice to return to duty, the employee shall be reinstated in the position held at the time leave was granted. "Reasonable time" shall be defined as ten (10) days unless an extension or need for an extension is identified and approved by the City Manager. Failure on the part of an employee on leave to report promptly at its expiration, or within a reasonable time after notice to return to duty, shall be cause for discharge.

25.2. An employee who has requested a leave of absence for medical reasons may be required to complete a fitness for duty evaluation to determine that the employee is capable of performing the duties of the job. The employee shall submit a medical certificate which indicates the employee's personal or treating physician is releasing them to return to duty. Any limitations or exceptions must be included in the medical certification. The City of San Bruno reserves the right, at its expense, to send the employee to a physician of its choice for further evaluation. The final determination as to whether the employee is fit for duty shall be made by the City Manager or designee.

26. Jury Duty Leave

26.1. Any employee who is called and required to serve as a trial juror shall be entitled to absent himself/herself from his/her duties during the period of such service or while necessarily being present in court as a result of such call. Under such circumstances, the employee shall be paid the difference between his/her full salary and any payment received by him/her, except travel pay, for such duty. The employee shall notify the department when noticed to serve as a trial juror of the time and place of such duty.

26.2. Where an employee is required to serve as a juror during his/her scheduled work shift, if s/he is relieved of his/her required presence as a juror prior to the end of such shift, s/he shall report to work and complete the shift.

27. Leave for Court Appearances

27.1. An employee who has been subpoenaed as a witness in his/her official capacity shall be paid:

27.2. His/her regular salary if s/he is required to appear as a witness while scheduled to be on duty, or

27.3. One and one-half (1 1/2) times his/her regular salary if the employee is required to appear as a witness while scheduled to be off duty.

27.4. On a scheduled work day compensation shall be earned at a minimum of four (4)

hours at time and one-half, except when the beginning of the court appearance is scheduled within the three hour period immediately prior to duty. In such case, the employee shall receive three hours compensation at time and one-half.

27.5. Officers who complete their shift immediately prior to when they are scheduled to appear in court shall be entitled to the four hour minimum. For example, officers who are regularly scheduled to complete their shift at 0700 hours, who actually work in the morning prior to the court appearance and who appear in court prior to 1000 hours shall receive the four hour minimum. Supervisory personnel may require officers to remain on duty, but shall allow reasonable and sufficient time with pay for the officers to go home if necessary to have breakfast and prepare themselves for the appearance. If the court appearance continues after 1100 hours, all hours, or portions thereof pursuant to *Section 14.1.4* worked after that time shall be at the overtime rate, paid in addition to the four hour minimum.

27.6. On a non-scheduled work day, compensation shall be earned at a minimum of four (4) hours at time and one-half.

27.7. An employee who has been subpoenaed as a witness in his/her private capacity shall not be paid for the time s/he is not on duty, but may use compensatory time, vacation time, holiday time, or shift exchange.

27.8. Employees on a scheduled work shift who testify as a witness, shall report to work and complete their scheduled shift upon being released from testifying.

27.9. On a non-scheduled work day the City shall not pay for an employee's lunch period during Northern Judicial District court appearance; the lunch period is hereby defined to be one-half hour in length. This restriction shall not apply in the case of the four (4) hour minimum as defined above.

27.10. In regards to changes in shift assignments made necessary by court appearances, the City reserves the right to alter shift assignments when the officer is given 48 hours prior notice to the start of his/her assigned shift. If an officer is not given 48 hours notice s/he shall have the option to work his/her regularly assigned shift up to a maximum of 15 consecutive hours. The City reserves the right to require an officer to work longer than the 15-hour maximum if the needs of the department so require.

27.11. If a person who is scheduled to work swing shift is required to appear in court during hours s/he is scheduled to be off duty and s/he has not been notified to shift adjustment within the above 48-hour period, the following rules shall apply:

27.12. If the court appearance ends before noon, the employee shall next report to work for his/her regular scheduled shift and shall be entitled to overtime compensation otherwise due him/her in accordance with the provisions of this section.

27.13. If the court appearance ends after noon, employee may, at his/her option, report to police headqua1iers and continue working until s/he has completed 10 hours of work for that day. S/he shall then be off duty until his/her next scheduled shift the following day. S/he shall not be entitled to overtime compensation under these circumstances. The employee shall advise their supervisor as to whether

the employee will elect to continue working on shift or not.

27.14. If the court appearance ends after noon, the employee may, upon the approval of the on- duty supervisor, continue to work until s/he has completed 15 hours work for that day. S/he shall be entitled to five (5) hours overtime compensation.

27.15. The City reserves the right to require employees to work in excess of 15 hours in a day if the department head determines that this is necessary to meet the operational needs of the department.

28. Military Leave

28.1. Military leave shall be provided for in accordance with state and federal law. Any organizational requirements should be contained in either the departmental or city administrative directive as developed by the City Manager.

29. Pregnancy Condition

29.1. Leave regarding pregnancy, birth, and/or adoption shall be governed by applicable state and federal law, as presently worded or subsequently amended.

29.2. Sick leave as provided for by the City for employee use when medically required. Doctor's certification required.

29.3. Vacation leave when used in accordance with existing use provisions.

29.4. Compensatory Time Off or administrative leave available to the employee in accordance with existing use provisions.

29.5. In addition, the City shall provide leave time and/or benefits in accordance with the provisions of current and/or future California State law and federal law governing the birth or adoption of a child, parental leave rights and/or an individual employee's medical condition. The details and procedures outlining the City's compliance with these state and federal policies shall be outlined in city administrative directive as developed by the City Manager.

30. Industrial Disability Leave

30.1. Sworn personnel. Industrial disability leave for Police Officers shall be governed by Section 4850 of the Labor Code as presently constituted or subsequently amended.

30.2. Non-sworn Personnel. Any regular employee of the City who has suffered any disability arising out of and in the course of employment, as defined by the workers' compensation laws of the State of California, may be entitled to disability leave while disabled without loss of compensation for the period of such disability to a maximum of 60 days. Such disability with pay may be extended by

the City Manager not to exceed one year. The City Manager may call for medical examinations as frequently as would be reasonably necessary, given the nature and extent of the injury and the degree of change of condition within a given period of time, but shall not schedule examinations so frequently as to constitute harassment of the employee. The City may terminate industrial disability leave if a disability retirement is initiated.

31. State Disability Insurance as an Employee Paid Benefit

31.1. To the extent permitted by the State of California, the City agrees, as a 'fully employee paid' benefit and handled as an authorized employee payroll deduction, to enroll qualified employees subject to this Memorandum of Understanding into the State Disability Insurance (SDI) program if agreed to by members of the bargaining unit as a group.

31.2. The City shall facilitate coordination of benefits with regard to the use of authorized sick leave accruals used by an employee during such period(s) of time when such employee is drawing SDI insurance benefits relating to paragraph (a).

31.3. In no event shall an employee, during absence from work for an illness or disability where SDI benefits are paid, earn an amount of compensation greater than the straight- time wages regularly payable if the employee had actually worked.

32. Catastrophic Leave

32.1. The City shall provide for a Catastrophic Leave Program as outlined in city administrative directive as developed by the City Manager. The City agrees to meet and confer with the Union as to any changes in this administrative procedure.

33. Provision of Long-Term Disability Insurance

33.1. The City agrees to include personnel in this bargaining unit in a City-wide Long-Tenn Disability (LTD) insurance program at the City's expense.

34. Health and Welfare

34.1. An eligible employee with respect to whom monthly contributions are required shall mean any employee on the payroll on the first day of any calendar month who has been on the payroll of the City eighty (80) hours or more during the preceding calendar month, and shall otherwise be defined by Article I of the Teamsters Local 856 Trust by laws. Said contribution shall institute full compliance with and full performance of all obligations of the City to provide health and welfare benefits for its employees.

34.2. The City shall pay 75% and employee pays 25% of the health and welfare benefit premium increase over the prior plan year based on the cost of the plan options which they have selected.

- Beginning January 1, ~~2022~~ 2026 through ~~December~~ June 3~~1~~0, ~~2025~~ 2029 the City shall pay 75% and employee shall pay 25% of health and welfare benefit premium increase over the prior plan year.

34.3. Retiree Health Coverage

34.3.1. Employees in this unit participate in Retiree Plus Health Coverage established January 1, 2021. For terms of this contract, the City shall pay 75% and employee shall pay 25% of Retiree Plus Health Coverage premium.

34.3.2. Eligibility for any Retiree coverage: If you retire from employment with an employer who is making contributions for retiree coverage, you will be eligible for retiree benefits provided: (1) You were covered under this Plan for a total of 120 months, and (2) You were eligible for at least 12 continuous months immediately prior to the date of your retirement.

34.3.3. Eligibility for Retiree Plus Coverage: If you retire from employment with an employer who is making contributions for retiree coverage, you will be eligible for the reduced Monthly Self-Pay rate provided: (1) You have at least 240 months of coverage, and (2) 12 continuous months immediately prior to the date of your retirement with an employer who paid into the Retiree Plus Plan. If you have at least 120 months, but less than 240 months, you will be eligible for Retiree coverage but not for the reduced Monthly Self- Pay rate. Retirees are encouraged to review the Retiree Plus Health Coverage Plan Document for exceptions and enrollment deadlines.

34.4. Plan Restructure

34.4.1. The Plan year shall move to a calendar year cycle. Future year increases will be effective January 1.

34.4.2. There will be no retroactive payment of benefit premium cost increase before March 1, 2014.

34.5. “Opt out"

34.5.1. Employees who demonstrate possession of comparable health coverage may elect to opt out of the City health benefit.

34.5.1.1. An amount equal to 15% of the monthly premium shall be paid to the employee based on the composite rate with the 'no co-pay' prescription plan

34.5.1.2. An amount equal to 35% of the monthly premium shall be paid to the Trust based on the composite rate with the 'no co-pay' prescription plan

34.6. The Trust shall offer a "10/20" drug prescription option, which may be utilized at employees choice only

35. Flexible Benefits Program

35.1. City agrees to make available an IRS Section 125 Flexible Benefits Program consistent with applicable IRS provisions. Such a program may have an employee cost to participate.

36. Life Insurance

36.1. The City shall provide, at its expense, a term life insurance group policy for Teamster Local 856 members covered under this agreement, in an amount equal to the employee's annual base salary as stated in Appendix "A" of this Memorandum of Understanding. Income tax consequences, in conformance with IRS regulations, will be the responsibility of the employee. All employees earning under $50,000, will have a life insurance benefit of $50,000.

36.2. Said employees shall be entitled to purchase, at their own expense, additional term life insurance to the extent permitted by the policy carrier under such terms and conditions as are customarily imposed by such carrier in its normal course of business.

37. Retirement and Retirement Related Benefits

37.1. PERS Membership

37.1.1. Safety Retirement

37.1.1.1. "Classic" employees in sworn public safety classifications shall continue to be covered by the PERS three percent (3%)@ 50 retirement benefit option. Employees shall continue to contribute 9% of pensionable compensation.

37.1.1.2. The retirement contract in effect on December 1, 1984, between the City of San Bruno and the Public Employees Retirement System (PERS) on behalf of eligible employees of this unit shall be continued during the term of this Memorandum of Understanding. Final compensation for purposes of calculating retirement benefits shall be based upon the "highest year" method under the Public Employees Retirement System (PERS).

37.1.1.3. 'Credit for Unused Sick Leave' is an additional retirement benefit option that is available for sworn public safety members of the bargaining unit under the California Public Employees Retirement System (CalPERS). The Credit for Unused Sick Leave' benefit is mandated by CalPERS for all risk pooled plans, and this benefit will continue to be offered as long as the City continues to be required by CalPERS to stay in the risk pool. At retirement, an employee must notify the City as to how they wish to apply

their accrued, but unused sick leave balance: as cash (as specified in Sec 18.l l(b)(11); or as PERS sick leave credit; or a combination of these options.

37.1.1.4. For employees hired on or after January 1, 2013, their retirement shall be as provided by the California Public Employees' Retirement Pension Reform Act of 2013 (PEPRA) and AB340 and AB197). PEPRA members shall pay member contributions pursuant to Government Code Section 7522.30, which shall be at least 50% of normal cost as determined annually by CalPERS, and expressed as a percentage of payroll.

37.1.2. Miscellaneous Retirement

37.1.2.1. Employees in other classifications set forth in Exhibit "A" shall continue to be covered by the PERS Miscellaneous 2.7% @ 55 retirement benefit option.

37.1.2.2. Effective the first pay period after 7/1/05 the City will resume liability for the total agency contribution.

37.1.2.3. The retirement contract in effect on December 1, 1984, between the City of San Bruno and the Public Employees Retirement System (PERS) on behalf of eligible employees of this unit shall be continued during the term of this Memorandum of Understanding. Final compensation for purposes of calculating retirement benefits shall be based upon the "highest year" method under the Public Employees Retirement System (PERS).

37.1.2.4. For employees hired on or after January 1, 2013, their retirement shall be as provided by the California Public Employees' Retirement Pension Reform Act of 2013 (PEPRA) and AB340 and AB197. PEPRA members shall pay member contributions pursuant to Government Code Section 7522.30, which shall be at least 50% of normal cost as determined annually by CalPERS, and expressed as a percentage of payroll.

37.2. Deferred Compensation

37.2.1. Consistent with the provisions of Resolution No. 1984-48 Authorizing and Approving a Deferred Compensation Plan. for Participating Employees and Replacement of Resolution No. 1983-42, the City shall permit employees of the bargaining unit, to the extent permitted by law, to voluntarily participate in one of the City's designated deferred compensation programs.

37.2.2. The City agrees to make available at least two (2) different deferred compensation providers at the City's discretion. No mandatory City contributions to such plans or administrative expense shall be required of the City. Costs charged to an employee's individual deferred compensation account by the plan provider shall not be deemed to be an administrative cost of the City.

37.2.3. The City agrees to meet and confer with the union, at their request, should the Internal Revenue Code be amended so as to adversely impact the intended purpose of the of the adopted deferred compensation program. However, it is

understood that the City must adhere to all Internal Revenue Code provisions and regulations applicable to a deferred compensation program.

37.2.4. The City shall continue to offer deferred compensation plans. No mandatory City contributions to such plans or administrative expense shall be required of the City in addition to the contributions made or administrative expense incurred by the City as of February 28, 1985. Costs charged to an employee's individual deferred compensation account by the carrier shall not be deemed to be an administrative cost of the City.

37.3. 1959 Survivor's Benefits and Long Term Disability

37.3.1. The City shall continue in effect as an employer paid employee benefit the current PERS retirement plan option relating to 1959 Survivor's Benefits [Level II and then changed to Level IV as outlined below] and the Long-Term Disability program described in Resolution No. 1980-85 Adopting and Approving a Long-Term Disability Program.

37.4. Change in 1959 Survivor's Benefit Level

37.4.1. The City provides Level IV 1959 Survivor's Benefits for local safety members. It is understood that there is an increased cost to both the employer (agency) and member (employee) rate. The association has agreed that all employees in the bargaining unit shall be responsible, through payroll deduction, for paying both the appropriate member (employee) rate for this program and any employer contribution which exceeds $2.50 per month. As of this date, current employee cost is projected to be $2.00 per month and current employer cost is projected to be $8.50 per month resulting in an individual employee payroll deduction of $8.00 per month. These costs may change by implementation date and the then current costs shall be used to determine the accurate employee payroll deduction amount. Please note that the City also provides a Long-Term Disability (LTD) program.

38. Tuition Reimbursement Program

38.1. The provisions of this section shall apply to all positions in the unit:

The City will pay the costs of books and tuition at accredited public institution equivalent to the San Francisco State University (SFSU) tuition rate. If the course is at a private institution, the approval of the City Manager or designee is required, and the City reserves the right to reimburse only a portion of the tuition up to the maximum tuition rate equivalent to SFSU. The institution may be located in any one of the nine Bay Area counties, or another accredited institution that allows for remote or asynchronous learning. For all employees hired into the unit after the date of ratification of a past amended contract (effective date March 13, 2018), the maximum tuition reimbursement shall be equivalent to the SFSU ~~(San Francisco State University)~~ tuition for the appropriate program level (undergraduate or graduate) for part time (six units or less per semester) enrollment, and shall not be reimbursed through the City's

other reimbursement programs.

38.1.1. The courses of instruction taken by the employee must be job related and the employee must have obtained the prior approval of the ~~department head~~ Police Chief, City Manager, or designee ~~and the City Manager~~, if appropriate, prior to taking the course in order to be entitled to reimbursement.

38.1.2. The employee must receive a passing grade in order to receive reimbursement and must be employed by the City at the start of the eligible course(s).

38.1.3. Reimbursement will be made upon submission to the City of written evidence that the employee obtained a passing grade in the approved course, and reimbursement will be subject to appropriate IRS regulations.

39. Discipline

39.1. The City may discharge, suspend, demote, reduce salary, or otherwise discipline any employee for cause including, but not limited to, dishonesty, insubordination, drunkenness, incompetence, willful negligence, failure to perform work as required or failure to comply with or violation of the City's reasonable rules regarding safety conduct and operations. Any employee who has been subject to such discipline shall be furnished the reasons for such action in writing with a copy of such letter furnished to the Union.

39.2. Letters of Reprimand Not Subject to Grievance Procedure

39.2.1. Notwithstanding any other provision of this MOU, a Letter of Reprimand issued by the City to any employee shall be handled only in accordance with the provisions of this section, and shall not be subject to the grievance procedure as provided in *Section 41.*

39.2.2. The employee shall have thirty (30) days within which to file a written response. Such written response shall be attached to, and shall accompany the Letter of Reprimand.

39.2.3. An employee may request that a Letter of Reprimand be purged from his/her work record after the specific duration set forth in the Letter of Reprimand, or after a period of twenty-four (24) months if no time period is specified in the letter, or as required by law. Such removal is subject to the approval of the Department Head.

39.2.4. Within ten (10) calendar days after receipt of a Letter of Reprimand, the employee may, in writing, appeal such to the City Manager for administrative review. The City Manager shall, after affording the employee the opportunity to personally meet with him or her, consider the basis for issuance and such written and/or oral objections presented by the employee. Thereafter, the City Manager shall either affirm, rescind, otherwise modify the disciplinary action.

39.2.5. In the event a Letter of Reprimand issued subject to this section is subsequently used to evidence that progressive disciplinary action has been considered in

determining the extent of a more severe disciplinary action, such letter(s) with any employee response attached thereto as provided in *Section 39.2.2* shall be submitted on appeal to the reviewing authority for such consideration as the reviewing authority deems appropriate.

39.3. Pre-disciplinary Hearings

39.3.1. No regular employee shall be demoted, suspended, or discharged for a disciplinary purpose except in accordance with the provisions of this section; provided, however, that this section shall not apply to suspensions of less than 40 hours.

39.3.2. Whenever the City Manager proposes to demote, suspend, or discharge a regular employee in a case in which this section is applicable, the City Manager shall conduct an informal hearing at which the employee shall have the right to respond to the charges. The City Manager shall provide the employee with written notice of the hearing not less than five days prior thereto.

39.3.3. The notice shall state the nature of the proposed disciplinary action and the reasons therefore. The notice shall also include a copy of the charges and materials upon which the proposed action is based.

39.3.4. At the hearing, the employee shall have the right to present an oral or written response to the proposed action. Thereafter, the City Manager shall determine, based upon such response and the materials upon which the proposed action was based, whether to impose the action initially imposed, lesser action, or to take no action. The City Manager shall promptly notify the employee in writing of such decision.

39.3.5. If, prior to the hearing, the employee presents to the City Manager a written request that the City Manager disqualify himself/herself from conducting the hearing due to bias or prejudice, the City Manager shall assign a designee having no supervisory control over the employee to conduct the hearing. At the conclusion of the hearing, the hearing officer shall recommend to the City Manager the disciplinary action to be taken, if any, and the City Manager shall make a determination and promptly notify the employee in writing of such decision.

40. Suspension

40.1. Suspensions Without Pay

40.1.1. An employee in a classification of employment set forth in Appendices "A" hereto may be suspended without pay for a disciplinary purpose.

40.1.2. A department head shall have the power to suspend a subordinate employee without pay for not more than 40 hours. The department head shall immediately notify the City Manager of the suspension in writing. The City Manager shall have the power to rescind, extend, or reduce the suspension.

40.1.3. The City Manager shall have the power to suspend a subordinate employee for an amount of time the City Manager deems appropriate.

40.1.4. It is the intent of this section to allocate to the department head the power to impose minor suspensions without the approval of the City Manager, but with immediate notice to him/her, to enable the department head to take immediate action to remedy employee misconduct which may pose an immediate threat to the health, safety, or welfare of other employees or to the public at large.

40.2. Administrative Leave with Pay

40.2.1. An immediate supervisor, a department head, or the City Manager shall have the power to suspend a subordinate employee with pay pending investigation of a matter in which the employee may be involved which may lead to disciplinary action against the employee, or pending consideration of possible disciplinary action against the employee, or where the employee's continued presence would, in the judgment of the supervisor, department head, or City Manager, jeopardize the employee's health or safety or that of others. An immediate supervisor making such suspension shall immediately notify the department head, who shall immediately notify the City Manager in writing. The department head or the City Manager may terminate such suspension. A department head making such suspension shall immediately notify the City Manager in writing. The City Manager shall have the power to rescind, extend, or reduce administrative leave with pay.

41. Grievance Procedure

41.1. Definition. A grievance is any dispute which involves the interpretation or application of any provision of this Memorandum of Understanding during its term, or any provision of the Personnel Rules, or written rules of the Police Department. All ordinances, resolutions, rules and regulations, the subject of which is not specifically covered by this Memorandum of Understanding, the Personnel Rules, or the Police Department rules, are excluded from the grievance procedure, and are not covered by the procedures set forth in this section.

41.2. Initial presentation. The initial (fast level) presentation of a grievance shall be to the immediate supervisor of the employee claiming to have a grievance. The grievance may be either oral or in writing. If made in writing, the grievance shall comply with the requirement of *Subsection 41.3* for a formally presented grievance.

41.3. Formal presentation. The formal presentation of a grievance shall be written and shall state which provision of this Memorandum of Understanding, Personnel Rules, or Police Department rule has been misapplied to the detriment of the grievant and shall indicate the redress sought. The grievance shall be signed by the individual or Union presenting the grievance. In the event that more than one individual is alleged to be aggrieved, the grievance may be signed by a duly authorized representative of the Union, in which case the grievance shall indicate the names of the persons on whose behalf it is filed. In the event the person to

whom the grievance is presented dete1mines that the grievance is defective on its face, s/he shall reply in writing to the filer within twelve days after receiving the grievance, indicating in writing the specific defects. The reply shall specify that the grievant has twelve days to correct the defects or the grievance shall be deemed to be withdrawn. If the grievance is not corrected within said 12-day period, it shall be deemed to have been withdrawn. This subsection is intended to avoid unnecessar1y grievances. The failure of an individual to file a grievance in a particular situation does not of itself establish a past practice.

41.4. Department Head. A grievance which is not settled at the first level may, within twelve days of the decision of the supervisor, be appealed in writing to the department hbead. If so appealed, the grievance, unless previously formally presented, shall be presented as provided in *Subsection 41.3.* The department head shall render his/her decision and comments in writing and return them to the employee within twelve days after receipt of the for01mal grievance.

41.5. Power of immediate supervisors and department heads in resolving grievances. In the resolution or decision of a grievance, no immediate supervisor or department head shall modify any procedure or rule within the department unless and until s/he shall have received the written approval of the City Manager. However, the immediate supervisor and department head may interpret and apply existing procedures or rules.

41.6. City Manager. A grievance which is not settled at the department head level may be appealed in writing to the City Manager within 12 days of the decision of the department head. Within 12 days after receipt of the appeal, the City Manager shall set a date, which is not more than 12 days from the date of receipt of the appeal, to meet with the grievant and with other appropriate persons to attempt to resolve the grievance. If a solution is not agreed upon, the City Manager shall render a decision within 12 days of the meeting.

41.7. Time limits. Grievance shall he filed within 15 days of the incident or occurrence about which the employee claims to have a grievance, except that a grievance may be filed within 30 days of such incident or occurrence if the employee can show that within 15 days of the occurrence s/he did not have actual knowledge of the occurrence or had no reason to know of it.

41.8. Representation. The grievant shall have the right at all steps of the grievance procedure to be represented by a person or organization of his/her own choosing; provided, however, that if the grievant is not represented by the Union, s/he shall present to the City a written waiver of his/her right to be represented by the Union and shall hold the Union harmless from any liability to him/her arising from the lack of Union representation.

41.9. Effect of a grievance. The making or filing of a grievance shall not prevent the City or any authorized employee of the City from taking action deemed appropriate, nor shall it have the effect of suspending action previously taken, even though the action may involve or be part of the subject matter of the grievance. The fact that any employee, including a probationary employee, has filed a grievance or has authorized the Union to file a grievance shall not be taken into account in any evaluation of his/her work performance. The failure of

an individual to file a grievance in a particular situation does not of itself establish a past practice.

41.10. Disciplinary matters. In the event an employee feels that a discharge, suspension, or demotion is unjust, the employee shall have the right to appeal the case through the grievance procedure by filing a grievance through the City Manager within 12 days from the date the employee was notified of the action.

41.11. Untimely appeals shall not be entertained under the grievance procedure; provided, however, that the City Manager in his/her sole discretion may allow the filing of an appeal of a disciplinary action within 30 days from the date the employee was notified of the action if the City Manager determines that the failure of the employee or his/her representative to file the appeal within the normal 12-day period was the result of excusable neglect or inadvertence.

41.12. Upon the timely filing of a grievance, the provisions of *Subsections 41.~~2~~2 through 41.~~2~~6,* inclusive, shall apply. The discharge of probationary employees shall not be subject to the grievance procedure.

41.13. Decisions of arbitrators and adjustment boards on matters properly before them shall be final and binding on the parties hereto, except as provided in this paragraph. The arbitrator and adjustment boards shall only have the power to reduce the discipline imposed if it is determined that the degree of discipline imposed was arbitrarily excessive. Such decision shall not be deemed to have been arbitrarily excessive unless the arbitrator shall have evaluated and made specific findings regarding the following:

- The employee's work record and performance evaluations;
- The employee's prior disciplinary record;
- The seriousness of the conduct for which discipline was imposed;
- The impact of such conduct upon police operations;
- The frequency of occurrence of such conduct;
- The effect of such conduct upon community safety and the safety of fellow officers;
- In the case of discharge, the effect of the employee's continued employment on community safety, safety of fellow officers, and the integrity of delivery of police services;
- In the case of discharge, the effect of the recurrence of such conduct on police department morale;
- The likelihood of recurrence of such conduct;
- The existence of mitigating factors related to the conduct, which shall be specified.

41.14. In making such evaluation and findings, arbitrator shall be guided by prior arbitration decisions, prior court decisions, and the history of prior discipline within the police department.

41.15. The decision of the adjustment board or arbitrator is final.

41.16. In the event the adjustment board or arbitrator has evaluated the above criteria and has rendered an award with a different level of discipline than that initially

imposed by the City, it shall be concluded that the adjustment board or arbitrator has found that the initial discipline was arbitrarily excessive.

41.17. Days. The time limits provided herein refer to calendar days.

41.18. Waiver of time limits. The time limits provided herein may be waived by the mutual consent of the parties.

41.19. Determination of arbitrator or adjustment board. A grievance which is not settled by the City Manager may be appealed in writing for final determination. The written notice of appeal must be filed with the City Manager within 12 days of the date of his/her written decision.

41.20. If the grievance is of a disciplinary action consisting of a suspension of less than 30 days (the words", a reprimand," deleted on 4/1/87) or another action where there is no discharge, demotion, or reduction in pay, the grievance shall be submitted to an adjustment board comprised of two employee representatives and two representatives of the City. No decision of the adjustment board shall be final and binding without receiving the affirmative votes of at least three members. The parties may mutually agree to submit other types of grievances to the adjustment board.

41.21. If the grievance is of a disciplinary action consisting of a discharge, a suspension of 30 days or more, a demotion, or a reduction in pay, or a dispute which involves the interpretation or application of any provision of this Memorandum of Understanding, any provision of the Personnel Rules, or written rules of the Police Department, or a dispute which has been submitted to an adjustment board and the board has been unable to arrive at a majority decision, the grievance shall be submitted to an arbitrator.

41.22. Selection of arbitrator or adjustment board. Within 12 days after the filing of the appeal, the City Manager or Human Resources Director and the grievant shall meet or otherwise communicate to select an adjustment board or mutually acceptable arbitrator, as the case may be, who agree to serve. Where the matter is to go to arbitration, if the parties cannot agree, a list of five arbitrators will be obtained from the California State Conciliation Service, American Arbitration Association, or some other source mutually agreed upon.

If the parties cannot agree on one of the names on the list, each party (beginning by lot) shall alternately strike one name from the list until one name remains, who shall be the arbitrator if s/he agrees to serve. If s/he will not serve, the process shall be repeated until an arbitrator is found.

41.23. Decision. The decision of the arbitrator shall be in writing and shall set forth the findings of fact and conclusions on the issues. It shall be submitted to the City Manager and the grievant and shall be final and binding upon the parties.

41.24. Changes in Memorandum of Understanding not arbitrable. Proposals to add to or change this Memorandum of Understanding or written agreements or addenda supplementary hereto shall not be arbitrable, and no proposal to modify, amend, or terminate this Memorandum of Understanding, nor any subject matter a1ising

out of or in connection with such proposal, may be referred to arbitration under this section. Neither any adjustment board nor arbitrator shall have the power to modify this Memorandum of Understanding or written agreements or addenda supplementary thereto, or to establish any new terms and conditions of employment.

41.25. Limitation. No adjustment board or arbitrator shall entertain, hear, decide, or make recommendations on any dispute unless such dispute falls within the definition of a grievance, as set forth in *Subsection 41.1* above.

41.26. Costs. The fees of the arbitrator (including any per diem expenses, travel and subsistence expenses), the cost of any hearing room, and the cost of preparing the transcript of the hearing, if any, for the arbitrator shall be borne one-half by the City and one-half by the grievant. All other costs and expenses shall be borne by the party incurring them.

41.27. Exclusiveness of remedy. The grievance procedure shall be the exclusive remedy for matters which are grievable thereunder.

41.28. All grievances involving or concerning the payment of compensation shall be initially filed in writing with the Chief of Police. In such cases no adjustment shall be retroactive for more than 30 days from the date upon which the grievance was filed.

42. Leaving Work for Personal Business

42.1. Employees shall not be permitted to leave work for the conduct of personal business or non-emergency doctor and dental appointments.

42.2. Employees may request from their supervisor a rescheduling of work to allow them to go to doctor and dental appointments without loss of accrued leave.

42.3. If there is a rescheduling, the employee must still work a full shift. The operational needs of the department shall be the criterion from which rescheduling decisions are made.

43. Safety Equipment

43.1. In recognition of Labor Code Section 6401 and Government Code Section 5008.1, the City will furnish to full-time personnel designated as peace officers as defined by Penal Code Section 830.1 (1981 Statutes) the following identified items constituting safety equipment:

- Duty Firearm (1)
- Firearm Holster (1)
- Equipment Belt (1)
- Sufficient Rounds of Ammunition and Holder (1)
- Baton and Baton Holder (1)
- Rain Coat and Rain Pants (1)

- Chemical Agent and Chemical Agent Holder (1)
- Knife(1)
- Handcuffs and Holder (1)
- Flashlight (1)
- Whistle (1)
- Rainboots (1 Pair)
- Black Rain Cap (1)
- Ballistic Vest (1)
- Service Emblems According to Department Policy (1)
- Field Utility Uniform (1)
- Riot Helmet (1)
- Patrol Boots (1 Pair)
- ~~Bicycle Shirt (1)~~
- ~~Bicycle Shorts (One Pair)~~
- Quick Code (Penal and Vehicle Code) (1)
- Taser with Holster (1)
- Taser Cartridges
- Taser Cartridge Holster
- Biochemical Bag (1)

Bicycle Personnel only

- Bicycle Shirt (1)
- Bicycle Shorts (One Pair)

- *Motorcycle Personnel only*
- Leather Jacket (1)
- Breeches (1)
- Leather Boots (1 Pair)
- Safety Glasses (1 Pair)
- Leather Gloves (1 Pair)
- Motorcycle Helmet

43.2. Prior to purchasing the above mentioned equipment, the City will meet and confer with the Union to consider recommendations from the Union on quality and brand of such equipment.

43.3. Such Safety equipment shall remain the property of the City and shall be subject to such City-adopted specification and operating procedures as deemed necessary by the City.

43.4. The wearing of ballistic vests is required as outlined in the Police Department Policy Manual and the City shall not be responsible for the death or injury attributable to the failure of wearing such vests except as is presently provided by workers compensation law.

44. Loss of Driver's License

44.1. An employee whose driver's license is suspended or revoked for a period of six (6) months or less so as to prevent him/her from lawfully operating a vehicle

during the course of his/her duties, where operating a vehicle is part of the regular course of employment, shall be suspended without pay or benefits for that period. If the loss of such driver's license is attributable to the use of alcohol or drugs, the employee shall agree to and shall faithfully participate in a counseling and rehabilitation program agreed to by the City to correct the problem, if requested to do so by the City Manager. Failure to agree and to faithfully participate in such a program shall constitute a cause for dismissal.

44.2. Any suspension or revocation of the driver's license of an employee for a period of more than six (6) months which prevents him/her from lawfully operating a vehicle during the course of his duties, where operating a vehicle is a part of the regular course of employment, or any failure of an employee to notify the City of any suspension or revocation of his/her driver's license, regardless of duration, shall constitute a cause for dismissal.

44.3. If an employee does not have a valid driver's license for reasons other than suspension or revocation of such license, the City may direct the employee to acquire his/her license within the next working day of the Department of Motor Vehicles. All time missed from work shall be deducted from accumulated vacation, holiday, or compensatory time. If the employee does not acquire his/her license within the required time, s/he shall be treated as if his/her license had been suspended or revoked for a period of six months or less.

45. Disaster Responsibility

45.1. When a significant disaster, as defined by the ~~Police Chief or~~ City Manager, or designee, occurs in San Bruno, employees in classifications set forth in Appendix "A" of this Memorandum of Understanding shall report to the City of San Bruno ~~San Bruno Police station~~ for duty upon notification; provided, however, where a natural or man-made disaster is of such magnitude that a reasonable person would think to respond, no notification is necessary.

46. No Strike

46.1. Participation in any job action, as defined in *Subsection 23.2.7* of this Memorandum of Understanding, by an employee pertaining to his/her employment with the City of San Bruno shall constitute an automatic resignation from the position, which position shall be deemed for all purposes to be vacant.

47. Patronizing Businesses Subject to Job Actions

47.1. The City will make reasonable efforts to avoid obtaining materials, supplies, and equipment from businesses within the City that are the subject of a job action if there are reasonable alternative sources within the cities of Millbrae, San Bruno, or South San Francisco. This will not apply to materials, supplies, or equipment which the City is legally required to obtain from a particular source due to competitive bidding requirements or other contractual obligations. In the event that such items are to be picked up at a place of business which is the subject of

such a job action, the City shall refrain from the use of bargaining unit employees to obtain them if other alternatives are reasonably available. In times of emergency, this paragraph will not be applicable. For purposes of this paragraph, "emergency" is defined as an immediate threat to life and property. The Union shall be notified when the "emergency" exception is to be invoked.

48. Attendance

48.1. Failure on the part of an employee, absent without leave, to return to duty within 24 hours after notice to return shall be cause for immediate discharge, and such employee automatically waives all rights under the Personnel Ordinance, Rules and Regulations, and this Memorandum of Understanding. Notice shall consist of a letter by registered or certified mail delivered to the last-known address of the employee.

49. Past Practices and Existing Memorandum of Understanding

49.1. Continuance of working conditions and practices not specifically provided herein or authorized by ordinance or resolution of the City Council shall not be guaranteed by this Memorandum of Understanding.

49.2. Specific provisions of this Memorandum of Understanding shall supersede all existing and prior Memoranda of Understanding between City and the Union, Personnel Rules, Regulations, and Ordinances on the same subject.

50. Negotiable Benefits

50.1. The inclusion of certain benefits in this Memorandum of Understanding shall not preclude the City and the Union from meeting and conferring and agreement upon other or substituted benefits in subsequent Memoranda of Understanding.

51. Severability of Provisions

51.1. Should any section, clause, or provision of this Memorandum of Understanding be declared illegal by final judgment of a court of competent jurisdiction, such invalidation of such section, clause or provisions shall not invalidate the remaining portions hereof, and such remaining portions shall remain in full force and effect for the duration of this Memorandum of Understanding.

51.2. In the event of such invalidation, the parties agree to meet and confer concerning substitute provisions for the provisions rendered or declared illegal.

52. Lunch Break and Rest Periods and Shift Schedule Changes

52.1. Police Clerk I/II's shall be entitled to one (1) fifteen (15) minute rest period in the first half of a shift and a one (1) fifteen (15) minute rest period in the second half

of a shift. In addition, Police Clerk I/II's shall be entitled a thirty (30) minute, non-paid, uninterrupted lunch period near the middle of their shift. In case of an emergency, as determined by the department, a Police Clerk I/II may be called back to work. In such case the lost lunch time will be provided later in the shift or overtime if the lost lunch time cannot be provided during the shift. If a Police Clerk I/II leaves the premises for lunch, 15 minutes total travel shall be added to the 30-minute lunch break. Note: Reference to Police Secretary removed.

52.2. Public Safety Dispatcher I/IIs shall be entitled to one (1) fifteen (15) minute rest period in the first half of a shift and a one (1) fifteen (15) minute rest period in the second half of a shift. In addition, Public Safety Dispatcher I/IIs~~-~~ shall be entitled to a thirty (30) minute, paid lunch period on the premises, near the middle of their shift, subject to immediate response and subject to working a 10 hour shift including the lunch period.

52.3. The Police Department's General Orders will be updated to reflect that the shift schedule change will occur in the months of March and September.

53. Resolution of Impasses

53.1. In the event that the parties to this Memorandum of Understanding fail to successfully negotiate a Memorandum of Understanding to succeed this one, and either party declares an impasse, the pa~~r~~ities shall proceed to mediation pursuant to Resolution No. 1970-20, as amended, and if that procedure does not resolve the dispute, the parties shall proceed to advisory fact-finding, the result of which shall be kept confidential. If the parties are unable to reach an agreement after the conclusion of such fact-finding, the Union shall not be precluded from conducting informational picketing on City premises in accordance with state and federal law; provided, that the Union, its officers, and representatives shall not prevent any City employee from reporting to work.

54. Term

54.1. This Memorandum of Understanding, entered into on the, shall remain in effect for those employees employed in the classifications set forth in Appendices "A" and "A-1" for the period from January I, 202~~2~~26 through ~~December~~ June 30~~1~~, 202~~5~~9 except to the extent that such Memorandum of Understanding may be modified by the parties during such period, and shall continue in full force and effect until either superseded by a subsequent Memorandum of Understanding or by such other action of the City Council affecting wages, hours, and conditions of employment of the employees in classifications covered by this Memorandum of Understanding.

54.2. This Memorandum of Understanding is a compilation of the previous memorandum of Understanding, with modifications negotiated by and between the parties, and thereafter approved pursuant to San Bruno City Council Resolution 2026-~~##2-33~~.

For the City of San Bruno	*For the San Bruno Police Bargaining Unit, Represented by the Professional and Vocational Employees Division of Teamsters Local 856, IBT*
Alex D. McIntyre~~Jovan D. Grogan~~, City Manager	Peter Finn, Secretary/Treasurer/Principal Officer, Teamsters 856
Date	Date
City Bargaining Team J. Dianos B. Dunphy D. Jacobson J. Jimenez D. Torres-Wong	Union Bargaining Team C. Anisko A. Calderon P. Hoffmann T. Ledesma M. Lindblom O. Reich

56. Appendix A. Salary Schedule

Effective first full pay period ~~following~~ in January ~~1,~~ 202~~5~~6

	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
Police Officer	~~8,561~~	~~9,010~~	~~9,483~~	~~9,981~~	~~10,505~~
Police Corporal	~~9,203~~	~~9,686~~	~~10,195~~	~~10,730~~	~~J 1,293~~
Public Safety Dispatcher I	~~6,695~~	~~7,047~~	~~7,417~~	~~7,806~~	~~8,216~~
Public Safety Dispatcher II	~~7,363~~	~~7,750~~	~~8,157~~	~~8,585~~	~~9,036~~
Police Clerk I	~~5,133~~	~~5,403~~	~~5,687~~	~~5,986~~	~~6,300~~
Police Clerk II	~~5,648~~	~~5,944~~	~~6,256~~	~~6,584~~	~~6,930~~
Community Services Officer	~~4,782~~	~~5,033~~	~~5,297~~	~~5,575~~	~~5,868~~
Code Enforcement Officer I	~~6,401~~	~~6,737~~	~~7,091~~	~~7,463~~	~~7,855~~
Code Enforcement Officer II	~~7,041~~	~~7,411~~	~~7,800~~	~~8,209~~	~~8,640~~
Senior Code Enforcement Officer	~~7,924~~	~~8,340~~	~~8,778~~	~~9,239~~	~~9,724~~

SIDE LETTER AGREEMENT
BETWEEN
CITY OF SAN BRUNO AND
TEAMSTERS LOCAL 856, IBT (POLICE UNIT)

Initial Police Corporal Classification Appointments

WHEREAS the City of San Bruno (City) and Teamsters Local *856,*IBT (Police) are parties to a Memorandum of Understanding effective January 1, 2022 and expiring December 31, 2025 (MOU) for employees in the Police bargaining unit;

WHEREAS pursuant to the terms of the MOU, the Parties agreed to establish a Police Corporal job classification that is included in the list of classifications represented by the Police bargaining unit with base wages equal to seven and one-half percent (7.5%) above the base pay of a Step 5 Police Officer;

WHEREAS prior to the adoption of the MOU, four (4) employees in the Police Officer Job classification were designated as Corporals; a special assignment receiving a five percent (5%) special assignment premium;
WHEREAS the four (4) employees in the Police Officer job classification were previously selected by the Chief of Police to serve in the Corporal special assignment, performed the duties and responsibilities of the Police Corporal job classification, and satisfy the requirements for promotion to the newly established Police Corporal job classification;

WHEREAS the Parties have met and conferred in good faith and agreed that the four (4) employees previously serving in the Corporal special assignment will be promoted to the Police Corporal job classification.

NOW THEREFORE, the City and Teamsters Local 856 agree that the following individuals are promoted to the Police Corporal job classification:

1. Miseal Covarrubias
2. Aaron Wong
3. Chris Anisko
4. Thomas Tangataevaha

Additionally, pursuant to the terms of the MOU, each individual shall receive back pay to March 22, 2022 for any compensation due to the employee corresponding with the seven and one-half percent (7.5%) base wage Increase, offset by compensation paid to the employee for the Corporal special assignment premium.

FOR THE CITY **FOR THE UNION**

Peter Finn, Secretary-Treasurer

Date: Date: October 7, 2022

SIDE LETTER AGREEMENT BETWEEN
CITY OF SAN BRUNO AND TEAMSTERS
LOCAL 856, IBT (POLICE UNIT)

Property and Evidence Technician

WHEREAS the City of San Bruno (City) and Teamsters Local 856, IBT (Police) are parties to a Memorandum of Understanding effective January 1, 2022 and expiring December 31, 2025 (MOU) for employees in the Police bargaining unit;

WHEREAS pursuant to the terms of the MOU, the Parties agreed to participate in a classification and compensation study of the Community Services Officer (digital and physical evidence only) job classification and meet and confer regarding implementing any negotiable changes.

WHEREAS the City thereafter contracted with Bryce Consulting to prepare a classification and compensation study of the Community Services Officer (digital and physical evidence only) job classification.

WHEREAS Bryce Consulting's recommendation found:

> Based on a review of the duties, the classification of Community Services Officer is not appropriate for the duties being performed. The Community Services Officer is primarily for field positions performing tasks related to investigations and enforcing laws not requiring a sworn officer. The positions under review do not participate in field duties but rather receive, process, maintain, destroy and prepare for the District Attorney's Office in addition to preparing documentation and evidence for the District Attorney's Office. In addition, the positions require knowledge of chain of custody and laws surrounding the release and destruction of property. Because of the specialized knowledge, it is not uncommon for agencies to have a separate classification specific to property and evidence. For example, Daly City, Foster City, Menlo Park, Pacifica, Redwood City, San Mateo and South San Francisco all have classifications specific to property and evidence. Consistent with industry practice, the recommendation is for the City to adopt the classification of Property and Evidence Technician and the positions allocated accordingly.
>
> With respect to salary, the salary and benefits for Community Services Officer was compared to the labor market for the property and evidence function. The City is 21.86% below the labor market median for maximum base salary, 14.21% below for total cash and 11.87% below market for total compensation.

WHEREAS the City and Teamsters Local 856, IBT have met and conferred regarding the job specifications for a newly created Property and Evidence Technician job classification and

establishing wages for the classification to ensure that the City is able to successfully recruit and retain qualified personnel in the Property and Evidence Technician job classification.

WHEREAS prior to the adoption of the MOU, two (2) employees in the Community Services Officer were designated as working assignments primarily concerned with digital and physical evidence;

WHEREAS the Parties have further met and conferred in good faith and agreed that the two (2) Community Services Officer employees primarily concerned with digital and physical evidence will be reclassified into the newly created Property and Evidence Technician classification.

NOW THEREFORE, the City and Teamsters Local 856 agree to the following:

1. The job specification for the Property and Evidence Technician job classification shall be as set forth in **Exhibit A** (attached).

2. The City and Teamsters Local 856 (Police) agree to incorporate the Property and Evidence Technician job classification which shall be included in the list of classifications represented by the Police Bargaining Unit and added to Appendices "A" and "A-1".

3. The City and Teamsters Local 856 further agree that the following individuals are to be promptly reclassified into the Property and Evidence Technician job classification while maintaining their current placement in the salary step schedule (e.g., a Step 4 Community Services Officer will be reclassified to a Step 4 Property and Evidence Technician): Crystal Garza and Leticia Soto.

4. In recognition of the compensation analysis prepared by Bryce Consulting and the bargaining pattern established by the City in negotiating market equity adjustments for those classifications that were significantly behind the labor market, effective upon ratification of this Side Letter Agreement, the wage schedule for the Property and Evidence Technician shall be set to an amount two percent (2%) greater than that of a Community Services Officer . The 5% special assignment pay for the handling of property and evidence which the two individuals have been receiving will be incorporated into the base. The new salary range will be as follows:

Property and Evidence Technician

Step 1	Step 2	Step 3	Step 4	Step 5
5121.52	5390.34	5673.09	5970.83	6284.63

5. In addition to the future wage enhancements set forth in Section 12 ("Salary Plan") of the Memorandum of Understanding between the City and Teamsters Local 856 (Police), the

   Property and Evidence Technician job classification shall also receive the following market equity adjustments:
   - Effective the first full pay period in January 2023, a three percent (3%) market equity adjustment.
   - Effective the first full pay period in January 2024, a three percent (3%) market equity

adjustment.

- Effective the first full pay period in January 2025, a four percent (4%) market equity adjustment.

6. All other terms and conditions of employment set forth in the Memorandum of Understanding shall continue without modification.

FOR THE CITY	FOR THE UNION
Jovan D. Grogan, City Manager Date: 12/14/22	Peter Finn Date:11/21/22

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DocuSign Envelope ID: 3CDB7E2E-9D5A-48D9-9B14-779D7797F7CS

SIDE LETTER

City of San Bruno and Police Bargaining Unit
Represented by Teamsters Local 856

Job Class Specifications for Public Safety Dispatcher I/II and Police Clerk I/II

Pursuant to the provisions of the Meyers-Milias-Brown Act and the Memorandum of Understanding between the City of San Bruno (the "CITY") and the City of San Bruno Police Bargaining Unit represented by Teamsters, Local 856 ("MOU"), this Side Letter of Agreement is entered into on October 26, 2022, between the City and the Teamsters Local 856 ("Side Letter Agreement").

The City and the bargaining unit have met and conferred in good faith concerning the terms and conditions of this Side Letter Agreement and its implementation and now therefore agree to the following amendments effective the first full pay period following this signed agreement:

Effective the first full pay period following this fully executed agreement, the City will adopt the attached revised job class specifications for Public Safety Dispatcher I/II and Police Clerk I/II identified as Exhibit 1 and dated October 26, 2022.

For City of San Bruno

Jovan D. Grogan, City Manager — Date

For Teamsters Local 856 Union

Secretary-Treasurer/Principal Officer — Date

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DS ADM DS PH

CONFIDENTIAL MEDIATION SUPPOSAL
BETWEEN
CITY OF SAN BRUNO
AND
TEAMSTERS LOCAL 856, IBT SAN BRUNO POLICE BARGAINING UNIT

MAY 6, 2026

This supposal is passed under the confidential mediation privilege. Should either the Police Unit or the City fail to ratify this supposal, the parties will revert to the previous positions. This supposal will not be admissible in factfinding or any other proceeding regarding 2025/2026 successor negotiations.

1. Recognition

1.1. Union Recognition. Professional and Vocational Employees Division of Teamsters Local 856, IBT, hereinafter referred to as "Union", is recognized as the majority representative, as provided in the City's Employer-Employee Relations Resolution No. 1970-20, adopted March 23, 1970, for all employees assigned to the classifications set forth in Appendices A and A-1, which is attached and made a part hereof. Following ratification of this Agreement, or on July 1, 2026, the City may modify the bargaining unit to remove the classifications of Code Enforcement Officer I, Code Enforcement Officer II, Senior Code Enforcement Officer, and Code Enforcement Supervisor. In the event the City elects to remove the classifications of Code Enforcement Officer I, Code Enforcement Officer II, Senior Code Enforcement Officer, and Code Enforcement Supervisor from the bargaining unit, they shall be assigned to the bargaining unit represented under the Teamsters Local 856, IBT Miscellaneous.

12. Salary Plan

12.1. Salary Ranges

12.1.1. The following reflects the understanding as to adjustments, modifications and changes related to salary and/or benefits:

12.1.1.1. Wages - the following increases shall apply to all bargaining unit members

- 4% increase effective the first full pay period in January 2026 (retroactive to January 12, 2026)
- 4.5% increase effective the first full pay period in January 2027

ATTACHMENT 2

Docusign Envelope ID: 92972875-099D-8F3B-8292-8457CA4C3AA2

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- 5% increase effective the first full pay period in January 2028
- 2.75% increase effective the first full pay period in January 2029

Equity Adjustments – the City shall apply the following equity adjustments to each of the identified classifications:

Effective the first full pay period in July 2026:

Police Officer – 1.59%
Police Corporal – 1.59%
Police Recruit – 1.59%
CSO – 4.29%

Effective the first full pay period in July 2027:

Police Officer – 1.59%
Police Corporal – 1.59%
Police Recruit – 1.59%
CSO – 4.29%

Effective the first full pay period in July 2028:

Police Officer – 1.59%
Police Corporal – 1.59%
Police Recruit – 1.59%
CSO – 4.29%

12.l. l.2. Calculation of actual salary shall be as follows: For the five-step range, the range will be calculated by dividing each range step, beginning with top step, by the factor 1.0525.

12.1.1.3. Salary ranges for represented classifications shall be as set forth in Appendix "A".

14. Overtime

14.1.2. A "Compensatory Time Leave Bank" is established with a maximum accrual balance of one hundred (100) ~~and twenty (120)~~ hours. Time in excess of the accrual maximum would automatically be paid as over-time and not allowed to build up in excess of the maximum level absent approval from the City Manager or designee. Employees shall have one-half of their

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accrued compensatory time off paid to them in cash in the pay period prior to promotion.

15. Acting Pay

15.1. An employee assigned to perform substantially the duties of a higher job classification shall, commencing with the seventh (7th) consecutive complete calendar day from the commencement of the assignment, receive the rate of pay established for the salary step of the classification of the temporary assignment that is a minimum of five percent (5%) greater than the employee is currently earning, retroactive to the date the employee was assigned to such duties. In no event shall the rate paid exceed the top step of the assigned classification. ~~Police Officers*, Public Safety Dispatcher I/II's, and Police Clerk I/II's of this unit who are assigned to an acting supervisor capacity shall receive an increase in pay of five (5) percent, retroactive to the start of the assignment, after completing the following:~~

~~Police Officers~~	~~Eight (8) consecutive hours of duty~~
~~Public Safety Dispatcher I/II~~	~~Eight (8) consecutive hours of duty~~
~~Police Clerk I/II~~	~~Eight (8) consecutive hours of duty~~

18. Incentive Pay Premiums

~~18.1. Historical footnote: Section 18 Incentive Pay Programs was previously titled "POST Incentive Pay" and applied only to sworn personnel.~~

18.1~~2~~. Incentive pay is calculated on an individual employee's base salary. The maximum incentive pay an employee may obtain under Section 18 Incentive Pay Programs is 8.5%. Subsections 18.~~3~~ 2 POST Certification Pay and Section 18.~~4~~ 3 Educational Incentive Pay - All Personnel are not to be included together for purposes of determining the level of incentive pay for Sworn employees. Sworn Employees may only receive either POST Certification Pay or Education Incentive Pay at any one time but may not receive both incentives simultaneously.

18.2~~3~~. POST Certification Pay

A. Sworn Personnel

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- Four percent (4%) of employee 's base salary for possession of a POST Intermediate Certificate; OR
- Eight and one-half percent (8.5%) of employee's base salary for possession of a POST Intermediate and possession of a POST Advanced Certificate

B. Dispatch Personnel effective the first full pay period in January 2027.

- Two and one-half percent (2.5%) of employee 's base salary for possession of a POST Intermediate Certificate; OR
- Five percent (5%) of employee's base salary for possession of a POST Intermediate and possession of a POST Advanced Certificate

18.34. Educational Incentive Pay - All Personnel

- Three percent (3%) for AA or AS degree
- Six percent (6%) for BA or BS degree

~~18.5. Certification for Public Safety Dispatcher~~
~~18.5.1. The City acknowledges that POST has established Public Safety Dispatcher Certificates, professional certificates awarded in recognition of meeting specified education, training, and service requirements. POST has not mandated participation in the public safety dispatcher professional certificates program. In the event the State requires additional POST ce1tification for the Public Safety Dispatcher classification, the parties agree to reopen this section of the MOU, only.~~

18.64. Fitness Incentive Pay Program
18.~~6~~4.1. The City will provide a physical fitness incentive pay of $50 per month ($600 per year). Participation is strictly voluntary and requires participants to re-qualify annually. The program will be administered by the Chief of Police or designee.

18.75. Bi-lingual Incentive Pay Program
18.~~7~~75.1. The City shall provide bilingual incentive pay in the amount of 2.5% of base pay to an employee who meets the criteria outlined in the City's Bilingual Program. These requirements include:

- Demonstrated proficiency in a language other than English (including American Sign Language), which is used within the community;
- Successfully meets and maintains the program requirements, including re-qualifying every two years.

18.86. CSO Assignment Pay
18.~~8~~86.1. Effective the first full pay period following ratification of this agreement by the City Council, a 5% special assignment pay for a CSO position whose regular assignments

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include:

- Property/Evidence Officer
- Court Officer

18.~~9~~7 Retention Pay – Sworn Personnel

Effective the first full pay period in January 2027, employees in the Police Officer or Police Corporal classifications that have at least seven (7) years of sworn City service shall receive one percent (1%) of the employee's base salary as a retention pay premium. Effective the first full pay period in January 2028, the retention pay premium shall increase by one percent (1%) for a maximum of two percent (2%) of the employee's base salary.

34. Health and Welfare

34.2. The City shall pay 75% and employee pays 25% of the health and welfare benefit premium increase over the prior plan year based on the cost of the plan options which they have selected.

- Beginning January 1, 202622~~22~~ through ~~December 31, 2025~~June 30, 2029 the City shall pay 75% and employee shall pay 25% of health and welfare benefit premium increase over the prior plan year.

54. Term

54.1. This Memorandum of Understanding, entered into on the, shall remain in effect for those employees employed in the classifications set forth in Appendices "A" and "A-1" for the period from January 1, 202622~~22~~ through June 30, 2029~~December 31, 2025~~ except to the extent that such Memorandum of Understanding may be modified by the parties during such period, and shall continue in full force and effect until either superseded by a subsequent Memorandum of Understanding or by such other action of the City Council affecting wages, hours, ~~and~~and conditions of employment of the employees in classifications covered by this Memorandum of Understanding.

54.2. This Memorandum of Understanding is a compilation of the previous memorandum of Understanding, with modifications negotiated by and between the parties, and thereafter approved pursuant to San Bruno City Council Resolution 2026-##.

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Additional individual non-economic tentative agreements:

- Section 6 – Filling of Vacancies
- Section 38 – Tuition reimbursement Program
- Section 19 - Uniform Allowance
- Section 43 - Safety Equipment
- Section 45 - Disaster Responsibility

FOR THE CITY

DocuSigned by:
Alex D. McIntyre 5/6/2026
B0012E785CCB4C4...
Alex D. McIntyre
City Manager

Approved as to form:
DocuSigned by:
Dania Torres Wong 5/6/2026
9752EB3ACEAF41D...
Dania Torres Wong
Sloan Sakai Yeung & Wong LLP

FOR THE UNION

DocuSigned by:
Peter Hoffmann 5/6/2026
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Peter Hoffmann
Rains Lucia Stern St Phalle & Silver

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Harry Yip, Interim Principal Engineer
Kelly Beggs, Assistant Community Development Director

SUBJECT: Consider Adoption of a Resolution Supporting the City/County Association of Governments of San Mateo County's (C/CAG's) 2026 San Bruno/South San Francisco Community-Based Transportation Plan and Determining the Action is Exempt Under the California Environmental Quality Act

BACKGROUND

Beginning in the Fall of 2024, C/CAG led the development of the San Bruno / South San Francisco Community-Based Transportation Plan (CBTP) to update the initial CBTP created in 2012. Planning and Engineering staff from the cities of South San Francisco and San Bruno served on a working group to support the development of the plan.

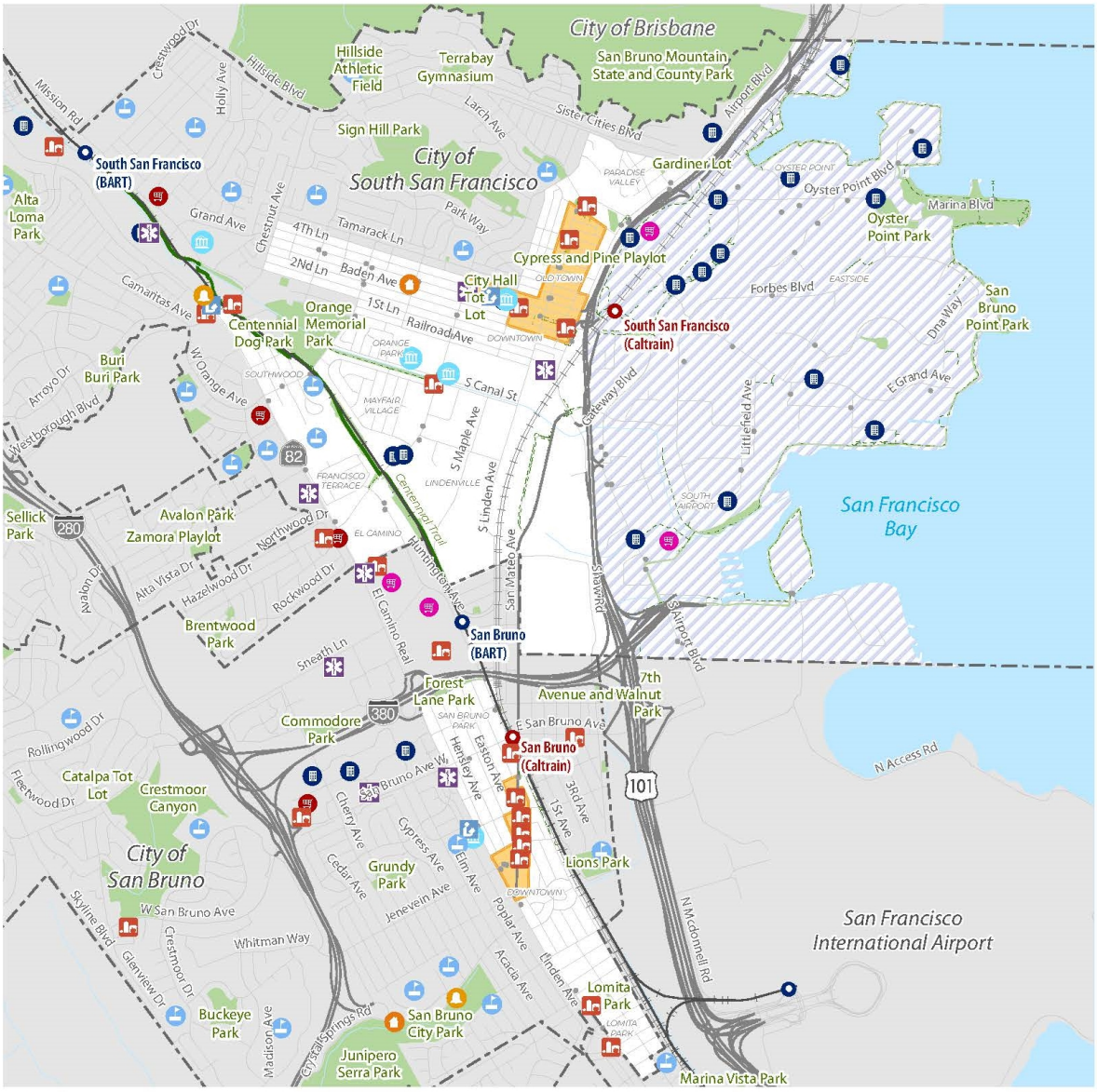
Community-Based Transportation Plans focus on areas designated as Equity Priority Communities, or EPCs. EPCs are determined by the Metropolitan Transportation Commission. These are census tracts that have a significant concentration of low-income residents and people of color and are prioritized for investment and planning to address historical disinvestment and ensure equitable access to transportation and housing. See Figure 1 for a map which outlines the EPCs in South San Francisco and San Bruno.

In San Bruno, the CBTP focuses mainly on the area east of El Camino Real and West of the Caltrain tracks.

Community Outreach

C/CAG's development of the CBTP has been guided by the perspectives of residents and community organizers in the San Bruno and South San Francisco communities. From San Bruno, the C/CAG team held pop up events at La Mexicana Produce Market and Rico Pan Latin Pastries and held two focus groups.

Figure 1. Equity Priority Communities in South San Francisco and San Bruno



Basemap Features | Características del Mapa Base

- City Boundary | Límite de la Ciudad
- Bus Stops | Parada de Autobús
- BART Routes | Ruta de BART
- Caltrain Routes | Ruta de Caltrain
- Trails | Senderos
- Commercial District | Distrito Comercial
- Employment Area | Áreas de Empleo

Uses | Usos

- Senior Centers | Centro para Ancianos
- Community Centers | Centros Comunitarios
- Schools | Escuelas
- Library | Bibliotecas
- Government Facilities | Instalaciones Gubernamentales
- Clinics and Medical Centers | Clinicas y Centros Médicos
- Grocery Stores | Tiendas de Comestibles
- Neighborhood Retail Centers | Centros Vecinales de Tiendas Minoristas
- Regional Commercial Centers | Centros Comerciales Regionales
- Major Employers | Principales Empleadores

DISCUSSION

San Bruno residents and community stakeholders, along with City and SamTrans staff, provided their ideas and experiences to help C/CAG learn what improvements will help the most – related to buses and paratransit, sidewalks, streets, policies, programs, and educational outreach. The CBTP captures this input as recommended projects and identifies the costs, funding needs, and strategies to implement the recommendations. The table below provides an overview of strategies identified in the CBTP to address identified transportation challenges, each of which have specific projects identified in the CBTP. The first strategy includes a project to enhance lighting. The community identified needed lighting enhancements on the 380 underpasses at Huntington and San Mateo Avenues and along San Bruno Avenue, Herman Street, Kains Avenue, and on Angus Avenue near Third Avenue. Staff extended the project to San Mateo Avenue to facilitate implementation of the San Mateo Avenue Streetscape Plan.

Strategy	Description
Improve pedestrian safety and community access	Improve pedestrian safety and access by installing more crosswalks and safety enhancements to reduce traffic collisions, improve safety, and expand neighborhood accessibility.
Expand bicycle network connectivity, safety, and amenities	Provide bicycle connectivity to existing shared-use paths such as the Centennial Way Trail, on critical corridors such as El Camino Real and San Mateo Avenue. Create safe, comfortable bikeways on streets with high vehicle volumes and speeds. Provide repair stations and additional bike parking at transit stations.
Improve street infrastructure and safety	Repair damaged street pavement and implement traffic management strategies to facilitate safer travel for everyone.
Improve transit amenities	Maintain and expand bus stop amenities such as shelters, benches, restrooms at transit stations, and improve pedestrian and bicycle connectivity to bus stops and transit centers to enhance the rider experience and encourage new ridership.
Extend and adjust transit service routes, times, and frequencies to reflect the needs of older adults, students, and essential workers	Adjust transit and shuttle routes, timing and frequency to reflect the needs of community members who need travel options in the evenings and on the weekends.
Improve transit reliability and connectivity	Improve on-time performance of existing transit services and ensure riders in need of regional travel can make efficient connections between transit routes and regional transit systems.
Expand options for low- or no-cost transportation services	Expand programs which reduce the financial burdens of transit on low-income residents.
Expand awareness of transit and transportation services	Promote transportation services that are already available to residents through ongoing campaigns to grow awareness among potential riders and encourage mode shift.

Next Steps

C/CAG's board will consider adoption of the CBTP June 11, 2026. The CBTP identifies certain improvements that are aligned with the City's Capital Improvement Program but also identifies additional needs that are not currently represented in the CIP, including transit amenities, bus service enhancements, and community-based programs. Implementation of these recommendations will require coordination with partner agencies, such as SamTrans, Caltrans, BART, and C/CAG, and with community-based organizations, and may require the pursuit of external funding sources. The City will also conduct annual tracking of project implementation as set forth by the CBTP.

FISCAL IMPACT

While there is no fiscal impact associated with passing a Resolution of Support for the CBTP, implementing the Plan's recommendations will require a combination the following: incorporating the projects into existing CIP projects, seeking grant funding, and partnering with

other agencies, such as SamTrans and Caltrans. Recommended projects in the CBTP receive preferential points for future MTC funding.

ENVIRONMENTAL IMPACT

Approval of the contract is not considered a project under the California Environmental Quality Act (CEQA) and no environmental review is necessary. Recommendations identified in the 2026 San Bruno / South San Francisco CBTP may be considered and evaluated as appropriate under CEQA by the applicable decision-making body at a future time; and

RECOMMENDATION

Adopt a Resolution supporting the City/County Association of Governments of San Mateo County's (C/CAG's) 2026 San Bruno / South San Francisco Community-Based Transportation Plan.

ATTACHMENTS

1. Resolution of the City Council of the City of San Bruno supporting the City/County Association of Governments of San Mateo County's (C/CAG's) 2026 San Bruno / South San Francisco Community-Based Transportation Plan
    a. 2026 San Bruno / South San Francisco Community-Based Transportation Plan
    b. Appendices

RESOLUTION NO. 2026 - ___

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN BRUNO SUPPORTING THE CITY/COUNTY ASSOCIATION OF GOVERNMENTS OF SAN MATEO COUNTY'S (C/CAG'S) 2026 SAN BRUNO / SOUTH SAN FRANCISCO COMMUNITY-BASED TRANSPORTATION PLAN AND DETERMINING THE ACTION IS EXEMPT UNDER THE CALIFORNIA ENVIRONMENTAL QUALITY ACT

WHEREAS, the Metropolitan Transportation Commission (MTC) initiated the Community-Based Transportation Planning (CBTP) program in 2002 to enhance mobility for residents of historically-disadvantaged Equity Priority Communities (EPCs); and

WHEREAS, in 2024, the City/County Association of Governments of San Mateo County (C/CAG), as the County's Congestion Management Agency, obtained funding through an MTC Community-Based Transportation Planning Grant to prepare an update to the 2012 San Bruno / South San Francisco CBTP; and

WHEREAS, the City of San Bruno is one of two jurisdictions included in the 2026 San Bruno / South San Francisco CBTP study area, in addition to the City of South San Francisco; and

WHEREAS, the 2026 San Bruno/South San Francisco CBTP was led by C/CAG in partnership with the project's local Advisory Group, comprised of staff members from the cities of South San Francisco and San Bruno; and

WHEREAS, the 2026 San Bruno/South San Francisco CBTP leveraged and built upon an extensive community engagement plan approved by the local Advisory Group and conducted by the C/CAG project team; and

WHEREAS, the 2026 San Bruno / South San Francisco CBTP project team implemented a bilingual community input process comprised of online mapping survey distribution; focus group meetings, and community engagement pop-up events at La Mexicana Produce Market and Rico Pan Latin Pastries; and

WHEREAS, based on community input and technical analysis, the project team recommends twenty-six projects to address mobility gaps for residents of EPCs in the City of San Bruno; and

WHEREAS, the City of San Bruno staff provided revisions to the administrative draft 2026 San Bruno / South San Francisco CBTP recommendations in November 2025, and revisions to the draft 2026 San Bruno/South San Francisco CBTP in March 2026; and

WHEREAS, the City of San Bruno supports the recommendations of the Plan as they relate to its jurisdiction and to pursuing future implementation of project recommendations for which the City of San Bruno is identified as the Lead Agency, as feasible and as funding and staff resources are available; and

WHEREAS, the City of San Bruno agrees participate in the annual project tracking process outlined in the CBTP; and

ATTACHMENT 1

WHEREAS, the City has determined that execution of the agreement is not a "project" subject to the California Environmental Quality Act (CEQA), as defined in Title 14 of the California Code of Regulations Section 15378.

WHEREAS, the recommendations identified in the 2026 San Bruno / South San Francisco CBTP may be considered and evaluated as appropriate under CEQA by the applicable decision-making body at a future time; and

NOW, THEREFORE, BE IT RESOLVED that the San Bruno City Council hereby:

1. Support the recommendations included in the 2026 San Bruno / South San Francisco Community-Based Transportation Plan as they relate to its jurisdiction;

2. Determines that the Plan is exempt from review under the California Environmental Quality Act (CEQA), as it is not a "project" under CEQA Guidelines.

Exhibit A: San Bruno / South San Francisco Community-Based Transportation Plan

Exhibit B: Appendices

---oOo---

I hereby certify that foregoing **Resolution No. 2026 - ___**
was introduced and adopted by the San Bruno City Council at a regular meeting on May 12, 2026, by the following vote:

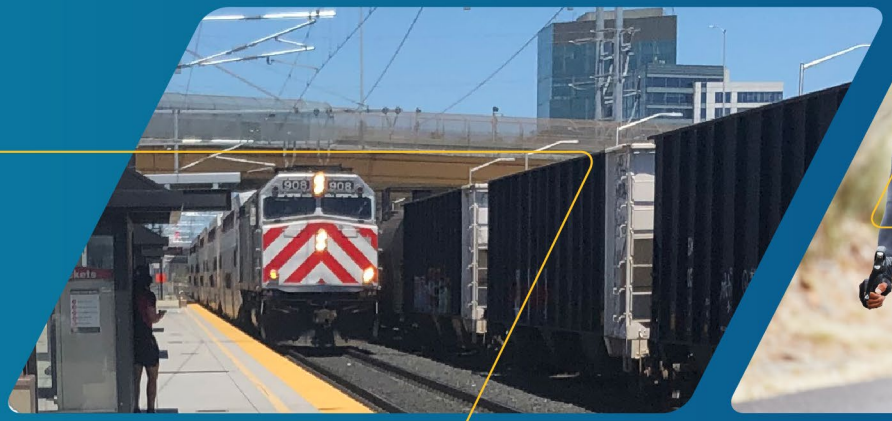
AYES: Councilmembers:

NOES: Councilmembers:

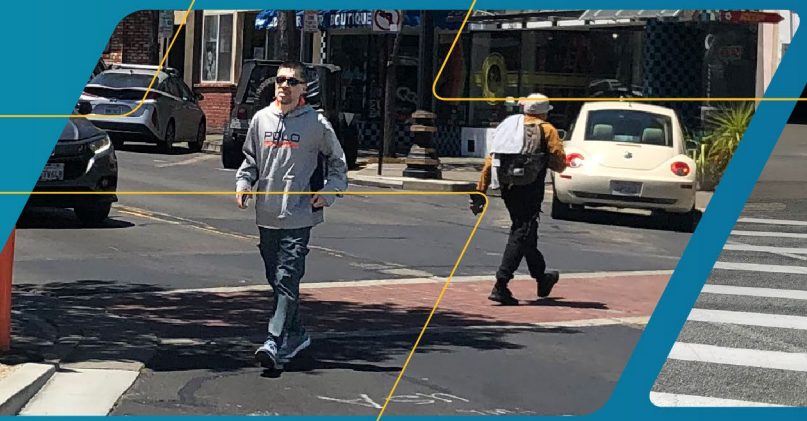
ABSENT: Councilmembers:

_____
Lupita Huerta, City Clerk

San Bruno/South San Francisco Community-Based Transportation Plan









2026
City/County Association
of Governments
of San Mateo County
C/CAG

ACKNOWLEDGEMENTS

Many thanks to the Steering Committee, made up of staff members from the cities of San Bruno and South San Francisco, as well as to community members and residents of San Bruno and South San Francisco.

CBTP Steering Committee

Kelly Beggs, City of San Bruno
Harry Yip, City of San Bruno
Steve Ojeda, City of San Bruno
Michael Laughlin, City of San Bruno
Megan Wooley-Ousdahl, City of South San Francisco
Matthew Ruble, City of South San Francisco

Project Facilitators and Plan Development Team

Susy Kalkin, City/County Association of Governments of San Mateo County (C/CAG)
Taylor McAdam, Fehr and Peers
TF Chen, Fehr and Peers
Schenae Rourk, Redwood Resources
Daniel Iacofano, MIG
Maria Mayer, MIG
Noé Noyola, MIG
Stephanie Pavón, MIG
Ed Canalin, MIG

Community Advisors

Hermes Monzon, Brittany Burgo, and Dana Abarca, Friends of Old Town (South San Francisco)
Julio Garcia, Rise South City
Nicolas Rackard-Hilt, San Bruno Healthy Homes
Matt Jones, Silicon Valley Bike Coalition
Elida Valencia Sobalvarro, YMCA Resource Center
Nicholette Tolmie, SamTrans

Community Organizations

Panaderia RicoPan, San Bruno
Resilient San Bruno
All Souls Church, South San Francisco
La Hacienda Market, South San Francisco
Rise South City, South San Francisco
South San Francisco Farmers' Market
YMCA South San Francisco

San Bruno/South San Francisco Community-Based Transportation Plan

2026
City/County Association of Governments of San Mateo County (C/CAG)



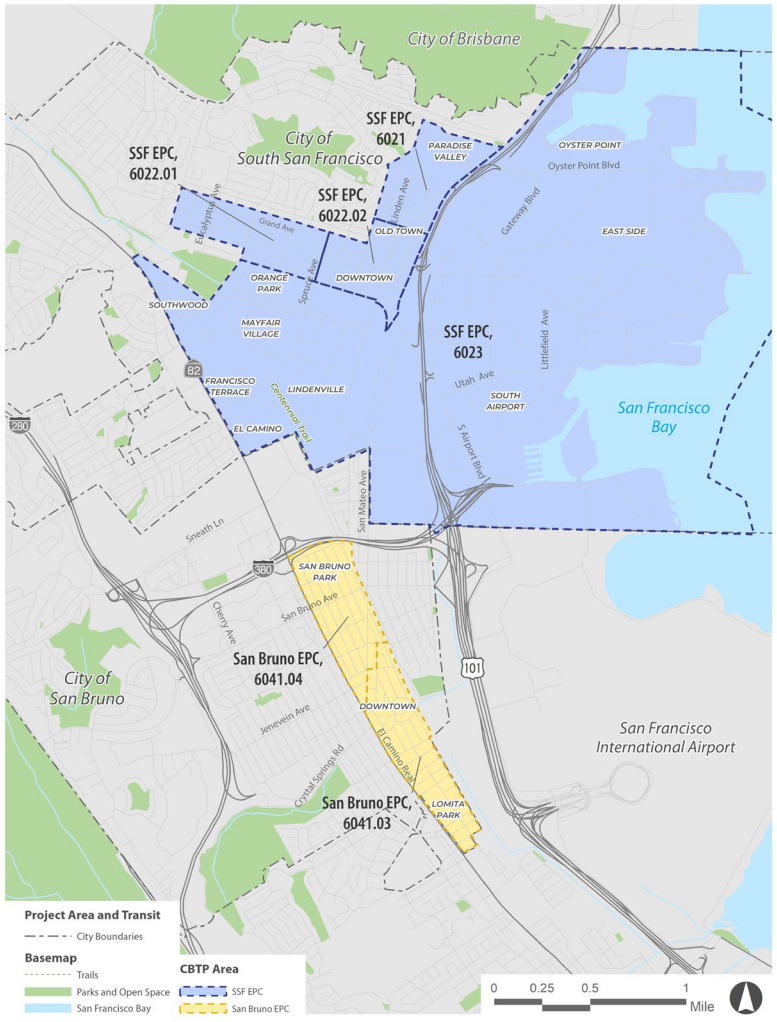
Executive Summary

This Community-Based Transportation Plan includes a set of recommended projects and programs to address local transportation and mobility challenges raised by community members and provide solutions that will benefit residents across the cities of San Bruno and South San Francisco.

A Community-Based Transportation Plan, or CBTP, seeks to address transportation access issues for residents who are more likely to be dependent upon transit or other forms of transportation other than a car, but may have less resources or access to travel where they need to go. The Metropolitan Transportation Commission (MTC), which is the organization that coordinates transportation planning for the nine counties in the Bay Area region, funds community-recommended projects which advance access to transportation and mobility in communities it has identified as Equity Priority Communities, or EPCs. These EPCs are census tracts across the Bay Area which have higher than average low-income residents, residents of color, older adults, people with disabilities, residents without cars, single parent families, and residents paying a majority of their incomes toward housing payments. These community members are more likely to be transit dependent.

C/CAG, the City/County Association of Governments of San Mateo County, is the coordinating organization for this CBTP, which covers several census tracts in the cities of San Bruno and South San Francisco. MTC has identified six Equity Priority Communities in these two cities, shown in Figure 1, where residents meet some or all of the EPC characteristics mentioned above. Two of these Equity Priority Communities are located in census tracts near Downtown San Bruno. Four Equity Priority Communities are in South San Francisco—in census tracts which include the neighborhoods of Downtown South San Francisco, Old Town, Paradise Valley, Orange Park, Mayfair Village, Lindenville, and the area east of Highway 101.

Figure 1: Map of San Bruno and South San Francisco Equity Priority Communities



Source: Metropolitan Transportation Commission, Plan Bay Area 2050

In partnership with community organizations, the CBTP project team created a community survey and organized and/or attended eight community events. The team heard from more than 400 community members who live in these six Equity Priority Communities about the transportation challenges and safety issues they experience when they travel, and their suggestions to improve the local transportation system. Community members shared their challenges when walking, bicycling, and using the bus or other transit options. Community members talked about unsafe intersections where it is hard to cross, sidewalks and streets in need of repairs, bus stops without shelters, missed bus connections, desire for more local transportation options, and streets in need of bicycle lanes. Many residents mentioned the difficulty in getting to school, work, community services and other destinations via available bus and paratransit/shuttle services, due to infrequent or lack of transit service in their communities, and busy highways and streets that create barriers between their neighborhoods and where they need to travel.

At several community events, residents mentioned that they needed more local and affordable shuttle services for residents. In San Bruno, several community members suggested that additional shuttles might ease traffic and parking congestion they experience in their neighborhoods. Community members also mentioned the need for more information about existing transit services in their communities. In addition to making safety improvements, improving pedestrian and bicycle infrastructure, and expanding transit service where possible, increasing efforts to promote and provide information about available transportation services will be a key and ongoing goal of this CBTP.

This is the second CBTP developed by C/CAG and community partners for the cities of San Bruno and South San Francisco. Many of the strategies laid out in this CBTP are similar to those from the previous plan developed in 2012, such as the ongoing need for sidewalk repairs and pedestrian crosswalks, expanding bikeway miles and safe routes to school, and providing more information about existing bus, shuttle, and other transportation services. **The proposed projects and programs laid out in this CBTP are organized into several strategies, which together address the current transportation challenges most often raised by community members. These strategies will help C/CAG and its partners at local jurisdictions, SamTrans, regional transit agencies, and community organizations focus on projects that will provide the most benefit to residents in EPCs.**

Some of the projects related to these strategies are at specific locations in these six Equity Priority Communities, such as enhancing crosswalks at Lomita Park Elementary in San Bruno, providing a crossing for bicyclists from the Centennial Way Trail to San Bruno BART and the Huntington Ave cycle track, and expanding bus access to serve Paradise Valley in South San Francisco. Other projects recommend larger programmatic changes, such as expanding the 101 Express Lanes travel voucher program to serve more residents; providing more real-time information for transit and shuttle services; and offering more multilingual education and support for would be bus and transit users.

Staff from the cities of San Bruno and South San Francisco and from SamTrans transit agency reviewed and responded to a potential list of projects and programs relevant to their communities and service areas, and have shared updates about how they might implement many of these recommendations through their Capital Improvement Plans or other upcoming planning efforts, if approved by city/agency leadership.

MTC recently introduced a new round of grant funding called Community Action Resource and Empowerment (CARE), which may be available to support many of these community-identified projects. Given the broader changes to federal funding streams that C/CAG, MTC and area jurisdictions and transit agencies

rely upon to fund transportation and transit-related improvements in their communities, the project team has included several other potential streams of funding which may help support the implementation of some of the projects and programs suggested in this CBTP. C/CAG will continue to meet regularly with partners and jurisdictions to review the status of CBTP projects and determine what additional support is needed to ensure that community-based recommendations are implemented where it is possible to do so, and residents experience improved mobility and access to the places they need to go.



This CBTP includes several types of proposed projects:

BIKE, WALK & ROLL

Extend planned bicycle routes to connect South San Francisco residents to San Bruno BART station

Enhance crosswalks near Lomita Park Elementary so students and parents feel safe walking to school

SAFETY

Install more street lighting along sidewalks in San Bruno where community members say they feel unsafe walking at night

TRANSIT

Expand frequency and bus service along SamTrans routes which serve EPC residents

Develop new employer partnerships to expand San Bruno shuttle service

AFFORDABILITY

Expand travel vouchers to residents to encourage a shift from driving to the bus, bicycle or other modes

INFORMATION

Provide multilingual trainings for residents who want to use the bus but don't understand how to access information or discount programs

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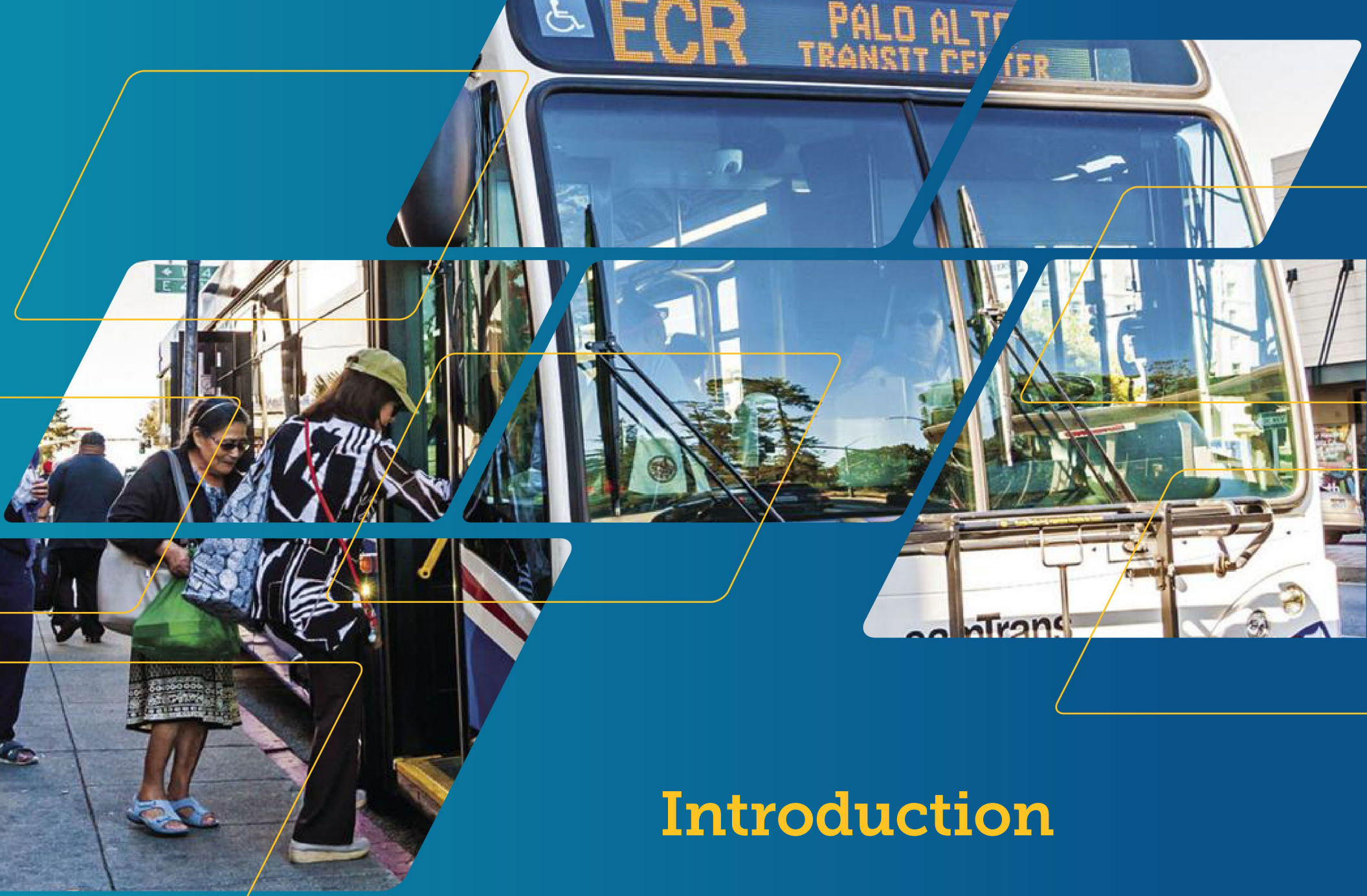
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Appendix A: Community Assessment Report of San Bruno and South San Francisco EPCs

Appendix B: Review of Previous CBTP Plan Strategies and Implementation

Appendix C: Community Engagement Summary

Appendix D: Annual CBTP Tracking Checklist (Sample)



Introduction

In neighborhoods across South San Francisco, San Bruno, and the broader Bay Area region, residents, workers and visitors travel to school, work, the doctor, the grocery store and so many more places. For some community members, these trips require more time and effort, due to distance, cost, access to transportation, health and/or age, and many depend upon available transportation services to get where they need to go.

This Community-Based Transportation Plan, or CBTP, is an effort to address the needs of community members who are more likely to depend on transit or modes of travel other than by car. In some communities, these other travel options are less accessible. **The CBTP, in coordination with local cities and agencies, community organizations and residents, lays out some key priorities and potential projects to improve transportation options and mobility for San Bruno and South San Francisco residents, focused especially on several neighborhoods where there is a greater need for equitable access to transportation.**

C/CAG and partners at the City of San Bruno, City of South San Francisco, SamTrans and others created an initial CBTP for San Bruno and South San Francisco in 2012. This document reviews the progress of the previous plan and serves as an update to that CBTP.

MTC and CBTP Process and Goals

Community-Based Transportation Plan development is coordinated on a regional level by the Metropolitan Transportation Commission (MTC), which provides funding to county transportation and coordinating agencies such as C/CAG to develop a CBTP in partnership with community members, stakeholder groups and local jurisdictions. Community members identify the most important transportation challenges in their neighborhoods, and potential strategies and projects to improve mobility and transportation in their communities.

The Key Goals of Community-Based Transportation Plans



Improve access and mobility for low-income communities



Engage residents and community organizations in conducting the analysis and shaping recommendations of the plan.

The process to develop this CBTP included the following steps:

1. **Assess** the current conditions of residents in local Equity Priority Communities
2. **Review** the past CBTP to check progress on projects and strategies
3. **Engage** community members and stakeholders about their current transportation and mobility challenges, needs and suggestions for improvements
4. **Develop**, in partnership with jurisdictions, transit agencies and community members, a set of recommended strategies to address local transportation and mobility needs
5. **Create** a priority projects list, reviewed by community stakeholders and partner jurisdictions and agencies
6. **Determine** which projects are already underway at cities/agencies
7. **Develop** an implementation plan for final list of priority projects
8. **Review** the plan together on an annual basis to determine progress

Equity Priority Communities

CBTPs focus on several community areas that have been determined by the Metropolitan Transportation Commission to be most in need for priority funding to support improving access for residents to transportation services. MTC used a region-wide process of analyzing communities by a set of key U.S. Census data points which measure the percentages of underserved populations, such as high percentages of households with low incomes, or residents of color in a given census tract compared to the average for all of the Bay Area.[1]

MTC identified six Equity Priority Communities in San Bruno and South San Francisco. These are census tracts with high percentages of residents who are more likely to be transit dependent – including residents of color, low-income residents, older adults, residents with disabilities, residents who many not speak English very well, single parents, and residents without access to a car—and who may be most in need of access to additional transportation options in their communities. Because some of these census tracts include more than one neighborhood, the project team has identified some of the feedback and recommendations by its neighborhood location within these EPCs.

[1] Metropolitan Transportation Commission. "What are Equity Priority Communities?" Accessed September 2025 from https://mtc.ca.gov/planning/transportation/access-equity-mobility/equity-priority-communities

The 8 EPC Metrics

Equity Priority Communities are census tracts in Bay Area counties which have a significant concentration of residents from underserved populations—these communities may have experienced disadvantage and underinvestment due to their background or socioeconomic status, and who may be more likely to be transit dependent. These include:



1. People of Color
2. Low-Income
3. Limited English Proficiency
4. Zero-Vehicle Households
5. Seniors 75 Yrs and Over
6. People with a Disability
7. Single Parent Families
8. Severely Rent-Burdened Households

MTC determines a community is an EPC if it has a greater percentage of residents of color and low-income residents than most Bay Area census tracts, or if the community area exceeds the regional percentage threshold for low-income residents as well as three or more other demographic variables listed above.

Current Planning Context

Many of the sources of funding which C/CAG, local jurisdictions, and agency partners use to support projects like those recommended in this CBTP originate from federal sources, including some COVID-19 era funds that are coming to an end. There also may be changes at federal agencies which may require C/CAG and partners to consider different sources of funding to support this work. Inconsistent and low ridership levels on some SamTrans bus routes, which collect fares to help fund service, affects how much funding there may be available to expand transit routes and frequencies.

In addition to changes in funding sources and availability, another key limitation to improving mobility in San Bruno, South San Francisco, and across the Bay Area and beyond is the shortage of people to work as bus and shuttle drivers. The shortage of drivers affects transit agencies, school districts, and other industries who employ drivers. While this trend is slowly beginning to reverse, this may also limit what additional transit services local cities and agencies can provide.





Community Profiles

Priority Communities Analysis

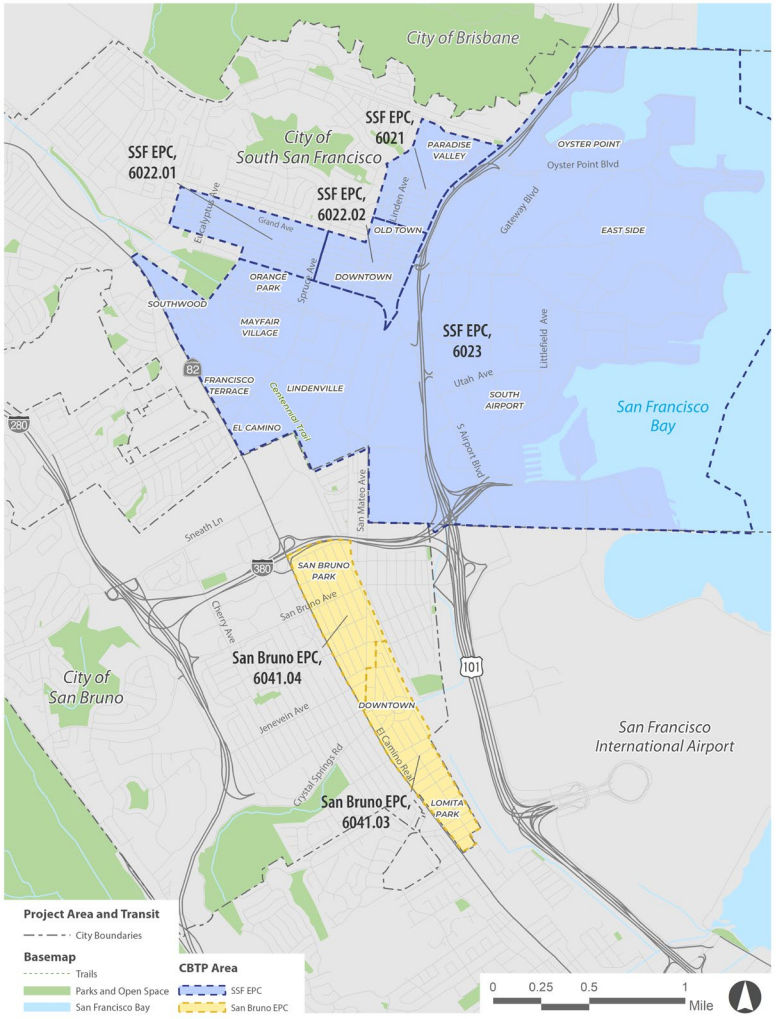
The Metropolitan Transportation Commission (MTC) determined that four census tracts in the City of South San Francisco and two in the City of San Bruno qualified as Equity Priority Communities (EPCs), as seen in the map in Figure 1. The City of San Bruno's EPCs comprise the neighborhoods of San Bruno Park, Downtown San Bruno and Lomita Park (in yellow). In South San Francisco, the EPCs include Paradise Valley, Old Town, Downtown, Orange Park, Lindenville, and East of 101 (in blue).

Equity Priority Communities as defined by MTC are census tracts which exceed the regional concentration threshold (the % in parentheses below) of residents according to several key demographic factors:

- **People of Color (70% threshold)**
- **Low-Income Residents (28%)**
- **Limited English Proficiency (12%)**
- **Zero-Vehicle Households (15%)**
- **Older Adults 75 Years of Age and Over (8%)**
- **People with a Disability (12%)**
- **Single Parent Families (18%)**
- **Severely Rent-Burdened Households (14%)**

Source: Metropolitan Transportation Commission, What are Equity Priority Communities?

Figure 2: Map of San Bruno and South San Francisco Equity Priority Communities



Source: Metropolitan Transportation Commission, Plan Bay Area 2050

The thresholds listed here represent one-half of a standard deviation above the Bay Area regional average, which means that there is a statistically significant concentration of residents who identify as or experience this demographic factor.[2] If a census tract exceeds both the threshold values for low-income residents and people of color, or exceeds the threshold value for low-income residents and also exceeds the threshold values for three or more of the other factors listed above, it is designated an Equity Priority Community.

The regional averages and thresholds for these data factors were determined by MTC using 2018 ACS data, which is shown in the table in Figure 2. At the time, these six census tracts were only four—two of these tracts (6041.01 in San Bruno and 6022 in South San Francisco) were split into two in 2020.

All four of these 2018 census tracts in San Bruno and South San Francisco exceed the Bay Area regional threshold of residents of color and low-income residents (highlighted in yellow in Figure 3), which means they qualify as Equity Priority Communities. Additionally, these census tracts far exceed the Bay Area regional average and threshold for the percentage of households who are severely rent burdened, meaning they pay more than half of total household incomes toward rent or a mortgage. Three of these census tracts have high percentages of residents who say they speak English less than very well or not at all. Two South San Francisco census tracts have high percentages of single parent families, and the other South San Francisco census tract has a high percentage of older adults relative to the Bay Area average and threshold.

In 2024, MTC proposed revisions to these thresholds based upon updated Census data from 2022. In San Bruno and South San Francisco, many of these data points shifted. While thresholds of residents of color far exceeds the regional average and threshold, only two of the six census tracts in this CBTP would qualify as EPCs when using this updated data, since the others no longer meet the threshold of low-income residents (see Appendix A for 2022 data).



A census tract is an area in a community about the size of a neighborhood, which the U.S. Census Bureau uses to analyze populations. Each census tract has a population size of 1,500 and 8,000 residents.

(Source: www.census.gov)

The project team and advisory committee determined that this update would maintain the 2012 study area and use the 2018 data thresholds for this CBTP. However, the Equity Priority Community profiles which follow this section use more recent data, from 2022, to describe the residents who live within these EPCs. Most of the analysis describes the community areas from each city separately, focusing especially on the key metrics where they meet the EPC thresholds.

[2] Metropolitan Transportation Commission. PBA2050+ 2024 Equity Priority Communities Update, MTC Policy Advisory Council Presentation. April 2024

Figure 3: Threshold Measures for Equity Priority Communities in San Bruno and South San Francisco (2018 U.S. Census American Community Survey data)

Demographic Factor (Higlighted: Meets or Exceeds Regional Threshold)	Bay Area Regional Average	Bay Area Regional Threshold	San Bruno EPC 6041.01*	South San Francisco EPC 6021	South San Francisco EPC 6022*	South San Francisco EPC 6023
People of Color	58%	70%	**84%**	**88%**	**87%**	**88%**
Low-Income Residents (<200% of Federal Poverty Threshold)	21%	28%	**32%**	**47%**	**31%**	**29%**
Limited English Proficiency	8%	12%	**13%**	**20%**	**17%**	9%
Zero-Vehicle Households	9%	15%	7%	7%	10%	9%
Older Adults 75 Years of Age and Over	6%	8%	4%	3%	4%	**10%**
People with a Disability	10%	12%	8%	9%	7%	11%
Single-Parent Families	13%	18%	14%	**20%**	**24%**	16%
Severely Rent-Burdened Households	10%	14%	**35%**	**35%**	**21%**	**39%**

*Sources: MTC. Plan Bay Area 2050; U.S. Census, American Community Survey, 5-year data tables, 2018. *Note: in 2020, many census tracts were revised, including two included in this CBTP. San Bruno 6041.01 was divided into 6041.03 and 6041.04, and South San Francisco 6022 was divided into 6022.01 and 6022.02*

EPCS PROFILE

San Bruno

Population, Households and Families

The EPCs in San Bruno are two census tracts in and near Downtown San Bruno, shown in yellow in Figure 3, which also include parts of the San Bruno Park and Lomita Park neighborhoods. Approximately 8,206 people live in the San Bruno EPCs, in 2,576 households.[3] Thirty-six percent of families in the EPCs are headed by a single parent. One in ten single parent families in the EPCs are experiencing poverty.[4]

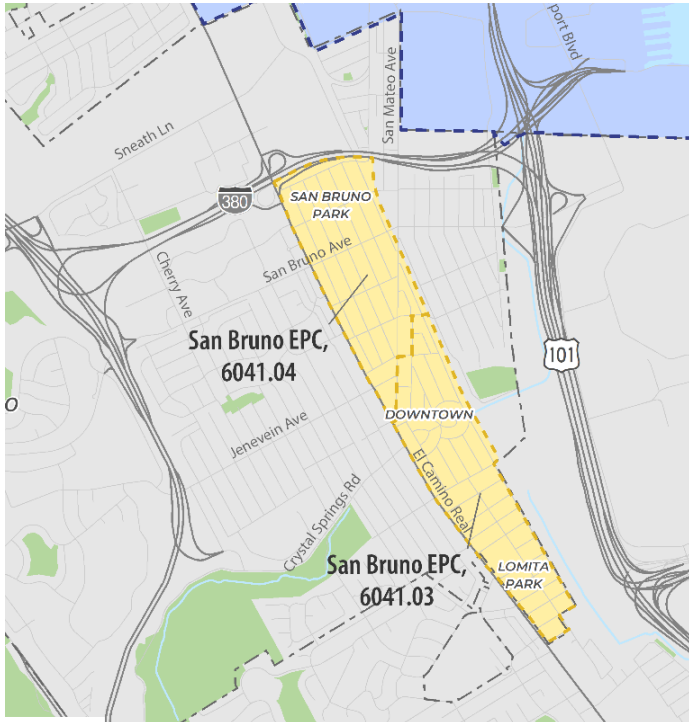
Race and Ethnicity

Two thirds of San Bruno EPC residents (67%) identify as people of color or multi-racial. More than half of residents identify as Hispanic or Latino (57%), 22 percent as Asian and nearly seven percent as Native Hawaiian or Pacific Islander.

Income

Nearly one in five residents (18%) in the San Bruno EPCs earn annual incomes below 200 percent of the poverty threshold. Eight percent of residents, or 658 people, earn incomes less than the poverty threshold, of $14,880 for one person (2022 threshold and data). The median income for the San Bruno EPCs is approximately $22,000 less than the median for the entire City of San Bruno ($131,700 in 2022). As seen in Figure 4, nearly half of households in both San Bruno EPCs have annual incomes of less than $100,000 per year.

Figure 4: San Bruno Equity Priority Communities



Source: Metropolitan Transportation Commission, Plan Bay Area 2050

[3] U.S. Census Bureau. " Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022. A detailed community profile of all of the EPCs is available in Appendix A.

[4] U.S. Census Bureau. "Poverty Status in the Past 12 Months of Families by Family Type by Work Experience of Householder and Spouse." American Community Survey, ACS 5-Year Estimates Data Profiles, Detailed Table B17016, 2022

Age

One in four residents in the San Bruno EPCs are under 21. Twelve percent of EPC residents are over the age of 62, and **four percent of residents are over the age of 75.** Most residents in the San Bruno EPCs are working-age adults.

Residents with Disabilities

Approximately nine percent of residents in the San Bruno EPCs area are living with a disability. Four percent of residents in the San Bruno Park EPC (Census Tract 6041.04), or 165 people, have a vision difficulty. In the Lomita Park/ Downtown EPC (Census Tract 6041.03), six percent of residents, or 265 people, are living with a cognitive disability.

Language Proficiency

Almost two-thirds of residents in the San Bruno EPCs say they speak a language other than English at home. Forty-six percent of residents speak Spanish, approximately six percent of residents speak Chinese (which includes Cantonese and Mandarin) and three percent speak Tagalog. **One in three San Bruno EPCs residents say they speak English less than very well**—this includes 61 percent of Spanish speakers, more than half of Chinese speakers (55%), and one-third of Tagalog speakers (36%).

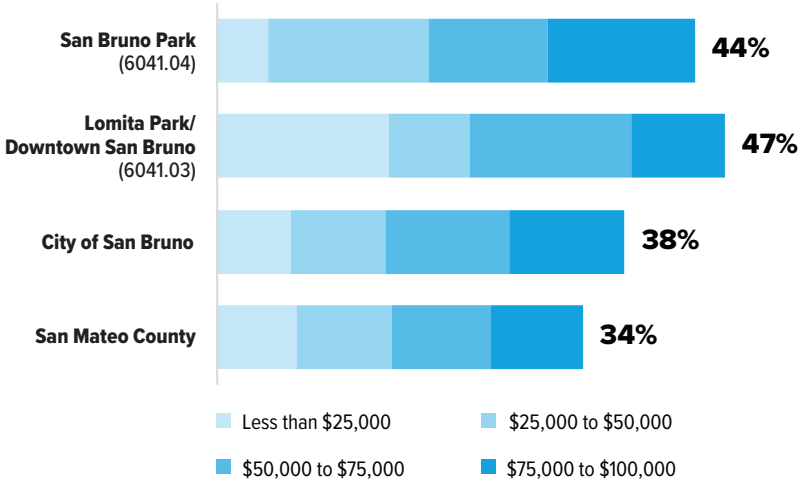
Vehicle Ownership

Approximately 11 percent of households in the San Bruno EPCs do not have at least one vehicle at home. Most of these households are in the Lomita Park/ Downtown EPC, where 17 percent of households do not have a car.

Rent Burden

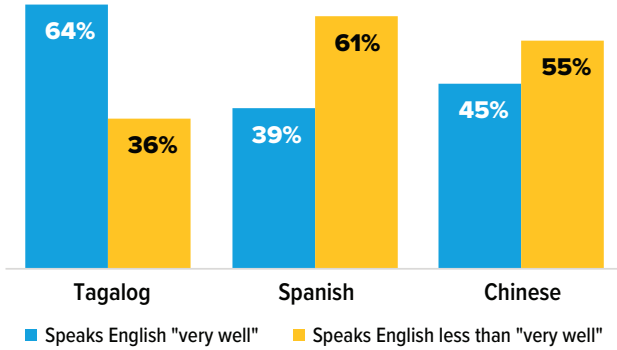
Approximately 39 percent of households in the San Bruno EPCs, or 680 households, are severely rent-burdened, meaning that they use 50 percent or more of their income toward rent or other housing costs.

Figure 5: San Bruno EPC Residents with Incomes Below $100,000 in the last 12 Months



Source: U.S. Census Bureau. "Income in the Past 12 Months (in 2022 Inflation-Adjusted Dollars)." American Community Survey, ACS 5-Year Estimates Subject Tables, 2022, Table S1901

Figure 6: San Bruno EPC Residents with Incomes Below $100,000 in the last 12 Months



Source: U.S. Census Bureau. "Language Spoken at Home for the Population 5 Years and Over." Amercan Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2022

San Bruno Community Area EPC Metrics

Lomita Park/Downtown San Bruno (Census Tract 6041.03)

- **64%** of residents identify as people of color or multi-racial
- **20%** of residents live in low-income households
- **19%** of single parent families are experiencing poverty
- **5%** of residents are 75 years or older
- **9%** of residents are living with a disability. 4% of residents have a hearing difficulty and 6% have a cognitive difficulty
- **17%** of households have no vehicle at home
- **50%** of Spanish and Chinese speakers (including Cantonese and Mandarin), and **45%** of Tagalog speakers speak English less than very well
- **42%** of residents pay more than half of their incomes toward rent or housing costs

San Bruno Park (Census Tract 6041.04)

- **70%** of residents identify as people of color or multi-racial
- **17%** of residents live in low-income households
- **No** single parent families in this EPC are experiencing poverty
- **2%** of residents are 75 years or older
- **10%** of residents are living with a disability. 4% of EPC residents have a vision difficulty
- **4%** of households have no vehicle at home
- **69%** of Spanish and Chinese speakers (including Cantonese and Mandarin) speak English less than very well
- **34%** of residents pay more than half of their incomes toward rent or housing costs

EPCS PROFILE

South San Francisco

Population, Households and Families

The Equity Priority Communities in South San Francisco are four census tracts, which include the neighborhoods of Paradise Valley, Old Town, East Downtown and West Downtown, Orange Park, Mayfair Village, Lindenville, and the area East of 101. Approximately 15,806 people live in these four EPCs in 5,167 households.[5] One-third (33%) of families in the EPCs are headed by a single parent. Nearly one in five single parent families (19%) in the EPCs are experiencing poverty.[6]

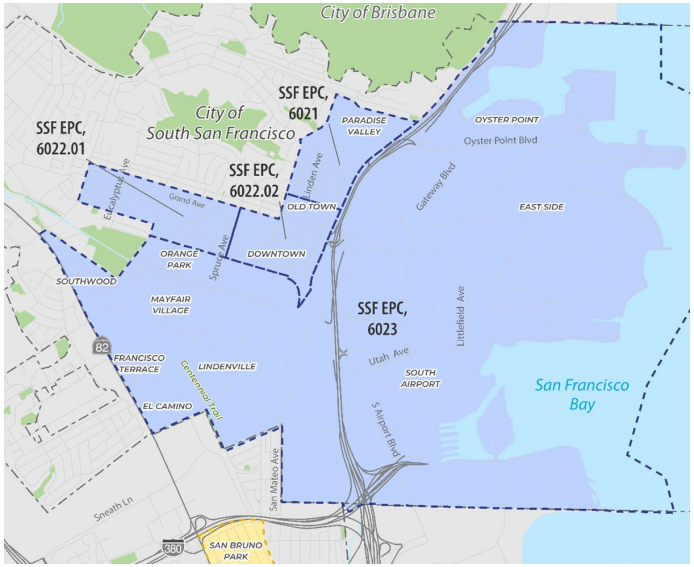
Race and Ethnicity

Nearly eight in every ten South San Francisco EPC residents (77%) identify as people of color or multi-racial. Approximately half of residents identify as Hispanic or Latino (52%), and one in four (24%) as Asian. Three of the four EPCs have more than ten percent of residents who identify as Filipino.

Income

One in four residents (24%) in the South San Francisco EPCs earn annual incomes below 200 percent of the poverty threshold. Twelve percent of residents, or 1,897 people, earn incomes less than the poverty threshold, of $14,880 for one person (2022 threshold and data). In three of the four South San Francisco EPCs, the median income of all households is $40,000 to $45,000 less than the city's median income of $127,000. More than half of households in the East Downtown/Old Town EPC and Paradise Valley EPC, and two-thirds of households in the West Downtown EPC have annual incomes below $100,000.

Figure 7: San Bruno Equity Priority Communities



Source: Metropolitan Transportation Commission, Plan Bay Area 2050

[5] U.S. Census Bureau. " Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022. A detailed community profile of all of the EPCs is available in Appendix A.

[6] U.S. Census Bureau. "Poverty Status in the Past 12 Months of Families by Family Type by Work Experience of Householder and Spouse." American Community Survey, ACS 5-Year Estimates Data Profiles, Detailed Table B17016, 2022

Age

One in four residents (24%) in the South San Francisco EPCs are under the age of 21. One in five (21%) are older adults: 16 percent are over the age of 62, and **five percent of residents are over the age of 75.**

Residents with Disabilities

Approximately eight percent of residents in the South San Francisco EPCs area are living with a disability. Nearly seven percent of residents in the Downtown/Oldtown EPC (Census Tract 6022.22), or 207 people, experience a cognitive difficulty. In the Paradise Valley EPC (Census Tract 6021), approximately six percent of residents, or 219 people, are living with an ambulatory disability.

Language Proficiency

Seventy-one percent of residents in the South San Francisco EPCs say they speak a language other than English at home. Forty percent of residents speak Spanish, six percent of residents speak Chinese (which includes Cantonese and Mandarin), and another six percent speak Tagalog. **One in four South San Francisco EPCs residents (27%) say they speak English less than very well**—this includes 44 percent of Spanish speakers, more than half of Chinese speakers (53%), and one-third of Tagalog speakers (34%).

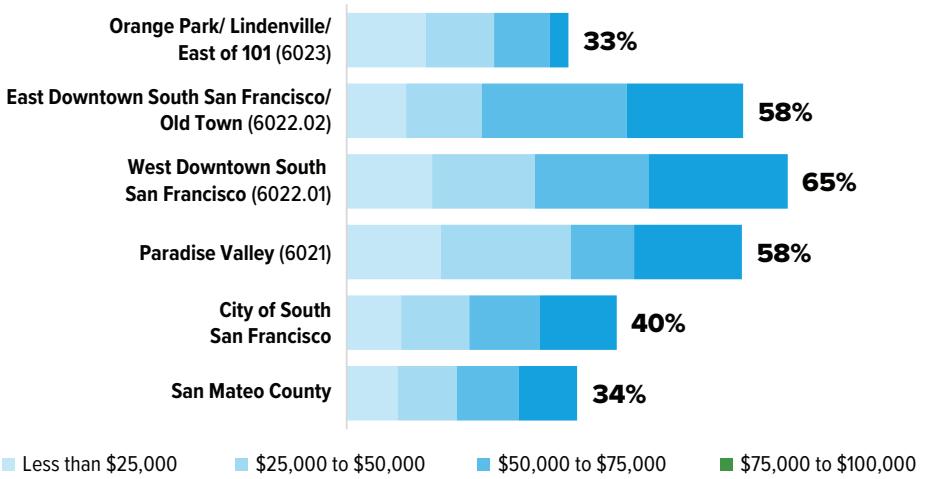
Vehicle Ownership

Approximately 8 percent of households in the South San Francisco EPCs do not have at least one vehicle at home. Thirteen percent of households in the East Downtown/Old Town EPC, and ten percent of households in the West Downtown EPC do not have a car.

Rent Burden

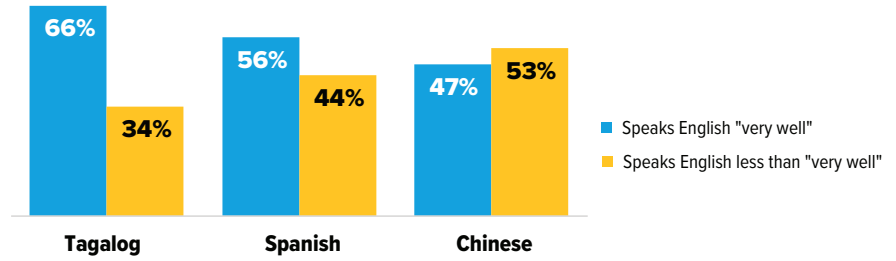
Approximately 29 percent of households in the South San Francisco EPCs, or 973 households, are severely rent-burdened, meaning that they use 50 percent or more of their income toward rent or other housing costs.

Figure 8: South San Francisco EPC Residents with Incomes Below $100,000 in the last 12 Months



Source: U.S. Census Bureau. "Income in the Past 12 Months (in 2022 Inflation-Adjusted Dollars)." American Community Survey, ACS 5-Year Estimates Subject Tables, 2022, Table S1901

Figure 9: English Language Proficiency Among South San Francisco EPC Residents Who Speak Other Languages at Home



Source: U.S. Census Bureau. "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2022

South San Francisco Community Area EPC Metrics

Paradise Valley (Census Tract 6021)

- **82%** of residents identify as people of color or multi-racial
- **31%** of residents live in low-income households
- **2%** of single parent families are experiencing poverty
- **3%** of residents are 75 years or older
- **9%** of residents are living with a disability. 4% of residents have a hearing difficulty and 6% have a cognitive difficulty
- **7%** of households have no vehicle at home
- **50%** of Spanish speakers, **70%** Chinese speakers (including Cantonese and Mandarin), and **36%** of Tagalog speakers speak English less than very well
- **29%** of residents pay more than half of their incomes toward rent or housing costs

West Downtown South San Francisco (Census Tract 6022.01)

- **59%** of residents identify as people of color or multi-racial
- **26%** of residents live in low-income households
- **1%** single parent families in this EPC are experiencing poverty
- **6%** of residents are 75 years or older
- **7%** of residents are living with a disability. 4% of EPC residents have a vision difficulty
- **10%** of households have no vehicle at home
- **42%** of Spanish speakers, **36%** Chinese speakers (including Cantonese and Mandarin), and **37%** of Tagalog speakers speak English less than very well
- **30%** of residents pay more than half of their incomes toward rent or housing costs

South San Francisco Community Area EPC Metrics

East Downtown South San Francisco/Old Town (Census Tract 6022.02)

- **88%** of residents identify as people of color or multi-racial
- **20%** of residents live in low-income households
- **8%** of single parent families are experiencing poverty
- **6%** of residents are 75 years or older
- **10%** of residents are living with a disability. 4% of residents have a hearing difficulty and 6% have a cognitive difficulty
- **13%** of households have no vehicle at home
- **54%** of Spanish speakers, **70%** Chinese speakers (including Cantonese and Mandarin), and **24%** of Tagalog speakers speak English less than very well
- **28%** of residents pay more than half of their incomes toward rent or housing costs

Orange Park/Mayfair Village/Lindenville/ East of 101 (Census Tract 6022.01)

- **84%** of residents identify as people of color or multi-racial
- **21%** of residents live in low-income households
- **9%** single parent families in this EPC are experiencing poverty
- **5%** of residents are 75 years or older
- **7%** of residents are living with a disability. 4% of EPC residents have a vision difficulty
- **4%** of households have no vehicle at home
- **26%** of Spanish speakers, **40%** Chinese speakers (including Cantonese and Mandarin), and **8%** of Tagalog speakers speak English less than very well
- **21%** of residents pay more than half of their incomes toward rent or housing costs


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Community Travel Patterns

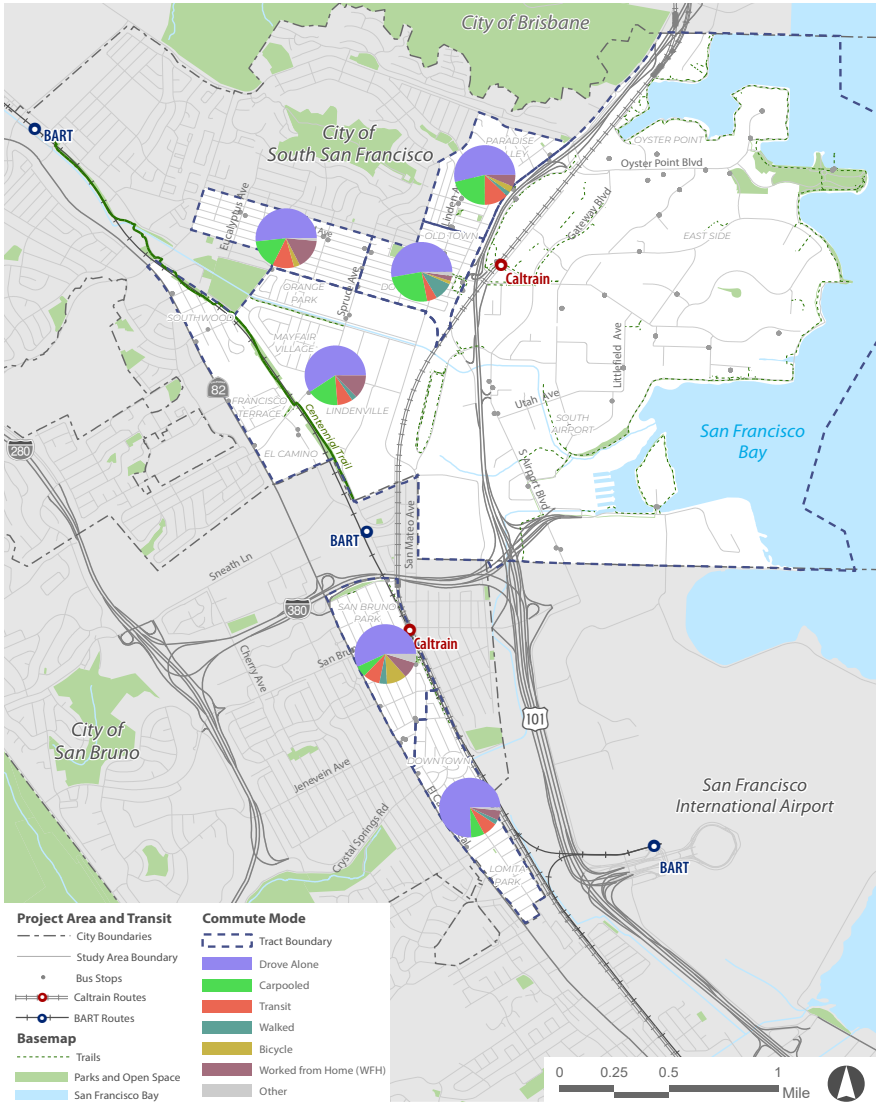
Nearly three fourths of residents in both San Bruno and South San Francisco EPCs drive to work—73 percent in the San Bruno EPCs and 74 percent in South San Francisco EPCs. But many do not drive alone. In South San Francisco, an average of 19 percent of EPC residents carpool to work. In the East Downtown South San Francisco/Old Town EPC, 25 percent of residents carpool. Approximately seven percent of residents in the San Bruno CBTP Area carpool to work.

Nine percent of all South San Francisco EPC residents use public transit to get to work, while four percent walk and two percent bike to work. In some neighborhoods within the South San Francisco EPCs, 10 percent of residents walk to work. In the San Bruno EPCs, eight percent of residents use public transit, six percent bike to work and three percent walk. In the San Bruno Park/Downtown San Bruno EPC, one in ten residents (11%) bike to work.

The map in Figure 10 shows this commute mode split for each of the six Equity Priority Community Areas in San Bruno and South San Francisco.

Approximately one in three workers in both the San Bruno EPCs (31%) and South San Francisco EPCs (also 31%) work in the city they live in. Nearly three fourths of San Bruno EPC residents (74%), and 71 percent of South San Francisco EPC residents work in San Mateo County.

Figure 10: Commute Mode Split, San Bruno and South San Francisco CBTP Equity Priority Community Areas, 2022

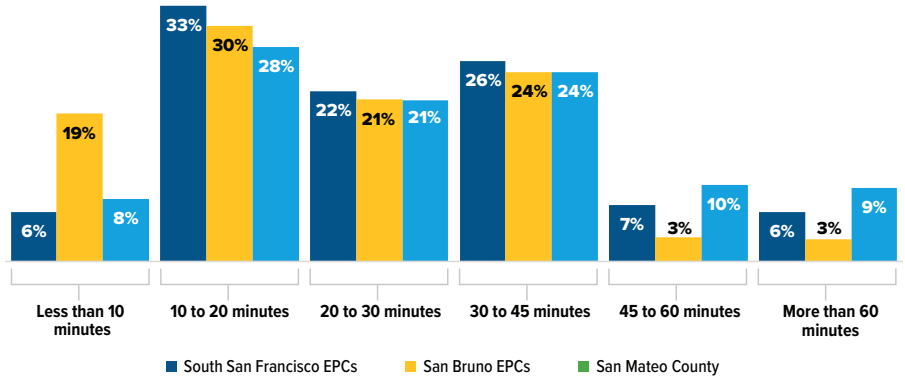


Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

Ten percent of South San Francisco EPC residents work from home, at least part of the week, which is less than half of the percentage of all San Mateo County residents who work from home (19%). Only seven percent of San Bruno CBTP Area residents say they work from home.

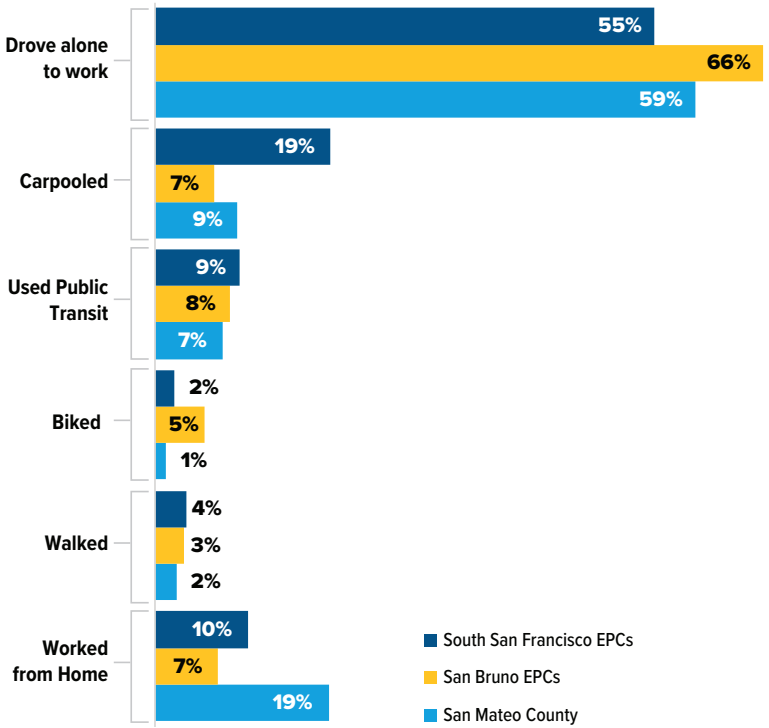
Two thirds of all workers who live in San Bruno EPCs (63%) and half of South San Francisco EPCs workers (55%) travel 20 to 24 minutes or less to get to work. While the commute for most EPC residents is 45 minutes or less, six of San Bruno EPC residents and 14% of South San Francisco EPC residents travel 45 minutes or longer to get to work. The chart below compares commute times with the average for all San Mateo County residents.

Figure 11: Travel Time (in Minutes) to Work for Residents of San Bruno and South San Francisco EPCs and San Mateo County



Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

Figure 12: Workers Who Commute from San Bruno and South San Francisco EPCs and San Mateo County, by Travel Mode, 2022



Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

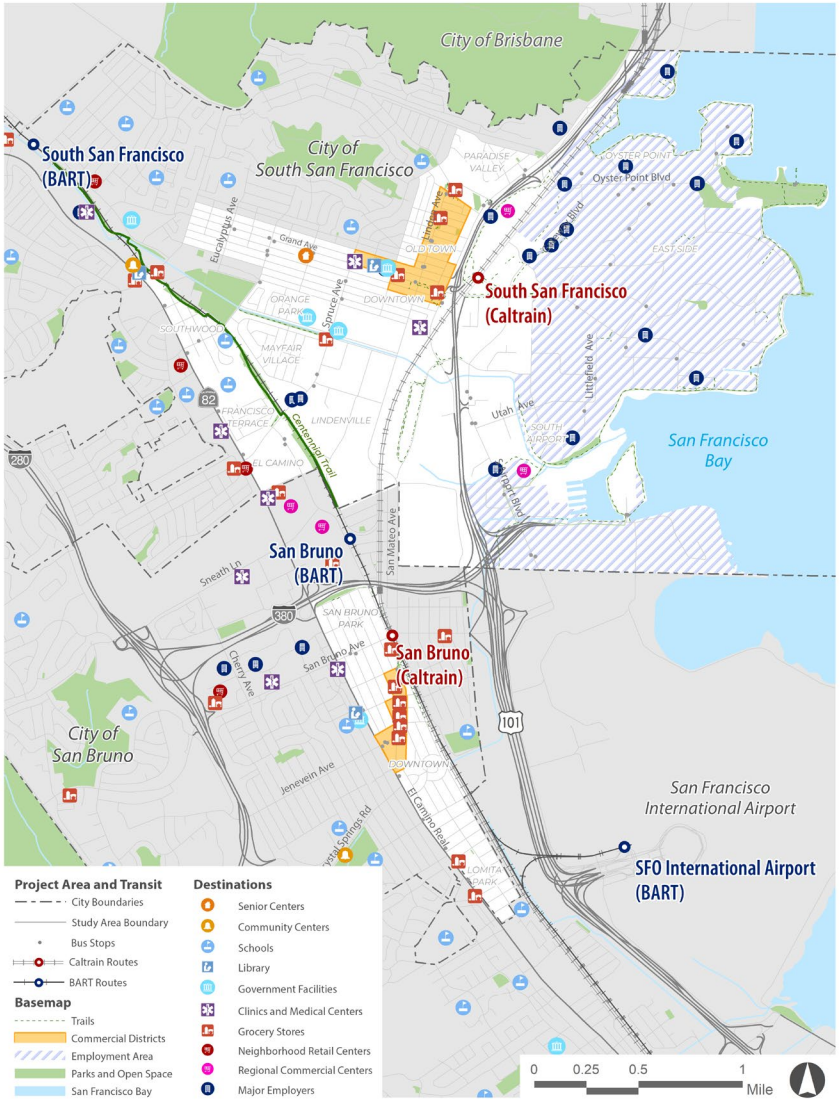


Existing Transportation Infrastructure and Services

This section describes the existing transportation infrastructure and services within the cities of San Bruno and South San Francisco. It also highlights recommendations from relevant city and countywide plans that identify needs and improvements related to pedestrian, bicycle, transit and street infrastructure and services.

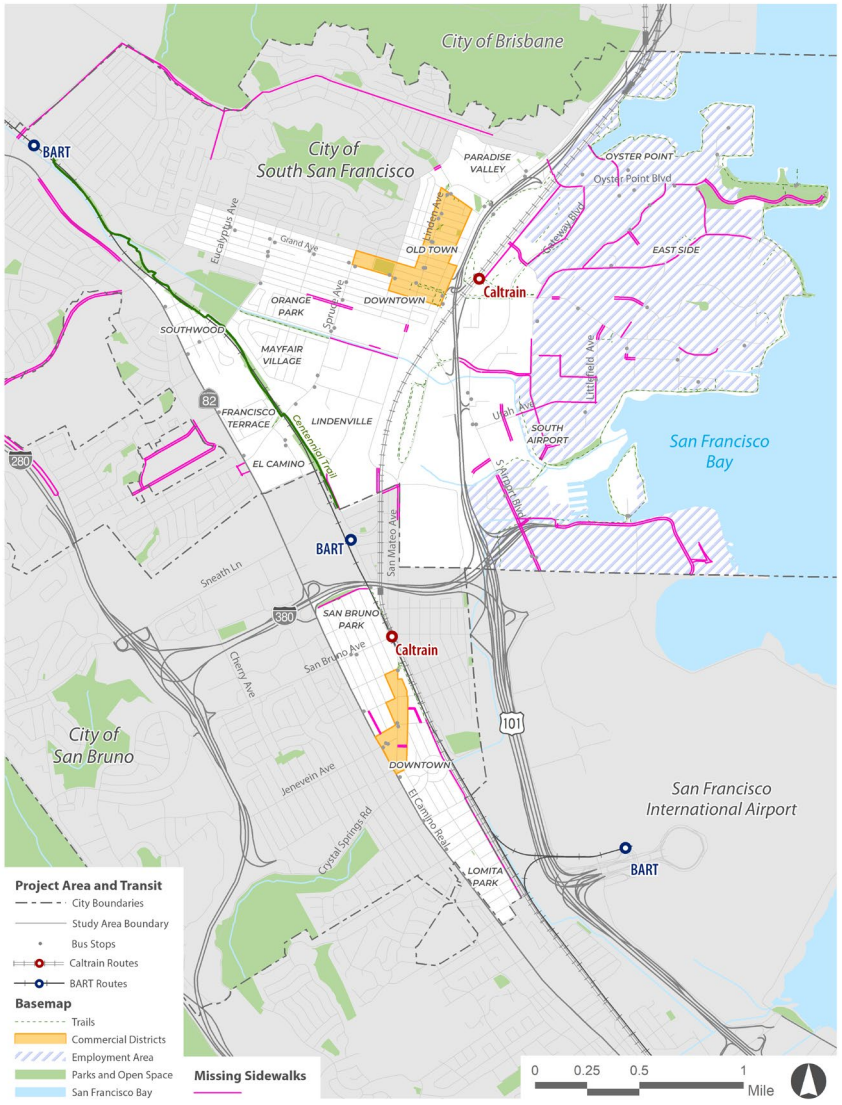
This map of Key Destinations in the San Bruno and South San Francisco Equity Priority Communities at right (Figure 13) shows major streets, transit routes and connections. The map also highlights some of the key destinations that community members have described as being important to reach in their neighborhoods, including grocery stores, schools, medical offices, and community and senior centers.

Figure 13: Key Destinations in San Bruno and South San Francisco EPCs



Sources: County of San Mateo; GTFS; California EDD; Google Maps

Figure 14: Missing Sidewalks in San Bruno and South San Francisco EPCs



Sources: Active South City Bicycle and Pedestrian Plan, 2022; Google Maps.

Existing Pedestrian Infrastructure

South San Francisco's 2022 Active South City Bicycle & Pedestrian Master Plan includes recommendations related to pedestrian infrastructure including sidewalks, curb ramps, crosswalks, signals and beacons, and other pedestrian support facilities, such as shade structures, benches, and landscaping. The plan identifies several gaps in the existing pedestrian network, such as sidewalk gaps and degraded pedestrian support facilities. Within South San Francisco EPCs, most of these sidewalk gaps are in the area east of Highway 101, with additional gaps along El Camino Real and Railroad Avenue. The map in Figure 14 illustrates the gaps in sidewalks in and around South San Francisco EPCs.

The 2016 City of San Bruno Walk 'n Bike Plan identified existing pedestrian facilities such as sidewalks, crosswalks, and off-street footpaths. The plan highlights that the city has a comprehensive system of sidewalks, marked crosswalks, and pedestrian crossing signals, especially on arterials and collectors. Additionally, many residential streets have sidewalks on at least one side of the street, and many intersections in residential areas have marked crosswalks, particularly when crossing a major street. Off-street footpaths are found within two parks, San Bruno City Park and Juniper Serra County Park, both within walking distance of the study area. San Bruno does not have an inventory of missing sidewalks.

Existing Bicycle Network

The California Department of Transportation (Caltrans) recognizes four classifications of bicycle facilities as described here:

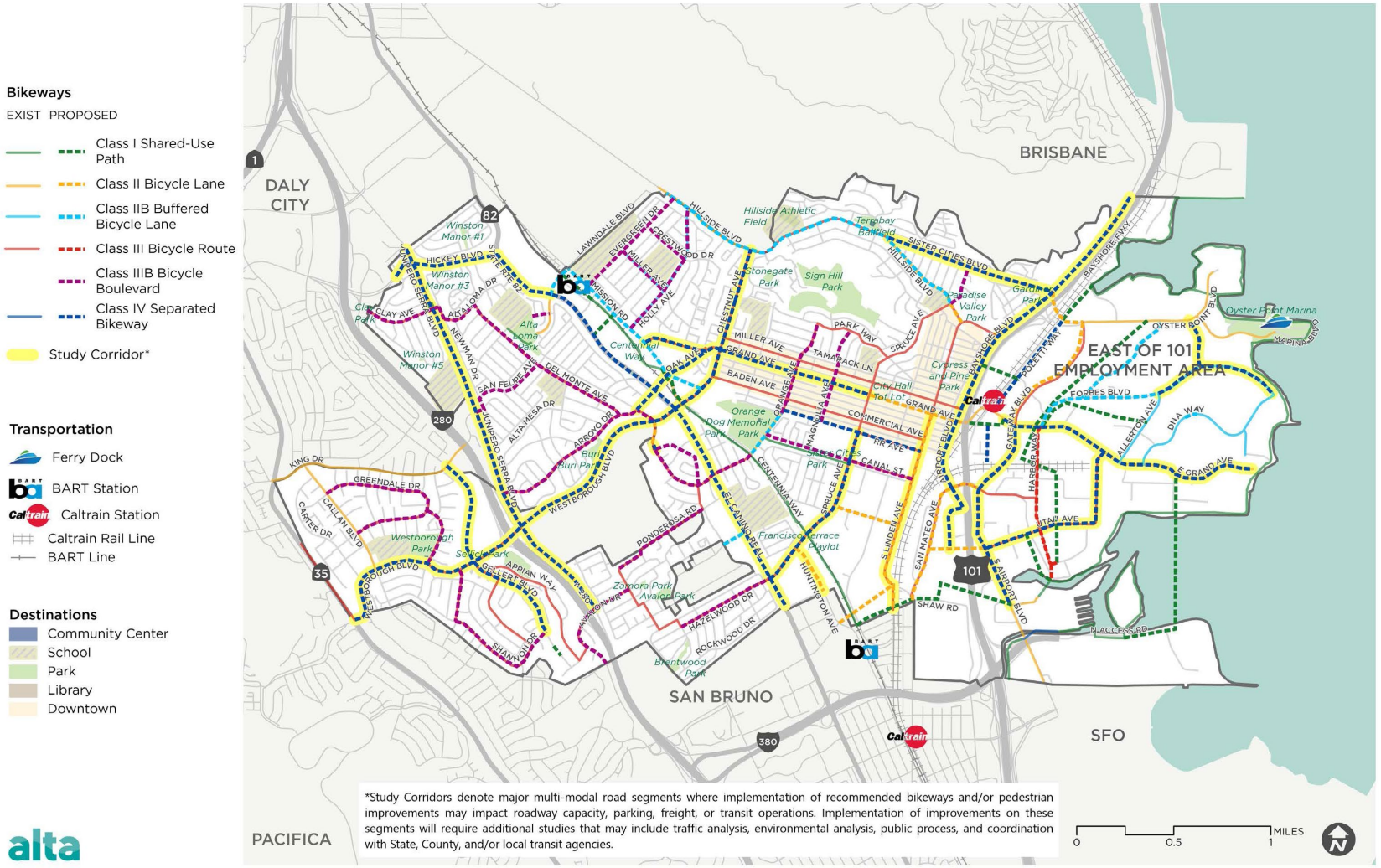
Class I— Shared-Use Path	Provides a completely separated right-of-way for the exclusive use of bicyclists and pedestrians with crossflow minimized (e.g., off-street bicycle paths).
Class II— Bicycle Lanes	Provides a striped lane for one-way travel on a street or highway. May include a "buffer" zone consisting of a striped portion of street between the bicycle lane and the nearest vehicle travel lane.
Class III— Bicycle Route	Provides for shared use with motor vehicle traffic; however, are often signed and/or include traffic calming.
Class IV— Separated Bikeway	Provides a right-of-way designated exclusively for bicycle travel adjacent to a street and protected from vehicular traffic. Types of separation include, but are not limited to, grade separation, flexible posts, inflexible physical barriers, or on-street parking.

The City of South San Francisco's existing bicycle network includes a mix of these facility types and includes more than 50 miles of bikeways, or 31 percent of the city's streets. The existing bicycle network is comprised of 10 miles of Class I shared-use paths, 16 miles of Class II bike lanes, 23 miles of Class III bike routes, and 2.3 miles of Class IV separated bikeways. Approximately half of the city's bike network, 24.25 miles, are bikeways that are separated from vehicle traffic (Class I, Class II, and Class IV).

Based on the 2016 City of San Bruno Walk 'n Bike Plan, the city has a limited bicycle network, with Class II bike lanes on only a handful of streets including Sneath Lane, Commodore Drive, and Sharp Park Road. Within the study area, San Bruno's bike network primarily consists of bicycle facilities (Class IV and Class III) along the length of the Huntington/San Antonio Avenue corridor. The city is currently constructing a protected Class IV bicycle route, the Huntington Cycle Track on Huntington Ave, which when completed will run from the Centennial Way Trail and San Bruno BART station south to San Bruno Avenue and the San Bruno Caltrain station. The Centennial Way Trail connects San Bruno and South San Francisco.

The map in Figure 15 displays the existing and recommended bicycle networks by class type in the EPCs and surrounding neighborhoods in South San Francisco, as proposed in the Active South City Plan. An additional view on the next page (Figure 16) shows the bike network in San Bruno as proposed in its Walk 'n Bike Plan.

Figure 15: Existing and Recommended Bicycle Network in South San Francisco (2022)



Source: Active South City Plan

Figure 16: Existing and Proposed Bicycle Network in San Bruno (2016)



Source: City of San Bruno Walk 'n Bike Plan

Physical Travel Barriers

Several streets and highways, Caltrain's rail line and Colma Creek create physical barriers and challenging crossings for pedestrians and bicyclists in the EPCs. The map in Figure 17 visualizes these barriers. Some of these are impassable outside of designated crossings while some are more permeable but involve a high-stress and time-consuming crossing.

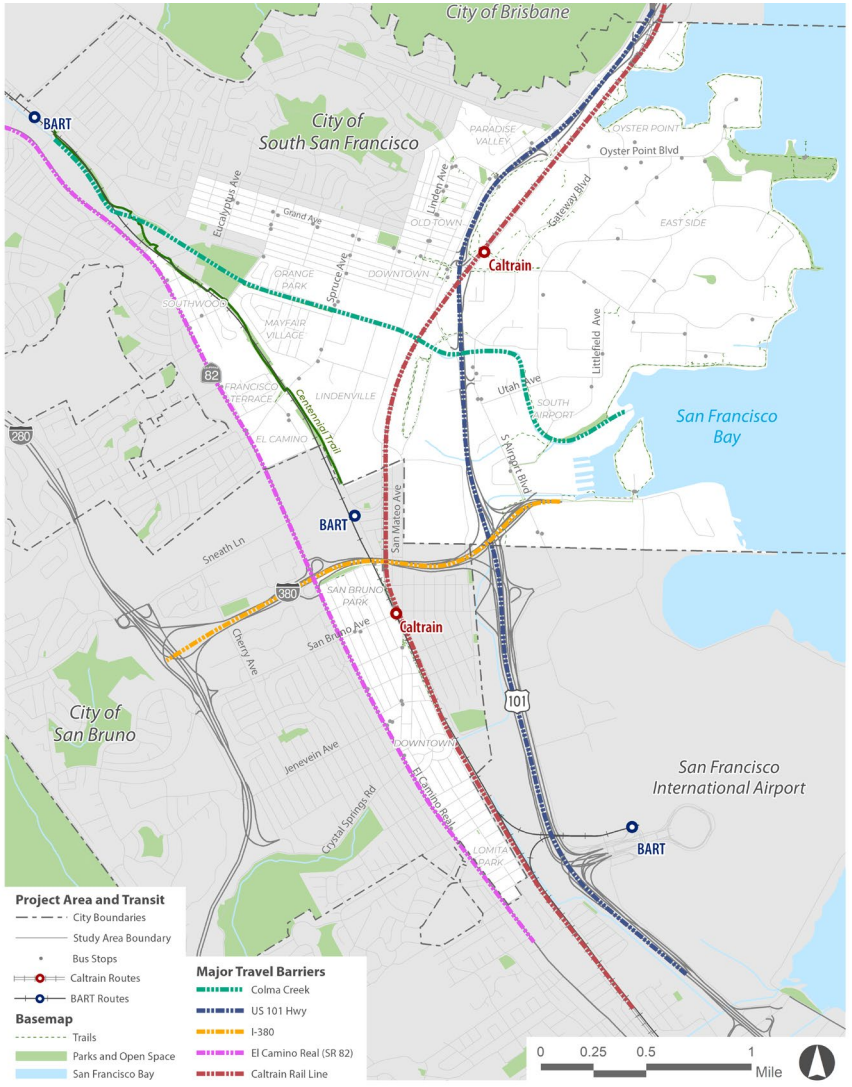
In the City of South San Francisco, US-101 and Colma Creek serve as physical barriers in some places, blocking residents' movements around their neighborhoods; Interstate 380 crosses through several neighborhoods in the City of San Bruno, and limits access between communities to its north and south. El Camino Real (State Highway 82) and Caltrain's right of way affect residents and create challenging crossings in both South San Francisco and San Bruno.

Key Recommendations from Relevant Plans

The previous South San Francisco/San Bruno Community-Based Transportation Plan (CBTP) included a strategy aimed at improving pedestrian amenities. Since the previous CBTP was developed in 2012, South San Francisco upgraded El Camino Real between the BART station and Arroyo Drive and will be launching a study of additional improvements. San Bruno and South San Francisco are also in the process of planning access improvements around the San Bruno BART Station along Huntington Avenue and Sneath Lane.

In addition to the goals set forth in the 2022 Active South City Plan, the South San Francisco General Plan proposes policies to improve pedestrian connections and sidewalks and expand amenities such

Figure 17: Travel Barriers in the San Bruno and South San Francisco Equity Priority Communities



Source: City of South San Francisco Lindenville Specific Plan, 2023

as street furniture and lighting. The Lindenville Specific Plan (see Figure 18) also envisions a network of connected trails, greenways, and open spaces, that would enhance the pedestrian experience in this portion of South San Francisco.

The San Bruno Walk 'n Bike Plan sets the goal of making walking more pleasant and convenient by filling existing sidewalk gaps, removing pedestrian obstacles, and providing more pedestrian amenities such as street lighting and benches. The Active South City Plan and the San Bruno Walk 'n Bike Plan each identify intersections and corridors for pedestrian infrastructure improvements within the study area (see Figure 19 and Figure 20). Many of the pedestrian improvements along San Bruno Avenue have since been implemented.

Figure 18: Lindenville Specific Plan, Parks and Open Space Framework

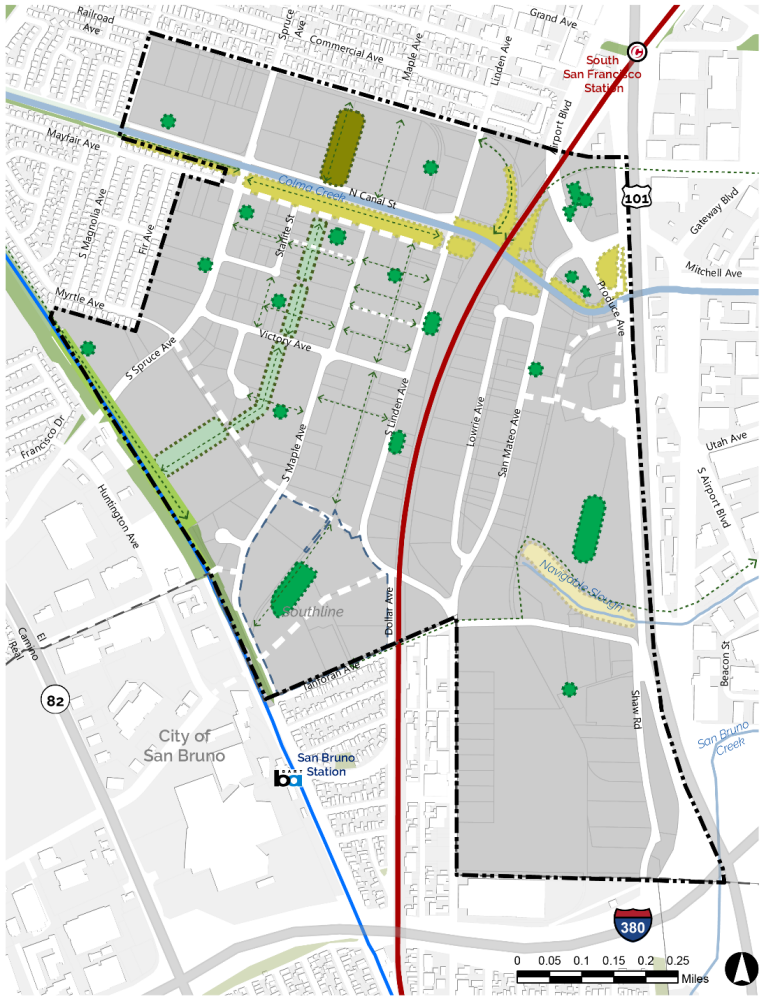
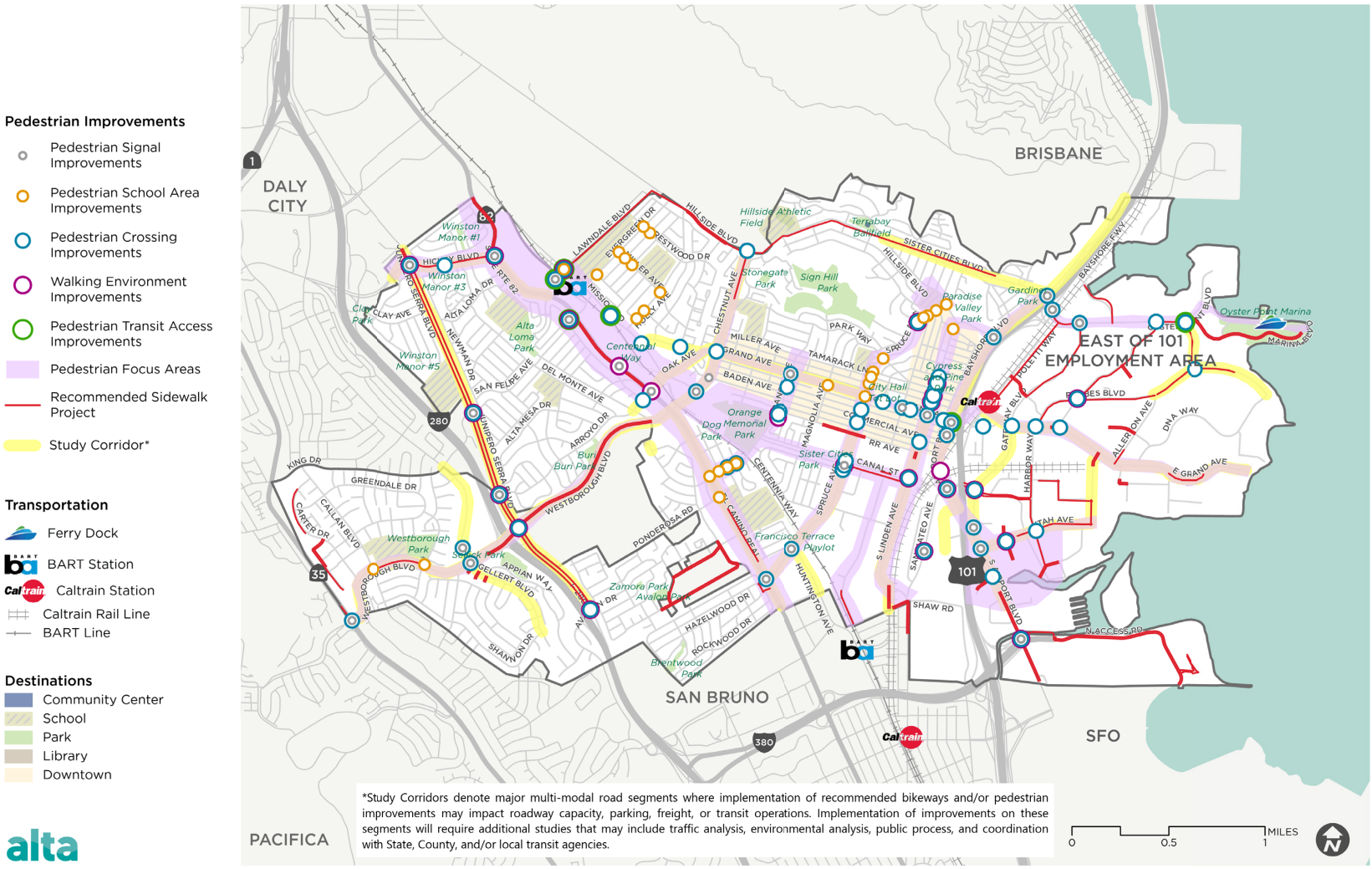


Figure 24: Parks and Open Space Framework

- Colma Creek Greenbelt
- Neighborhood Park
- Lindenville Linear Park
- Mini Parks / Plazas
- Centennial Way Trail
- Open space at Navigable Slough
- Open space beyond borders
- Trails / Greenways
- Lindenville Area Boundary
- City of South San Francisco
- Southline Specific Plan
- Highway
- Caltrain
- BART
- Proposed Streets
- Proposed Laneways/Alleys

Source: City of South San Francisco Lindenville Specific Plan, 2023

Figure 19: Pedestrian Priority Areas, Active South City Plan



Source: Active South City Plan

Figure 20: Proposed Pedestrian Projects, San Bruno Walk 'n Bike Plan



Source: San Bruno Walk 'n Bike Plan

One of the goals in the San Mateo County Countywide Bicycle and Pedestrian Plan is to establish a connected network of facilities for bicyclists and pedestrians. This plan includes several of the San Bruno and South San Francisco EPCs as "pedestrian focus areas," or communities within the county likely to have the highest walking activity, and it calls out the difficulties of accessing both the South San Francisco and San Bruno BART station as a pedestrian and when trying to cross Highway 101. The plan includes a list of corridors that might benefit from complete streets enhancements, including El Camino Real, and sections of San Mateo Ave and San Bruno Ave in San Bruno, and McLellan Drive, Westborough Blvd/Chestnut Ave, and Grand Ave in South San Francisco.

The San Mateo County Transportation Plan also calls out the physical barriers to access that many pedestrians experience, including the Caltrain rail line and barriers to walking created by the US 101, I-280 and I-380 freeways. It highlights the unsafe intersection crossing conditions near Caltrain and BART stations, as well as poor lighting along the routes that may discourage walking to transit stations. This plan mentions the need for pedestrian improvements such as safe crossings along El Camino Real, and the potential for safety improvements on ECR for all street users through the Grand Boulevard Initiative (GBI), which was recently relaunched by SamTrans. When completed, the GBI will provide safety enhancements including traffic calming, medians and lighting, and expand space for active transportation by widening crosswalks and adding separate bikeways and street trees.

The recent Active 101: US 101 San Mateo County Crossings Improvement Implementation Plan, coordinated by San Mateo County Transportation Authority, identifies crossing and corridor improvement projects near US 101 which would expand and support safe bicycling, pedestrian and other active mobility use and reduce traffic congestion, looking especially at equity priority communities and areas identified as part of local high injury networks. The plan proposes a Priority Network of corridor projects throughout San Mateo County, and calls out six projects to serve as pilot projects, including the San Bruno Avenue East overcrossing at the US 101/I-380 interchange.

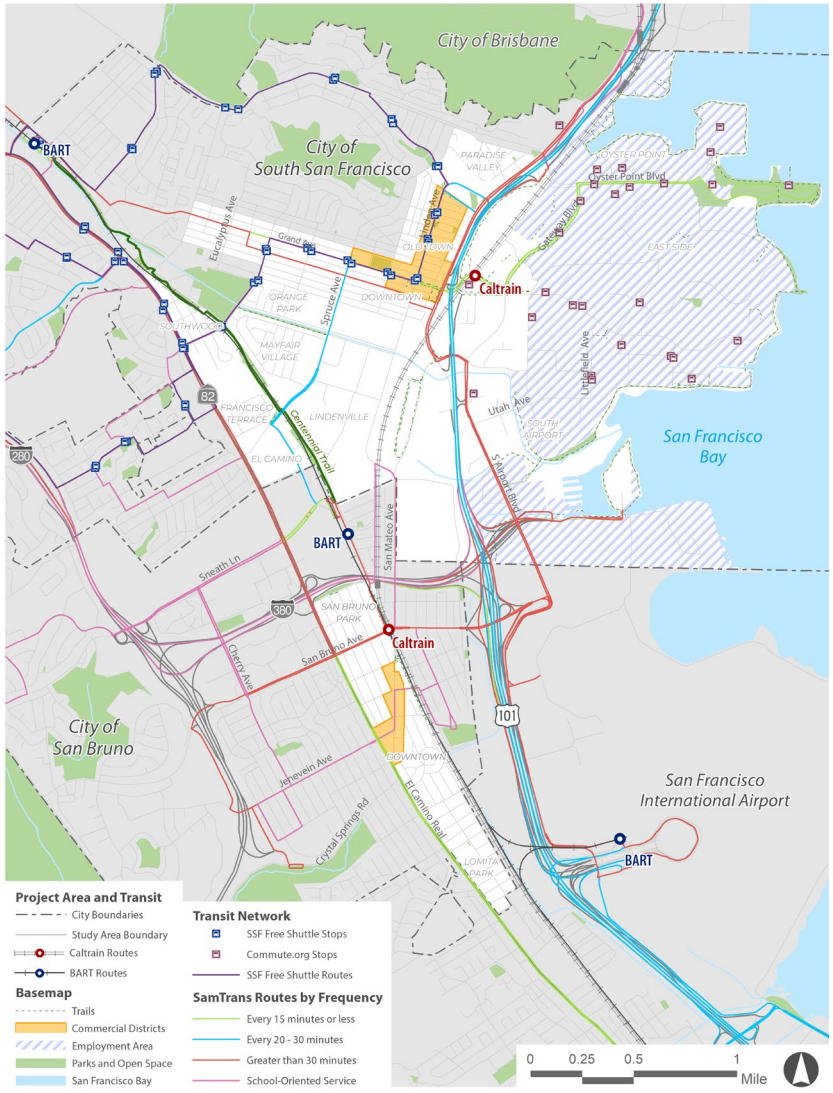
In the previous CBTP, "Improve Bicycle Amenities" was listed as a strategy. The 2022 Active South City Plan sets goals to improve bicycle and pedestrian network connectivity to major transit stops and community destinations such as parks, schools, libraries, and community centers. The plan specifically identifies gaps in the network and recommends upgrading 29 miles of the network, for a full buildout mileage of approximately 73 miles. The proposed bicycle network would include over 20 miles of Class IV separated bikeways. Within the study area, there are many corridors with proposed added and improved bicycle infrastructure, including upgraded Class IV separated bikeways on E. Grand Avenue, Utah Avenue, Airport Boulevard, El Camino Real, Sister Cities Boulevard, and Chestnut Avenue.

The City of San Bruno Walk 'n Bike plan set a goal of creating a bicycle network that connects residents to destinations within and beyond San Bruno, including downtown, rail transit stations, schools, parks, and other key destinations. The plan identifies a total of 53 corridors for bike network expansion, including several proposed Class III bike routes along Euclid Avenue, Angus Avenue, Mastick Avenue, and San Mateo Avenue within the study area. These would all intersect with the existing bike lanes on the Huntington Avenue/San Antonio Avenue corridor, which the city is in the process of upgrading to a Class IV bikeway.

The 2021 San Mateo County Countywide Bicycle and Pedestrian Plan includes recommendations to complete a countywide "Backbone Network" of bicycle lanes, to expand north-south and east-west connections across the county, increase connections between and within communities, and improve access for residents who live in underserved areas to other parts of San Mateo County. Some of the segment recommendations included adding new bicycle facilities to segments of El Camino Real, San Mateo Avenue and Sneath Lane in and near the San Bruno EPCs, along Grand Avenue near Spruce Avenue in South San Francisco, and adding connections to Centennial Way Trail and BART in South San Francisco.

In addition to closing gaps in the local bicycle network, the San Mateo County Transportation Plan emphasizes the importance of reducing barriers to access and circulation caused by rail lines, freeways and major streets. It also calls for cities and local agencies to adopt bicycle-friendly policies and standards for new developments and transportation projects and promote complete streets design principles to ensure safe and convenient access to bicyclists. It also calls for transit agencies to encourage and support bicycle use by providing better access for riders and facilities like bike parking.

Figure 21: Transit Service in the San Bruno and South San Francisco EPCs



Sources: GTFS; SamTrans; BART; Commute.org

Transit Service and Ridership

Service Coverage

The following transit operators serve the study area, offering rail, bus, shuttle, and ferry services, illustrated in the map in Figure 21.

Rail

BART provides regional rail service between the East Bay, San Francisco, and San Mateo County. The South San Francisco, San Bruno, and San Francisco International Airport stations are within a mile of the study area. Two BART lines serve the South San Francisco, San Bruno, and San Francisco International Airport Stations: the Yellow Line connecting Antioch with San Francisco International Airport, and the Red Line connecting Richmond and Millbrae. Both lines travel to the East Bay via San Francsico. The Yellow line operates every 15 minutes throughout the day, and the Red Line has 20-minute headways. A one-way trip originating from any of the three BART stations in the study area costs between $4 to about $20 depending on the distance of the trip.[7]

Caltrain provides passenger rail service on the Peninsula between San Francisco and San José, and limited service to Morgan Hill and Gilroy during weekday commute periods. The South San Francisco Caltrain Station serves local, limited, and express trains, with approximately 15-minute headways during peak times and 30-minute headways during off-peak times in both the northbound and southbound directions.

The San Bruno Caltrain Station serves local trains, with 30-minute headways throughout the day in both the northbound and southbound directions. A one-way trip originating from either Caltrain station costs between $4 to about $15 depending on the number of “zones” a passenger travels through. The Caltrain stations are both within the study area.

Bus

SamTrans is the regional bus provider for San Mateo County. Several routes connect the study area to Palo Alto, Daly City, and downtown San Francisco. SamTrans routes that serve the study area include those listed in Figure 22. Figure 23 illustrates SamTrans stop locations by the average number of weekly boardings, taken from data collected in August 2024. The bus stops with the greatest number of boardings include BART stops in South San Francisco and San Bruno, and several stops in downtown South San Francisco. One single ride on a SamTrans bus costs about $2 at a flat rate.

[7] Fares for each mode are based on payment made via a standard Clipper Card and by an adult when applicable. Other payment methods and passenger types may be subject to discounts. See section about Transit Fares and Other Transportation Discounts below for more details.

Figure 22: SamTrans Bus Routes with Service in the CBTP Study Area

Route	Hours of Service
Route 41 (Parkside IL – San Bruno BART)	School-Oriented Service
Route 130 (Daly City BART - Airport & Linden/Oyster Point)	Weekdays: Operates between 5:00 AM and 12:04 AM with 10- to 15-minute peak hour headways Weekends: Operates between 6:00 AM and 10:25 PM with 15-minute peak hour headways
Route 138 (Safe Harbor Shelter)	Limited outbound AM service and inbound PM service on weekdays and weekends
Route 141 (Airport/Linden - Skyline College)	Weekdays and Weekends: Operates between 6:15 AM and 10:48 PM with 30-minute peak hour headways
Route 142 (SFO - Shelter Creek)	Weekdays and Weekends: Operates between 6:02 AM and 6:21 PM with 60-minute peak hour headways
Route 292 (San Francisco - SFO - Hillsdale Mall)	Weekdays: Operates 24 hours per day with 20-minute peak hour headways Weekends: Operates between 4:00 AM and 2:52 AM with 30-minute peak hour headways
Route 397 (San Francisco - Palo Alto Transit Ctr)	Weekdays and Weekends: Overnight service with 40 – 60-minute headways
Route ECR (Daly City BART - Palo Alto Transit Ctr)	Weekdays: Operates between 5:00 AM and 2:00 AM with 15-minute peak hour headways Weekends: Operates between 4:50 AM and 2:20 AM with 15-minute peak hour headways
Route EPX (East Palo Alto - San Bruno BART and San Francisco)	Weekdays: Operates between 5:05 AM and 8:15 PM with 40- to 50-minute headways

Source: SamTrans

Ferry

The Water Emergency Transportation Authority (WETA) provides weekday commuter ferry service from the Oakland/Alameda ferry terminals to the South San Francisco Ferry Terminal. There are three morning departures from Oakland/Alameda to South San Francisco, and three evening departures from South San Francisco to Oakland/Alameda. The ferry route serves commuters from the East Bay traveling to South San Francisco for work.[8] One single ride on the ferry route costs about $5 at a flat rate.

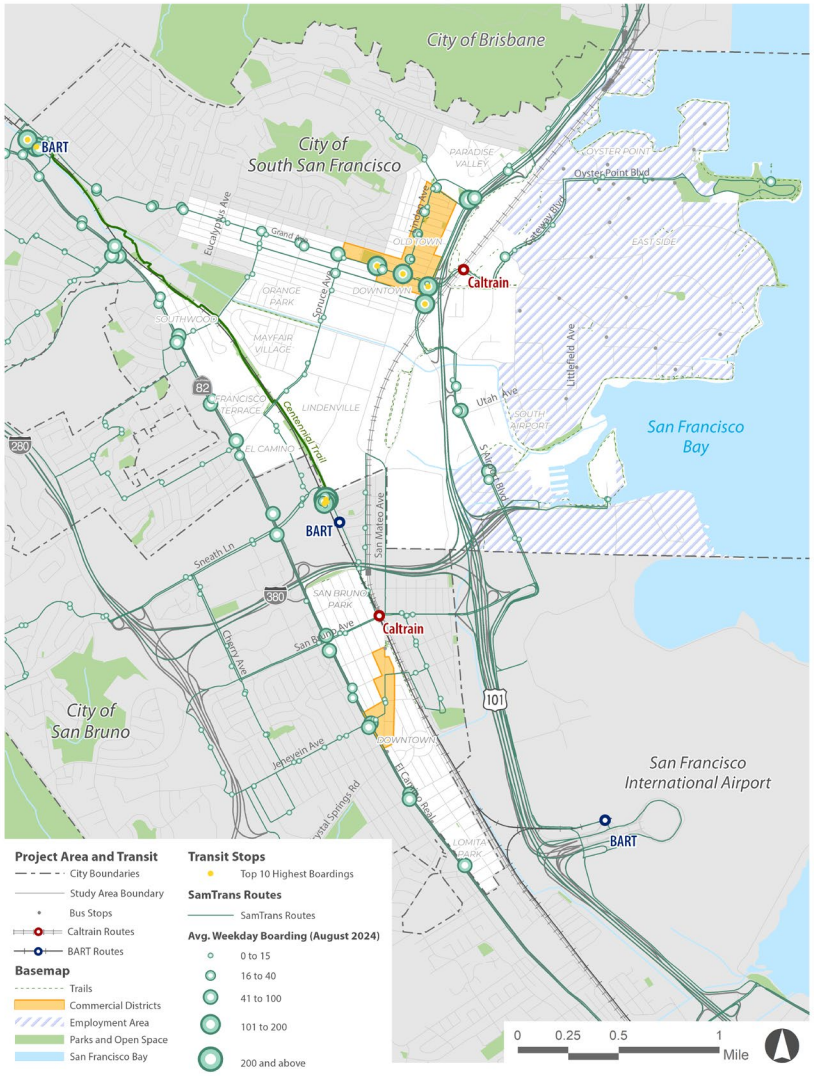
Shuttle

The City of South San Francisco operates the Free South City Shuttle with three routes: the Western Shuttle Route (Orange Route), the Clockwise Shuttle Route (Blue Route), and the Counterclockwise Shuttle Route (Green Route) (Figure 24). The Orange Route offers connections between the Serramonte Center, South San Francisco BART/Route 130, schools, and parks. The Blue and Green Routes connect with South San Francisco BART/ Route 130, Route ECR, City Hall, medical facilities, recreation facilities, schools, and parks.

Commute.org operates seven shuttle routes in the South San Francisco study area that connect various employment centers in the area east of US-101 to the South San Francisco BART and Caltrain stations and the South San Francisco Ferry Terminal. The routes include Oyster Point BART, Oyster Point Caltrain, Oyster Point Ferry, Utah-Grand BART, and Utah-Grand Caltrain. Oyster Point Mobility Group provides commuting options in the Oyster Point area of South San Francisco, offering connections to BART, Caltrain, and the San Francisco Bay Ferry at the Oyster Point Marina Terminal.

[8] WETA Onboard Ferry Survey Summary Report, 2025.

Figure 23: SamTrans Transit Stops by Average Weekly Boardings, August 2024



Source: SamTrans

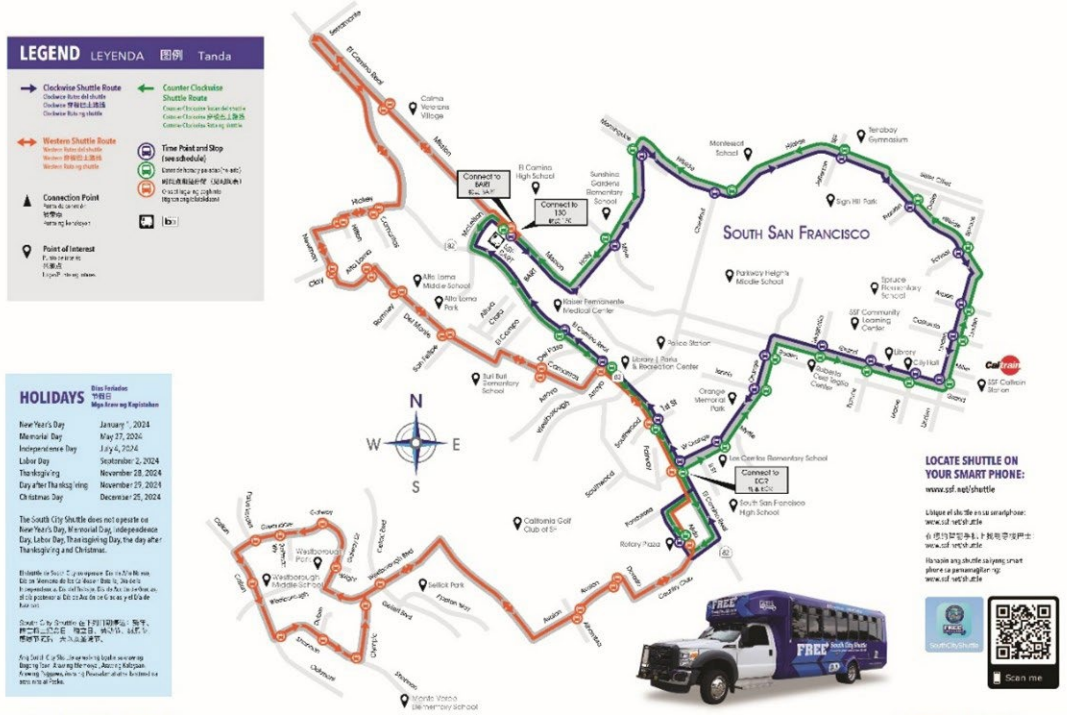
Paratransit and Mobility Services

SamTrans provides two on-demand, shared ride ADA paratransit services for San Mateo County residents with disabilities who cannot independently use SamTrans bus service. Redi-Wheels serves residents in Bayside communities of the county, including San Bruno and South San Francisco. RediCoast serves residents in San Mateo County coast side communities. Users have to apply to use the service and call one day in advance to book a ride.

The City of South San Francisco offers three free shuttle routes which provide connections to key destinations in neighborhoods throughout the city and run from approximately 7 AM to 7 PM Monday through Friday. The shuttle service has an app that provides real-time information about the locations of shuttles on each route. The City of San Bruno provides a Senior Center Bus with door-to-door service to programs for San Bruno residents. San Bruno's Senior Center Bus runs Monday through Friday and requires reservations 24 hours in advance.

Sam Trans provides mobility ambassadors and training to support older adults, new riders and users with mobility challenges learn how to confidently ride the SamTrans bus system.

Figure 24: Free South City Shuttle Route Map



Source: City of South San Francisco, Free South City Shuttle

[9] San Mateo County Paratransit Rider's Guide. SamTrans. Accessed from www.samtrans.com/media/18512

[10] City of South San Francisco. Free South City Shuttle. Accessed from www.ssf.net/Services/Free-South-City-Shuttle

[11] Senior Mobility Guide. Sam Trans. Accessed from www.samtrans.com/media/34996/download?inline

Service Gaps

While there are a number of transit options available in and around the study area, several factors limit their impact on residents' mobility. First, due to the high number of transit providers, service in the area is not always well integrated, and a single trip often involves navigating more than one system. Additionally, many of the providers primarily serve traditional commuters, so service is sparser during off-peak hours, including the middle of the day and later in the evening.

The focus on commuters is also reflected in the imbalance between the prevalence of north-south routes, which connect the study area to San Francisco and the South Bay, and the relative lack of east-west routes, which enable trips between the study area and the surrounding communities. The same physical barriers which limit pedestrian and bicycle mobility also limit residents' access to transit. These include area freeways, Colma Creek, and Caltrain's right of way.

Transit Fare and other Transportation Discounts

Transit users across the Bay Area can use the Clipper Card to pay fares on all Bay Area Transit Agency vehicles, including SamTrans buses, Caltrain, BART, and ferries.[12] Clipper provides a discount fare program for low-income riders, called Clipper START, which provides a 50 percent discount on all fares.[13] Clipper also provides Regional Transit Cards, which give discounted fares to riders with disabilities, and discounted Youth and Senior Clipper Cards, for riders ages 5 to 18 and 65 or older.[14]

The Go Card program, provided by San Mateo 101 Express Lanes, offers $200 per year to low-income San Mateo County residents to help to pay for transportation costs, including trips on public transit, through express lanes, toll bridges, paratransit and bike or scooter rentals.[15]

Key Recommendations from Relevant Plans

Several local plans have implications for the future of transit in the study area. The previous South San Francisco/San Bruno CBTP identified several strategies related to transit improvements, including improving stop amenities and security, improving affordability of transit, increasing SamTrans bus service, improving connectivity of existing service, and enhancing access to the South San Francisco Caltrain station. Programs such as the free South City Shuttle have supported the implementation of some of these strategies. Since that time the South San Francisco Caltrain station has been relocated to connect directly with Grand Avenue and E. Grand Avenue for easier access and a more open, pleasant rider experience on the platforms.

The 2022 Shape South San Francisco General Plan includes recommended actions to improve station access, leverage employee transportation demand management programs, and implement transit improvements including transit signal priority, bus bulb outs, and bus-only lanes on transit priority corridors. The 2013 San Bruno Transit Corridors Plan lays out a vision of the city's commercial corridors that are accessible by transit and full of more dense, mixed-use land uses. Key transit recommendations identified in the Corridors Plan include implementing a circulator shuttle route, enhancing bus shelters and waiting areas, and promoting opportunities to increase transit ridership.

The San Mateo County Transportation Plan includes recommendations to provide a transit signal priority at more intersections and Bus Rapid Transit along key

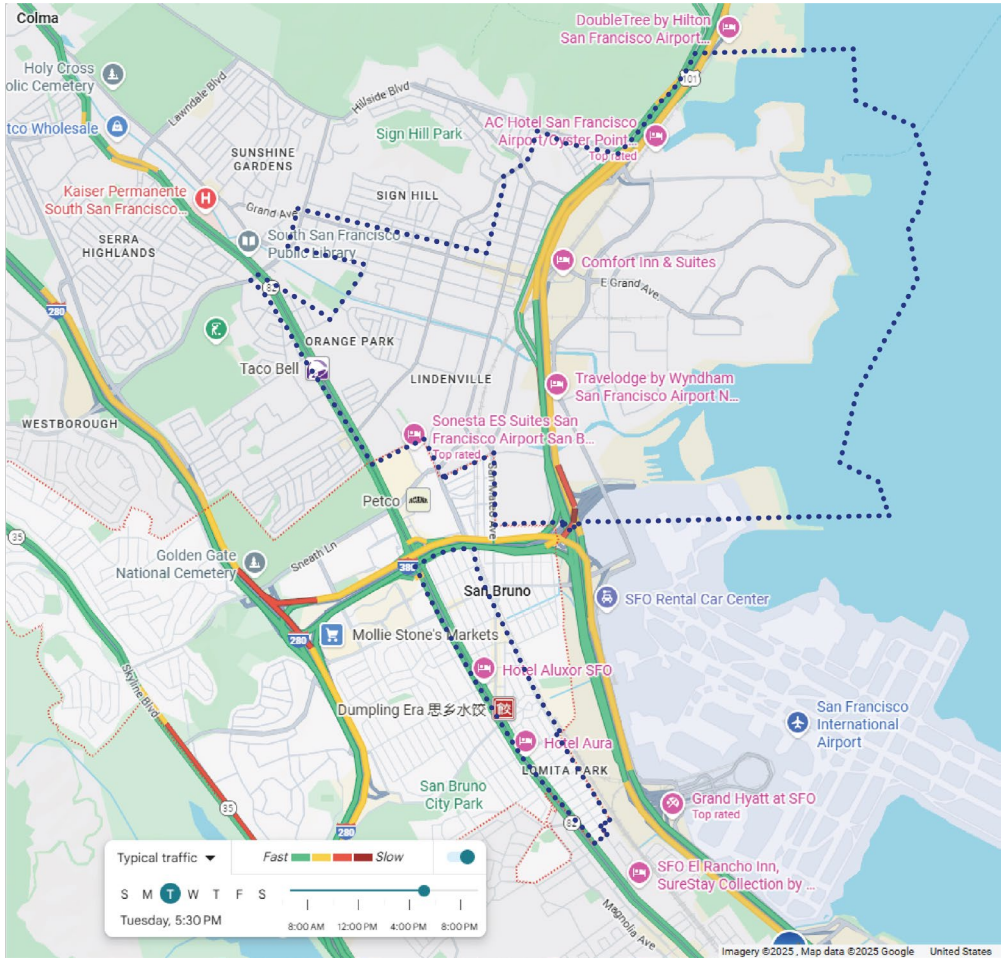
[12] Clipper Card. Clipper. Accessed from www.clippercard.com/ClipperWeb/new-to-clipper.html
[13] Clipper Start. Accessed from www.clipperstartcard.com/s/
[14] Discount Cards. Clipper. Accessed from www.clippercard.com/ClipperWeb/discounts.html
[15] 101 Express Lanes. Go Card Program. Accessed from 101expresslanes.org/program/equity-program

commuting corridors where congestion is a growing issue. It also calls for increased local bus service to connect riders to regional transit stations, such as the BART and Caltrain stations in and near the EPCs.

The Grand Boulevard Initiative (GBI) is a key countywide project that includes transit, walk, and bike improvements along El Camino Real. The project aims to improve bus access and travel times along the corridor and implement streetscape changes that will include bus stop enhancements, bus lanes, transit signal priority and greater access to bus stops. South San Francisco is leading its own El Camino Real Mobility Plan that will be incorporated into the GBI. The plan will include recommendations for enhancing safety for all modes and improving the experience for people walking, biking, and taking transit. San Bruno is currently leading a study with C/CAG and the City of Millbrae to determine multimodal improvements along the corridor. All of these plans align with the CBTP in addressing El Camino Real as a local travel barrier.

As a result of the Reimagine SamTrans project, SamTrans finished implementing an updated bus network in August 2024. The new network includes improved frequency, expanded service hours, more direct routes, new connections, and a new on-demand service. SamTrans also initiated the Bus Stop Improvement Plan (BSIP) in 2022 to enhance the bus stop experience for all customers by upgrading amenities and facilities. This included changing stop locations and consolidating bus stops on El Camino Real to improve travel times.

Figure 25: Traffic Volumes in the San Bruno and South San Francisco EPCs



Source: Google Maps; Note: Blue dots outline the Equity Priority Communities in South San Francisco and San Bruno

Traffic Hotspots and Vehicle Volumes

There are several heavily trafficked arterials and freeways that run through the CBTP study area, given it's location on the peninsula between San Francisco and Silicon Valley. US-101, CA-82 (El Camino Real), and I-380 all increase access to regional destinations for local residents. These highways and streets also enable vehicle travel to and from adjacent employment centers such as the East of 101 employment area and San Francisco International Airport. While these freeways improve mobility for study area residents, their high levels of vehicle traffic also bring negative consequences to the area. The map in Figure 25 shows the traffic volumes during afternoon peak hour travel in the EPCs.

Several neighborhoods in the Equity Priority Communities in South San Francisco and San Bruno have disproportionately high pollution burdens from diesel particulate matter and congestion, two pollution sources that stem from the area's industrial and logistics uses and its proximity to high-volume roads. The high proportion of freight truck traffic traveling to, from, and through the area disperse diesel particulate matter, and exhaust from non-diesel vehicles contains many toxic chemicals that may pose health risks to the study area's residents and workers. Based on these and other socio-economic factors, Caltrans has identified the portions of the study area west of US-101 as Transportation-Based Priority Populations, meaning that residents in those areas are most burdened by the transportation system and receive the fewest benefits from it. See the Caltrans Transportation Equity Index (EQI) map in Figure 26 which illustrates these communities in the San Bruno and South San Francisco EPCs. Darkest purple shows the neighborhoods which experience the greatest exposure to high traffic volumes.

Another local transportation burden is the congestion caused by the high traffic volumes on adjacent freeways. During the afternoon peak period (4-6pm), US-101 and I-380 both experience congested conditions, most notably at the interchange between the two freeways. Traffic congestion on US-101 also backs up onto the streets near its on and off ramps, including Linden Avenue and Grand Avenue to the west and East Grand Avenue and Gateway Boulevard to the east.

Key Recommendations and Actions from Relevant Plans

South San Francisco, in their 2040 General Plan, Shape SSF, identified congestion as a potential hindrance to economic growth of the city, as it could deter commercial and residential growth. The plan identifies that traffic congestion could particularly threaten growth of the East of 101 portion of the study area where many jobs are distant from Caltrain. However, the city has begun to address this issue by partnering with large employers in the area, including Genentech, to implement transportation demand management measures such as commute shuttles. At the time of the writing of the general plan, South San Francisco was also working to establish a community facilities district to fund transportation and infrastructure upgrades in the East of 101 area. Shape SSF identifies walkable station areas and first/last mile options as critical to reducing congestion and improving the overall transportation system in South San Francisco. These improvements are particularly importation for the East of 101 and Lindenville areas where buses and shuttles provide reliable connections and can reduce burdens from traffic congestion and delays.

The San Mateo County Transportation Plan also highlights the growing role of congestion in the region as the county has emerged as an employment destination within the Bay Area. One key objective in the Transportation Plan's Action Plan Priorities list is to increase the number of employers and employees within San Mateo County who have access to and participate in a commute alternatives program at work.

The San Mateo 101 Express Lanes Equity Study looked at potential investments for mobility improvements in historically underserved communities along the 101, in order to ensure that community members would benefit from revenue generated

from Express Lanes tolls. The study explored potential options for a Pilot Equity Program responsive to the needs and suggestions of community members who live near the Express Lanes, as well as provide financial support for low-income travelers who might use the Express Lanes. The study recommended an Equity Program which included a combination of pre-loaded toll tags for low-income drivers, and pre-loaded Clipper cards for transit users. This is now known as the Community Transportation Benefits Program and provides an annual benefit of $200 in transit credit on a Clipper Card and a one-time benefit of $200 in Toll credits on a FasTrak Transponder.[16]

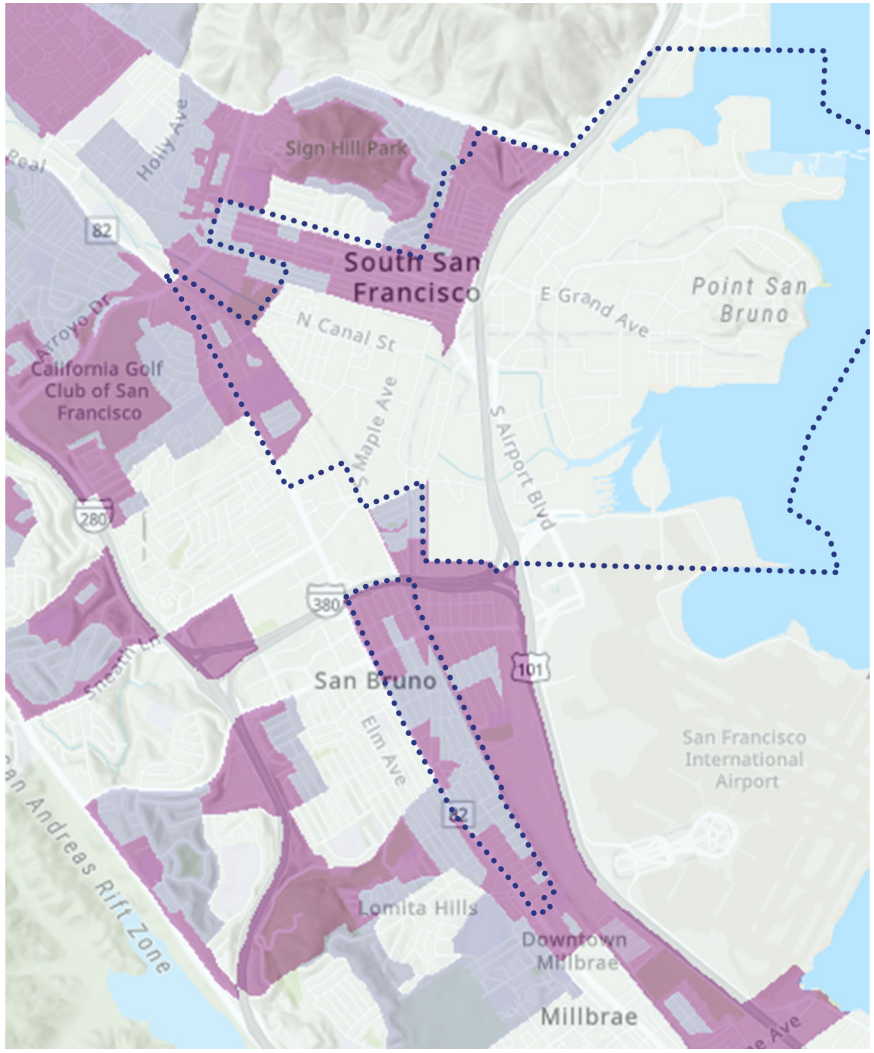
Street Safety

Extensive street safety planning has been conducted in South San Francisco and San Bruno and both cities have Local Roadway Safety Plans (LRSP) that identify collision patterns and trends as well as recommended safety interventions. South San Francisco and San Bruno have both identified high injury networks in previous planning documents, as displayed in the maps which follow below in Figure 27 and Figure 28. These networks represent street segments and intersections that pose the some of the highest safety risks to pedestrians, cyclists and drivers.

San Bruno's identified high injury network accounted for 55 percent of injury collisions and 83 percent of fatal or serious injury collisions between 2015 and 2019. In South San Francisco, the high injury network accounted for 75 percent of injury collisions between 2015 and 2019. South San Francisco recently completed a safe speed limit assessment and is starting a Vision Zero Action Plan, which will inform

[16] Senior Mobility Guide. Sam Trans. Accessed from www.samtrans.com/media/34996/download?inline

Figure 26: Caltrans Transportation Equity Index (EQI) in the San Bruno and South San Francisco EPCs



Source: Caltrans Transportation Equity Index (EQI) Caltrans Transportation Equity Index (EQI) Version 1.0 Web Map; Note: Blue dots outline the Equity Priority Communities in South San Francisco and San Bruno.

street safety priorities with a context-based approach rather than a crash-rate based approach.

Key Recommendations and Actions from Relevant Plans

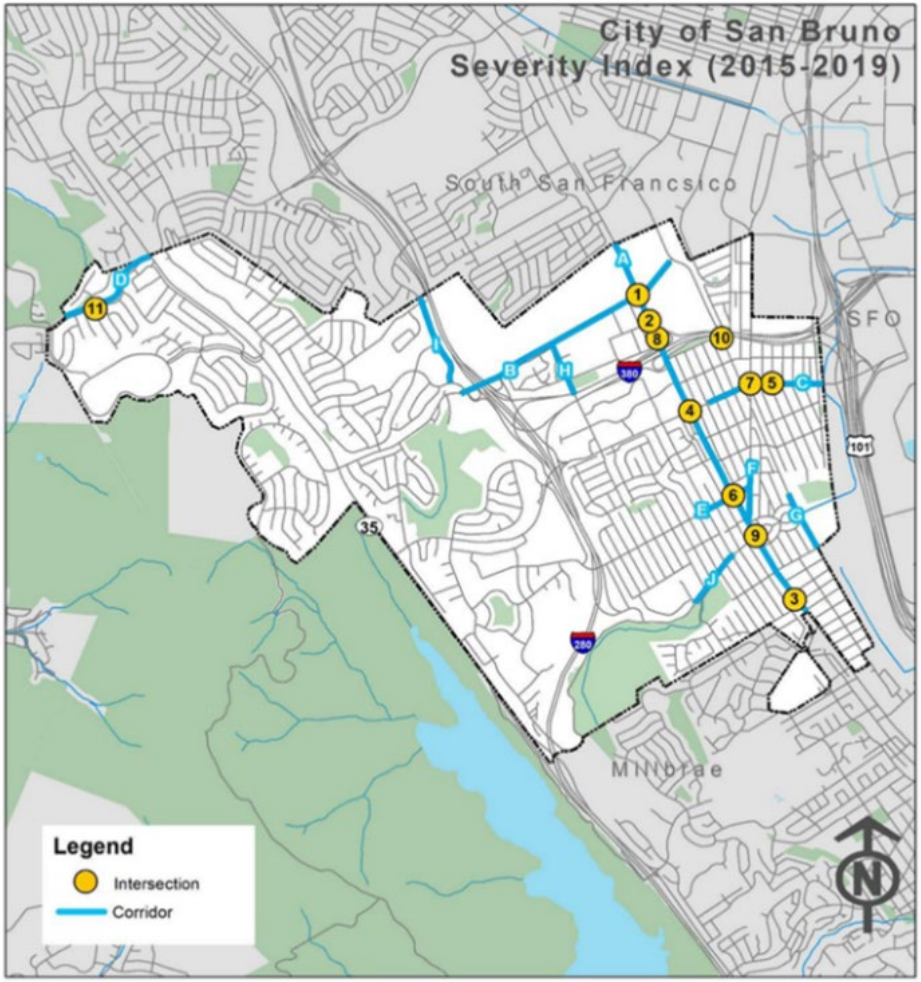
The LRSP for each city identifies priority street segments and intersections for future street safety improvements. In San Bruno, many of the priority intersections are concentrated along El Camino Real and San Bruno Avenue, both of which run through the city's Equity Priority Communities. Safety projects, including intersection improvements at both signalized and unsignalized intersections (installing raised pavement and striping, advanced stop bars, and flashing beacons) and street segment improvements (installing separated bike lanes) are identified for many intersections and segments throughout San Bruno, including several intersections along El Camino Real.

In South San Francisco, the priority intersections within the EPCs include:

- Linden Avenue and Grand Avenue,
- Grand Avenue and Spruce Avenue,
- Spruce Avenue and North Canal Street,
- Commercial Avenue and Chestnut Avenue, and
- Shaw Road and San Mateo Avenue

The South San Francisco 2040 General Plan Shape SSF and LRSP identify broad policies and actions that the city can take to enhance safety for all road users. Shape SSF discusses improving safety for pedestrians and cyclists by enhancing street crossings at key locations like El Camino Real and near the South San Francisco BART station. The city plans to implement measures such as median refuges, bulb-outs, highly visible crosswalks, and flashing beacons to increase safety at intersections throughout the city. Additionally, there is a broader effort to reduce vehicle speeds and implement traffic calming measures across the city to decrease the frequency and severity of collisions, with an emphasis on high-risk areas like school zones and streets with vulnerable users.

Figure 27: City of San Bruno High Injury Network

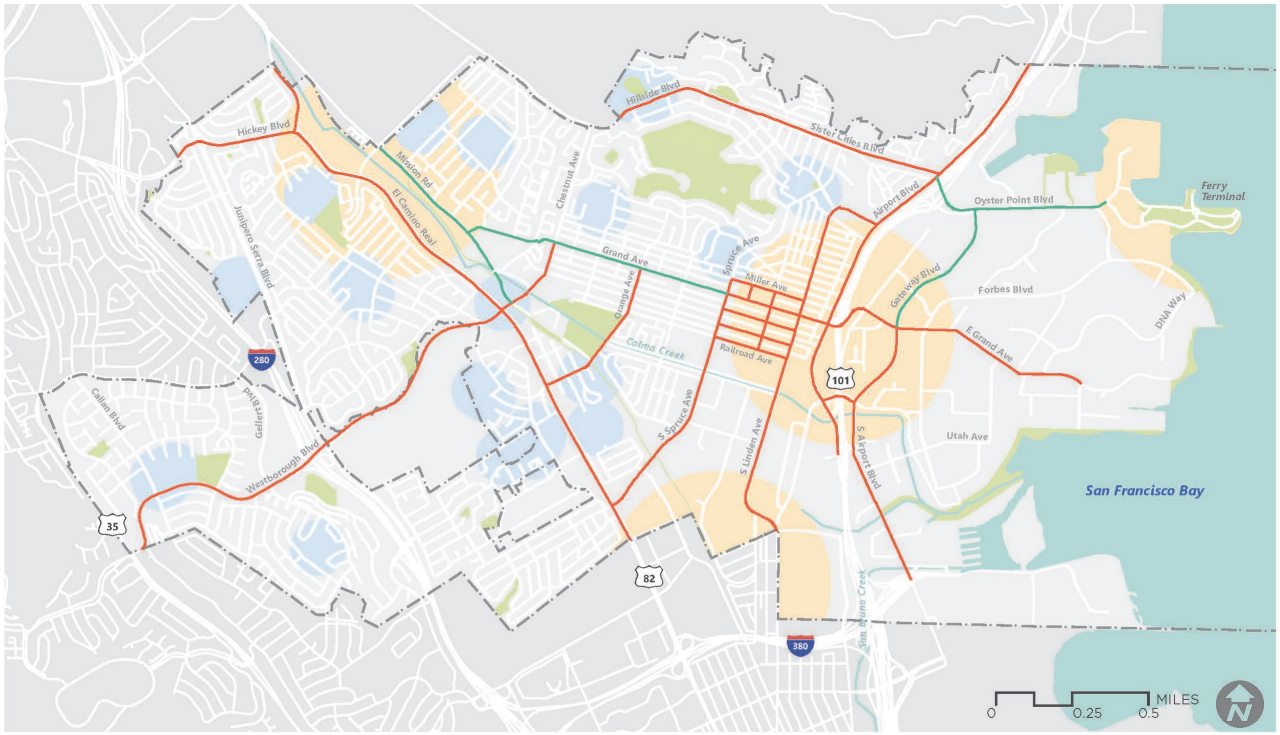


Source: City of San Bruno Local Roadway Safety Plan, 2023



San Mateo and Huntington Avenues, San Bruno

Figure 28: City of South San Francisco, High Injury Network



HIGH INJURY NETWORK

ACTIVE SOUTH CITY

- Complete Streets Opportunities
- High Injury Network
- 1/8 Mile School & Community Zone
- 1/5 Mile Transit Zone
- City Limits

Source: Draft General Plan, November 2021. Collisions from Transportation Injury Mapping System 2015-2019

Review of Previous CBTP Strategies

In 2012, C/CAG and partner cities completed a Community Based Transportation Plan for San Bruno and South San Francisco, which included most of the same communities that are part of this plan. Before engaging community members about current issues and needs, the project team reviewed the progress of strategies and related actions proposed in the 2012 plan to address what residents considered their priority transportation and mobility-related needs at that time. Strategies in the 2012 CBTP included making improvements to bus stops, improving pedestrian safety, expanding the bicycle network, increasing public access to information about transit and shuttle services, and expanding existing transit service and frequencies. Many of these strategies are continued here in this plan.

The project team met with planning staff at the cities of San Bruno and South San Francisco, and at SamTrans, the local transit agency to discuss these strategies, their status toward completion, and how these strategies related to their current work. This review also assessed whether infrastructure and service updates were completed at specific locations provided by community members that were in need of transportation infrastructure improvements.

The project team developed a matrix to review the 2012 CBTP strategies and projects, and reviewed updates to all location-based comments from community members that were included in the 2012 plan. These are available in Appendix B.



Downtown South San Francisco



Community Needs Assessment

Overview of Community Engagement Activities

Between November 2024 and June 2025, consultant staff from MIG and Redwood Resources partnered with the City/County Association of Governments of San Mateo County (C/CAG) to gather community input for this CBTP.

The team collected feedback from more than 400 community members through a combination of in-person and virtual methods. The project team held interviews with seven local community advocates, organized four community focus groups and four pop-up events, and participated in several briefing sessions with city planning committees. There were 126 responses to the paper survey.

During these activities, the project team heard from community members about their transportation challenges and suggestions for improvements to transportation services in their community. Project team members also asked participants to identify any unsafe locations and key destinations they travel to in their neighborhoods and community.

Themes from the input are described below. Much of this input was also geographically located onto a map of San Bruno and South San Francisco Equity Priority Communities. This can be accessed at: https://bit.ly/46AYMCT. A full summary of engagement activities is available in Appendix C.

Interviews with Community Advocates

As a foundational step, the team identified and talked to representatives from five community organizations that have direct relationships with residents living in EPCs in San Bruno and South San Francisco.

These organizations were selected for their trusted roles within the community and their deep understanding of local needs. Through a series of one-on-one and small group interviews, representatives from these organizations provided a comprehensive view of the transportation challenges faced by San Bruno and South San Francisco's Equity Priority Communities.

Representatives emphasized the following themes:

Transit Affordability and Access

- Cost is a major barrier, especially for low-income residents and warehouse workers.
- Loss of previous SamTrans bus pass assistance programs funded through the Lifeline Transportation Program has worsened transit access.
- Infrequent or unreliable transit service makes commuting inefficient and especially difficult for residents with multiple jobs or family responsibilities.

Connectivity and Coverage Gaps

- Limited transit routes and first/last-mile connectivity force people to rely on cars.



Stakeholder organizations interviewed by the project team:

- San Bruno Healthy Homes (San Bruno)
- Rise South City (South San Francisco)
- YMCA Community Resource Center (serves South San Francisco and San Bruno residents)
- Friends of Old Town (South San Francisco)
- Silicon Valley Bike Coalition (regional organization, serves South San Francisco and San Bruno communities)

- Key locations like the YMCA Resource Center and food distribution sites are hard to access without a car.
- Transit-dependent residents in South San Francisco would benefit from more information about the Free South City shuttle services.

Bicycle and Pedestrian Safety Issues

- Poor walkability due to narrow or damaged sidewalks and unsafe crossings.
- Lack of bike lanes and connectivity, particularly along major corridors and at key intersections (e.g., El Camino Real and San Mateo Avenue in San Bruno, and connections to San Bruno BART).
- Unsafe infrastructure deters walking and biking, especially for youth and seniors.

Transit Infrastructure Needs

- More bus shelters with seating, lighting, and weather protection are needed, especially at high traffic bus stops.
- Improved wayfinding and signage can enhance user experience and safety.

Proposed Transportation Solutions

- Expand shuttle routes and improve frequency for buses and Caltrain.
- Add dedicated bus lanes or BRT on corridors like El Camino Real.
- Enhance bike and pedestrian infrastructure, including safer crossings, extended bike lanes, and sidewalk improvements.
- Improve connections between major transit hubs and underserved neighborhoods.

Geographic and Policy Considerations

- Community organization representatives urged the inclusion of East San Bruno and San Bruno Avenue in the study area due to upcoming redevelopment (e.g., Tanforan Mall).
- They also encouraged alignment with the San Bruno Transit Corridors Plan and soliciting input from advisory committees such as the South San Francisco Bicycle and Pedestrian Advisory Committee (BPAC) and San Bruno Complete Streets Committee.

Outreach Strategies

Community representatives interviewed by the project team recommended engaging EPC community members through trusted, informal, and culturally responsive and accessible approaches. They suggested tailoring outreach efforts to reflect the diversity of the community and ensuring in-language engagement for residents who primarily speak Spanish or other non-English languages. Interviewees also emphasized offering incentives and hosting activities at familiar community hubs like churches and resource centers and with trusted community organizations which have established relationships and trust with the community and are well-positioned to lead grassroots outreach. Additionally, community representatives reminded the project team that offering virtual engagement options like Zoom focus groups, scheduling sessions outside of regular business hours, and ensuring materials and events are accessible in both English and Spanish can help to effectively reach underserved and hard-to-reach populations.

To initiate the engagement process, the project team developed large-format posters in English and Spanish featuring detailed maps of each Equity Priority Community (EPC), accompanied by key questions such as: “What is most frustrating about transportation in your area?” and “What ideas do you have for improving mobility?” The team also created a bilingual paper survey designed to gather more

in-depth information about residents' transit use and mobility habits. These are all available as part of Appendix B.

With these materials prepared, the project team reached out to a range of community settings to ensure broad participation. This included outreach to community-based organizations, developing pop-up events outside churches and stores, and organizing focus groups collaborating with key partners.

The project team held eight community outreach events in the six Equity Priority Communities. More than 300 people participated in interviews and engagement events, and there were 126 responses to the community survey. Community-identified transportation needs and recommendations are summarized below, and a summary of outreach activities is available as Appendix C.



Community Pop-up Events and Focus Groups

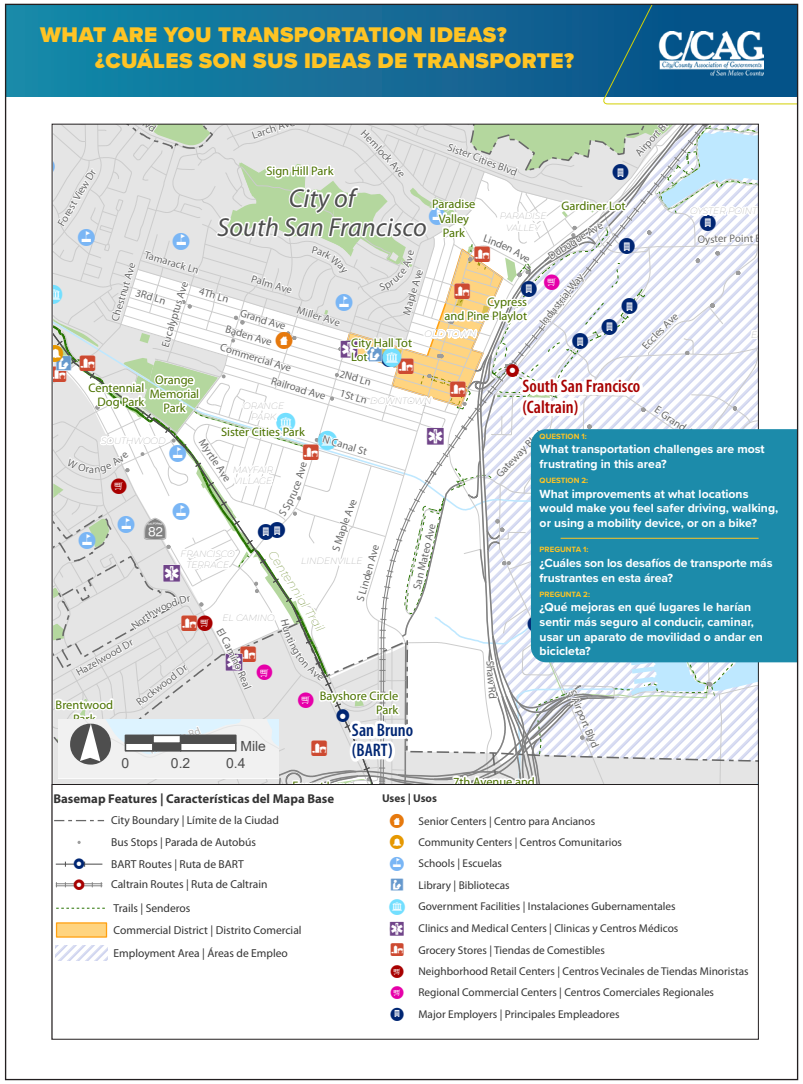
Pop-up Events

All Souls Catholic Church, South San Francisco
La Hacienda Market, South San Francisco
La Mexicana Produce Market, San Bruno
Rico Pan Latin Pastries, San Bruno

Focus Groups

Friends of Old Town (South San Francisco)
Resilient San Bruno
San Bruno Healthy Homes
YMCA Community Resource Center

Figure 29: CBTP Outreach Posters



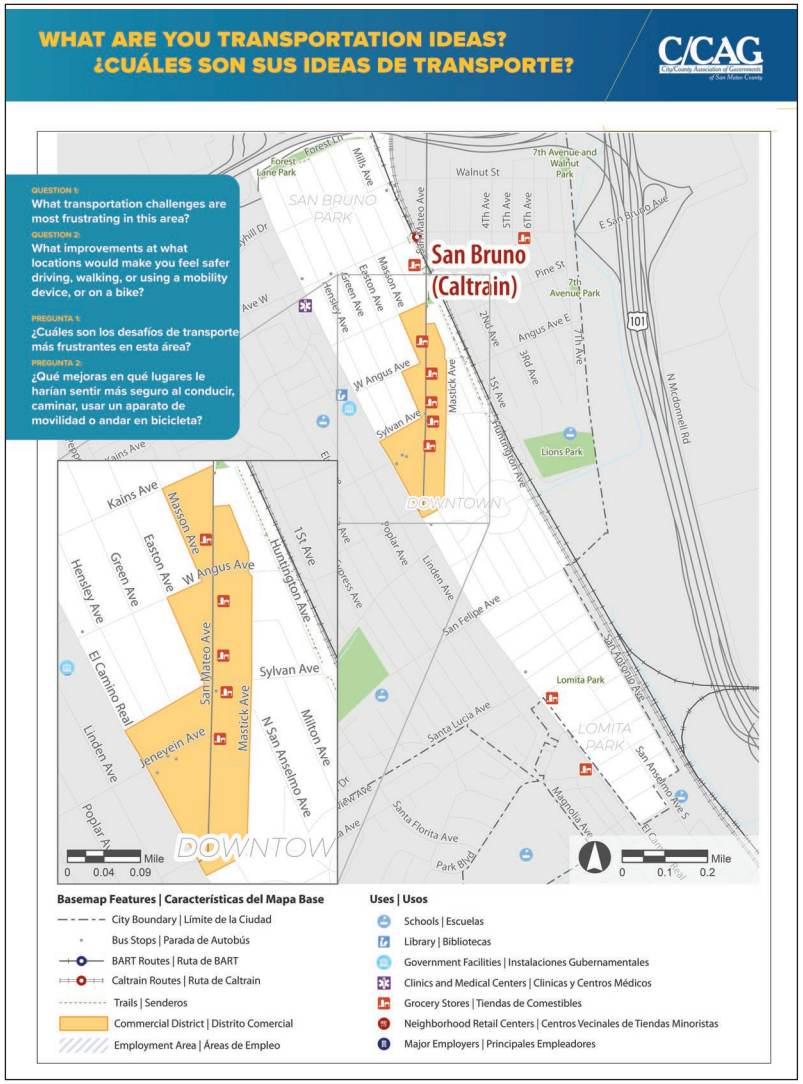
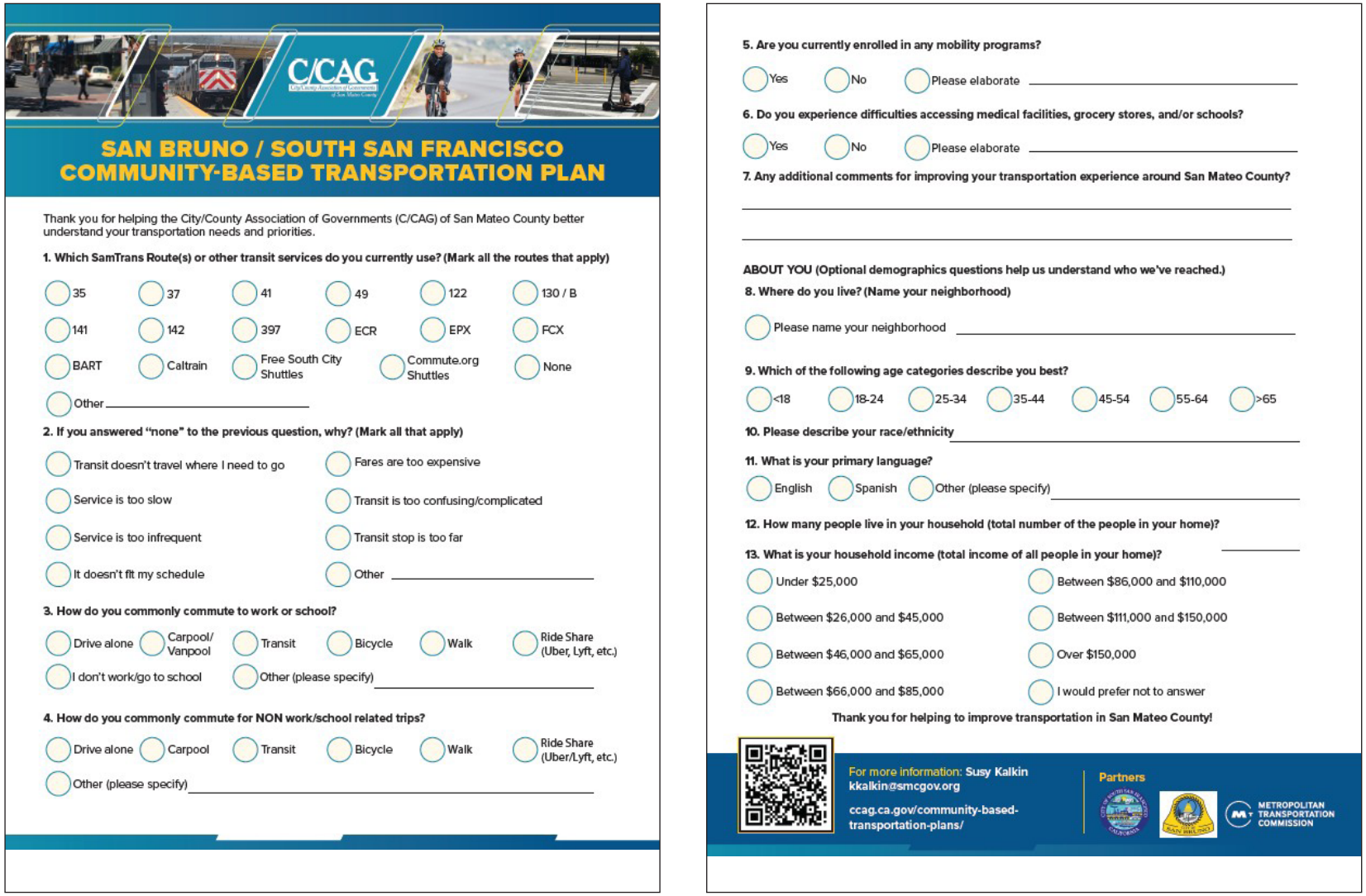


Figure 30: CBTP Community Survey



C/CAG

SAN BRUNO / SOUTH SAN FRANCISCO COMMUNITY-BASED TRANSPORTATION PLAN

Thank you for helping the City/County Association of Governments (C/CAG) of San Mateo County better understand your transportation needs and priorities.

1. Which SamTrans Route(s) or other transit services do you currently use? (Mark all the routes that apply)

◯ 35 ◯ 37 ◯ 41 ◯ 49 ◯ 122 ◯ 130 / B
◯ 141 ◯ 142 ◯ 397 ◯ ECR ◯ EPX ◯ FCX
◯ BART ◯ Caltrain ◯ Free South City Shuttles ◯ Commute.org Shuttles ◯ None
◯ Other _____

2. If you answered "none" to the previous question, why? (Mark all that apply)

◯ Transit doesn't travel where I need to go ◯ Fares are too expensive
◯ Service is too slow ◯ Transit is too confusing/complicated
◯ Service is too infrequent ◯ Transit stop is too far
◯ It doesn't fit my schedule ◯ Other _____

3. How do you commonly commute to work or school?

◯ Drive alone ◯ Carpool/ Vanpool ◯ Transit ◯ Bicycle ◯ Walk ◯ Ride Share (Uber, Lyft, etc.)
◯ I don't work/go to school ◯ Other (please specify) _____

4. How do you commonly commute for NON work/school related trips?

◯ Drive alone ◯ Carpool ◯ Transit ◯ Bicycle ◯ Walk ◯ Ride Share (Uber/Lyft, etc.)
◯ Other (please specify) _____

5. Are you currently enrolled in any mobility programs?

◯ Yes ◯ No ◯ Please elaborate _____

6. Do you experience difficulties accessing medical facilities, grocery stores, and/or schools?

◯ Yes ◯ No ◯ Please elaborate _____

7. Any additional comments for improving your transportation experience around San Mateo County?

_____

_____

ABOUT YOU (Optional demographics questions help us understand who we've reached.)

8. Where do you live? (Name your neighborhood)

◯ Please name your neighborhood _____

9. Which of the following age categories describe you best?

◯ <18 ◯ 18-24 ◯ 25-34 ◯ 35-44 ◯ 45-54 ◯ 55-64 ◯ >65

10. Please describe your race/ethnicity _____

11. What is your primary language?

◯ English ◯ Spanish ◯ Other (please specify) _____

12. How many people live in your household (total number of the people in your home)? _____

13. What is your household income (total income of all people in your home)?

◯ Under $25,000 ◯ Between $86,000 and $110,000
◯ Between $26,000 and $45,000 ◯ Between $111,000 and $150,000
◯ Between $46,000 and $65,000 ◯ Over $150,000
◯ Between $66,000 and $85,000 ◯ I would prefer not to answer

Thank you for helping to improve transportation in San Mateo County!

For more information: **Susy Kalkin**
kkalkin@smcgov.org

ccag.ca.gov/community-based-transportation-plans/

Partners

METROPOLITAN TRANSPORTATION COMMISSION

Community-Identified Transportation Needs and Suggestions

The transportation challenges, issues and recommendations heard from community members during interviews, at outreach events and through the survey are summarized below under several themes. These include pedestrian, bicycle, street and transit infrastructure; transit service; safety; affordable access; and awareness and knowledge about the existing transportation system. The sections discussing each of these themes include some of the key issues and recommendations from residents collected during outreach. Some of these issues may have already been addressed by cities as we developed this plan. See Appendix C for a more detailed discussion of comments from community members.



La Mexicana Market, San Bruno



La Hacienda Market, South San Francisco



Rico Pan, San Bruno

Pedestrian Infrastructure Improvements

Across 37 individual comments, community members emphasized the urgent need for safer, more accessible, and better-connected pedestrian infrastructure in both San Bruno and South San Francisco. Many comments reflect concerns over unsafe walking conditions, particularly in areas with high traffic volumes, near schools, or in neighborhoods where sidewalks and lighting are inadequate or deteriorating. Community members called for improved crosswalks and intersection safety, especially near Cypress and Pine Playlot in South San Francisco, Lomita Park Elementary School in San Bruno, and along major roads such as El Camino Real, San Mateo Avenue, and Spruce Avenue. Women especially noted fears about safety when walking in poorly lit areas, such as along South Linden Ave, south of Canal Street in South San Francisco, along Sneath Lane in San Bruno, and on the Centennial Way Trail between Orange Park and Maple Avenue.

Other comments from community members centered on the need for a more comprehensive and connected network of pedestrian pathways, to address gaps in sidewalks and walking paths that make it difficult for residents to reach transit, parks, schools and neighborhood services. This lack of connectivity especially affects children walking to school (community members mentioned Belle Aire Elementary School sidewalks flood on rainy days) and residents who are trying to access public transit without a car (lack of a marked crossing on Huntington Avenue from the Centennial Way Trail and reaching the bus stops at Linden and Armor Avenues are two examples). Respondents also recommended adding streetscape design elements, such as benches, trees for shade, and signage along walking corridors to encourage walking and address local environmental concerns.



Key issues and suggestions raised by community members:

- Many sidewalks are narrow and poorly maintained
- Dim or inadequate street lighting makes walking at night feel unsafe, along South Linden Avenue south of Canal Street in South San Francisco, and along San Bruno Avenue, Herman Street and Kains Avenue, and on Angus Avenue near Third Avenue
- Safety enhancements such as raised crosswalks and stop signs with flashing lights are needed for pedestrians at intersections, such as those around Lomita Park Elementary
- Install bulb-outs, pedestrian refuge islands along busy streets such as El Carmino Real, and at the intersection of San Mateo Avenue and ECR
- Confusing or dangerous crossings along or under busy streets near the San Bruno BART station and Interstate 380 in San Bruno
- Gaps or hazards in pedestrian pathways prevent residents from getting to transit stops, schools, and other key destinations, such as flooding near Belle Air Elementary
- Prioritize pedestrian infrastructure enhancements in underserved, residential neighborhoods

Bicycle and Active Transportation Infrastructure

Community feedback revealed a strong and consistent demand for safer, more connected, and more accessible bicycle infrastructure in South San Francisco and San Bruno. Across 53 individual comments, residents emphasized the need to shift from fragmented, high-risk biking environments to a more bike-friendly network with first/last-mile connections to transit.

Many participants described the existing bicycle network as incomplete or unsafe, especially along major corridors and near schools, parks, and commercial centers. Bicyclists reported feeling forced to share the street with fast-moving vehicles due to a lack of dedicated bike lanes or shoulders. Comments highlighted that even where bike lanes exist, they are often unprotected, too narrow, or interrupted by unsafe intersections, creating stress and discouraging ridership.



All Souls Catholic Church, South San Francisco

Key issues and suggestions raised by community members:

- The bicycle network is incomplete along major corridors and near schools, parks, and commercial corridors
- Riders feel unsafe sharing streets with fast moving vehicles
- Unprotected bike lanes discourage ridership
- There is a lack of east-west connections from key locations like Skyline College in San Bruno, especially across Highway 101 and along the Caltrain corridor
- Arterial streets are intimidating for younger riders and families
- There is a need for separated, protected bicycle lanes which would support use among students, low-income workers, older adults and new riders who may avoid biking due to fear of traffic
- More secure bike parking at transit hubs and public buildings, wayfinding signage, and improved lighting along popular bicycle corridors such as Centennial Way Trail and Linden Avenue
- Add bike repair stations, particularly near transit nodes to support riders and promote transit and bicycle integration

Street Infrastructure

A total of 54 comments pointed to street-related concerns, including poor pavement conditions, unsafe intersections, and traffic flow issues. Some suggested redesigning specific intersections to enhance safety for pedestrians, while others asked for traffic calming and speed enforcement in neighborhoods. These improvements were often framed as necessary for safety but also for improving transit performance and multimodal integration.

Community members in San Bruno also talked about the expense and complication of parking in their neighborhoods, and desires for simpler, more affordable parking options near businesses and in Downtown San Bruno. They also requested alternatives like shuttles that residents and visitors could use to get around the city, especially between residential neighborhoods and San Bruno BART and Caltrain stations, to Skyline College, Skyline Trail, and to key retail and medical destinations along El Camino Real.



All Souls Catholic Church, South San Francisco

Key issues and suggestions raised by community members:

- Repair streets, especially those with many potholes and poor pavement conditions, including El Camino Real in San Bruno and South San Francisco, as well as and 2nd, Easton, Green, Kains and Hensley Avenues in San Bruno which can be safety hazards for scooter and bicycle users
- Improvements to streets like El Camino Real can help improve reliability and comfort of transit service
- Traffic management is needed to address speeding on local neighborhood streets, such as Cypress and Linden Avenues and Park Way in South San Francisco
- Visitor traffic and parking in residential neighborhoods in San Bruno limits access for residents

Transit Services

Community members across South San Francisco and San Bruno expressed strong and consistent interest in improving the area's public transit system, and discussed the importance of frequent, reliable, and well-connected transit options, especially for residents who rely on transit as their primary means of mobility.

Some of the key issues mentioned by residents included a need for an enhanced local bus service network (69 comments) with more frequent service, especially on evenings and weekends, and expanded service, particularly to underserved or disconnected communities which need better access to medical facilities, schools and job centers. Community members also shared the need for better first- and last-mile connections and local shuttle services (31 comments) to link communities with existing transit services, and improving regional connectivity between local and regional transit, particularly BART and Caltrain (25 comments). Other comments included suggestions for improving real time bus arrival information and trip planning tools and expanding paratransit options for residents with disabilities.

Community members also requested enhancements at bus stops to improve safety and comfort while waiting for the bus, including better lighting at bus stops, more visible and maintained shelters with weather protections, and a stronger presence from transit ambassadors or community safety patrols at transit hubs.



Key issues and suggestions raised by community members:

- More frequent bus service needed, especially on evenings and weekends
- Expanded bus service, especially in underserved and disconnected communities
- Better first- and last-mile connectivity between BART and Caltrain stations and residential neighborhoods
- More local shuttle service to link communities to transit and to important community destinations
- Better regional transit connectivity
- Improved real time information and trip-planning tools
- Expanded paratransit services
- Lighting and shelter enhancements at bus stops
- Better maintenance of shelters
- Stronger community safety presence needed at transit stations

Safety

Residents expressed a desire for streets and transit environments that feel safe, secure, and welcoming for all users, whether walking, biking, or waiting for the bus. These concerns spanned both traffic-related safety and personal security, with particular emphasis on vulnerable users such as seniors, youth, and people with disabilities.

Community members shared concerns related to pedestrian safety, especially in areas with high traffic volumes, limited street crossings or poorly maintained sidewalks. Residents identified numerous locations where crossing the street felt dangerous due to missing or faded crosswalks, wide intersections with fast moving vehicles, and lack of pedestrian signals or stop signs. This was especially important for residents near schools, transit stops and senior housing, where residents often rely on walking as a primary mode of transportation. Comments included suggestions for traffic management measures, such as speed humps, bulb-outs and raised crosswalks to make walking routes more visible and protected. Near schools, residents called for more crossings with flashing beacons, curb extensions and crossing guards.

Residents also mentioned concerns about personal safety, particularly when waiting for transit in poorly lit or isolated areas. Many residents, especially women, seniors and people with disabilities, say they felt vulnerable, especially in early morning or evening, to theft, harassment or violence. Community members suggested better lighting at bus stops and along walking paths, more visible and maintained shelters, more security features such as emergency call buttons, and a stronger presence of ambassadors or community safety patrols at transit hubs.



Key issues and suggestions raised by community members:

- Pedestrian safety concerns in areas with high traffic volumes, limited crossings or poorly maintained sidewalks
- Wide intersections with fast moving vehicles, missing or faded crosswalks and lack of pedestrian signals or stop signs are concerns especially for residents near schools, transit stops and senior housing who depend on walking
- Unsafe crossings and unmonitored bus stops seen as barriers to independence and mobility in neighborhoods with high populations of young people
- Community members feel vulnerable when waiting for transit in poorly lit or isolated areas
- Need for better lighting and security features, visible and maintained shelters, community safety patrols at transit centers to foster a sense of safety and encourage walking, biking and transit use

Affordability and Cost Barriers

For many residents in South San Francisco and San Bruno, the cost of transportation is a significant and ongoing barrier to mobility. Community feedback revealed that even when transit services are available, the price of riding – along with hidden costs related to time, reliability, and access – can deter regular use, particularly among lower-income households, youth, older adults, and residents in affordable housing.

Community members mentioned the strain of paying for daily transit fares, especially for families and riders who rely upon multiple trips per day. Participants shared that even modest fare costs add up quickly, and current discount programs are not sufficient or well known. Concerns about affordability were especially common among older adults on fixed incomes, low-wage workers commuting to multiple jobs, and youth and students without access to free or reduced fares. Several comments suggested a need for free or subsidized transit programs for priority populations, and expanding existing youth and senior fare programs, which they stressed would increase local transit ridership.

In addition to fare costs, residents shared that discount programs are not accessible, due to their complex eligibility requirements or lack of awareness about them. Some mentioned that language barriers or limited internet access prevented them from enrolling in fare discount programs.

Affordability concerns among EPC residents extended beyond fares, to the indirect costs that many experience. Riders miss work or appointments due to long wait times and infrequent service; a lack of safe walking or biking access to transit leads some to rely on more costly ride hail services. And riders often have to pay multiple fares when they miss a transfer connection. Several residents without access to a personal vehicle expressed frustration with how much more expensive and time-consuming it can be to depend on public transportation, especially in a system that isn't always reliable. While driving is often perceived as faster and more convenient, many low-income residents simply cannot afford to own and maintain a car—making the affordability of transit a fundamental equity issue.



Key issues and suggestions raised by community members:

- Paying daily transit fares, especially on multiple trips, strains the budgets of low-income families and riders
- Need for subsidized transit programs for priority populations
- Inaccessibility of current discount programs due to eligibility requirements, lack of awareness, language barriers, limited internet access
- Indirect costs to riding transit include missed work and appointments because of long wait times and infrequent service; use of costly ride hail service due to unsafe walking or biking access to transit; and paying multiple fares because of missed transit connections
- Affordability of transit is a fundamental equity issue, since many residents cannot afford to own and maintain a personal vehicle

Information and Awareness

Community feedback from residents of South San Francisco and San Bruno revealed a significant need for better communication, outreach, and visibility around local and regional transportation services. While many people expressed interest in using transit, shuttles, and other mobility options, they often lacked the information or guidance to do so confidently. This disconnect was especially prominent among immigrant families, seniors, and low-income households—populations that are most likely to benefit from accessible transportation but are often least likely to receive or understand critical information. In both cities, community members highlighted the linguistic diversity of their neighborhoods and called for translated and culturally relevant materials, especially in Spanish, Tagalog, Cantonese and Mandarin. Many residents rely on printed materials and are less likely to access transit information online.

Residents mentioned they had never heard of discount programs, such as Clipper START, the youth Clipper Card or local shuttle or paratransit services, and didn't know how to apply for them. Others who know about these programs say they find them inaccessible because of confusing eligibility requirements or language barriers. Residents suggested providing assistance with applications and enrollments at schools and senior centers, and during community food distribution events, and sharing informational charts about fare options and benefits in multiple languages.

Community members, especially in San Bruno, expressed frustration with outdated signage about transit service and difficulty in finding updated schedules. Many said they needed low-tech printed brochures and staff to call for support. Residents said they need information in real time about delays, route changes, and shuttle availability, and suggested that route information should be posted at high-traffic areas, transit stations and senior housing complexes.

Residents in both South San Francisco and San Bruno suggested that more positive messaging could encourage transit use and reduce the stigma to using transit, especially for those new to the system. Community members suggested free "Try Transit" days, transit ambassadors or ride-alongs for seniors and young people, and social media or local radio campaigns showcasing real riders and the benefits of using transit.



Key issues and suggestions raised by community members:

- Limited awareness among residents about local transit services, such as the San Bruno Senior shuttle, bus service connections from the San Bruno Caltrain station, and SamTrans route changes and frequencies, particularly along El Camino Real and Sneath Avenue
- Need for more multilingual and culturally accessible printed informational materials
- More promotion and education related to fare discount and low-cost transit programs for older adults, young people and low-income riders, such as Clipper START, and the youth and senior Clipper Cards and how to apply for them
- More real-time, easy to use information on signage/postings available to all residents to view and access
- Promote benefits of transit use to encourage new riders and expand use among those new to the system



Recommendations to Address Community Transportation Challenges

Based on the input collected during community engagement, the project team has developed a set of recommended strategies to address community members' stated needs related to transportation challenges, access and mobility in and around their communities.

This section assesses these strategies and several recommended projects which meet the goals of each strategy.

Figure 31: 2025 CBTP Transportation Strategies

Strategy	Description
Improve pedestrian safety and community access	Improve pedestrian safety and access by installing more crosswalks and safety enhancements to reduce traffic collisions, improve safety, and expand neighborhood accessibility.
Expand bicycle network connectivity, safety, and amenities	Provide bicycle connectivity to existing shared-use paths such as the Centennial Way Trail, on critical corridors such as El Camino Real and San Mateo Avenue. Create safe, comfortable bikeways on streets with high vehicle volumes and speeds. Provide repair stations and additional bike parking at transit stations.
Improve street infrastructure and safety	Repair damaged street pavement and implement traffic management strategies to facilitate safer travel for everyone.
Improve transit amenities	Maintain and expand bus stop amenities such as shelters, benches, restrooms at transit stations, and improve pedestrian and bicycle connectivity to bus stops and transit centers to enhance the rider experience and encourage new ridership.
Extend and adjust transit service routes, times, and frequencies to reflect the needs of older adults, students, and essential workers	Adjust transit and shuttle routes, timing and frequency to reflect the needs of community members who need travel options in the evenings and on the weekends.
Improve transit reliability and connectivity	Improve on-time performance of existing transit services and ensure riders in need of regional travel can make efficient connections between transit routes and regional transit systems.
Expand options for low- or no-cost transportation services	Expand programs which reduce the financial burdens of transit on low-income residents.
Expand awareness of transit and transportation services	Promote transportation services that are already available to residents through ongoing campaigns to grow awareness among potential riders and encourage mode shift.

Evaluation Criteria

Each strategy and related recommended projects and programs are briefly discussed in the section that follows. These suggested projects and programs are introduced and assessed based upon their potential to provide benefits to residents who live in one or more of the six San Bruno and South San Francisco EPCs, and whether and how they relate to existing projects or plans. Each suggested project and program is also evaluated on how well it responds to the questions laid out below: how it might increase access to transportation services and expand mobility for residents, how feasible partner cities and agencies could find funding for the project, and how easy or difficult it might be to implement the work needed to bring the project to completion.

Community Benefit

- Does this serve communities in the EPCs who are in greatest need for additional services, or who experience the greatest barriers to mobility?
- Will this improve local health and safety outcomes for community members?
- Does the project have support from community members and organizations?
- Does it provide widespread benefits that will impact many people?

Increases Access and Mobility

- Does this provide additional transportation access and expand mobility for transit-dependent residents?

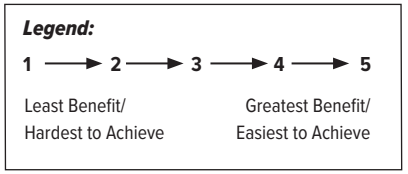
Financial Feasibility

- Are there existing or potential funding sources available to cover the costs of this project?
- Are there additional ongoing costs, such as maintenance?
- Does this project overlap with other current city/agency projects which could help fund the work?

Ease of Implementation

- How easy will it be to implement this solution?
- Is there one lead agency involved, or will it require coordination among multiple jurisdictions and/or agencies?
- How well does this project correspond to existing planning projects and goals?
- Is this achievable within a reasonable timeframe?

Each of these criteria is rated on a 1 to 5 scale, with a 1 rating for those projects which would provide the least benefit and/or hardest to achieve, and 5 for those projects which would provide the most benefits and/or easiest to achieve. An average of these criteria has been calculated and included in the CBTP projects table on page 123.



Proposed Transportation Strategies and Projects

This section provides a brief description of each proposed strategy and set of projects based upon the needs and recommendations of community members. It also provides an initial feasibility assessment of each proposed project. Please note that these are proposed projects, and implementation of any of these is subject to interagency coordination, technical review, city and/or agency approval and funding availability.

STRATEGY A

IMPROVE PEDESTRIAN SAFETY AND COMMUNITY ACCESS

Improve pedestrian safety and access by installing more crosswalks and safety enhancements to reduce traffic collisions, improve safety, and expand neighborhood accessibility.





PROJECT

Add pedestrian-scale street lighting to enhance pedestrian safety in San Bruno along San Bruno Avenue, San Mateo Avenue, Herman Street and Kains Avenue, and on Angus Avenue near Third Avenue.

A

Description

Several community members said they feel unsafe walking along dark stretches of San Bruno streets mentioned above. Linden Avenue in South San Francisco was also mentioned by community members as a street in need of lighting--since our outreach activities, the city of South San Francisco has completed an upgrade to LED fixtures to enhance lighting along Linden which addresses the lighting concerns in South San Francisco.

Community benefits

This will improve how safe pedestrians feel while walking along several San Bruno streets in EPC communities.

Increased mobility and access

This may also improve mobility options for neighborhood residents if they feel safer walking along lighted sidewalks.

Existing plans and projects

San Bruno's Walk n Bike Plan includes pedestrian-scale lighting for San Bruno Avenue, east of El Camino Real. The city also recently finished the first phase of a street lighting replacement project. The city's San Mateo Avenue Streetscape Plan includes recommendations for pedestrian-level pole-mounted light fixtures and lighting to improve illumination along San Mateo Avenue. South San Francisco's recently completed lighting upgrades to LED fixtures on Grand and Linden Avenues was partly funded by Peninsula Energy. South San Francisco has no additional downtown lighting projects programmed in their CIP.

Financial feasibility

Adding new lighting is an expensive project, and it will have ongoing additional maintenance and energy costs. Potential funding sources in addition to Peninsula Energy include the U.S. Department of Transportation's Strengthening Mobility and Revolutionizing Transportation Grants program, and the Department of Energy's Energy Efficiency and Conservation Block Grant Program.

Ease of implementation

San Bruno city staff will look to include these streets in upcoming lighting project programming. Adding new streetlights will need time for planning and design, for parts and equipment acquisition and installation crew time. It may also require coordination with PG&E or other regional utility providers.



PROJECT

Create a raised crosswalk across Huntington at Pacific Ave for community members to safely access San Bruno BART station.

A

Description

Community members in the neighborhood to the east of the San Bruno BART station say it is hard to access the bus depot and BART station on foot without a protected crosswalk.

Community benefits

A protected crossing would provide a safer connection to the BART station, especially for residents who live directly to the east of the station.

Increased mobility and access

This may provide increased access for community residents to the San Bruno BART station and buses which stop there, and support mobility of local residents, especially those who live in the neighborhood bounded by Tanforan and Huntington Avenues and by Caltrain to the east.

Existing plans and projects

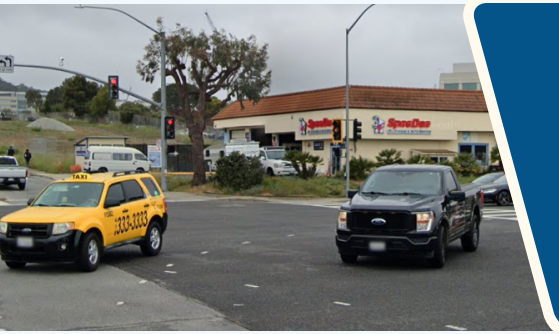
San Bruno's Walk 'n Bike Plan includes streetscape improvements to Huntington Ave between BART and Caltrain stations.

Financial feasibility

Funding for a raised crosswalk could come from the city's Measures G or Q city maintenance funds, or from countywide Measure A and W funding. Additional federal sources, like Safe Streets for All (SS4A) or Surface Transportation Block Grant (STBG) might be available fund this work as part of a larger program or project.

Ease of implementation

This project could be added to the next phase of maintenance work related to the Huntington cycle track, and/or as part of upcoming city crosswalk and pavement maintenance projects.



PROJECT

Enhance crosswalks with bulbouts (curb extensions) and adjust SamTrans bus stop locations at the El Camino Real and San Bruno Avenue intersection.

A

Description

Many community members mentioned the difficulty of crossing El Camino Real (ECR), as it is a major thoroughfare through San Bruno and South San Francisco. The city of San Bruno has recently enhanced many crosswalks and intersections along ECR, but residents suggest additional improvements at the intersection with San Bruno Avenue, given traffic volumes and ongoing safety concerns.

Community benefits

Additional enhancements to the busy intersection at San Bruno Avenue and ECR may lead to improved safety outcomes for residents, many of whom currently perceive the street as unsafe to cross. It would also provide more widespread benefits to others who travel through the area, whether by car, bus, or other means.

Increased mobility and access

This project may provide additional mobility access if residents feel safer crossing ECR to get around their neighborhood and beyond.

Existing plans and projects

San Bruno's Walk 'n Bike Plan includes considerations for corner bulbouts at the intersection. SamTrans' Grand Boulevard Initiative aims to improve bus travel and reliability along ECR, with streetscape improvements planned to begin in 2030.

Financial feasibility

Curb extensions are expensive to install, and this would be a complex project, with redesign and potential construction time to make changes to this intersection and to nearby bus stop locations. Funding options might include SS4A or SHOPP.

Ease of implementation

Given Caltrans' jurisdiction over ECR, work at this intersection would require planning and coordination among several agencies including Caltrans, SamTrans for bus stops and the City of San Bruno. Implementation is subject to interragency coordination, technical reviews of the intersection and funding availability.



PROJECT

Enhance lighting, bicycle facilities and pedestrian-friendly walkways to the I-380 underpasses at Huntington and San Mateo Avenues, including visible pathway connections to Huntington Ave cycle track and to San Bruno BART station.

A

Description

Several community members and survey respondents mentioned feeling unsafe when trying to traverse the area underneath Interstate 380, and recommended enhancements to these underpasses, including lighting, walkways and bicycle lanes to make safer connections to Huntington Ave and the San Bruno BART station.

Community benefits

Providing lighting and designated pedestrian and bicycle pathways may help to improve safety outcomes for those who need to travel under I-380 to reach Huntington Ave and the BART station.

Increased mobility and access

This would provide a safe connection to and from the BART station, the cycle track and to the Tanforan Mall for San Bruno EPC residents who live south of I-380 and would expand both access and mobility options for community members who live both north and south of these underpasses.

Existing plans and projects

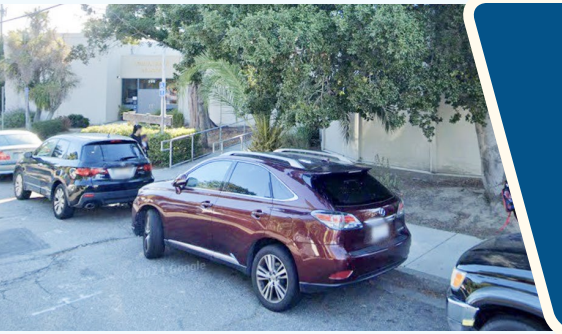
The City of San Bruno's Walk 'n Bike Plan includes pedestrian-scale lighting, sidewalk enhancements and a separated bikeway along Huntington Ave between the San Bruno BART and Caltrain stations. Work on the Huntington Avenue Cycle Track, funded by San Mateo County's Measure W, has been completed south of the I-380 overpass. The second phase of the Cycle Track is funded and will be under construction this summer.

Financial feasibility

San Bruno could potentially connect some of this work to its enhancements and bikeway development along Huntington Ave south of the BART station, which should include the I-380 underpass. Other potential funding sources include the statewide Active Transportation Program (ATP), and California Climate Investments STEP Program which funds accessibility improvements in disadvantaged communities.

Ease of implementation

This project would require coordination between Caltrans and the City of San Bruno. This is potentially a complex project, with implementation subject to interagency coordination, technical review of issues and potential enhancements, and funding availability.



PROJECT

Coordinate with the City of Millbrae and the Millbrae Elementary School District to implement traffic management measures, such as speed humps near Lomita Park Elementary School in San Bruno, along Santa Helena, San Antonio and San Anselmo Avenues to slow traffic near the San Anselmo/Santa Helena and San Antonio/Santa Helena intersections and pedestrian crossings.

A

Description

Lomita Park residents and community members mentioned feeling unsafe when trying to cross the street to school, and recommended speed humps and enhancements to crossings at intersections near the school. The City of San Bruno will need to coordinate with the City of Millbrae and Millbrae Elementary School District, as the streets and school are along the border between the cities of San Bruno and Millbrae.

Community benefits

This project would provide safety enhancements for students and their families, as well as others who live and walk in this EPC's neighborhood.

Increased mobility and access

This project would enhance access to a key destination in the Lomita Park neighborhood, and safer crosswalks and intersections may provide additional access for neighbors in the EPC.

Existing plans and projects

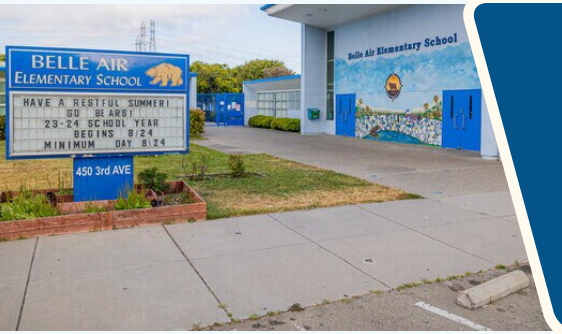
San Bruno's Safe Routes to School Plan includes traffic management measures for some schools—adding Lomita Park Elementary to this plan would provide access to a potential funding source for these improvements.

Financial feasibility

Other potential sources include SS4A, STEP, San Mateo County's Measures A and W, and when it becomes available, MTC-CARE funding.

Ease of implementation

In addition to funding availability and city approval, an intersection study may be needed to implement this project, as well as time for design and construction.



PROJECT

Evaluate the impacts to pedestrian infrastructure from flooding near Belle Air Elementary School and determine the feasibility of design features and stormwater management that could reduce impacts to this infrastructure.

A

Description

Community members mentioned that there have been several instances when the sidewalks near Belle Air Elementary School have flooded, making it difficult for students and parents to access the school safely.

Community benefits

This project would remove a significant barrier that students are experiencing trying to get to school. This would potentially provide improved health and safety outcomes for those walking to school, and for the larger neighborhood.

Increased mobility and access

This project would enhance access to a key destination in the Belle Air neighborhood, part of one of San Bruno's EPCs.

Existing plans and projects

San Bruno's Safe Routes to School Plan includes sidewalk construction and extensions around Belle Air Elementary School.

Financial feasibility

The City of San Bruno's recent funding Measures G and Q extend its ability to cover the cost of urgent maintenance and infrastructure repairs, and these should be able to help fund this project. Other potential sources include SS4A, Safe Routes to School funding, and CCI STEP funding.

Ease of implementation

This project will need to be included and prioritized when scheduling the city's future maintenance and infrastructure work.



PROJECT

Provide safety and quality of life enhancements to the Centennial Way Trail, including more lighting, emergency call boxes, benches, and marking lanes for bicyclists and pedestrians.

A

Description

Several community members said they felt unsafe walking on the Centennial Way Trail (CWT) and requested safety and security enhancements, benches, and marked lanes to reserve separate space for pedestrians and bicyclists. Some safety enhancements have already been completed, such as trail widening and improved lighting on the segment between South Maple and Spruce Avenues.

Community benefits

The CWT is a shared-use path that provides benefits to local residents both as open space and as a connection to key locations along its route. Enhancing the trail could potentially provide improved health and safety benefits to those who live in nearby EPCs.

Increased mobility and access

Increased use among local residents could enhance their access and mobility as well.

Existing plans and projects

South San Francisco's Centennial Way Trail Master Plan, which governs improvements to the trail, indicates opportunities for additional lighting and seating, location-specific signage tied to 911 dispatch, and signage for separation between transportation types. Centennial Trail Park South opened in Fall 2024 and included a widened trail and improved lighting on the CWT section between South Maple and Spruce Avenues.

Financial feasibility

The City of South San Francisco has recently been awarded federal funds to support upgrades and park development along the CWT. Additional enhancements suggested here could be funded by state grant funds like STEP or through San Mateo County's Measures A and W. There may be ongoing staffing and maintenance needs that will need to be budgeted for as well.

Ease of implementation

Many of these enhancements are already part of recommendations in the CWT Master Plan. Crossings or major modifications would require a case-by-case evaluation.Portions of the trail are on BART and SFPUC property with PG&E easements requiring agency approvals. Time may be needed for design, planning, procuring equipment, construction and any coordination needed with emergency services.



PROJECT

Coordinate sidewalk repairs along East and West San Bruno Avenue in San Bruno and along Maple Street in downtown South San Francisco.

A

Description

Community members said that sidewalks are in need of repair on East and West San Bruno Avenue in San Bruno, and Maple Street in downtown South San Francisco. Some of the responsibility for these repairs may fall to local property owners.

Community benefits

Sidewalks free of cracks and breaks provide safe opportunities for community members to get around and are especially important for older adults and residents with disabilities.

Increased mobility and access

This would potentially improve mobility and expand access for EPC residents who live and walk or roll along San Bruno Ave and Maple Street in South San Francisco.

Existing plans and projects

San Bruno's Walk 'n Bike Plan includes sidewalk construction along parts of West San Bruno Avenue, west of Interstate 280, and sidewalk enhancements with landscaping east of ECR before July 2026.

Financial feasibility

Sidewalk repairs are usually the responsibility of local property owners, if not caused by a city tree or city-owned utilities. Property owners can take part in city sidewalk repair programs, where city contractors do needed repairs, paid for by the owner. When the cities may be responsible for sidewalk repaids, funding from local measures, such as Measures G and Q in San Bruno and local funding Measure W in South San Francisco extend the pool of funds these cities have to provide maintenance and repair to sidewalk infrastructure.

Ease of implementation

City sidewalk repair programs may take longer than repairs done through private contractors. Both cities have sidewalk maintenance schedules which may include portions of these streets.

Figure 32: Improve Pedestrian Safety and Community Access, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Add pedestrian-scale street lighting to enhance pedestrian safety in San Bruno along San Bruno Ave, San Mateo Ave, Herman St, Kains Ave, and on Angus Ave near Third Ave.	5	3	1	3
Create a raised crosswalk across Huntington at Pacific Ave for community members to safely access San Bruno BART station.	5	5	3	5
Enhance crosswalks with bulbouts (curb extensions) and adjust SamTrans bus stop locations at the El Camino Real and San Bruno Avenue intersection.	5	5	3	1
Enhance lighting, bicycle facilities and pedestrian walkways to the I-380 underpasses at Huntington and San Mateo Avenues, including visible pathway connections to Huntington Ave cycle track and to San Bruno BART station.	5	5	3	1
Coordinate with the City of Millbrae and the Millbrae Elementary School District to implement traffic management measures, such as speed humps near Lomita Park Elementary School, along Santa Helena, San Antonio and San Anselmo Avenues to slow traffic near the San Anselmo/Santa Helena and San Antonio/Santa Helena intersections and pedestrian crossings.	5	5	5	5
Evaluate the impacts to pedestrian infrastructure from flooding near Belle Air Elementary School and determine the feasibility of design features and stormwater management that could reduce impacts to this infrastructure.	5	5	5	3
Provide safety and quality of life enhancements to the Centennial Way Trail, including more lighting, emergency call boxes, benches, and marking lanes for bicyclists and pedestrians.	5	3	5	5
Coordinate sidewalk repairs along East and West San Bruno Ave in San Bruno and along Maple Street in Downtown South San Francisco.	5	5	3	3

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve — Greatest Benefit/ Easiest to Achieve

Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40, on page 123.

STRATEGY B

EXPAND BICYCLE NETWORK CONNECTIVITY, SAFETY, AND AMENITIES

Provide bicycle connectivity to existing shared-use paths such as the Centennial Way Trail, on critical corridors such as El Camino Real and San Mateo Avenue. Create safe, comfortable bikeways on streets with high vehicle volumes and speeds. Provide repair stations and additional bike parking at transit stations.





PROJECT

Design a multimodal El Camino Real in South San Francisco, incorporating a continuous bikeway and wider sidewalks.

B

Description

Community members have mentioned the need for safer and more reliable travel options along El Camino Real (ECR). This project would provide a safe, continuous bikeway and wider sidewalks for travel on or along ECR for community members to reach their homes, schools, and other key destinations.

Community benefits

This project could provide widespread benefits for pedestrians and bicyclists in South San Francisco and regionally.

Increased mobility and access

Providing a safe, protected bikeway may increase bicycle ridership. The bikeway may also connect to a proposed Class IV bikeway in Colma, would would expand access to the countywide bicycle network.

Existing plans and projects

The City of South San Francisco is currently preparing an El Camino Real Mobility Plan which will propose a multimodal vision for El Camino Real. The recommendations in the plan will fold into the countywide Grand Boulevard Initiative (GBI). As a part of the initial recommendations for ECR in South San Francisco, bikeways with links to the existing Centennial Way Trail are proposed in the designs, either as an on-street Class IV bikeway or as a Class I shared-use path. As a part of this project, the City of South San Francisco is also considering widening sidewalks and improving transit speed and efficiency, in alignment with adopted city policies. The City of San Bruno is also participating in the GBI and is participating in a C/CAG study with the City of Millbrae to develop a multimodal street section on ECR.

Financial feasibility

Funding for this project could come from the Countywide Measure W, or state/federal sources such as ATP, SHOPP, STEP or SS4A.

Ease of implementation

El Camino Real is a state-owned street, so coordination with Caltrans will be needed. However, Caltrans is generally supportive of bicyclist and pedestrian facilities on state-owned streets to increase safe, multimodal options for communities. In addition to interagency coordination, mplementation will also depend upon analysis from the ECR Mobility Plan, and the availabilty of funding for the project.



PROJECT

Develop a protected bicycle lane on San Bruno Avenue East which connects the San Bruno Caltrain station at Huntington Avenue to the San Francisco Bay Trail.

B

Description

Community members have talked about the lack of east-west bicycle routes in San Bruno. Developing a protected bike lane or multi-use path on San Bruno Avenue East would connect riders and San Bruno Park residents to the Huntington Avenue Cycle Track and the San Bruno Caltrain station, to the SFO airport, and provide a regional connection to the San Francisco Bay Trail, a 500-mile multi-use trail around the entire Bay, which currently has a segment that starts just east of the 101 on San Bruno Avenue East.

Community benefits

This project would provide community and transit connections and provide more regional connectivity. It would also make walking and biking safer along San Bruno Ave, especially across the long unprotected crossings for the 101 on and off ramps.

Increased mobility and access

This bicycle route would provide additional east-west access for residents in the San Bruno Park EPC, and potential access to SFO and the San Francisco Bay Trail for the broader community.

Existing plans and projects

This proposed route is suggested in San Bruno's Transit Corridors Plan, to help meet the plan's goal of enhancing bicycle connectivity among transit corridors such as the one on San Bruno Ave near the Caltrain station. It also proposes a potential road diet to make the San Bruno Avenue East segment safer for bicyclists and pedestrians, and a pedestrian and bicycle overcrossing south of the Highway 101/I-380 interchange. SMCTA's Active 101 Plan (January 2026) lists the San Bruno Ave interchange and this part of San Bruno Avenue as a priority pedestrian safety project and proposes options with Class I or Class IV bike lanes and intersection upgrades.

Financial feasibility

Funding for this project could come from the Countywide Measures A and W, or state/federal sources such as ATP, STEP or SS4A.

Ease of implementation

This would take several years to plan and implement, if approved by the city, and need coordination with Caltrans. However several potential early designs have been developed as part of the Active 101 Plan. Additional design, alternatives analysis and community engagement will be needed.



PROJECT

Extend the planned Spruce Avenue bicycle route south beyond Railroad Avenue to connect to the San Bruno BART station.

B

Description

Community members in South San Francisco mentioned it would be helpful to have a bicycle route that links Old Town to the San Bruno BART station, which is easier to reach than the South San Francisco station. South San Francisco has a Class III bicycle route on Spruce Avenue from Hillside (in the Paradise Valley EPC) to Railroad Avenue.

Community benefits

This would provide additional connectivity to the BART station for South San Francisco EPC residents and potentially provide a safer means to bike to the station.

Increased mobility and access

This would provide a needed link for bicyclists from Old Town to the San Bruno BART station.

Existing plans and projects

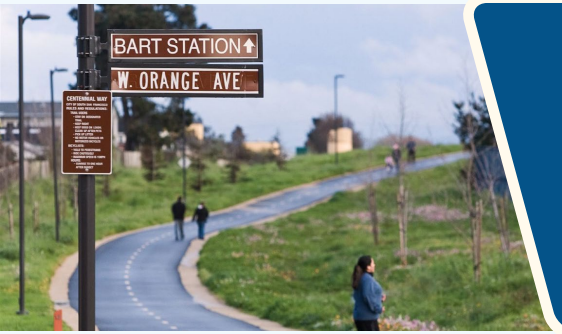
The Active South City Plan includes a recommendation for a Class IV separated bikeway on Spruce from Railroad Ave to El Camino Real. The city has a complete street concept for the segment of South Spuce Ave, from Canal to ECR, which includes an alternative option for Class I bike paths.

Financial feasibility

It would cost several million dollars to implement a bikeway on Spruce Avenue, and a separated path may not be feasible on this street, given its size. Potential funding sources include ATP, SS4A, STBG and STEP grant programs.

Ease of implementation

This may take five or more years to implement, if and when a project like this is approved. In addition to approval time, it would require time for planning coordination and community consideration given that Spruce Avenue is a narrow street with parking that is used by many residents.



PROJECT

Install a safe crossing for bicyclists and pedestrians across Huntington Avenue in San Bruno, which links the south end of the Centennial Way Trail to the San Bruno BART station.

B

Description

Community members have called for a safe crossing to the San Bruno BART station from the south terminus of the Centennial Way Trail (CWT) at Huntington Avenue. Currently there is no marked crossing to get across Huntington Avenue, where it turns west around the BART station. The City of San Bruno's Huntington Avenue Cycle Track, when completed will end to the north at San Bruno BART station. This crossing would connect the Cycle Track to the CWT.

Community benefits

This project would provide a safer connection for bicyclists and pedestrians across Huntington Avenue.

Increased mobility and access

This could potentially improve transit access for residents in all EPCs.

Existing plans and projects

The City of San Bruno's Walk 'n Bike Plan includes pedestrian-scale lighting, sidewalk enhancements and a separated bikeway along Huntington Ave between the San Bruno BART and Caltrain stations. The second phase of construction of the Huntington Cycle Track, which will begin in 2026, includes a plan for adding signals to cross Huntington Avenue and connect the Cycle Track with the CWT.

Financial feasibility

San Bruno was recently awarded Measure W funding to complete the second phase of the Huntington Avenue Cycle Track, which will provide connections for bicyclists to the San Bruno BART station. The city plans to include a north side connection across Huntington Avenue to the BART station.

Ease of implementation

These crossing improvements should be integrated into the next phase of Huntington Cycle Track project, which will begin in 2026.



PROJECT

Install bicycle repair stations at the South San Francisco and San Bruno Caltrain stations and at the South San Francisco and San Bruno BART stations.

B

Description

Community members and advocates say that they need access to emergency repair stations at transit hubs.

Community benefits

This project could potentially provide widespread benefits for bicyclists and new riders across the region.

Increased mobility and access

Expanding amenities like on-the-go bike repair may encourage more residents to use their bicycles.

Existing plans and projects

San Bruno's Walk 'n Bike Plan includes a goal to pursue funding for a public bike repair station at the BART station.

Financial feasibility

These repair hubs usually provide the essential tools for minor bike repairs and cost about $1,000 to $5,000. Funding may be available through San Mateo County Measures A and W, or ATP or STEP grants.

Ease of implementation

There are several jurisdictions and agencies involved, which may complicate the planning and implementation. However, the cities may be able to install these in other locations through regular operational programs.



PROJECT

Provide additional bike parking, racks and secure bike lockers along San Mateo Avenue, at 1st Avenue and Angus Avenue, and in downtown San Bruno.

B

Description

Community members who want to ride their bicycles say they need additional and secure places to store and lock their bikes in San Bruno.

Community benefits

Additional parking and storage would provide benefits to bicycle riders and potential new riders. Locations are within San Bruno EPC areas and might support residents who live there.

Increased mobility and access

Additional places to lock and store bicycles may encourage more residents to travel by bike.

Existing plans and projects

BART's Bicycle Program Capital Plan includes plans for "incremental increases" in bike parking at South San Francisco and San Bruno stations.

Financial feasibility

Funding for bike racks and lockers might be available through San Mateo County Measures A and W, or ATP or STEP grants.

Ease of implementation

Many of these enhancements are already part of recommendations in the CWT Master Plan. Time may be needed for design, planning, procuring equipment, construction and any coordination needed with emergency services.

Figure 33: Expand Bicycle Network Connectivity, Safety, and Amenities, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Design a multimodal El Camino Real in South San Francisco, incorporating a continuous bikeway and wider sidewalks.	5	5	3	3
Develop a protectedbicycle lane on San Bruno Avenue East which connects the San Bruno Caltrain station at Huntington Avenue to the San Francisco Bay Trail.	5	5	1	3
Extend the planned Spruce Avenue bicycle route south beyond Railroad Avenue to connect to the San Bruno BART station.	5	5	1	1
Install a safe crossing for bicyclists and pedestrians across Huntington Avenue in San Bruno, which links the south end of the Centennial Way Trail to the San Bruno BART station.	5	5	3	5
Install bicycle repair stations at the South San Francisco and San Bruno Caltrain stations and the South San Francisco and San Bruno BART stations.	5	3	5	1
Provide additional bike parking, racks and secure bike lockers along San Mateo Avenue, at 1st Avenue and Angus Avenue, and in downtown San Bruno.	5	3	5	5

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve — Greatest Benefit/ Easiest to Achieve

Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40, on page 123.

STRATEGY C

Improve local street infrastructure and safety

Repair damaged street pavement and implement traffic management strategies to facilitate safer travel for everyone.





PROJECT

Add traffic calming measures to Cypress and Linden Avenues in Old Town South San Francisco to address street racing.

C

Description

Several community members mentioned feeling unsafe walking in Old Town due to street racing taking place along Cypress and Linden Avenues. The city recently completed the traffic calming improvements along Linden Avenue, adding crosswalks, curb ramps, bulb-outs and safety features to reduce speeds and improve pedestrian access. Additional signage and an RRFB have also been installed at Cypress and Grand Avenues.

Community benefits

Traffic calming measures such as speed humps or curb extensions may lead to lower vehicle speeds and safer streets and crossings.

Increased mobility and access

Pedestrians and active transportation users may feel safer walking and traveling along Cypress and Linden if traffic is moving at slower speeds. This may encourage and support more walking and active transportation use.

Existing plans and projects

South San Francisco's Active South City Plan included road diet improvements along Linden Ave, which have been completed, and advance yield markings/signs at Cypress and Grand. The city has installed an RRFB at Cypress and Grand.

Financial feasibility

Additional traffic calming measures, if needed, could be funded through local Measure W funding or grants from programs such as Safe Streets for All (SS4A) or Road to Zero's Community Traffic Safety Grants.

Ease of implementation

This project may require a traffic study to determine if sections of these streets may need any additional calming measures. It may also require review by the city's Traffic Advisory Committee to determine if any further appropriate treatments are needed, and approve installation.



PROJECT

Install a multi-use path with educational and safe use signage for users of scooters and bicycles on First Avenue in San Bruno and Maple Avenue in South San Francisco. Pair installation with a safe use educational outreach campaign.

C

Description

Community members described safety concerns from sharing the sidewalk with young people riding scooters and bicycles on First Avenue in San Bruno and along Maple Avenue in South San Francisco. Installing a multi-use path on the existing sidewalk with signage, along with education and policy updates if needed regarding sidewalk use may help make travel safer for everyone.

Community benefits

Increased signage, paired with an educational outreach program would provide safety benefits to young riders and make sidewalks safer for all users. This would provide benefits that would reach beyond the cities' EPCs.

Increased mobility and access

Pedestrians and active transportation users may feel safer walking and moving along these sidewalks, and education about alternative mobility options may encourage residents to try new modes of travel.

Existing plans and projects

San Bruno's Walk 'n Bike Plan includes wayfinding signage for cyclists to reach key destinations, and the city's Safe Routes to School Plan includes bicycle safety education as a non-infrastructure recommendation to improve biking around schools.

Financial feasibility

These existing programs could be extended to include safe use signage and education through funding from SRTS, Road to Zero or similar grant programs.

Ease of implementation

Both cities have existing Safe Routes to School programming, and work with community partners who could help with outreach during education efforts. Implementation would require working with partners and securing funding and staff time.



PROJECT

Install safety improvements such as speed humps, curb extensions, zebra crosswalks, and a stop sign (at Pine Ave) at or near the intersection of Cypress and Pine Avenues in South San Francisco.

C

Description

Several community members mentioned safety concerns near the Cypress and Pine intersection. A park sits on the northwest corner, and residents said they need safer crossings for pedestrians on the streets here.

Community benefits

Additional safety enhancements would potentially support safety and health outcomes of residents in this EPC.

Increased mobility and access

These improvements may make residents feel safer walking/traveling through and near this intersection. It may encourage more walking and use of the park.

Existing plans and projects

A recent transportation analysis done by Hexagon Transportation Consultants includes alternatives for installing speed tables or varying levels of street closures on Pine Avenue between Linden and Cypress Avenues.[17] The city just added an accessible route to the park on 8th Lane, and added curb ramps at all intersections. The proposed park on Linden Ave is moving forward with changes to the street network.

Financial feasibility

Funding for street safety enhancements could come from the city's Measure W funding or grants from programs such as Safe Streets for All (SS4A) or Road to Zero's Community Traffic Safety Grants. Adding marked crossings could be done without additional grant funding.

Ease of implementation

Adding marked crosswalks could be done relatively quickly, after project approval and programmed into the CIP project calendar. This might require review by the city's Traffic Advisory Committee to determine appropriate treatments and approve installation.

[17] Hexagon Transportation Consultants, Transportation Analysis for Linden Park in South San Francisco, California, p,2. Accessed from www.ssfca.gov/files/assets/public/v/1/parks-and-recreation/documents/capital-projects/lp-transportation-analysis.pdf?



PROJECT

Repair and repave the roadway along El Camino Real.

C

Description

Community members mentioned that the street pavement along El Camino Real was in disrepair, and potholes made it especially unsafe for those on scooters and bicycles, with smaller wheels. Others said that their comfort was affected when riding the bus.

Community benefits

Repairing El Camino Real may positively affect safety and health outcomes of EPC and other San Bruno and South San Francisco residents who drive, bike, ride the bus, or otherwise travel down the roadway.

Increased mobility and access

Smoother pavement may convince more community members to use the street, and additional improvements to pedestrian crossings may make it safer for those on foot.

Existing plans and projects

Caltrans plans to repair the pavement on ECR and make additional pedestrian improvements through its ten-year State Highway Operation and Protection Program (SHOPP).

Financial feasibility

These projects are funded by the federal Infrastructure Investment and Jobs Act and Bipartisan Infrastructure Law, and SB 1 state transportation funding.[18]

Ease of implementation

This project is currently in the design phase and is set for completion in FY 2028/29.

[18] Caltrans. SHOPP Ten-Year Project Book, FY 2024/25 Q4, accessed from https://dot.ca.gov/-/media/dot-media/programs/asset-management/documents/2025-q4-project-book-combined-a11y.pdf



PROJECT

Repair and repave the roadway on 2nd, Easton, Green, Kains and Hensley Avenues in San Bruno.

C

Description

Community members mentioned several places where the streets in San Bruno are in need of repair.

Community benefits

Additional safety enhancements would potentially support safety and health outcomes of residents in this EPC.

Increased mobility and access

Smoother pavement may reduce potential accidents and vehicle damage and may provide more access for EPC residents if they feel safer using the street.

Existing plans and projects

San Bruno's Paving Program includes proposed paving on 2nd and Kains Avenues, and parts of Easton, Green, and Hensley Avenues.

Financial feasibility

The city of San Bruno's local funding Measures G and Q provide funding toward street repairs.

Ease of implementation

Much of this work is already scheduled into the city's Street Repaving Program, to be completed within the next five years.



PROJECT

Study and implement traffic calming measures such as speed humps along Park Way in South San Francisco.

C

Description

Community members in Paradise Valley mentioned that vehicle speeds along Park Way made it unsafe for walking and biking and asked for speed humps to be implemented.

Community benefits

Reducing traffic speeds may make it safer for other EPC residents to travel along Park Way.

Increased mobility and access

It may increase mobility and access, if current speeds prevent residents from getting where they need to go.

Existing plans and projects

South San Francisco's Parkway Heights Walk Audit Report recommends curb extensions and sidewalk widening at the intersection of Park Way and Eucalyptus Ave.

Financial feasibility

Potential funding sources for speed humps, curb extensions or other traffic calming measures might be the city's Measure W, Safe Streets for All (SS4A) or Road to Zero's Community Traffic Safety Grants.

Ease of implementation

This would need review by the city's Traffic Advisory Committee to determine appropriate treatments and approve installation.

Figure 34: Improve Local Street Infrastructure and Safety, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Add traffic calming measures to Cypress and Linden Avenues in Old Town South San Francisco to address street racing.	5	3	3	3
Install educational and safe use signage and provide safe spaces for users of scooters and bicycles on First Avenue in San Bruno and Maple Avenue in South San Francisco.	5	5	5	5
Install safety improvements such as speed humps, zebra crosswalks, stop sign at or near the intersection of Cypress and Pine Avenues in South San Francisco.	5	5	3	3
Repair and repave the roadway along El Camino Real.	5	3	5	3
Repair and repave the roadway on 2nd, Easton, Green, Kains and Hensley Avenues in San Bruno.	5	3	3	3
Study and implement traffic calming measures such as speed humps along Park Way in South San Francisco.	5	3	3	3

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve — Greatest Benefit/ Easiest to Achieve

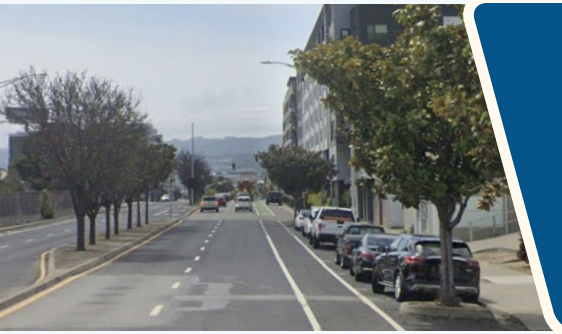
Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40, on page 123.

STRATEGY D

Improve transit amenities

Maintain and expand bus stop amenities such as shelters, benches, restrooms at transit stations, and improve pedestrian and bicycle connectivity to bus stops and transit centers to enhance the rider experience and encourage new ridership.





PROJECT

Add bus shelters with weather protection and lighting at the following locations: Airport Blvd stops at Baden Ave, California Ave, Armour Ave, Grand Ave and at 200 Airport Blvd; bus stops along El Camino Real; bus stops on South Linden Ave; and bus stops near the Spruce Ave/ Tanforan Mall intersection.

D

Description

Community members say that there are many bus stops they use which need shelters that protect riders from weather, and lighting to make stops safer at nighttime.

Community benefits

Shelters help to ease the burden of waiting on riders, especially in bad weather or after dark.

Increased mobility and access

Enhancing comfort and lighting at bus stops may help to encourage more residents to use the bus.

Existing plans and projects

South San Francisco's Active South City Plan emphasizes bus shelters as part of its design guidelines. SamTrans Bus Stop Improvement Plan (2024) includes shelters as a near-term improvement to 22 bus stops in South San Francisco and 13 bus stops in San Bruno. SamTrans was recently awarded 2025 TDM Cycle 3 funding for construction and amenities installation at several bus stop locations, including those listed here along Airport Blvd and El Camino Real.

Financial feasibility

At each of these locations, adding a shelter with lighting might cost approximately $10,000 or more, for equipment and installation. Continued maintenance costs will also need to be considered.

Ease of implementation

SamTrans is planning for an upcoming round of bus shelter installation, which will include weatherization and lighting, and it should look to include this list of stops where feasible.



PROJECT

Study and implement if feasible new SamTrans bus stops at the following locations: Route 41: at San Mateo Ave and Walnut Street, San Bruno; and Route 292: Airport Boulevard and Pine Avenue, South San Francisco.

D

Description

Community members have asked for additional bus stops on current routes 41 and 292.

Community benefits

These routes serve residents in EPCs in both cities. Additional bus stops may ease the amount of walking/traveling to and from current bus stops.

Increased mobility and access

These stops may make it easier for residents to get to bus stops and routes that may currently be out of reach due to distance or personal mobility issues.

Existing plans and projects

Reimagine SamTrans (2019-2022) proposed increasing daytime frequency to every 15 mins for Route 292.

Financial feasibility

SamTrans should determine if current ridership levels could support additional bus stops on these routes.

Ease of implementation

This project would require a review of route ridership data, potential planning time for route changes/additions, and if warranted, new bus stop installation and related equipment (such as signage, shelter, and lighting).



PROJECT

Improve lighting inside existing bus shelters and at bus stops in Old Town South San Francisco.

D

Description

Community members voiced concerns about personal safety when waiting for transit in poorly lit or isolated areas and suggested adding lighting to bus shelters to make them more visible after dark.

Community benefits

This project would make EPC bus riders feel safer when waiting for the bus after dark and may enhance visibility along the street for all sidewalk users.

Increased mobility and access

Enhancing residents perceived and actual safety while waiting for the bus may support their mobility and may also encourage others to use the bus.

Existing plans and projects

SamTrans plans to add lighting during an upcoming round of bus shelter installations but has not planned to retrofit existing shelters. The City of San Francisco recently completed upgrades to street-level lighting in Old Town, which now have brighter LED fixtures.

Financial feasibility

There are lighting systems, like those that use solar power, that are designed for retrofitting existing shelters with new lights, without the need for a utility power connection. Solar lighting kits to retrofit existing shelters or bus stop poles equipment costs are approximately $1,500 each. These might be funded through FTA or TDA grants, or potentially San Mateo County Measures A and W.

Ease of implementation

There are approximately 16 bus stops in Old Town (on SamTrans Routes 130/130B and 141) which may be in need of lighting retrofits. SamTrans current focus is on installing new shelters with lighting, which may extend the time period to implement this project. This work should include coordination with the City of South San Francisco to see if there are other potential street lighting improvements which could provide nearby lighting to bus stops, like the LED lighting upgrades recently completed along Linden and Grand Avenues.



PROJECT

Provide more community safety patrols at the San Bruno Caltrain station and around the San Bruno BART station.

D

Description

Community members say they need more community safety officers at the Caltrain and BART transit stations in San Bruno.

Community benefits

Additional personnel may make residents feel safer and more willing to use transit.

Increased mobility and access

Improved perceptions of safety at transit stations may make residents more willing to ride BART and Caltrain. This would potentially enhance access to transportation services to EPC residents.

Existing plans and projects

Both BART and Caltrain have safety staff who patrol stations. BART's ongoing Ambassador Program includes unarmed members of the BART Police Department who have received de-escalation and anti-bias training to patrol BART stations. The Transit Police Bureau on behalf of SamTrans and Caltrain is responsible for the safety and security of Caltrain stations and facilities.

Financial feasibility

The cost of this project would potentially include funding additional hours for safety staff to patrol the transit stations. Potential funding sources might be through TDA grants or San Mateo County Measures A and W.

Ease of implementation

Project implementation will be dependent upon interagency coordination between Caltrain, BART and the city of San Bruno. It will also be dependent upon availability of personnel and funding to cover additional work time.

Figure 35: Improve Transit Amenities, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Add bus shelters with weather protection and lighting: • At Airport Blvd stops at Baden Ave, California Ave, Armour Ave, Grand Ave and at 200 Airport Blvd • At bus stops along El Camino Real • At bus stops on South Linden Ave • At stops near Spruce Ave/ Tanforan Mall intersection	5	5	3	3
Study and implement if feasible new SamTrans bus stops at the following locations of interest: : • Route 41: at San Mateo Ave and Walnut, San Bruno • Route 292: Airport and Pine, South San Francisco	5	5	3	3
Improve lighting inside existing bus shelters and at bus stops in Old Town South San Francisco.	5	5	3	1
Provide more community safety patrols at the San Bruno Caltrain station and around the San Bruno BART station.	5	3	3	1

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve — Greatest Benefit/ Easiest to Achieve

Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40, on page 123.

STRATEGY E

Extend and adjust transit service routes and frequencies to reflect the needs of older adults, students, and essential workers

Adjust transit and shuttle routes, timing and frequency to reflect the needs of community members who need travel options in the evenings and on the weekends.





PROJECT

Consider new route (Route 126) to provide additional bus service to BART stations and service in Paradise Valley.

E

Description

Community members in the Paradise Valley EPC say they need additional bus service and connections to area BART stations.

Community benefits

An additional route connecting Paradise Valley to the South San Francisco BART station would serve an EPC community which does not have a lot of access to SamTrans bus routes, or easy access to transit stations. A route that goes from the BART station through Paradise Valley to Oyster Point would also serve a wide swath of communities in South San Francisco.

Increased mobility and access

This route would improve access to jobs in Oyster Point and provide a bus route to neighborhoods along Sister Cities Boulevard, Hillsdale Boulevard, and Chestnut Avenue that do not currently have access to SamTrans service.[19]

Existing plans and projects

Reimagine SamTrans proposed a new Route 126 which would run every 15 minutes during morning/evening peak from SSF BART to Oyster Point via Paradise Valley. Free South City Shuttle's Green and Blue Routes provide service during peak hours along the west half of this proposed route, from the SSF BART station to Linden Ave, along Hillside in Paradise Valley.

Financial feasibility

This would be a brand-new service; SamTrans would need to consider potential ridership revenues to help cover costs of operation.

Ease of implementation

Implementing this project would require a review of route ridership data, and potential planning time if approved, for changes to the route's schedule. Determining residents' needs for service availability beyond Free South City's current shuttle service and times would also be important.

[19] Reimagine SamTrans, page 364-365.



PROJECT

Consider increasing frequency and extend evening service on bus routes that serve Old Town South San Francisco, such as Route 130.

E

Description

Community members in Old Town South San Francisco say they need bus service that is more frequent and extends into the evenings.

Community benefits

This would provide additional service to residents who live in South San Francisco EPCs.

Increased mobility and access

Additional and more frequent service would potentially provide more opportunities for residents to travel to key destinations.

Existing plans and projects

Reimagine SamTrans proposed extending service to midnight on weekends for Route 130.

Financial feasibility

This additional service may be dependent upon ridership or other sources of SamTrans funding which focuses on service to essential riders and/or residents in disadvantaged communities.

Ease of implementation

Implementing this project would require a review of route ridership data, and potential planning time, if approved, for changes to the route's schedule.



PROJECT

Consider increasing frequency on SamTrans Route 141 to every 15 minutes, to expand service options for east-west connections to Skyline College, downtown and transit hubs, as well as key destinations for older adults and low-income residents.

E

Description

Several community members mentioned an ongoing need for additional east-west bus service which would connect downtown San Bruno and the BART and Caltrain stations with residential neighborhoods to the west and to Skyline College.

Community benefits

Increasing Route 141's frequency would provide more bus service through several South San Francisco EPCs and provide additional service for residents on the route west to Skyline College.

Increased mobility and access

This would provide access to additional bus services to residents who live in South San Francisco and San Bruno.

Existing plans and projects

Reimagine SamTrans proposed increasing frequency on Route 141 to every 15 minutes.

Financial feasibility

This additional service may be dependent upon ridership or other sources of SamTrans funding which focuses on service to essential riders and/or residents in disadvantaged communities.

Ease of implementation

This project would require a review of route ridership data, and potential planning time, if approved, for changes to the route's schedule.

Figure 36: Extend and Adjust Transit Service, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Consider new route (Route 126) to provide additional bus service to BART stations and service in Paradise Valley.	5	5	1	1
Consider increasing frequency and extend evening service on bus routes that serve Old Town South San Francisco, such as Route 130.	5	5	3	3
Consider increasing frequency on SamTrans Route 141 to every 15 minutes, to expand service options for east-west connections to Skyline College, downtown and transit hubs, as well as key destinations for older adults and low-income residents.	5	5	3	3

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve — Greatest Benefit/ Easiest to Achieve

Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40, on page 123.

STRATEGY F

Improve transit reliability and connectivity

Improve on-time performance of existing transit services and ensure riders in need of multi-route or regional travel options can make efficient connections between transit routes and regional transit systems.





PROJECT

Consider transit-friendly signal policy changes on El Camino Real.

F

Description

Community members talked about missed connections and unreliable bus service on El Camino Real (ECR), which in part is due to traffic congestion given its role as a major thoroughfare in the area. Signal policy changes could improve transit reliability and speed on ECR, and help the buses run on time. SamTrans has an existing signal priority pilot project on ECR, and has recently begun an evaluation of its use so far.

Community benefits

SamTrans' bus route on El Camino Real accounts for 25 percent of the agency's ridership, and most riders are from low-income households. Enhancing the reliability of service on ECR would benefit many EPC residents, as well as others who live in the 13 cities along the route.

Increased mobility and access

This would potentially expand mobility for EPC residents and provide benefits to all bus riders along ECR.

Existing plans and projects

SamTrans' ECR Bus Speed Reliability Study, funded by a Caltrans Sustainable Transportation Grant, provides recommendations for advancing bus lanes throughout South San Francisco and San Bruno. Additional studies of ECR by led by the city of South San Francisco, and by C/CAG for San Bruno and Millbrae are taking place as part of the larger Grand Boulevard Initiative, which is a process to reimagine the ECR.

Financial feasibility

The Reliability Study found that implementing changes that make service faster and more reliable would potentially allow SamTrans to maintain its service frequency and expand ridership while using fewer buses. Signal coordination would be far less costly to implement than other potential options such as priority bus lanes.

Ease of implementation

Implementing improvements via signal coordination would require ongoing coordination between SamTrans and Caltrans.

[20] SamTrans. El Camino Real Bus Speed and Reliability Study. Accessed from: www.samtrans.com/ECRStudy



PROJECT

Consider a review of transfer locations and times on all area SamTrans bus routes to ensure windows support riders making connections.

F

Description

Many community members shared frustrations about consistently missing their connections between SamTrans buses, or between buses and trains. EPC residents who use the bus cannot afford to miss their scheduled connections, and some resort to expensive car shares to get to work on time. They suggested SamTrans review and adjust routes and transfer connection times so riders can make their connections to other routes or systems.

Community benefits

This project supports an urgent need among low-income riders, across communities served by SamTrans, who are struggling to get to work and other key destinations.

Increased mobility and access

This project would allow residents in EPCs and beyond to make more efficient use of their time and get to work, school, and appointments without worrying about incurring extra travel costs.

Existing plans and projects

SamTrans is currently assessing the impacts of Reimagine SamTrans, and building a framework for the agency's next comprenhesive operational analysis based upon need gaps and opportunities identified during the Reimagine SamTrans evaluation.

Financial feasibility

This could potentially be funded as part of SamTrans' regular operations and service reviews.

Ease of implementation

This project would include a review of service data and connection windows, planning to determine route updates, and implementing any adjusted schedules, which could take several months to more than a year. Changes to connections are typically grouped into SamTrans' August service change.

Figure 37: Improve Transit Reliability and Connectivity, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Consider transit-friendly signal policy changes on El Camino Real.	5	5	3	3
Consider a review of transfer locations and times on all area SamTrans bus routes to ensure windows support riders making connections.	5	5	3	3

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve

Greatest Benefit/ Easiest to Achieve

Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40 on page 123.

STRATEGY G

Expand options for low- or no-cost transportation services

Expand programs which reduce the financial burdens of transit on low-income residents.





PROJECT

Develop implementation strategies for equity mobility programs that encourage mode shift, such as the 101 Express Lanes Community Benefits Program.

G

Description

Programs like the 101 Express Lanes Community Benefits Program offer prepaid cards for qualifying residents to use for public transit, paratransit, bikes and scooters, as well as for tolls and express lanes costs. C/CAG and partners should encourage and help community members apply for these programs.

Community benefits

In addition to encouraging mode shift, this provides a service to low-income residents who often experience the greatest barriers to mobility.

Increased mobility and access

This allows for additional transportation access and expands mobility options for transit dependent residents.

Existing plans and projects

The San Mateo 101 Express Lanes Go Card Program helps cover transportation costs for San Mateo County residents whose individual annual income is at or below 60% of countywide median income. Commute.org provides free shuttle services (Free South City Shuttle) in South San Francisco and offers free transit tickets to eligible San Mateo County residents who are riding transit for the first time (Try Transit Program).

Financial feasibility

This program is covered by revenues from the 101 Express Lanes. Funding for coordination may come from this source as well.

Ease of implementation

C/CAG coordinates this effort, and with community and city partners can expand promotion and access to equity mobility programs.



PROJECT

Expand free transfer time frames and automatic fare capping on SamTrans routes to prevent riders from paying multiple times due to missed connections.

G

Description

Several community members shared their frustrations at having to pay multiple fares for a bus trip which should have been covered by a free transfer. Many EPC residents who ride the bus have limited incomes and cannot cover the expense of paying multiple fares per one-way trip.

Community benefits

This would provide a needed benefit to low-income EPC residents, and all bus riders, who cannot afford to pay for additional fares.

Increased mobility and access

Wider transfer windows and fare limits could potentially expand mobility for residents, especially if they can travel farther on one fare.

Existing plans and projects

Regionally, there is an MTC-funded effort to coordinate transfers through the regional transit Clipper Card, which has recently been rereleased as Clipper 2.0. MTC is launching a pilot program for inter-agency transfers.

Financial feasibility

Clipper introduced reduced transfer fares and fare capping via Clipper 2.0 on Dec. 10, 2025. All transit riders will have access to a transfer window of two hours. For SamTrans, this would be about reducing double payment of fares, which might have a minimal effect on ridership revenues.

Ease of implementation

SamTrans may want to consider additional efforts such as regular service reviews to help prevent local bus riders from paying more than one fare due to missed connections.



PROJECT

Expand San Bruno shuttle service partnerships with area employers to provide an additional shuttle loop service for workers and residents to access local commercial areas and the airport.

G

Description

Many San Bruno community members suggested additional free or affordable shuttle services to help residents and employees travel to work, the airport and other San Bruno destinations.

Community benefits

Additional shuttle service, whether sponsored by the city, employers, or as a private-public partnership, would provide service to EPC and San Bruno residents who say they need more affordable local options to help get to key destinations.

Increased mobility and access

This project would provide additional transportation access and potentially expand mobility for low-income workers and transit dependent residents in San Bruno EPCs and other neighborhoods.

Existing plans and projects

SamTrans has a bus route that runs from downtown San Bruno to SFO Airport, that runs every 7 minutes. SamTrans recently operated the Bayhill shuttle, no longer in service, between the San Bruno BART station and San Bruno Business Park, jointly funded by the Bay Area Air Quality Management District, San Mateo County Transit District and area employers.

Financial feasibility

Shuttles such as South San Francisco's Free South City Shuttle (funded in part by San Mateo County Measure A and the city's local Measure A) offer an affordable local service which boosts access for residents living in neighborhoods not well served by SamTrans or other transit agencies. While San Bruno may not be able to operate its own shuttle service, recent services like SamTrans' San Bruno Employer shuttle show that there is both a need and desire among local employers to help their workers and potential customers get to their locations. The coming Tanforan development and other local employers may be interested in helping to fund new shuttle services.

Ease of implementation

Implementation of this project will be dependent upon finding partners willing to share financing responsibility, and whether the route or routes serve enough riders to make it sustainable.



PROJECT

Develop a multilingual training session series with trusted community partner organizations such as Rise South City to promote transit discount programs and educate EPC residents on how to apply for and use transit discount programs such as Clipper START, and Youth and Senior Clipper cards.

G

Description

Community members, especially older adults and residents who do not speak English well, say they need more information and support to apply for and use transit discount programs. Developing a series of trainings with community partner organizations who can assist with curriculum development and recruitment ensures that residents in EPCs will have access to the support they are looking for to apply for transit discount programs.

Community benefits

This training series would support EPC residents who experience some of the greatest barriers to transportation use. These trainings, if recorded and posted on SamTrans and community partner websites, could reach many potential riders beyond the borders of the EPCs.

Increased mobility and access

This project would provide additional transportation access and expand mobility for transit dependent residents who may not understand, due to language or complexity, how to apply for and use transit discount programs.

Existing plans and projects

SamTrans Mobility Ambassador Program trains volunteers to work one-on-one or in small groups with seniors and veterans on expanding their awareness of available transit options and navigating through a transit trip.

Financial feasibility

This is a project which could be funded through MTC's new CARE program grants to community organizations, working to improve mobility in EPCs.

Ease of implementation

SamTrans potentially has trainings already available and could partner with community advocates to facilitate multilingual trainings at key neighborhood locations. This project may take some planning and coordination time but could be something implementable in the near future.

Figure 38: Expand Options for Low- or No-Cost Transportation Services, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Develop implementation strategies for equity mobility programs that encourage mode shift, such as the 101 Express Lanes Community Benefits Program.	5	3	5	3
Expand free transfer time frames and automatic fare capping to prevent riders from paying multiple times due to missed connections.	5	3	5	3
Expand San Bruno shuttle service partnerships with area employers to provide an additional shuttle loop service for workers and residents to access local commercial areas and the airport.	5	5	3	3
Develop a multilingual training session series with trusted community partner organizations such as Rise South City to promote transit discount programs and educate EPC residents on how to apply for and use transit discount programs such as Clipper START, and Youth and Senior Clipper cards.	5	5	3	5

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve — Greatest Benefit/ Easiest to Achieve

Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40, on page 123.

STRATEGY H

Expand awareness of transit and transportation services

Promote transportation services that are already available to residents through ongoing campaigns to grow awareness among potential riders and encourage mode shift.





PROJECT

Partner with Rise South City and the YMCA Resource Center to develop a promotion and outreach program about existing transit and shuttle services, including Transit Ambassadors and "how to ride" programs, focusing on older adults, non-English speakers, seniors, students and families who use transit.

H

Description

Community members and advocates mentioned an ongoing need for additional information about available transit services, available in paper, translated into multiple languages and accessible at locations where EPC residents frequently use.

Community benefits

Additional accessible information about available services will support residents in EPCs with some of the greatest barriers to mobility, and it will provide widespread benefits beyond EPCs.

Increased mobility and access

This project would provide additional transportation access and potentially expand mobility for low-income workers and transit dependent residents in San Bruno EPCs and other neighborhoods.

Existing plans and projects

South City Shuttle has an extensive and ongoing campaign to promote its services. SamTrans provides ambassador and how to ride services.

Financial feasibility

MTC's CARE funding, and other sources can potentially be used to help expand promotional activities to reach more EPC residents.

Ease of implementation

Much of this promotional work already takes place; South San Francisco has an extensive list of outreach methods and activities it uses to promote the Free South City Shuttle. Working with key partners who are aware of the transit needs of their members and how best to reach the community will ensure this benefits transit-dependent residents in EPCs in need of more information.



PROJECT

Promote and provide more information about San Bruno Senior Center Bus and other available community shuttle services in San Bruno.

H

Description

Several responses and questions from community members about available shuttle services highlight a need for more information about local on-demand shuttle services in San Bruno. The city should work with community partners and institutions which offer shuttles to collaborate on promotional activities to expand awareness about existing shuttle services.

Community benefits

Many residents without access to vehicles are in need of other means to get to local destinations in the city of San Bruno. Additional community shuttle services may also help to alleviate some of the parking congestion residents are experiencing in neighborhoods near downtown San Bruno, if workers and visitors can use a shuttle instead of driving.

Increased mobility and access

This has the potential to improve transportation access and expand mobility for those who need access to affordable transit services but are not currently aware of available programs or who need education on how to use them.

Existing plans and projects

The City of San Bruno's website includes information about the on-demand Senior Center Bus service and pick up times.[21] The Senior Center Bus runs solely for Seniors to get to and from home and activities at the Senior Center. Residents may be looking for information about additional shuttle services which would provide access to other key destinations in the city, like the Free South City shuttle does in South San Francisco. The Peninsula Rides website has information about local services. Commute.org has several shuttles with routes from area BART and Caltrain stations into neighborhoods in South San Francisco, and is funded in part by C/CAG's congestion relief program.

Financial feasibility

MTC's CARE funding, San Mateo County Measures A and W, can potentially be used to help expand access to information.

Ease of implementation

The city could supplement existing service promotions by providing additional publicity about existing shuttle services, and ensure information is available at community events.

[21] City of San Bruno. Transportation. Accessed from: sanbruno.ca.gov/340/Transportation



PROJECT

Provide real-time tracking and access to information about transit and shuttle routes, including multilingual printed information at stops and key community locations.

H

Description

Community members across all EPCs and outreach events mentioned the need for more and better access to real-time information about local transit services, for both SamTrans buses and local city shuttles.

Community benefits

Additional accessible information about timeliness of available services will support residents in EPCs with some of the greatest barriers to mobility, and it will provide widespread benefits beyond EPCs.

Increased mobility and access

Better access to information about routes and times may make it easier for more residents to use transit and shuttle services.

Existing plans and projects

SamTrans, through its Reimagine SamTrans plan, is working to improve real-time bus tracking information on its website and in trip planning apps used by riders. It is also exploring how to add information at bus stops.

Financial feasibility

This project may include costs to procure, install and maintain any digital signage at stops. Additional costs for printing signage and information about routes at key destinations may be an expansion of current efforts SamTrans and the cities already have to print route informational booklets and posters.

Ease of implementation

SamTrans and Free South City Shuttle already provide this information via their website and in trip planning apps. SamTrans is looking into displaying digital live information at key locations along routes. Providing digital signage at bus stops, transit locations and key destinations may extend the timeframe of this project, however posting paper materials about routes and timetables at more locations where riders will see them could be an immediate step.

Figure 39: Expand Awareness of Transit and Transportation Services, Project Evaluation Criteria

Project	Community Benefit	Mobility and Access	Financial Feasibility	Ease of Implementation
Expand promotion and outreach about existing transit and shuttle services, including Transit Ambassadors and "how to ride" programs, focusing on older adults, non-English speakers, seniors, students and families who use transit.	**5**	**5**	**3**	**5**
Promote and provide more information about San Bruno Senior Center Bus and other available community shuttle services in San Bruno.	5	5	3	5
Provide real-time tracking and access to information about transit and shuttle routes, including multilingual printed information at stops and key community locations.	**5**	**3**	**3**	**3**

Legend:

1 → 2 → 3 → 4 → 5

Least Benefit/ Hardest to Achieve — Greatest Benefit/ Easiest to Achieve

Note: These four criteria are rated on a scale of 1, 3 or 5. The average of these is used to create a Project Priority Assessment Score, which is listed in the CBTP Projects Table, Figure 40, on page 123.



CBTP Project Matrix and Implementation Plan

CBTP Project Matrix and Implementation Plan

This CBTP Projects table lists all of the recommended projects described in the previous chapter. These suggested projects are organized by strategy and by average project score, from highest to lowest, which is the average of the four evaluation criteria used to assess each project (Community Benefit, Increased Access and Mobility, Financial Feasibility, and Ease of Implementation). These evaluation criteria ratings are listed in the tables at the end of each strategy section in the last chapter, which begins on page 67.

The other columns in the CBTP Projects table below include the EPC location(s) where this project would take place; an estimated cost range, estimated implementation timeframe and suggested lead agency, which are all described here; potential funding sources, which are discussed in the next section after the table, and related plans and planned improvements, which are described in detail in each project section in the previous chapter.

Suggested Lead Agency

Each project has a suggested designated lead agency or agencies who would need to serve as "project champion" to lead the work toward implementing the recommended project or program. Draft versions of these recommended project and program lists have been shared with local jurisdictions and SamTrans to get their feedback on the likelihood of projects or programs, potential timeframes for implementation, and possible funding sources. A few of these projects and programs are already in City of San Bruno or City of South San Francisco Capital Improvement Project (CIP) plans for the coming years or have been identified as priority projects through related planning efforts, as described in the previous chapter. All of these recommended projects will require City Council or other jurisdiction/agency approval and coordination and obtain funding before implementation can begin. Members of the City of San Bruno's Complete Streets planning committee suggested looking first at projects which have a high average rating of these criteria and low potential cost estimates (see CBTP Projects table columns 4 and 5), to provide EPC communities with some early and visible mobility improvements.

Estimated Cost Range

The project team assessed the likely estimated cost of each type of project, looking at both the current estimated construction and material costs for each type of project, as well as any other costs that might be needed to implement the project, such as design and construction management.

Projects are organized by an estimated cost range in the chart below, of lowest cost ($) to highest ($$$$$), in the following range:

$ refers to projects that may cost approximately $25,000 or less;

$$ projects with estimated costs of approximately $100,000 or less;

$$$ projects with estimated costs from $100,000 to $300,000;

$$$$ projects with estimated costs from $300,000 to $1,000,000;

$$$$$ projects with estimated costs greater than $1,000,000.

Estimated Project Implementation Timeframe

The project team has also included an estimated implementation timeframe for each project, which estimates the range of time that a type of project may take to be completed, once a project is approved by local jurisdictions. Many of these are potential short-term projects, which are implementable within 1 to 2 years, or medium-term projects, implementable within 2 to 3 years. A few may take five years or more to fulfill.

Figure 40: CBTP Projects

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy A: Improve pedestrian safety and community access								
A1	Coordinate with the City of Millbrae and the Millbrae Elementary School District to implement traffic management measures, such as speed humps near Lomita Park Elementary School, along Santa Helena, San Antonio and San Anselmo Avenues to slow traffic near the San Anselmo/Santa Helena and San Antonio/ Santa Helena intersections and pedestrian crossings.	Lomita Park/ Downtown San Bruno	5	$$	1 to 2 years	City of San Bruno	San Mateo County Measures A & W; STEP	San Bruno Safe Routes to School Plan
A2	Create a raised crosswalk across Huntington at Pacific Ave for community members to safely access San Bruno BART station.	Near San Bruno EPCs	4.5	$-$$	1 to 2 years	City of San Bruno	San Mateo County Measures A & W; SS4A; STBG	San Bruno Walk 'n Bike Plan
A3	Evaluate the impacts to pedestrian infrastructure from flooding near Belle Air Elementary School and determine the feasibility of design features and stormwater management that could reduce impacts to this infrastructure.	Lomita Park/ Downtown San Bruno	4.5	$$$	1 to 2 years	City of San Bruno	San Mateo County Measures A & W; CDBG; SRTS; STBG; STEP	San Bruno Safe Routes to School Plan
A4	Provide safety and quality of life enhancements to Centennial Way Trail, including more lighting, emergency call boxes, benches, and marking lanes for bicyclists and pedestrians.	Lindenville/ Orange Park	4.5	$$	1 to 2 years	City of South San Francisco	MTC-CARE; SS4A; STEP	South San Francisco Centennial Way Trail Master Plan

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy A: Improve pedestrian safety and community access (continued)								
A5	Coordinate sidewalk repairs along East and West San Bruno Ave in San Bruno and along Maple Street in Downtown South San Francisco.	All EPCs	4	$$	2 to 3 years	City of San Bruno; City of South San Francisco	San Mateo County Measures A and W; San Bruno Measures G and Q; CDBG, STBG, STEP	
A6	Enhance crosswalks with bulbouts (curb extensions) and adjust bus stop locations at the El Camino Real and San Bruno Avenue intersection.	Lomita Park/ Downtown San Bruno; San Bruno Park	3.5	$$$$	2 to 3 years	Caltrans; SamTrans	MTC-CARE; SS4A; STEP	San Bruno Walk 'n Bike Plan; San Bruno Transit Corridors Plan; SamTrans Grand Boulevard Initiative
A7	Enhance lighting, bicycle facilities and pedestrian walkways to the I-380 underpasses at Huntington and San Mateo Aves, including visible pathway connections to Huntington Ave cycle track and to San Bruno BART station.	San Bruno Park	3.5	$$$	2 to 3 years	Caltrans; City of San Bruno	MTC-CARE; SS4A; STEP	San Bruno Walk 'n Bike Plan
A8	Add pedestrian-scale street lighting to enhance pedestrian safety in San Bruno along San Bruno Ave, San Mateo Ave, Herman St, Kains Ave, and on Angus Ave near Third Ave.	San Bruno Park	3	$$$$	3 to 5 years	City of San Bruno	SS4A; Peninsula Clean Energy Grant, Strengthening Mobility and Revolutionizing Transportation Grants (USDOT); Energy Efficiency and Conservation Block Grant (USDOE)	San Bruno Walk 'n Bike Plan; San Mateo Ave Streetscape Improvements Plan

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Im-plemen-tation Time-line	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy B: Expand bicycle network connectivity, safety and amenities								
B1	Provide additional bike parking, racks and secure bike lockers along San Mateo Avenue, 1st Avenue and Angus, and in downtown San Bruno.	Lomita Park/ Downtown San Bruno, San Bruno Park	5	$	1 to 2 years	City of San Bruno	MTC-CARE; ATP; SS4A; STBG; STEP	San Bruno Walk 'n Bike Plan
B2	Install a safe crossing for bicyclists and pedestrians across Huntington Avenue in San Bruno, which links the south end of the Centennial Way Trail to the San Bruno BART station.	San Bruno Park	4.5	$$	1 to 2 years	City of San Bruno	Connecting project funded by SMCTA through San Mateo County Measures A and W; ATP; SS4A	San Bruno Walk ‘n Bike Plan
B3	Design a multimodal El Camino Real in South San Francisco, incorporating a continuous bikeway and wider sidewalks.	Lindenville/ Orange Park	4	$$$	3 to 5 years	City of South San Francisco	San Mateo County Measure W; SS4A; STEP	South San Francisco El Camino Real Mobility Plan; Grand Boulevard Initiative
B4	Develop a protected bicycle lane on San Bruno Avenue East which connects the San Bruno Caltrain station at Huntington Avenue to the San Francisco Bay Trail.	San Bruno Park	3.5	$$$$$	2 to 3 years	City of San Bruno	San Mateo County Measure W; SS4A; STEP	San Bruno Transit Corridors Plan; San Bruno Walk n’ Bike Plan; SMCTA’s Active 101 Plan; SFO Bay Trail Gap Study
B5	Install bicycle repair stations at the South San Francisco and San Bruno Caltrain stations and at the South San Francisco and San Bruno BART stations.	San Bruno Park	3	$$	2 to 3 years	City of San Bruno; City of South San Francisco; BART; Caltrain	MTC-CARE; ATP; SS4A; STBG; STEP	San Bruno Walk 'n Bike Plan; BART's Bicycle Program Capital Plan

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy B: Expand bicycle network connectivity, safety and amenities (continued)								
B6	Extend the planned Spruce Avenue bicycle route south beyond Railroad Avenue to connect to the San Bruno BART station.	West Downtown/ Old Town South San Francisco	3	$$$$$	5 or more years	City of South San Francisco	MTC-CARE; ATP; SS4A; STBG; STEP	South San Francisco Active South City Plan
Strategy C: Improve local street infrastructure and safety								
C1	Install a multi-use path with educational and safe use signage for users of scooters and bicycles on First Avenue in San Bruno and Maple Avenue in South San Francisco. Pair installation with a safe use educational outreach campaign and policy updates.	San Bruno Park; West Downtown/ Old Town South San Francisco	5	$	1 to 2 years	City of San Bruno; City of South San Francisco	San Mateo County Measures A and W; SRTS; YATSG	San Bruno Walk 'n Bike Plan; San Bruno Safe Routes to School Plan
C2	Install safety improvements such as speed humps, zebra crosswalks, stop sign at intersection of Cypress and Pine Avenues in South San Francisco.	Paradise Valley	4	$	1 to 2 years	City of South San Francisco	San Mateo County Measures A and W; SS4A; STEP	Recent transportation analysis conducted on Pine between Linden and Cypress
C3	Repair and repave the roadway along El Camino Real.	Lindenville/ Orange Park; Lomita Park/ Downtown San Bruno; San Bruno Park	3.5	$$-$$$	2 to 3 years	Caltrans	San Mateo County Measure W; SB1; SHOPP	Caltrans California Transportation Plan 2050

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy C: Improve local street infrastructure and safety (continued)								
C4	Repair and repave the roadway on 2nd, Easton, Green, Kains and Hensley Avenues in San Bruno.	Lomita Park/ Downtown San Bruno; San Bruno Park	3.5	$$-$$$	2 to 5 years	City of San Bruno	San Mateo County Measure W; Measures G and Q; SB1	San Bruno Paving Program
C5	Study and implement traffic calming measures such as speed humps along Park Way.	Paradise Valley	3.5	SS	1 to 2 years	City of South San Francisco	San Mateo County Measures A and W; South San Francisco Measure W; SS4A	South San Francisco Parkway Heights Walk Audit Report
C6	Add traffic calming measures to Cypress Avenue and Linden Avenue in Old Town South San Francisco to address street racing.	West Downtown/ Old Town South San Francisco	3	$$	1 to 2 years	City of South San Francisco	San Mateo County Measures A & W; South San Francisco Measure W; Road to Zero; SS4A	South San Francisco Active South City Plan

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy D: Improve transit amenities								
D1	Add bus shelters with weather protection and lighting: • At Airport Blvd stops at Baden Ave, California Ave, Armour Ave, Grand Ave and at 200 Airport Blvd • At bus stops along El Camino Real • At bus stops on South Linden Ave • At stops near Spruce Ave/ Tanforan Mall intersection.	All EPCs	4	$$	1 to 2 years	SamTrans	Project has been funded: SMCTA TDM (Transportation Demand Management) Funding, Cycle 3 (2025)	South San Francisco Active South City Plan; SamTrans Bus Stop Improvement Plan
D2	Study and implement if feasible new SamTrans bus stops at locations of interest such as: • Route 41: at San Mateo Ave and Walnut, San Bruno • Route 292: Airport and Pine, South San Francisco.	All EPCs	4	$	1 to 2 years	SamTrans	MTC-CARE; San Mateo County Measures A and W	Reimagine SamTrans
D3	Improve lighting inside existing bus shelters and at bus stops in Old Town South San Francisco.	West Downtown/ Old Town South San Francisco	3.5	$$	2 to 3 years	SamTrans	MTC-CARE	South San Francisco Shape SSF Mobility Policy Framework; SamTrans Bus Stop Improvement Plan

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy D: Improve transit amenities (continued)								
D4	Provide more community safety patrols at San Bruno Caltrain Station and around San Bruno BART station.	San Bruno Park	3	$$	1 to 2 years	Caltrain, City of San Bruno (BART)	TDA; San Mateo County Measures A and W; BART, Caltrain	BART's ongoing Ambassador Program; The Transit Police Bureau on behalf of SamTrans and Caltrain
Strategy E: Extend and adjust transit service routes, times and frequencies to reflect the needs of older adults, students and essential workers								
E1	Consider increasing frequency and extend evening service on bus routes that serve Old Town South San Francisco, such as Route 130.	West Downtown/ Old Town South San Francisco	4	$$$	2 to 3 years	SamTrans	San Mateo County Measures A and W; STEP	Reimagine SamTrans
E2	Consider increasing frequency on SamTrans Route 141 to every 15 minutes, to expand service options for east-west connections to Skyline College, downtown and transit hubs, as well as key destinations for older adults and low-income residents.	Lindenville/ Orange Park; Paradise Valley; West Downtown/ Old Town South San Francisco	4	$$	1 to 2 years	SamTrans	San Mateo County Measures A and W	Reimagine SamTrans
E3	Consider new route (Route 126) to provide additional bus service to BART stations and service in Paradise Valley.	Lindenville/ Orange Park, Paradise Valley, West Downtown/ Old Town South San Francisco	4	$$	1 to 2 years	SamTrans	San Mateo County Measures A and W	Reimagine SamTrans

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy F: Improve transit reliability and connectivity								
F1	Consider a review of transfer locations and times on all area SamTrans bus routes to ensure windows support riders making connections.	All EPCs	4	$$	1 to 2 years	SamTrans	SamTrans	MTC Plan Bay Area 2050+
F2	Consider transit-friendly signal policy changes on El Camino Real.	Lindenville/ Orange Park, Lomita Park/ Downtown San Bruno, San Bruno Park	4	$	1 to 2 years	City of South San Francisco; SamTrans; Caltrans	San Mateo County Measures A and W; SHOPP; STEP	SamTrans ECR Bus Speed Reliability Study
Strategy G: Expand options for low- or no-cost transportation services								
G1	Develop a multilingual training session series with trusted community partner organizations such as Rise South City to promote transit discount programs and educate EPC residents on how to apply for and use transit discount programs such as Clipper START, and Youth and Senior Clipper cards.	All EPCs	4.5	$$	1 to 2 years	SamTrans; MTC; C/CAG	San Mateo County Measures A and W; MTC-CARE	SamTrans Mobility Ambassador Program

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy G: Expand options for low- or no-cost transportation services (continued)								
G2	Expand San Bruno shuttle service partnerships with area employers to provide an additional shuttle loop service for workers and residents to access local commercial areas and the airport.	Lindenville/ Orange Park, Paradise Valley, West Downtown/ Old Town South San Francisco	4	$$$	2 to 3 years	City of San Bruno; SamTrans	San Mateo County Measure A; potential private employer partnerships; STEP; Silicon Valley Community Foundation	Previous CBTP mentioned the relocated San Bruno Caltrain station would include off-street shuttle loading zones for shuttles
G3	Develop implementation strategies for equity mobility programs that encourage mode shift, such as the 101 Express Lanes Community Benefits Program.	All EPCs	4	$	2 to 3 years	C/CAG; Commute.org	101 Express Lanes Toll Funds; San Mateo County Measures A and W	San Mateo 101 Express Lanes Go Card Program; Commute.org provides free shuttle services and the Try Transit Program
G4	Expand free transfer time frames and automatic fare capping to prevent riders from paying multiple times due to missed connections.	All EPCs	4	$$	1 to 2 years	SamTrans	San Mateo County Measures A and W	Clipper Executive Board introduced reduced transfer fares via Clipper 2.0, in December 2025

Figure 40: CBTP Projects (continued)

Strategy/ Project Number	Project	EPC Location(s)	Average Project Score	Estimated Cost Range	Estimated Project Implementation Timeline	Suggested Lead Agency or Agencies	Potential Funding Sources	Related Plans, Programs, and Studies
Strategy H: Expand awareness of transit and transportation services								
H1	Partner with Rise South City and the YMCA Resource Center to develop a promotion and outreach program about existing transit and shuttle services, including Transit Ambassadors and "how to ride" programs, focusing on older adults, non-English speakers, seniors, students and families who use transit.	All EPCs	4.5	$$	1 to 2 years	SamTrans; City of San Bruno; City of South San Francisco; Rise South City; YMCA Resource Center	San Mateo County Measures A and W; MTC-CARE; YATSG	SamTrans Mobility Ambassador Program
H2	Promote and provide more information about San Bruno Senior Center Bus and other available community shuttle services in San Bruno.	San Bruno Park; Lomita Park/ Downtown San Bruno	4.5	$	1 to 2 years	City of San Bruno	San Mateo County Measures A and W	Peninsula Rides hosted by SMCTD
H3	Provide real-time tracking and access to information about transit and shuttle routes, including multilingual printed information at stops and key community locations.	All EPCs	3.5	$$	1 to 2 years	SamTrans, City of San Bruno, City of South San Francisco	San Mateo County Measures A and W	Reimagine SamTrans

Available Funding Opportunities

This section describes some of the funding programs that C/CAG and jurisdictions use or might use to help fund CBTP and related projects and programs.

MTC Funding Sources

Lifeline Transportation Program.[22] One of the key sources of funding for past CBTP projects, MTC uses both state and federal funds to provide grants for projects that meet mobility and accessibility needs in Equity Priority Communities across the Bay Area. MTC has funded more than 300 projects throughout the region, from fixed-route bus service and community shuttles to pedestrian and bicycle access improvements and transit stop enhancements. MTC has announced a new funding program, the Community Action Resource and Empowerment (CARE) program, which will replace its Lifeline program in the coming months. CARE includes several rounds of funding, totaling $23 million of local, state and federal funds to support community-based transportation projects that have been identified as high priority by community members and organizations.[23]

One Bay Area Grant (OBAG).[24] MTC uses this program to distribute Federal Highway Administration funding to help meet regional goals related to improving safety, encouraging economic development addressing climate change and improving air quality. This round (OBAG 3) includes more than $750 million in federal funding for projects from 2023 to 2026, including approximately $37 million for C/CAG nominated projects in San Mateo County.[25]

Federal Transit Administration (FTA) Grants. Distributed by MTC, FTA provides several types of State of Good Repair grants, which in San Mateo and South San Francisco can support transit capital investment projects and transit operations (FTA 5307: Urbanized Areas), Bus Rapid Transit system maintenance (FTA 5337: Transit Maintenance) and replacement, rehab and purchase of buses and related equipment or to build bus-related facilities (FTA 5339: Buses).[26] FTA also provides several types of Transit Expansion Grants, including Rehab & Modernization (FTA 5307) which can be used for vehicle replacement and rehabilitation; planning and evaluation; security equipment, and bicycle-related projects and investments to comply with ADA and Clean Air Act FTA 5310: Mobility of Seniors & People with Disabilities provides grants for nonprofit agencies that provide transportation services to older adults or people with disabilities. FTA 5311: Rural Area Grants provides funding for transit capital projects and for transit operations in non-urban areas.

Additional State and Federal Funding Sources

Active Transportation Program. This California program draws from both state and federal funding sources to provide $320 million annually for bicycle and pedestrian projects, such as building bicycle/pedestrian paths, installing bike racks, and other projects and programs to make walking or biking easier, safer and more convenient.[27]

California Climate Investments Program.[28] This program uses "Cap and Invest" auction proceeds to support projects which improve public health and the environment, reduce greenhouse gas emissions, provide economic

[22] Metropolitan Transportation Commission. Lifeline Transportation Program. Accessed from mtc.ca.gov/planning/transportation/access-equity-mobility/lifeline-transportation-program

[23] Metropolitan Transportation Commission. Community Action Resource & Empowerment (CARE) Program. Accessed from mtc.ca.gov/funding/funding-opportunities/community-action-resource-empowerment-care-program

[24] Metropolitan Transportation Commission. One Bay Area Grant 3 (OBAG 3). Accessed from mtc.ca.gov/funding/federal-funding/federal-highway-administration-grants/one-bay-area-grant-obag-3

[25] Metropolitan Transportation Commission. MTC Resolution No. 4505, OBAG 3 Revisions. Accessed from mtc.ca.gov/sites/default/files/documents/2022-04/OBAG-3-Call-for-Projects-Guidance-MTC-Resolution-4505-Appendix-A-1.pdf

[26] Metropolitan Transportation Commission. Federal Transit Administration (FTA) Grants. Accessed from mtc.ca.gov/funding/federal-funding/federal-transit-administration-fta-grants

[27] Metropolitan Transportation Commission. Active Transportation Program. Accessed from mtc.ca.gov/funding/investment-strategies-commitments/climate-protection/active-transportation-program

[28] California Climate Investments. Accessed from www.caclimateinvestments.ca.gov

benefits and support disadvantaged communities and low-income communities and households. The CCIP funds clean mobility options such as care shares, bike shares, van pools, and zero-emission transit vehicles. Through the STEP program (see below) CCI funds neighborhood accessibility improvements. All of the EPCs are within areas that are eligible for CCI funding.

Community Development Block Grant (CDBG).[29] This is another potential federal funding source to help cover the cost of sidewalk projects, especially those that improve accessibility for local residents. San Mateo County uses CDBG funds to help make capital improvements in low-income neighborhoods.

Safe Streets and Roads for All Grant Program (SS4A).[30] This is federal grant assistance funded through the Infrastructure Investment and Jobs Act for local safety planning and implementation projects such as pedestrian crossing improvements, traffic and streetlight updates and bicycle facilities safety improvements. Funding is available for one more year, through FY2026.[31]

State Highway Operation and Protection Program (SHOPP).[32] This program funds "fix-it-first" repairs, preservation, safety improvements and operational improvements on the state's highways. SHOPP works on a four-year planning schedule.

State Transportation Improvement Program (STIP).[33] The State of California administers a five-year plan identifying specific projects for receipt of State transportation funds for State highway improvements, intercity rail, and regional highway and transit improvements. C/CAG coordinates the local call for projects for these funds.

Surface Transportation Block Grant (STBG).[34] This federal funding program provides funds to states and local governments to preserve and improve the conditions of street, pedestrian and bicycle infrastructure. It can be used to fund sidewalk construction and accessibility improvements, as well as maintenance of existing recreational trails, projects to enhance travel and tourism and develop EV charging infrastructure.

Sustainable Transportation Equity Project (STEP).[35] Coordinated by the California Air Resources Board with California Climate Investment financing, this project, provides grants to low-income communities to support active transportation projects such as bicycle and pedestrian infrastructure and multi-use paths; zero-emission fixed route transit and school bus service, including service improvements, expansion and subsidies for riders; and zero-emissions shared mobility projects, including bikeshare, ride-hailing, shuttles and microtransit. All six of the EPCs in San Bruno and South San Francisco qualify as CCI priority population areas for STEP grant funding, according to California Climate Investments Priority Populations mapping tool.[36]

Transportation Development Act (TDA).[37] This California state funding source has two parts, Local Transportation Fund and State Transit Assistance

[29] U.S. Department of Housing and Urban Development. Community Development Block Grant Program. Accessed from: https://www.hud.gov/hud-partners/community-cdbg#eg

[30] US Department of Transportation. Safe Streets and Roads for All (SS4A) Grant Program. Accessed from www.transportation.gov/grants/SS4A

[31] National League of Cities. Best Infrastructure Grants for Small Cities. Accessed from www.nlc.org/article/2022/06/14/best-infrastructure-grants-for-small-cities

[32] Caltrans. State Highway Operation and Protection Program. Accessed from: dot.ca.gov/programs/financial-programming/state-highway-operation-protection-program-shopp-minor-program-shopp

[33] California Transportation Commission. State Transportation Improvement Program (STIP). Accessed from https://catc.ca.gov/programs/state-transportation-improvement-program

[34] Federal Highway Administration. Infrastructure Investment and Jobs Act - Surface Transportation Block Grant (STBG) Fact Sheet. Accessed from www.fhwa.dot.gov/infrastructure-investment-and-jobs-act/stbg.cfm

[35] California Air Resources Board. Sustainable Transportation Equity Project, Accessed from ww2.arb.ca.gov/our-work/programs/sustainable-transportation-equity-project

[36] California Climate Investments. Priority Populations Mapping Tool 4.0. Accessed September 2025 from https://gis.carb.arb.ca.gov/portal/apps/experiencebuilder/experience/?id=5dc1218631fa46bc8d340b8e82548a6a&page=Priority-Populations-4_0

(STA) funds. LTF is funded through ¼ cent of the general sales tax statewide and returns revenues to counties based on how much sales tax is collected. These help to finance transit operations, bus and rail projects, special transit services for riders with disabilities, pedestrian and bicycle facilities and transportation planning. STA funds are given to MTC to coordinate regional support for transit operations and capital projects and may be used to help fund transit and pedestrian related projects.

Youth Active Transportation Safety Grants.[38] The National Road Safety Foundation and the Governors Highway Safety Association have provided funding through State Highway Safety offices to community organizations to promote safe walking, biking and using a scooter among young people. Recent grants h ave been used to support Safe Routes to School and youth ambassador training programs.

Local Funding Sources

Measure A and Measure W. The San Mateo County Transportation Authority (SMCTA) coordinates funding in San Mateo County to support local transportation projects through Measure A and Measure W county sales tax measures. These measures generate revenue to help improve transit and relieve congestion and supports projects such as local street repairs and transit operations. SMCTA recently awarded $13.6 million to San Mateo County shuttle services as part of a broader funding program to support first- and last-mile connections, including Commute.org shuttles and the City of South San Francisco's Free South City Shuttle.[39] SMCTA also supports a shuttle to Skyline College through Measure A funding.

In recent calls for projects, the City of South San Francisco was recently awarded $4.9 million to make sidewalk and pedestrian safety improvements and add protect bicycle lanes at several schools. The City of San Bruno was awarded $2 million to complete construction of the Huntington Ave cycle track to provide connections for bicyclists to the San Bruno BART station.[40] Commute.org (C/CAG) bicycle educational programs was also a recent recipient of Measure A and Measure W funding.

Measure G. This is a one-half cent sales tax passed by voters in the City of San Bruno in 2019, to fund additional city services, including expansion of pothole and street hazard repair, and street maintenance.[41]

Measure Q. Approved by voters in 2024, Measure Q authorized the City of San Bruno to issue General Obligation bonds to fully fund the cost of maintenance and repair of city streets potholes, as well as other city stormwater and infrastructure repair needs. The city's current year budget (FY2026) includes $20 million earmarked for streets and sidewalks.[42]

Measure W. This is a half-cent sales tax approved by City of South San Francisco residents in 2015 to fund local city services. Measure W funds many community services, including repairing potholes and streets, maintaining

[37] Metropolitan Transportation Commission. Transportation Development Act (TDA) & State Transit Assistance (STA). Accessed from mtc.ca.gov/funding/regional-funding/transportation-development-act-tda-state-transit-assistance-sta

[38] National Road Safety Foundation. Grants. Accessed from www.nrsf.org/grants

[39] San Mateo County Transportation Authority. TA awards more than $83 Million for transit and first/last mile improvements. June 2025. Accessed from https://www.smcta.com/news/ta-awards-more-83-million-transit-and-firstlast-mile-improvements

[40] San Mateo County Transportation Authority. SMCTA 2025 Measure A & W Calls for Projects Look Ahead. Accessed September 2025 from https://www.smcta.com/media/SMCTA2025CFPs

[41] City of San Bruno. Enhancing Your San Bruno: Measure G. Accessed from https://www.sanbruno.ca.gov/866/Enhancing-Your-San-Bruno-Measure-G

[42] City of San Bruno. Investing in the Future: Measure Q. Accessed from https://sanbruno.ca.gov/2250/Investing-In-The-Future-Measure-Q

neighborhood police patrols, and providing programming for older adults, residents with disabilities and youth.[43]

Additional Sources of Funding

Road to Zero Community Traffic Safety Grants.[44] This program supports traffic safety projects which include evidence-based "countermeasures" to prevent traffic injuries and fatalities and promotes the larger goal of ending all deaths due to collisions on roadways by 2050.

C/CAG and partners may need to look locally and consider other related sources of funding and partnerships, such as with organizations which work on community health and wellness issues, accessibility for older adults and residents with disabilities, and activities for young people. San Mateo County Health, area hospital systems such as Kaiser Permanente and Sutter Health, and community foundations such as the Sand Hill Foundation, Silicon Valley Community Foundation, and WITH foundation, may be able to provide or supplement funding from other sources for priority projects and programs in EPC neighborhoods.



[43] City of South San Francisco. Measure W. Accessed from https://www.ssfca.gov/Government/Measure-W

[44] National Safety Council. Community Traffic Safety Grants. Accessed from: www.nsc.org/road/resources/road-to-zero/road-to-zero-grants

Monitoring and Evaluating Progress

This CBTP update contains a diverse list of recommended projects, including capital improvements, programmatic studies, and informational campaigns. Each of these is associated with a unique set of funding challenges and opportunities. The manner in which the projects are integrated into local programming also differs, whether via inclusion in a Capital Improvement Program (CIP) or adoption as local policy. Limited staff resources and multijurisdictional coordination are historic challenges to CBTP progress across the project spectrum.

Implementation of this plan will require ongoing commitment by the local jurisdictions included in the CBTP study area and partner agencies to move recommendations forward. Success will also depend on the ability of C/CAG to regularly monitor CBTP progress, maintain a record of project milestones, and offer support to responsible agencies.

In order to facilitate monitoring by C/CAG, this CBTP contains an Annual CBTP Tracking Checklist (Appendix D) to be completed by each CBTP study area jurisdiction each year (beginning with the adoption date of the CBTP) and submitted to C/CAG.

San Bruno and South San Francisco staff will also present an annual update on the progress of projects to their Complete Streets and Bicycle and Pedestrian Advisory Committees.

The Annual CBTP Tracking Checklist will help to:

- Facilitate communication between CBTP jurisdictions and C/CAG.
- Document individual project progress.
- Tally all “In Progress” CBTP projects.
- Evaluate overall CBTP implementation.

As shown in Appendix D, the Checklist begins with a summary of total recommendations in the CBTP. It allows staff to list all CBTP projects for which one or more milestones have been reached, “check” the category of each milestone, and briefly describe and date the milestone. The three categories of milestones are:

1. **Funding.** Examples of these milestones include grant submissions, receipt or allocation of funds, completion of detailed expenditure plans and others.

2. **Local Adoption/Programming.** Examples of these milestones include the addition of project(s) into a Capital Improvement Plan (CIP) or budgetary document, formalization of a project as policy or action in a local planning document and others.

3. **Implementation.** These are milestones representative of upcoming or ongoing official use of project funds, such as RFP release; execution of outside contracts; and project kick-off, internal milestones and completion.

The Checklist closes with a tally of the total number of projects tracked for the year.



Appendices

Appendix A: Community Assessment Report of San Bruno and South San Francisco EPCs

Appendix B: Review of Previous CBTP Plan Strategies and Implementation

Appendix C: Community Engagement Summary

Appendix D: Annual CBTP Tracking Checklist (Sample)

San Bruno/South San Francisco Community-Based Transportation Plan Community Assessment Report

November 2024

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Community Assessment Report

Introduction

As part of the update to the San Bruno – South San Francisco Community Based Transportation Plan, the project team has developed a community profile of the current San Bruno – South San Francisco CBTP Study Area (CBTP Study Area) and analyzed current transportation services and challenges. The sections that follow include a demographic profile of residents in the six Equity Priority Community Areas (EPCAs) which make up the CBTP Study Area, and a review of transportation and mobility programs, amenities and challenges.

Equity Community Priority Areas are defined by the Metropolitan Transportation Commission as "census tracts that have a significant concentration of underserved populations, such as households with low incomes and people of color."[1] These community areas and their residents may have experienced substantial underinvestment in transportation, housing and other services and infrastructure. By identifying communities as EPCAs, the MTC can work with community groups, transit agencies and government partners to prioritize investment in historically disadvantaged communities to expand equitable access to housing and transportation that can connect them to the jobs, services and amenities they need.

Key Themes

Some of the themes that will help to define the direction of the San Bruno – South San Francisco Community Based Transportation Plan's policies and programs include:

- **Addressing the needs of residents with disabilities, seniors, residents who speak other languages.** Residents in the CTP's six Equity Community Priority Areas are more likely to be low-income and/or residents of color than in other communities in South San Francisco and San Bruno. There are also substantial numbers of residents in the EPCAs who are living with disabilities; residents who speak other languages, including Spanish, Chinese and Tagalog, and residents who may rely on transit because of their age or because they do not have access to a vehicle. Centering their priorities and needs related to transportation and mobility will be important to ensure the CBTP's programs and recommendations benefit those who need it most.
- **Many needs identified in previous plans are still unaddressed or remain ongoing issues.** Program recommendations from the last CBTP, including providing more bicycle and pedestrian amenities and routes; expanding transit service and connections; and providing safe passage for residents, continue to be urgent needs. Community members also recommended many corridors and intersections for pedestrian, bicycle and traffic safety improvements and amenities that have yet to be realized or fully implemented.

[1] Equity Priority Communities | Metropolitan Transportation Commission

- **There are many systemic issues which affect study area residents, such as**
    - **Safety** - Most injuries and fatalities occur along the cities' high injury networks. Focusing safety improvements on these corridors will have the greatest impact in making the CBTP Study Area safer for all residents.
    - **Congested roadways** – The study area is home to several busy roadways and highways, including El Camino Real and Highway 101, which experience some of the highest traffic volumes in San Mateo County and in the larger Bay Area region.
    - **Health disparities** – an issue related to the congestion on study area streets is the impact of the exhaust emitted by these vehicles have on residents who live in communities nearby, who are more likely to experience health issues like asthma.
    - **Travel barriers** – The highways and major roadways also serve as a barrier to getting around, especially for those who do not drive. Limited pedestrian crossings and bicycle access prevents residents from making the most direct trip to their destination or may prevent them from getting places altogether.
- **Traveling can be stressful no matter what mode you take.** Ensuring pedestrians and bicyclists have safe pathways to their destinations, transit riders have smooth connections and access to reliable service, and streets are safe and accessible for all users can make it easier for everyone to reach their destinations.
- **Quick-build solutions.** Many of the service and network gaps can be fixed through quick-build, lower-cost solutions. Paint and plastic can go a long way, especially as an interim solution while a permanent solution is being developed or more funding is being identified. Residents should not have to wait years for a full solution when a temporary solution is available; the project team should look for opportunities to recommend quick-build solutions wherever possible.

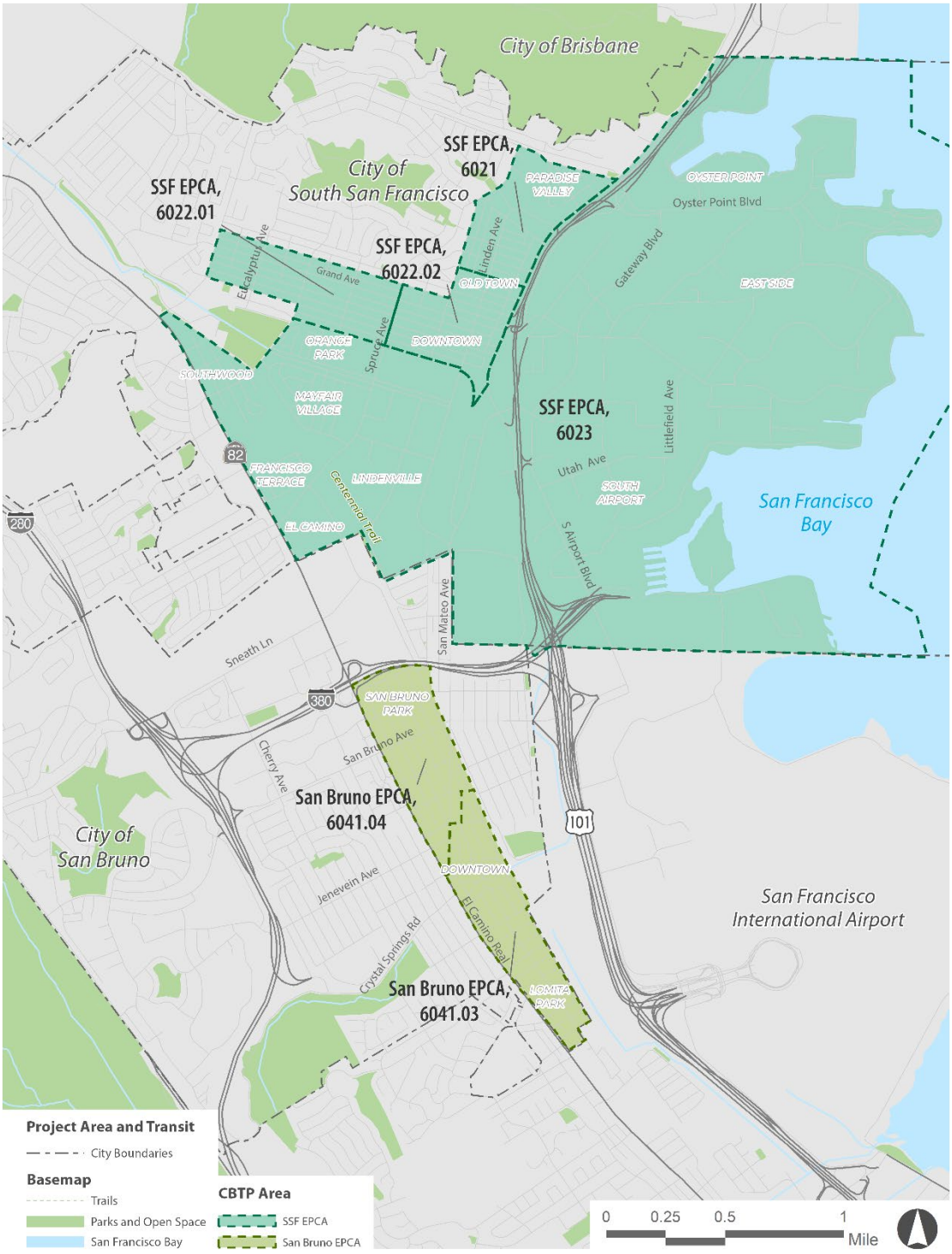
Demographic Summary

This section describes the residents who live within the six Equity Priority Community Areas that make up the current San Bruno – South San Francisco CBTP Study Area (CBTP Study Area). Most of the analysis in this section describes the community areas from each city separately.

The maps which follow on the next two pages show the San Bruno – South San Francisco CBTP Study Area. Figure 1 shows the six census tracts designated as EPCA communities that make up the Study Area and the San Bruno and South San Francisco CBTP Areas. There are two census tracts which make up the San Bruno CBTP Area, and four census tracts in South San Francisco CBTP Area. San Bruno's EPCA communities comprise the neighborhoods of San Bruno Park, Downtown San Bruno and Lomita Park. In South San Francisco, EPCAs include neighborhoods to the east and west of the 101, including Paradise Valley, Old Town, Downtown, Orange Park, Mayfair Village, Lindenville, Southwood, Francisco Terrace, El Camino, Oyster Point, and East of 101/"The East Side."[2] The map in Figure 2 highlights some of the key destinations residents in the six EPCAs may be traveling to over the course of their day.

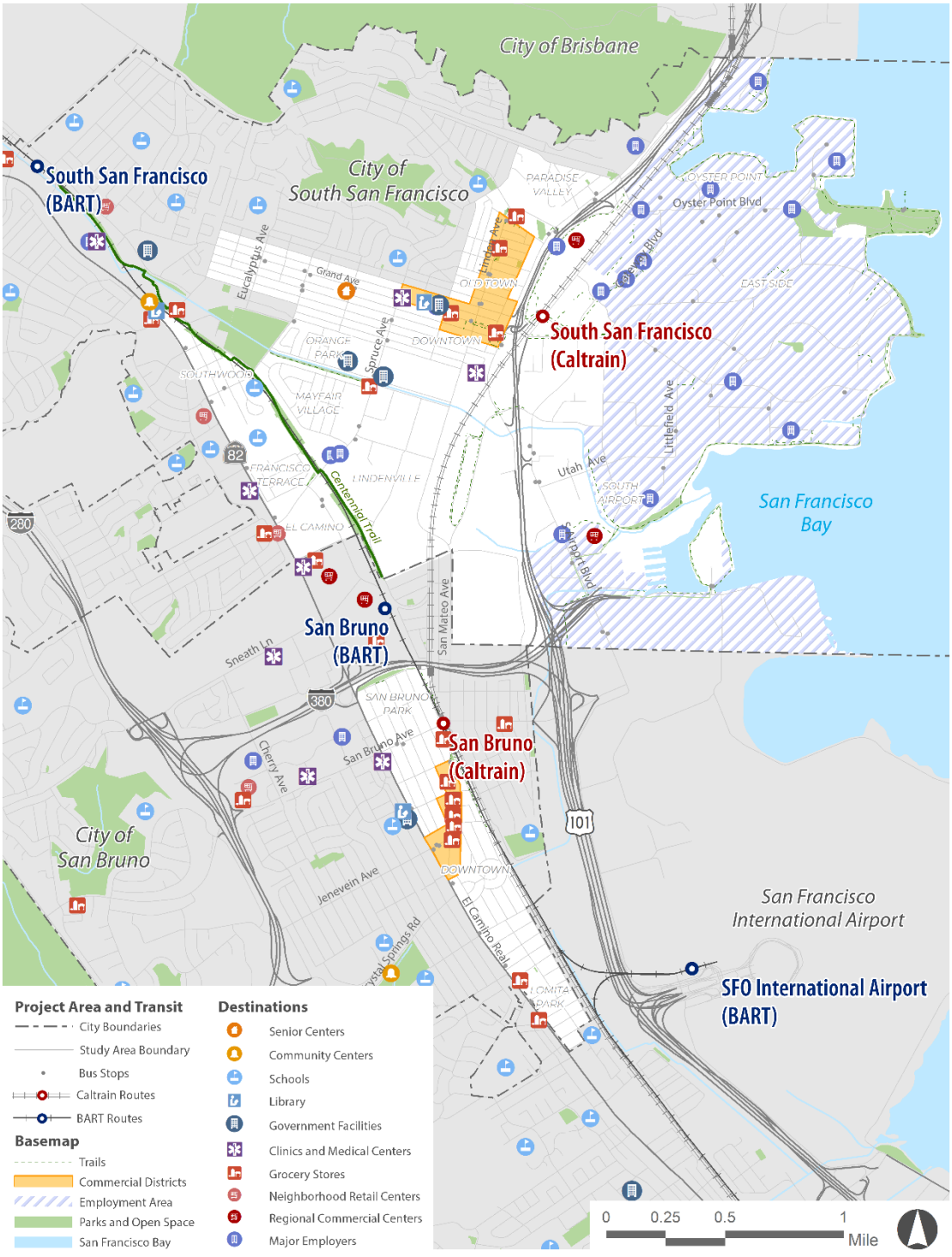
[2] SSF Neighborhood Story Map (arcgis.com)

Figure 1: Map of the CBTP Study Area's Equity Community Priority Areas



Source: Metropolitan Transportation Commission, Plan Bay Area 2050

Figure 2: Map of the San Bruno - South San Francisco CBTP Study Area



Sources: County of San Mateo; GTFS; California EDD; Google Maps

Total Population, Households and Single Parent Families

Approximately 24,000 people live in the six Equity Priority Community Areas that make up the San Bruno – South San Francisco CBTP Study Area (CBTP Study Area). Approximately 8,200 people live in the two census tracts that make up the San Bruno CBTP Area, and 15,800 people live in the four census tracts that make up the South San Francisco CBTP Area.

Table 1: Populations and Households, San Bruno and South San Francisco Equity Community Priority Areas and Total CBTP Study Area, 2022

Population and Households	San Bruno 6041.03	San Bruno 6041.04	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	Total, SB - SSF CBTP Study Area
Population	4,344	3,862	3,484	4,761	3,142	4,419	**24,012**
Households	1,431	1,145	1,007	1,747	1,127	1,286	**7,743**

Sources: U.S. Census Bureau. " Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022; and "Median Income in the Past 12 Months (in 2022/2012 Inflation adjusted dollars)." American Community Survey, ACS 5-Year Estimates Data Profiles, Table S1903, 2022

The San Bruno – South San Francisco CBTP Study Area represents approximately 22 percent of the total combined populations of the cities of San Bruno and South San Francisco. One in four South San Francisco residents (24%) live within the city's four Equity Priority Community Areas that are a part of the South San Francisco CBTP Area. One in five San Bruno residents (19%) live in the two Equity Priority Community Areas that are part of the San Bruno CBTP Area.

Despite years of both population growth and decline of several percentage points, the overall population of the CBTP Study Area has been relatively stable since 2012, experiencing a cumulative growth of only one percent over the decade through 2022. Approximately 250 more people lived in the CBTP Study Area in 2022 than in 2012.

As a comparison, the City of San Bruno grew a net 4.9 percent over this time adding about 2,000 more residents; the City of South San Francisco grew a net 2.9 percent, or approximately 1,850 more residents between 2012 and 2022. The population of San Mateo County has grown 4.6 percent during this decade, with 33,067 more people living in the County in 2022 than in 2012.

The table below shows the total populations estimated by the U.S. Census for 2012 and 2022 for the CBTP Study Area and for the CBTP Area in each city (San Bruno and South San Francisco). The table also includes the total populations of the cities of San Bruno and South San Francisco, and the County of San Mateo in 2012 and 2022.

Table 2: Change in Population of the CBTP Study Area and Related Geographies, 2012 and 2022

Population, 2012 and 2022	2012	2022	Change, 2012 to 2022	
Total SB - SSF CBTP Community Study Area	**23,754**	**24,012**	**258**	**1.1%**
Total San Bruno CBTP Area	8,113	**8,206**	93	1.1%
Total South San Francisco CBTP Area	15,641	**15,806**	165	1.1%
City of San Bruno	41,214	**43,218**	2,004	4.9%
City of South San Francisco	63,742	**65,596**	1,854	2.9%
San Mateo County	**721,183**	**754,250**	**33,067**	**4.6%**

Source: U.S. Census Bureau. " Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2012 and 2022

Households

The number of households in the CBTP Study Area grew by 3.5 percent between 2012 and 2022, largely driven by a net gain in households in South San Francisco Area CBTP neighborhoods. San Bruno CBTP Area neighborhoods experienced a net loss of 63 households between 2012 and 2022. The U.S. Census defines a "household" as all of the people who occupy a housing unit, such as a house or an apartment.

Single Parent Families

Approximately one-third of families in both South San Francisco (33.3%) and San Bruno (36.2%) CBTP Areas are headed by a single adult parent. Nearly one in five single parent families in the South San Francisco CBTP Area (18.7% of single parent families) and one in six single parent families in San Bruno CBTP Area (12.5% of single parent families) have incomes below the poverty threshold. The tables below show the percentages of single families in each of the Equity Community Priority Areas, in the San Bruno and South San Francisco CBTP Areas, and for all of the City of San Bruno and City of South San Francisco.

Table 3: Single Parent Families and Poverty Status, San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno, 2022

Poverty Status of Single Parent Families	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
Single Parent Families	**36.2%**	40.4%	30.3%	22.5%
Percentage of Single Parent Families in Poverty	**12.5%**	19.0%	0.0%	7.7%

Source: U.S. Census. "Poverty Status in the Past 12 Months of Families by Family Type by Work Experience of Householder and Spouse." American Community Survey, ACS 5-Year Estimates Data Profiles, Detailed Table B17016, 2022

Table 4: Income in San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno, 2022

Income	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
Total Households	**2,576**	1,431	1,145	15,169
Median Income, all Households*	**$108,625**	$102,899	$115,781	$131,669
Residents below 200% poverty level	**18.2%**	19.7%	16.7%	12.3%

Sources: U.S. Census Bureau. "Median Income in the Past 12 Months (in 2022 Inflation-Adjusted Dollars)." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1903, 2022; and "Poverty Status in the Past 12 Months." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1701, 2022

Table 5: Single Parent Families and Poverty Status, South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco, 2022

Poverty Status of Single Parent Families	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
Single Parent Families	**33.3%**	42.8%	23.5%	21.4%	44.8%	25.0%
Percentage of Single Parent Families in Poverty	**18.7%**	16.3%	5.4%	38.3%	20.0%	10.4%

Source: U.S. Census. "Poverty Status in the Past 12 Months of Families by Family Type by Work Experience of Householder and Spouse." American Community Survey, ACS 5-Year Estimates Data Profiles, Detailed Table B17016, 2022

Table 6: Income in South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco, 2022

Income	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
Total Households	**5,167**	1,007	1,747	1,127	1,286	22,036
Median Income, all Households*	**$102,380**	$87,853	$82,015	$86,491	$155,345	$127,062
Residents below 200% poverty level	**24.3%**	30.7%	25.7%	20.2%	20.8%	15.9%

Sources: U.S. Census Bureau. "Median Income in the Past 12 Months (in 2022 Inflation-Adjusted Dollars)." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1903, 2022; and "Poverty Status in the Past 12 Months." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1701, 2022

Income

Median Income

The median household income of households in the San Bruno CBTP Area is $108,625. This represents only 72 percent of the median household income for all of San Mateo County, which is nearly $150,000. The CBTP Area median household income is also approximately $22,000 less than the median for the City of San Bruno.

The median household income for the South San Francisco CBTP Area, $102,380, is approximately $20,000 less than the median household income for the entire city of South San Francisco. Several neighborhoods within this CBTP Area have median household incomes ranging much lower than the median, from approximately $82,000 to $88,000. The median household income of the South San Francisco CBTP Area is only 68 percent of the median income for all households in San Mateo County.

Low-Income Residents

Twelve percent of South San Francisco CBTP Area residents and eight percent of San Bruno CBTP Area have an income of less than the poverty threshold, of $14,880 for one person (2022 threshold and data). One in four South San Francisco CBTP Area residents (24.3%) and 18.2 percent of San Bruno CBTP Area residents earn an annual income below 200 percent of the poverty threshold, or $14,880*2 = $29,760.

Race and Ethnicity

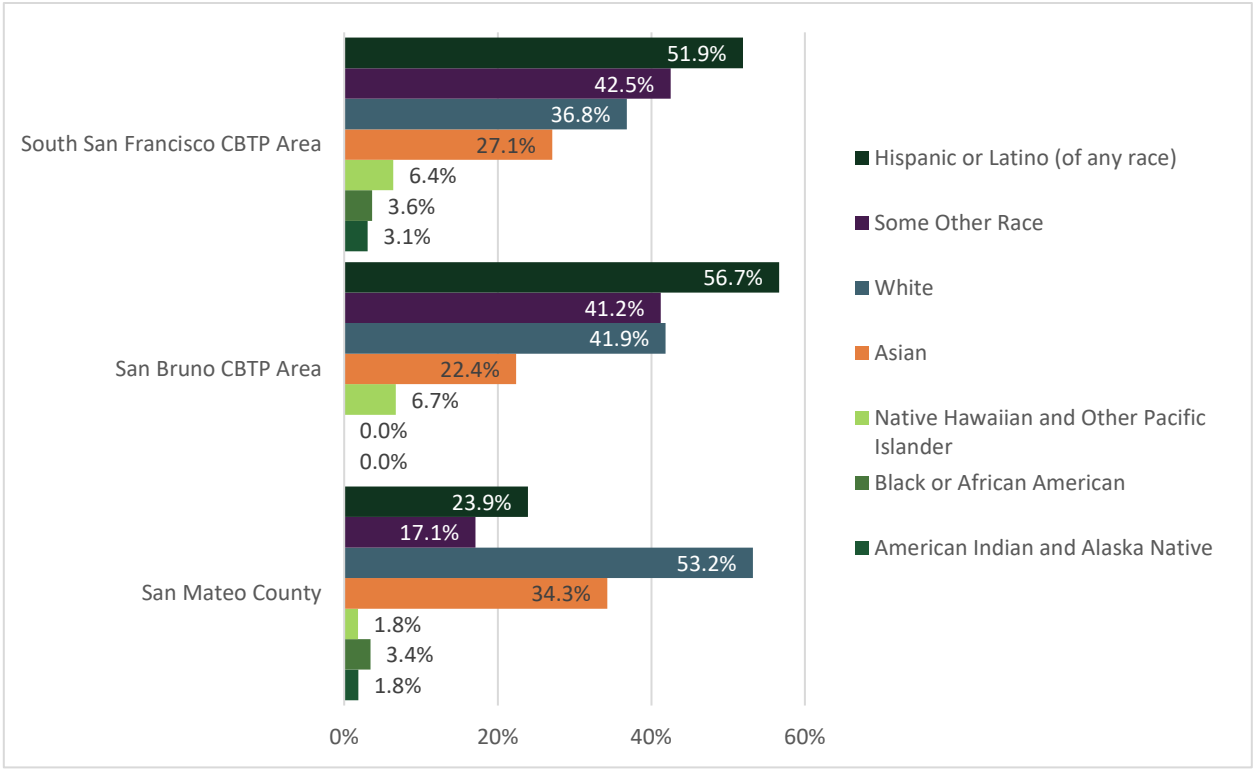
Currently, approximately two-thirds of San Bruno CBTP Area residents (66.8%) and three-fourths of South San Francisco CBTP Area residents (76.8%) identify as nonwhite, while only 57 percent of all San Mateo County residents do.

The graph and tables below display the percentage of CBTP Area residents by identified race and/or ethnicity. More than half of residents in both the South San Francisco and San Bruno CBTP Areas identify as Hispanic or Latino (of any race).

One in four (27.1%) residents in the South San Francisco CBTP Area are of Asian descent, and most of these residents identify as Filipino (11.9% of CBTP Area residents) or Chinese (7.4% of CBTP Area residents). Three of the four Equity Priority Community Areas in the South City CBTP Area have more than ten percent of residents who identify as Filipino.

One in five residents in the San Bruno CBTP Area identify as Asian, and similarly many are of Chinese descent (also 7.4% of CBTP Area residents) or Filipino descent (9.8% of CBTP Area residents).

Figure 3: Race/Ethnicity of Residents in South San Francisco and San Bruno CBTP Areas and San Mateo County, 2022



Source: U.S. Census Bureau. "Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022; Note: this data does not equal 100% because it uses datapoints "Race alone or in combination with…" which compiles responses from residents who may have chosen multiple race/ethnicity categories.

Table 7: Race/Ethnicity in San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno, 2022

Race alone or in combination with one or more other races	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
American Indian and Alaska Native	**0.0%**	0.0%	0.0%	0.9%
Asian	**22.4%**	25.1%	19.3%	35.8%
Black or African American	**0.0%**	0.0%	0.0%	2.0%
Hispanic or Latino (of any race)	**56.7%**	57.7%	55.5%	29.5%
Native Hawaiian and Other Pacific Islander	**6.7%**	3.9%	9.8%	3.9%
Some Other Race	**41.2%**	40.8%	41.7%	22.6%
White	**41.9%**	50.8%	31.8%	46.8%
Residents of Color	**66.8%**	**64.1%**	**69.8%**	**62.8%**

Source: U.S. Census Bureau. "Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022; Note: Residents of Color determined by subtracting "White Alone" from total population, which is different from "White" in this table, which represents "White Alone or in combination with another race."

Table 8: Race/Ethnicity in South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco, 2022

Race alone or in combination with one or more other races	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
American Indian and Alaska Native	**3.1%**	3.4%	5.1%	2.8%	0.7%	1.7%
Asian	**27.1%**	20.8%	25.5%	29.4%	32.2%	46.4%
Black or African American	**3.6%**	5.1%	3.2%	2.6%	3.7%	2.9%
Hispanic or Latino (of any race)	**51.9%**	62.4%	47.0%	60.3%	43.0%	29.1%
Native Hawaiian and Other Pacific Islander	**6.4%**	3.6%	1.6%	0.0%	18.3%	2.1%
Some Other Race	**42.5%**	51.2%	28.4%	53.4%	43.1%	20.7%
White	**36.8%**	30.6%	53.4%	33.8%	26.0%	38.0%
Residents of Color	**76.8%**	**82.1%**	**59.2%**	**87.7%**	**83.9%**	**70.9%**

Source: U.S. Census Bureau. "Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022; Note: Residents of Color determined by subtracting "White Alone" from total population, which is different from "White" in this table, which represents "White Alone or in combination with another race."

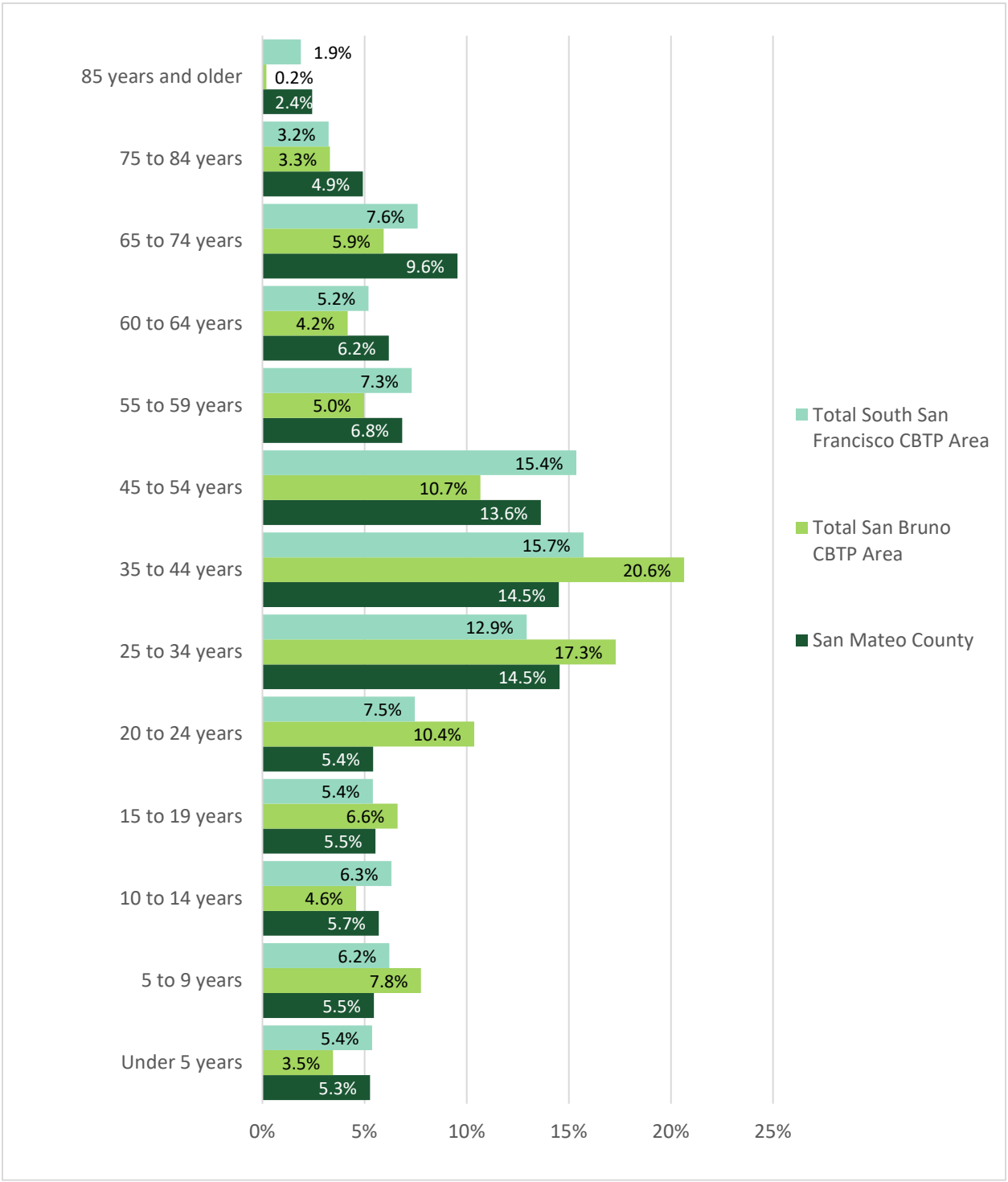
Age

In the South San Francisco CBTP Area, 5.1 percent of residents are 75 years of age or older, and 16.2 percent of residents are 62 years of age or older. In the San Bruno CBTP Area, 3.5 percent of residents are 75 years of age or older, and 12.4 percent are 62 or older. One in four residents in both South San Francisco (25.1%) and San Bruno (24.8%) CBTP Areas are under 21 years of age; nearly one in five residents in both CBTP Areas are under 16.

Nearly one-fourth of the South San Francisco CBTP Area population (23.5%) and one in five in the San Bruno CBTP Area (20.8%) may be more likely to rely on transit based upon their age, because they are either under 16 years of age or 75 years of age or older. In two neighborhoods in these CBTP Areas, this percentage is as high as 26.6 percent (San Bruno 6041.03) and 29.5 percent (South San Francisco 6022.01), due to the numbers of young people and slightly higher rates of older adults living in these neighborhoods.

The figure below compares the ages of residents in the South San Francisco and San Bruno CBTP Areas to all residents in San Mateo County. There are more older residents in neighborhoods in the South San Francisco CBTP Area, and more younger working adults in neighborhoods in the San Bruno CBTP Area.

Figure 4: Age of Residents in South San Francisco and San Bruno CBTP Areas and San Mateo County, 2022



Source: U.S. Census Bureau. "Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022

Table 9: Percent of Residents by Age in San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno, 2022

Age	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
Under 16 years of age	17.3%	21.6%	12.4%	17.0%
Under 21 years of age	24.8%	26.2%	23.2%	22.0%
21 years and over	75.2%	73.8%	76.8%	78.0%
62 years and over	12.4%	13.4%	11.2%	20.7%
75 years and over	3.5%	5.0%	1.8%	6.4%

Source: U.S. Census Bureau. "Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022

Table 10: Percent of Residents by Age in South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco, 2022

Age	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
Under 16 years of age	18.4%	19.2%	23.1%	13.7%	16.1%	14.9%
Under 21 years of age	25.1%	27.2%	28.2%	19.6%	24.2%	20.5%
21 years and over	74.9%	72.8%	71.8%	80.4%	75.8%	79.5%
62 years and over	16.6%	16.0%	18.4%	15.0%	16.3%	21.3%
75 years and over	5.1%	2.7%	6.4%	5.7%	5.3%	7.0%

Source: U.S. Census Bureau. "Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2022

Residents with Disabilities

Approximately 9.2 percent of San Bruno CBTP Area residents and 8.1 percent of South San Francisco CBTP Area residents are experiencing or living with disabilities, which translates to approximately 300 to 400 people in each census tract across both CBTP Areas. Some neighborhoods within the San Bruno CBTP Area have higher rates of residents with vision and hearing difficulties, while some neighborhoods in the South San Francisco CBTP Area have higher rates of residents with ambulatory and cognitive difficulties.

The percentage of residents with cognitive difficulties is especially high in two CBTP Area neighborhoods—one in San Bruno (6.1 percent of residents in 6041.03) and one in South San Francisco (6.6 percent in 6022.02)—each represents more than 200 people.

Table 11: Residents with Disabilities in San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno, 2022

Residents with Disabilities	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
Residents with a Disability	**9.2%**	8.7%	9.7%	9.1%
Residents with a hearing difficulty	**2.1%**	3.5%	0.5%	2.8%
Residents with a vision difficulty	**2.0%**	0.0%	4.3%	1.5%
Residents with a cognitive difficulty	**4.1%**	6.1%	1.8%	3.8%
Residents with an ambulatory difficulty	**1.2%**	0.5%	2.0%	4.2%

Source: U.S. Census Bureau. "Disability Characteristics." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1810, 2022

Table 12: Race/Ethnicity in South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco, 2022

Residents with Disabilities	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
Residents with a Disability	**8.1%**	8.9%	7.4%	9.5%	7.3%	9.9%
Residents with a hearing difficulty	**2.0%**	2.1%	2.9%	1.1%	1.6%	3.1%
Residents with a vision difficulty	**1.5%**	2.2%	1.2%	1.8%	1.0%	1.5%
Residents with a cognitive difficulty	**3.4%**	2.4%	1.6%	6.6%	4.1%	3.8%
Residents with an ambulatory difficulty	**3.9%**	6.3%	3.3%	1.1%	4.7%	5.5%

Source: U.S. Census Bureau. "Disability Characteristics." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1810, 2022

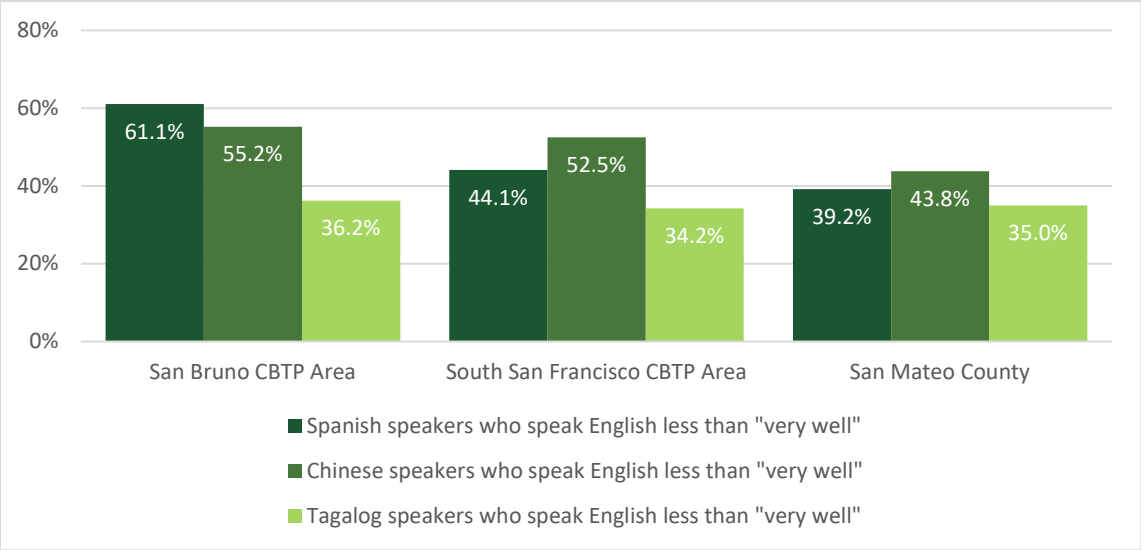
Language Proficiency

Almost two-thirds of residents in the San Bruno CBTP Study Area (65.1%) and 71 percent of residents in the South San Francisco CBTP Area speak a language other than English.

In the San Bruno CBTP Area, 45.8 percent of residents speak Spanish, and 12.8 percent speak an Asian or Pacific Island language. Residents in the San Bruno CBTP Area who speak Chinese represent 5.6 percent of residents; 3.3 percent speak Tagalog.

In the South San Francisco CBTP Area, 39.6 percent of residents speak Spanish, and 16.8 percent speak an Asian or Pacific Island language. Residents in the San Bruno CBTP Area who speak Chinese represent 6.1 percent of residents; six percent of residents speak Tagalog.

Figure 5: Study Area Residents who Say they Speak English Less Than "Very Well," by Language Spoken at Home, 2022



Source: U.S. Census Bureau. "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2022

Approximately 7,000 residents across both CBTP Areas (31%) say they speak English less than very well, which translates to one in four residents in the South San Francisco CBTP Area (27.3%) and one in three in the San Bruno CBTP Area (37.6%). Rates of English proficiency are much lower among adults 65 years and older across both CBTP Areas.

As displayed in the figure above, 44.1 percent of Spanish speakers in the South San Francisco CBTP Area say they have limited English speaking abilities. More than half of Chinese speakers (52.5%) and one-third of Tagalog speakers (34.2%) say they have limited English speaking abilities.

In the San Bruno CBTP Area, nearly two-thirds of Spanish speakers (61.1%) say they speak English less than very well. More than half of residents who speak Chinese (55.2%) and 36.2 percent of Tagalog speakers say they have limited English speaking abilities.

Table 13: Rates of Limited English Language Proficiency Among Residents in San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno, 2022

Residents who say they speak English less than "very well"	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
Speakers of all languages who speak English less than "very well"	**37.6%**	36.2%	39.1%	19.3%
Spanish speakers who speak English less than "very well"	**61.1%**	53.9%	68.6%	45.3%
Chinese speakers who speak English less than "very well"	**55.2%**	51.2%	69.8%	48.5%
Tagalog speakers who speak English less than "very well"	**36.2%**	45.3%	0.0%	32.3%

Source: U.S. Census Bureau. "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2022

Table 14: Rates of Limited English Language Proficiency Among Residents in South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco, 2022

Residents who say they speak English less than "very well"	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
Speakers of all languages who speak English less than "very well"	**27.3%**	36.6%	25.7%	35.7%	15.7%	19.3%
Spanish speakers who speak English less than "very well"	**44.1%**	50.1%	41.5%	53.5%	25.7%	38.9%
Chinese speakers who speak English less than "very well"	**52.5%**	69.1%	36.3%	69.9%	40.3%	46.4%
Tagalog speakers who speak English less than "very well"	**34.2%**	35.8%	37.2%	24.2%	37.8%	31.7%

Source: U.S. Census Bureau. "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2022

Vehicle Ownership

Approximately 11.3 percent of households in the San Bruno CBTP Area and 8.4 percent of households in the South San Francisco CBTP Area do not have at least one vehicle at home.

Many households without cars live in two Equity Priority Community Areas, in 6041.03 in San Bruno, where 16.9 percent of households do not have a vehicle, and 6022.02 in South San Francisco, where 12.6 percent of households do not have at least one vehicle. The percentages in the neighboring South San Francisco census tract 6022.01 also has high rates of households without vehicles (9.5%). The tables below this percentage for each of the six Equity Priority Community Areas.

Table 15: Households with Zero Vehicles, San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno, 2022

Households with Zero Vehicles	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
No vehicle available	**11.3%**	16.9%	4.3%	6.3%

Source: U.S. Census Bureau. "Household Size by Vehicles Available." American Community Survey, ACS 5-Year Estimates Tables, Table B08201, 2022

Table 16: Households with Zero Vehicles, South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco, 2022

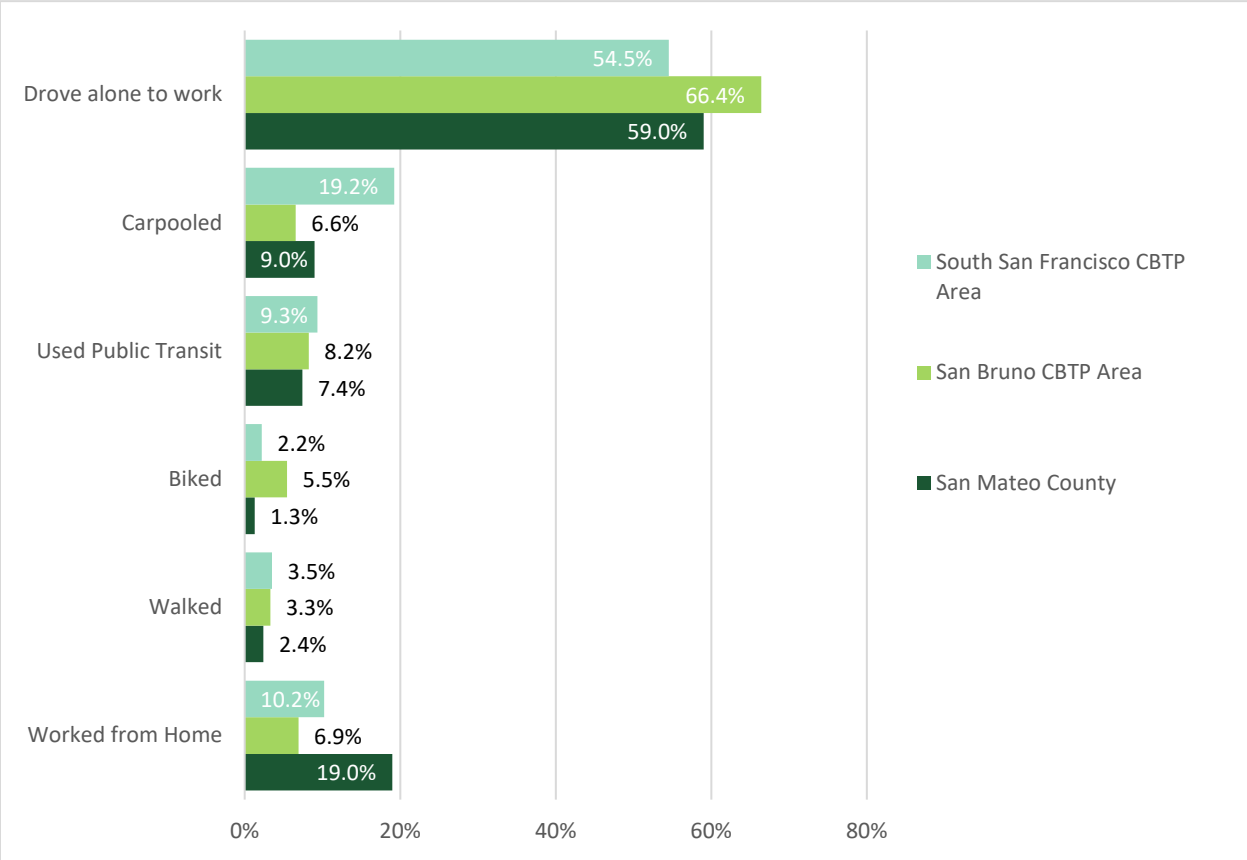
Households with Zero Vehicles	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
No vehicle available	**8.4%**	6.8%	9.5%	12.6%	4.4%	5.9%

Source: U.S. Census Bureau. "Household Size by Vehicles Available." American Community Survey, ACS 5-Year Estimates Tables, Table B08201, 2022

Travel Mode

Nearly three fourths of residents in both CBTP Areas drive to work—73 percent in the San Bruno CBTP Area and 73.8% in the South San Francisco CBTP Area. But many do not drive alone. In the South San Francisco CBTP Area, 19.2 percent of residents carpool to work, and this is as high as 25 percent of residents in some communities, as shown in the tables which follow below. Approximately 6.6 percent of residents in the San Bruno CBTP Area carpool to work.

Figure 6: Workers Who Commute in the CBTP Community Areas and Related Geographies, by Travel Mode, 2022

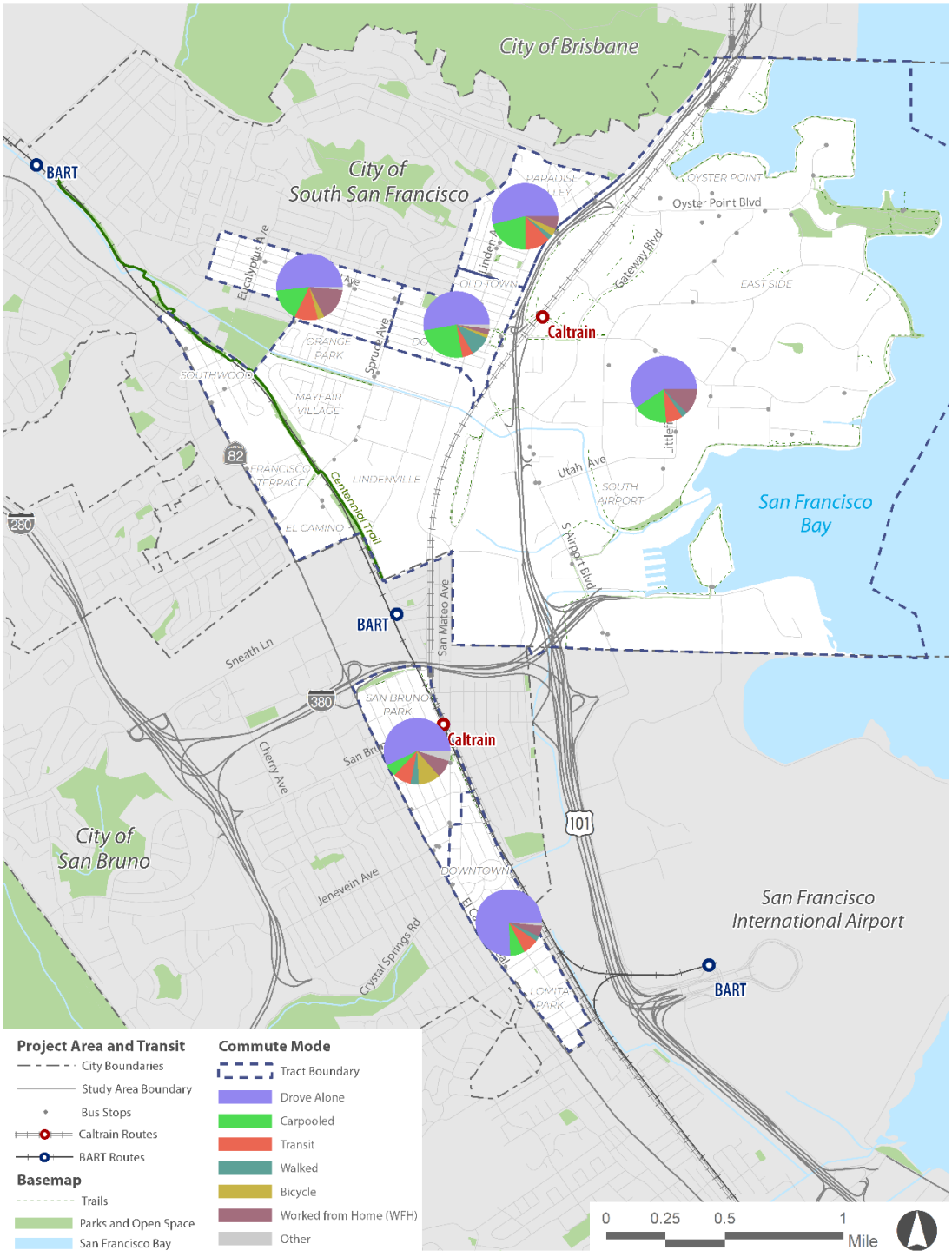


Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

Nine percent of all South San Francisco CBTP Area residents use public transit (9.3%) to get to work, while 3.5 percent of CBTP Area residents walk and 2.2 percent bike to work. In some neighborhoods within the South San Francisco CBTP Area, 10 percent of residents walk to work. In the San Bruno CBTP Area, 8.2 percent of residents use public transit, 5.5 percent bike to work and 3.3 percent walk. In parts of the CBTP Study Area, one in ten residents (10.7%) bike to work.

The map in Figure 7 and the tables that follow show this commute mode split for each of the six Equity Priority Community Areas in the CBTP Area.

Figure 7: Commute Mode Split, San Bruno and South San Francisco CBTP Equity Community Priority Areas, 2022



Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

Table 17: Means of Transportation to Work and Work Location, San Bruno CBTP Area, CBTP Census Tracts and City of San Bruno

Means of Transportation to Work and Work Location	Total San Bruno CBTP Area	San Bruno 6041.03	San Bruno 6041.04	City of San Bruno
Means of Transportation to Work				
Car, Truck or Van	**73.0%**	82.5%	63.1%	69.9%
Drove alone to work	**66.4%**	75.4%	57.1%	59.3%
Carpooled	**6.6%**	7.1%	6.0%	10.7%
Used Public Transit	**8.2%**	7.7%	8.8%	9.6%
Walked	**3.3%**	2.6%	4.0%	2.8%
Biked	**5.5%**	0.4%	10.7%	1.4%
Worked from Home	**6.9%**	5.2%	8.7%	14.6%
Worked in place of residence	**31.2%**	25.2%	37.5%	26.0%
Worked in county of residence	**73.7%**	68.4%	79.3%	64.5%

Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

Table 18: Means of Transportation to Work and Work Location, South San Francisco CBTP Area, CBTP Census Tracts and City of South San Francisco

Means of Transportation to Work and Work Location	Total South San Francisco CBTP Area	South San Francisco 6021	South San Francisco 6022.01	South San Francisco 6022.02	South San Francisco 6023	City of South San Francisco
Means of Transportation to Work						
Car, Truck or Van	**73.8%**	74.6%	67.8%	78.0%	75.7%	73.0%
Drove alone to work	**54.5%**	53.6%	51.7%	53.0%	59.0%	60.5%
Carpooled	**19.2%**	21.1%	16.1%	25.0%	16.7%	12.6%
Used Public Transit	**9.3%**	12.6%	11.4%	5.3%	8.1%	10.1%
Walked	**3.5%**	2.4%	0.0%	10.1%	2.8%	1.8%
Biked	**2.2%**	3.5%	3.2%	1.7%	0.7%	1.0%
Worked from Home	**10.2%**	6.3%	16.2%	2.8%	12.7%	12.9%
Worked in place of residence	**30.5%**	33.6%	26.4%	40.2%	25.1%	28.1%
Worked in county of residence	**70.1%**	67.2%	67.4%	72.7%	72.8%	63.1%

Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

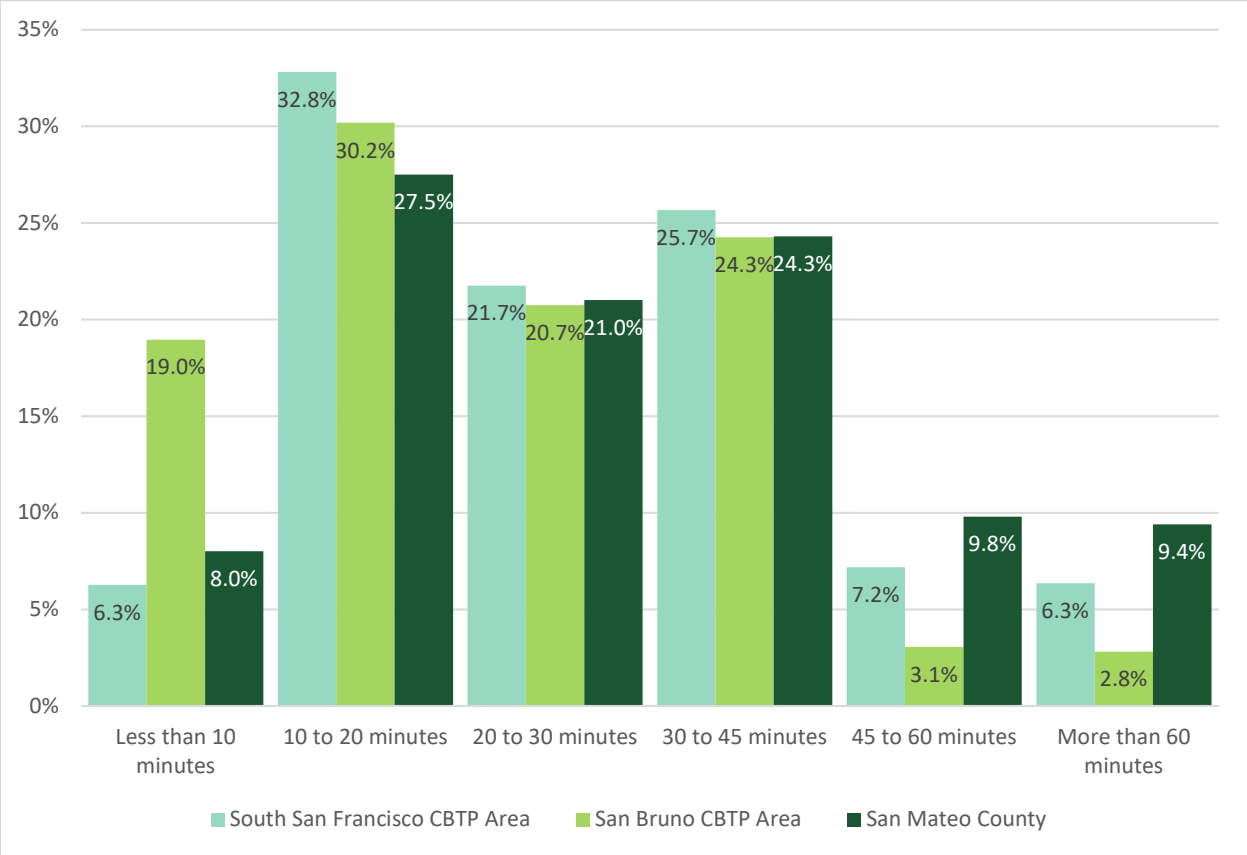
Work Location and Commute

Approximately one in three workers in both the San Bruno CBTP Area (31.2%) and South San Francisco CBTP Area (30.5%) work in the city they live in. Nearly three fourths of San Bruno CBTP Area residents (73.7%), and 70.1 percent of South San Francisco CBTP Area residents work in San Mateo County.

Ten percent of South San Francisco CBTP Area residents work from home, at least part of the week, which is less than half of the percentage of all San Mateo County residents who work from home (19%). Only 6.9 percent of San Bruno CBTP Area residents say they work from home.

Two thirds of all workers in the San Bruno CBTP Study Area (62.9%) and half of South San Francisco CBTP Area workers (54.6%) travel 20 to 24 minutes or less to get to work. While the commute for most CBTP Area residents is 45 minutes or less, 5.9% of San Bruno CBTP Area residents and 13.5% of South San Francisco CBTP Area residents travel 45 minutes or longer to get to work.

Figure 8: Travel Time (in Minutes) to Work for CBTP Area Residents



Source: U.S. Census Bureau. "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

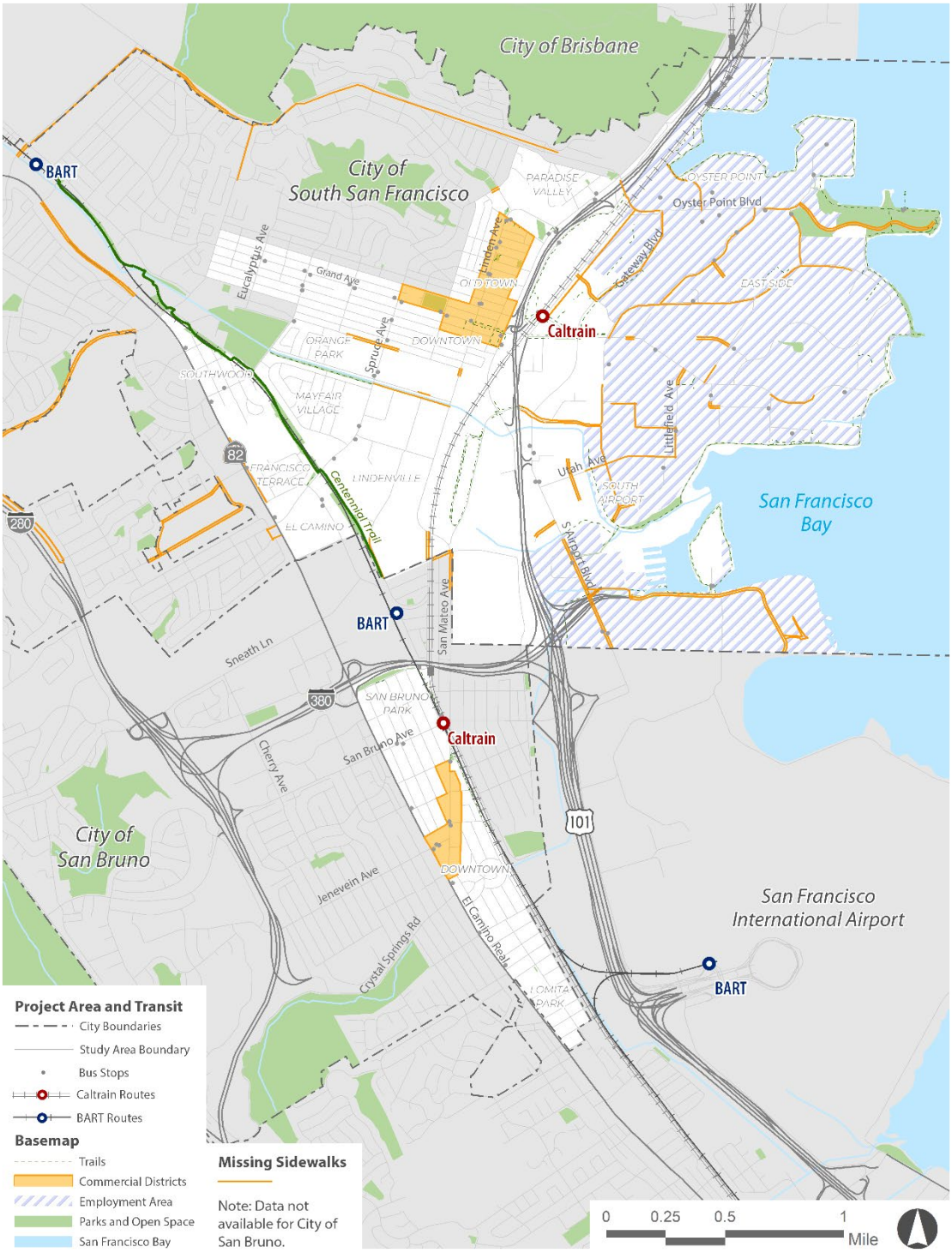
Bicycle and Pedestrian Travel and Barriers

Existing Pedestrian Infrastructure

The 2022 Active South City Plan highlights several pedestrian infrastructure elements including sidewalks, curb ramps, crosswalks, signals and beacons, and other pedestrian support facilities, such as shade structures, benches, and landscaping. The plan identifies several gaps in the existing pedestrian network, such as sidewalk gaps and degraded pedestrian support facilities. Within the study area, most of these sidewalk gaps are in the east of US-101 area, with additional gaps along El Camino Real and Railroad Avenue. The map in Figure 9 illustrates the gaps in sidewalks in and around the South San Francisco CBTP Area.

The 2016 City of San Bruno Walk 'n Bike Plan identified existing pedestrian facilities such as sidewalks, crosswalks, and off-street footpaths. The plan highlights that the city has a comprehensive system of sidewalks, marked crosswalks, and pedestrian crossing signals, especially on arterials and collectors. Additionally, many residential streets have sidewalks on at least one side of the street, and many intersections in residential areas have marked crosswalks, particularly when crossing a major street. Off-street footpaths are found within two parks, San Bruno City Park and Juniper Serra County Park, both within walking distance of the study area. San Bruno does not have an inventory of missing sidewalks.

Figure 9: Missing Sidewalks, South San Francisco CBTP Area



Source: Active South City Plan, 2022. Note: Data not available for the City of San Bruno

Existing Bicycle Network

The California Department of Transportation (Caltrans) recognizes four classifications of bicycle facilities as described below.

Class I—Shared-Use Pathway:	Provides a completely separated right-of-way for the exclusive use of cyclists and pedestrians with crossflow minimized (e.g., off-street bicycle paths).
Class II—Bicycle Lanes:	Provides a striped lane for one-way travel on a street or highway. May include a "buffer" zone consisting of a striped portion of roadway between the bicycle lane and the nearest vehicle travel lane.
Class III—Bicycle Route:	Provides for shared use with motor vehicle traffic; however, are often signed or include a striped bicycle lane.
Class IV—Separated Bikeway:	Provides a right-of-way designated exclusively for bicycle travel adjacent to a roadway and which are protected from vehicular traffic. Types of separation include, but are not limited to, grade separation, flexible posts, inflexible physical barriers, or on-street parking.

South San Francisco's existing bicycle network includes a mix of these facility types and totals to more than 50 miles, or 31% of the city's roadways. Within the network, 24.25 miles, or 16% of the city's roadways, are dedicated facilities, separated from vehicle traffic. The existing network is comprised of 10 miles of Class I shared-use paths, 14 miles of Class II bike lanes, 22 miles of Class III bike routes, and 0.25 miles of Class IV separated bikeways.

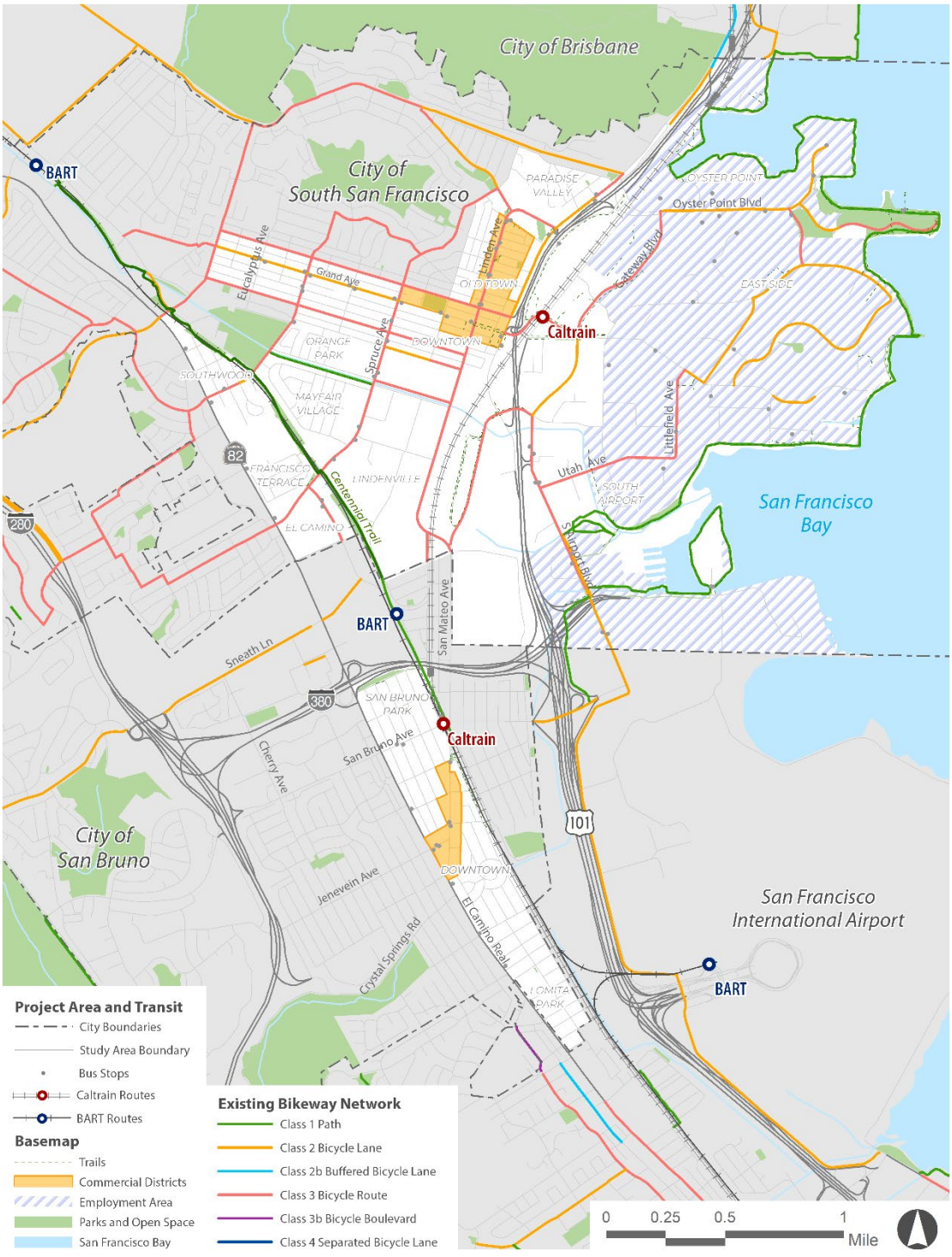
Based on the 2016 City of San Bruno Walk 'n Bike Plan, the city has a limited bicycle network, with Class II bike lanes on only a handful of streets including Sneath Lane, Commodore Drive, and Sharp Park Road. Within the study area, San Bruno's bike network primarily consists of bicycle facilities along the length of the Huntington/San Antonio Avenue corridor. The City does not have any formal off-street bicycle paths.

The map in Figure 10 displays the existing bicycle networks by class in the CBTP Areas and surrounding neighborhoods in South San Francisco and San Bruno. An additional view on the next page (Figure 11) shows the bike network in San Bruno as proposed in its Walk n Bike Plan.

Physical Travel Barriers

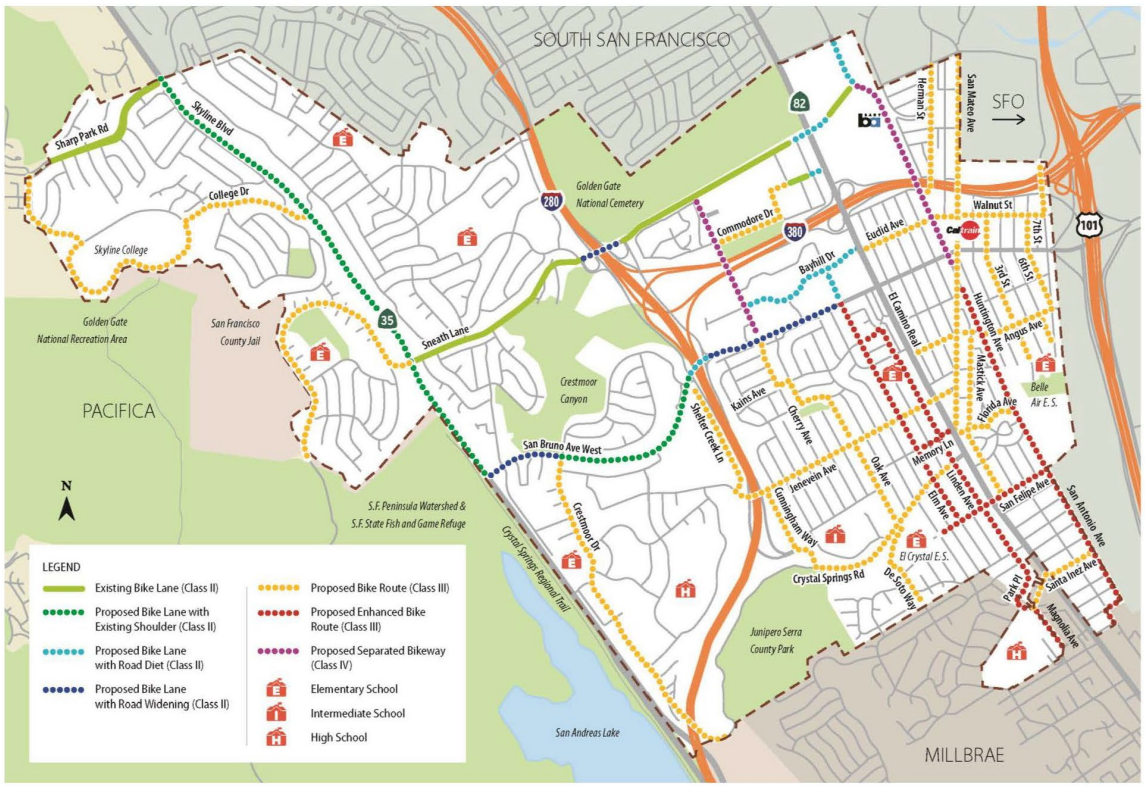
Several physical barriers present challenging crossings in the study area, reducing mobility for pedestrians and cyclists. The barriers include US-101, Interstate 380, and State Highway 82 (El Camino Real) as well as Colma Creek and Caltrain's right of way. See the map in Figure 12, which visualizes these barriers across the CBTP Study Area. Some of these are impassable outside of designated crossings while some are more permeable but involve a high-stress and time-consuming crossing.

Figure 10: Existing Bicycle Networks in South San Francisco and San Bruno



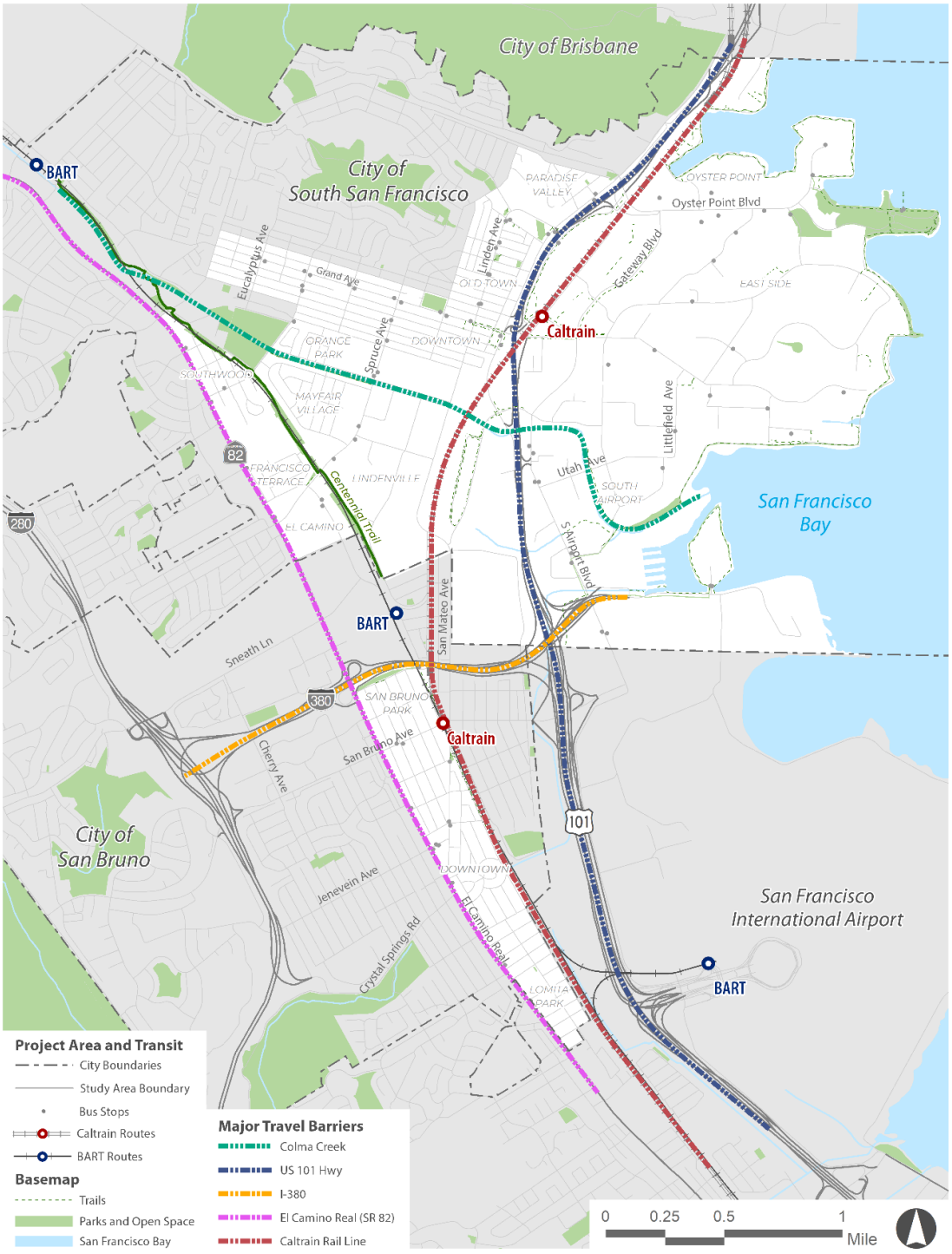
Source: C/CAG Countywide Bicycle and Pedestrian Plan

Figure 11: Existing and Proposed Bicycle Network in San Bruno (2016)



Source: City of San Bruno Walk n Bike Plan, p.83

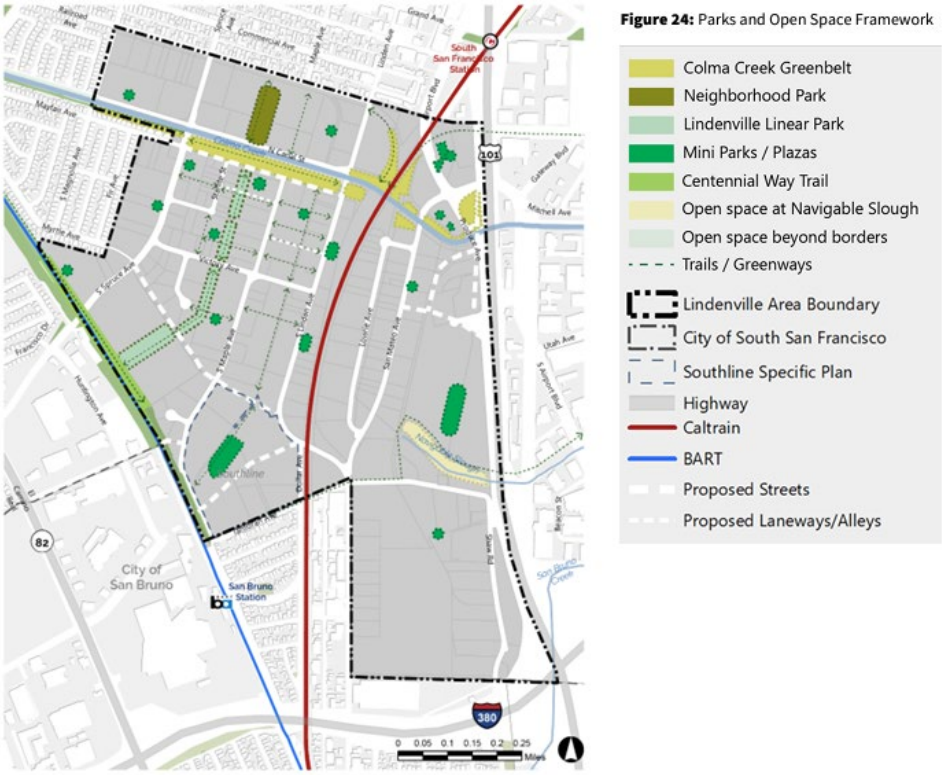
Figure 12: Travel Barriers in the CBTP Study Area



Key Recommendations from Relevant Plans

The previous South San Francisco/San Bruno Community-Based Transportation Plan (CBTP) included a strategy aimed at improving pedestrian amenities. Since the previous CBTP was developed in 2012, South San Francisco upgraded El Camino Real between the BART station and Arroyo Drive and will be launching a study of additional improvements. San Bruno and South San Francisco are also in the process of planning access improvements around the San Bruno BART Station along Huntington Avenue and Sneath Lane. In addition to the goals set forth in the 2022 Active South City Plan, the South San Francisco General Plan proposes policies to improve pedestrian connections and sidewalks and expand pedestrian amenities such as street furniture and lighting. The Lindenville Specific Plan also envisions a network of connected trails, greenways, and open spaces, that would enhance the pedestrian experience in much of South San Francisco.

Figure 13: Lindenville Specific Plan, Parks and Open Space Framework



Source: Lindenville Specific Plan, 2023, p.101. [Lindenville Specific Plan – Shape South San Francisco]

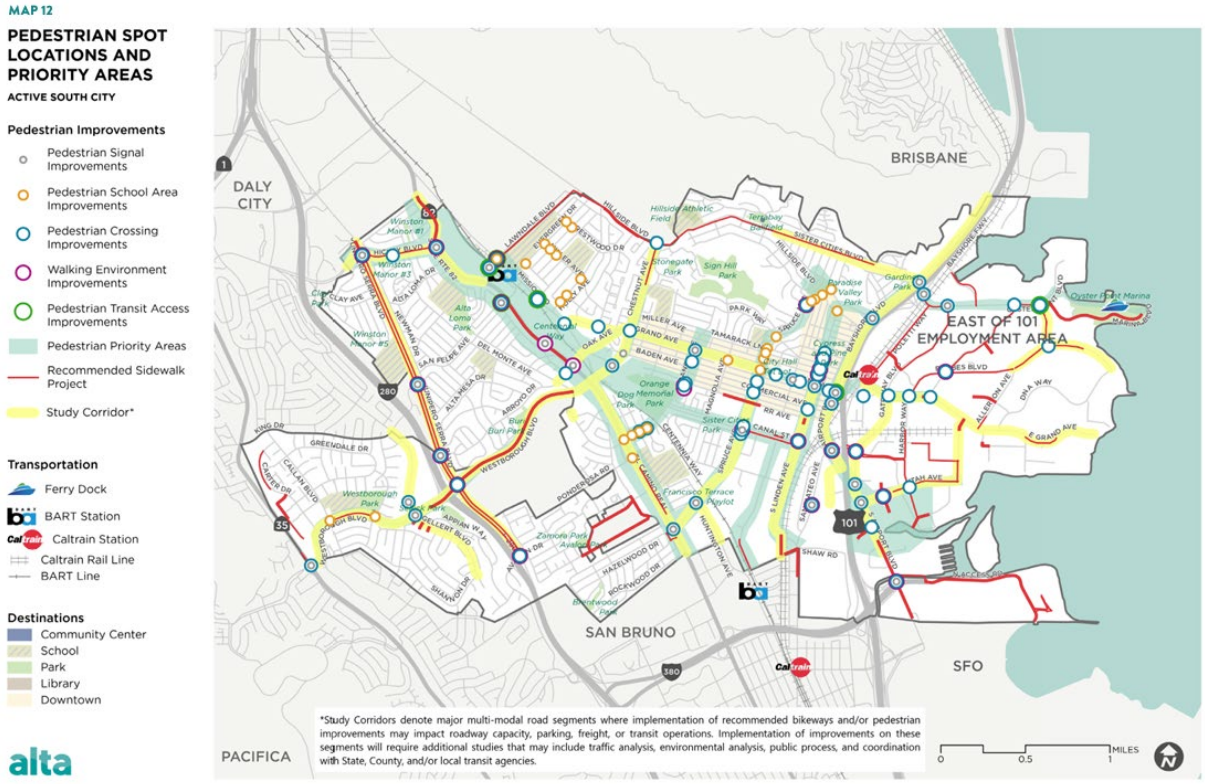
The San Bruno Walk 'n Bike Plan sets the goal of making walking more pleasant and convenient by filling existing sidewalk gaps, removing pedestrian obstacles, and providing more pedestrian amenities such as street lighting and benches. The Active South City Plan and the San Bruno Walk 'n Bike Plan each identify intersections and corridors for pedestrian infrastructure improvements within the study area. Many of the pedestrian improvements along El Camino and San Bruno Avenue have since been implemented.

Figure 14: Proposed Pedestrian Projects, San Bruno Walk n Bike Plan



Source: San Bruno Walk n Bike Plan, p. 72

Figure 15: Pedestrian Priority Areas, Active South City Plan



Source: Active South City Plan, p. 58

In the previous CBTP, "Improve Bicycle Amenities" was also listed as a strategy. Since then, South San Francisco developed the Active South City Plan, and San Bruno developed the Walk n Bike Plan. The 2022 Active South City Plan sets goals to improve bicycle and pedestrian network connectivity to major transit stops and community destinations such as parks, schools, libraries, and community centers. The plan specifically identifies gaps in the network and recommends upgrading 29 miles of the network, for a full buildout milage of approximately 73 miles. The proposed bicycle network would include over 20 miles of Class IV separated bikeways. Within the study area, there are many corridors with proposed added and improved bicycle infrastructure, including upgraded Class IV separated bikeways on E. Grand Avenue, Utah Avenue, Airport Boulevard, El Camino Real, Sister Cities Boulevard, and Chestnut Avenue.

The City of San Bruno Walk 'n Bike plan set a goal of creating a bicycle network that connects residents to destinations within and beyond San Bruno, including downtown, rail transit stations, schools, parks, and other key destinations. The plan identifies a total of 53 corridors for bike network expansion, including several proposed Class III bike routes along Euclid Avenue, Angus Avenue, Mastick Avenue, and San Mateo Avenue within the study area. These would all intersect with the existing bike lanes on the Huntington/San Antonio corridor, which the city is in the process of upgrading to a Class IV bikeway.

Transit Service and Ridership

Service Coverage

The following transit operators serve the study area, offering rail, bus, shuttle, and ferry services, illustrated in the map in Figure 16.

Rail

BART provides regional rail service between the East Bay, San Francisco, and San Mateo County. The South San Francisco, San Bruno, and San Francisco International Airport stations are within a mile of the study area. Two BART lines serve the South San Francisco, San Bruno, and San Francisco International Airport Stations: the Yellow Line connecting Antioch with San Francisco International Airport, and the Red Line connecting Richmond and Millbrae. Both lines travel to the East Bay via San Francsico. The Yellow line operates every 15 minutes throughout the day, and the Red Line has 20-minute headways.

Caltrain provides passenger rail service on the Peninsula between San Francisco and San José, and limited service to Morgan Hill and Gilroy during weekday commute periods. The South San Francisco Caltrain Station serves local, limited, and express trains, with approximately 15-minute headways during peak times and 30-minute headways during off-peak times in both the northbound and southbound directions. The San Bruno Caltrain Station serves local trains, with 30-minute headways throughout the day in both the northbound and southbound directions. The Caltrain stations are both within the study area.

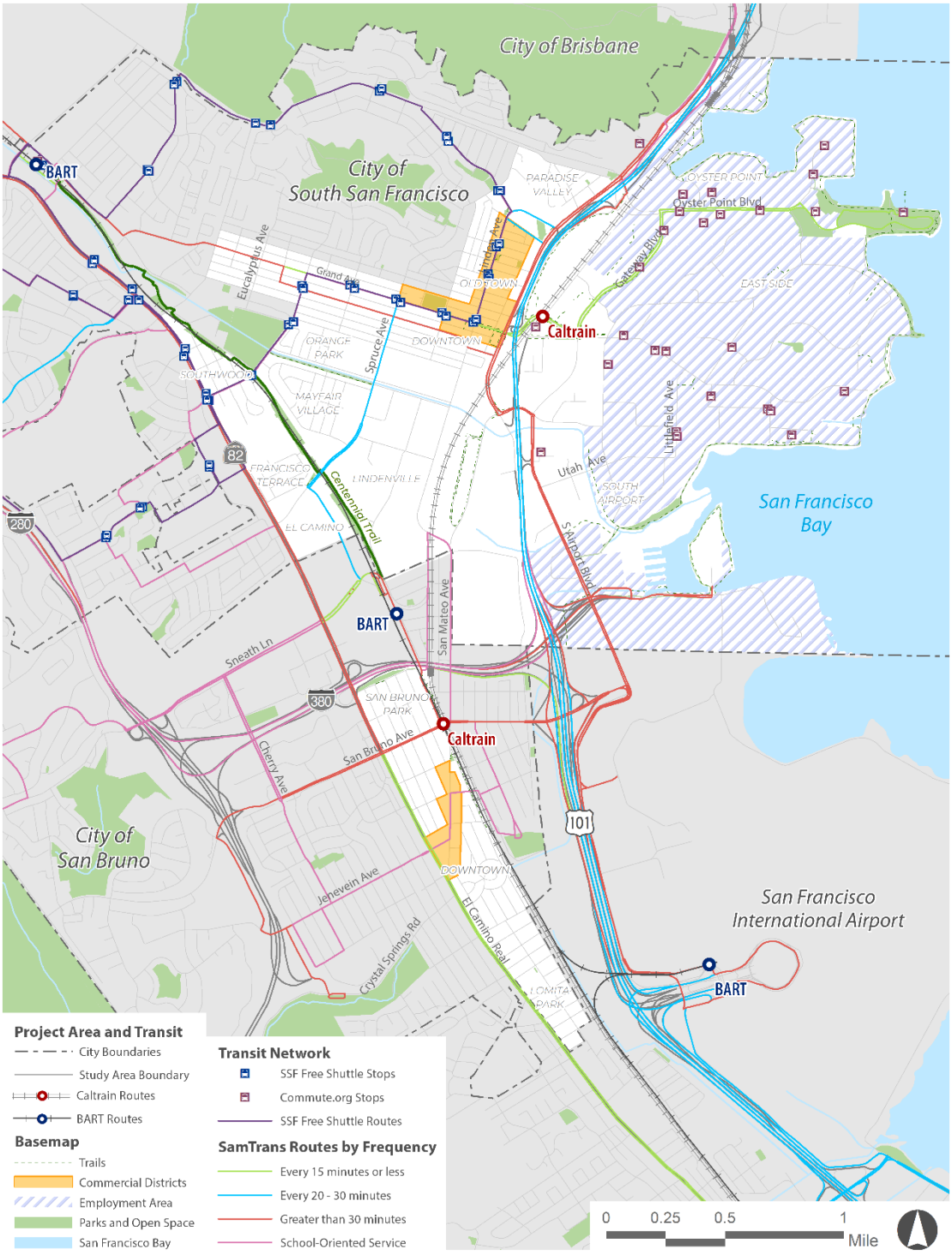
Bus

SamTrans is the regional bus provider for San Mateo County. Several routes connect the study area to Palo Alto, Daly City, and downtown San Francisco. SamTrans routes that serve the study area include the those listed in the chart in Figure 17 on the next page. Figure 18 illustrates SamTrans stop locations by the average number of weekly boardings, taken from data collected in August 2024. The bus stops with the greatest number of boardings include BART stops in South San Francisco and San Bruno, and several stops in downtown South San Francisco.

Ferry

The Water Emergency Transportation Authority (WETA) provides weekday commuter ferry service between the Oakland/Alameda ferry terminals and the South San Francisco Ferry Terminal. There are three morning departures from Oakland/Alameda to South San Francisco, and three evening departures from South San Francisco to Oakland/Alameda.

Figure 16: Transit Service in the CBTP Study Area



Sources: GTFS; SamTrans; BART; Commute.org

Figure 17: SamTrans Bus Routes with Service in the CBTP Study Area

Route	Hours of Service
Route 41 (Parkside IL – San Bruno BART)	School-Oriented Service
Route 130 (Daly City BART - Airport & Linden/Oyster Point)	Weekdays: Operates between 5:00 AM and 12:04 AM with 10- to 15-minute peak hour headways Weekends: Operates between 6:00 AM and 10:25 PM with 15-minute peak hour headways
Route 138 (Safe Harbor Shelter)	Limited outbound AM service and inbound PM service on weekdays and weekends
Route 141 (Airport/Linden - Skyline College)	Weekdays and Weekends: Operates between 6:15 AM and 10:48 PM with 30-minute peak hour headways
Route 142 (SFO - Shelter Creek)	Weekdays and Weekends: Operates between 6:02 AM and 6:21 PM with 60-minute peak hour headways
Route 292 (San Francisco - SFO - Hillsdale Mall)	Weekdays: Operates 24 hours per day with 20-minute peak hour headways Weekends: Operates between 4:00 AM and 2:52 AM with 30-minute peak hour headways
Route 397 (San Francisco - Palo Alto Transit Ctr)	Weekdays and Weekends: Overnight service with 40 – 60-minute headways
Route ECR (Daly City BART - Palo Alto Transit Ctr)	Weekdays: Operates between 5:00 AM and 2:00 AM with 15-minute peak hour headways Weekends: Operates between 4:50 AM and 2:20 AM with 15-minute peak hour headways
Route EPX (East Palo Alto - San Bruno BART and San Francisco)	Weekdays: Operates between 5:05 AM and 8:15 PM with 40- to 50-minute headways

Source: SamTrans

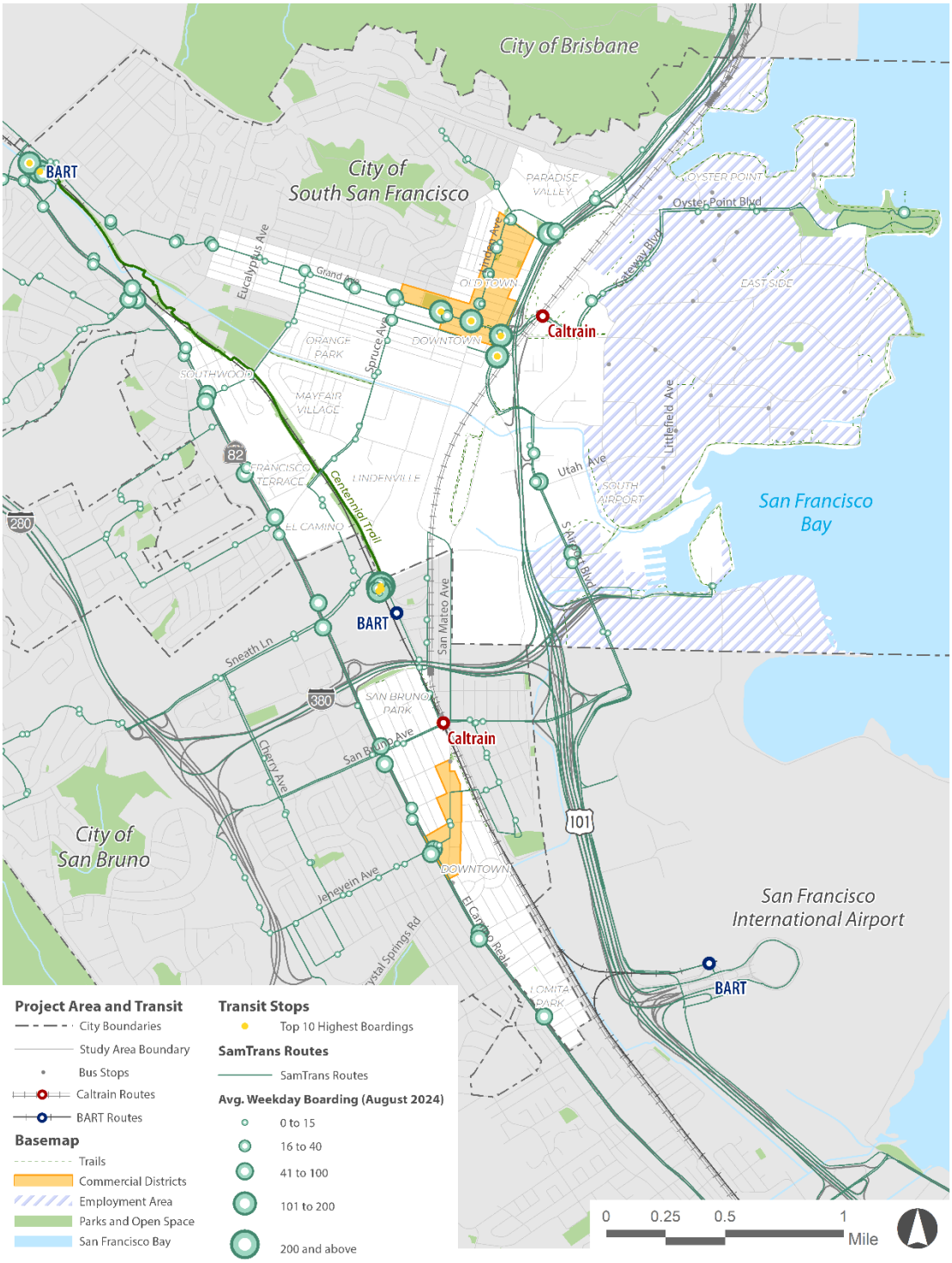
Shuttle

The City of South San Francisco operates three free shuttles: the Western Shuttle Route (Orange Route), the Clockwise Shuttle Route (Blue Route), and the Counterclockwise Shuttle Route (Green Route). The Orange Route offers connections between the Serramonte Center, South San Francisco BART/Route 130, schools, and parks. The Blue and Green Routes connect with South San Francisco BART/Route 130, Route ECR, City Hall, medical facilities, recreation facilities, schools, and parks.

Commute.org operates seven shuttle routes in the South San Francisco study area that connect various employment centers in the area east of US-101 to the South San Francisco BART and Caltrain stations and the South San Francisco Ferry Terminal. The shuttle routes include One Tower Place, Oyster Point BART, Oyster Point Caltrain, Oyster Point Ferry, Utah-Grand ABRT, Utah-Grand Caltrain, and Utah-Grand Ferry.

Oyster Point Mobility provides commuting options in the Oyster Point area of South San Francisco, offering connections to BART, Caltrain, and the SF Bay Ferry at the Oyster Point Marina Terminal.

Figure 18: SamTrans Transit Stops by Average Weekly Boardings, August 2024



Source: SamTrans

Service Gaps

While there are a number of transit options available in and around the study area, several factors limit their impact on residents' mobility. First, due to the high number of transit providers, service in the area is not always well integrated, and a single trip often involves navigating more than one system. Additionally, many of the providers primarily serve traditional commuters, so service is sparser during off-peak hours, including the middle of the day and later in the evening.

The focus on commuters is also reflected in the imbalance between the prevalence of north-south routes, which connect the study area to San Francisco and the South Bay, and the relative lack of east-west routes, which enable trips between the study area and the surrounding communities. Finally, the same physical barriers which limit pedestrian and bicycle mobility also limit residents' access to transit. These include the freeways running through the study area, Colma Creek, and Caltrain's right of way.

Key Recommendations from Relevant Plans

Several local plans have implications for the future of transit in the study area. The previous South San Francisco/San Bruno CBTP identified several strategies related to transit improvements, including improving stop amenities and security, improving affordability of transit, increasing SamTrans bus service, improving connectivity of existing service, and enhancing access to the South San Francisco Caltrain station. Programs such as the free South City Shuttle have supported the implementation of some of these strategies. Since that time the South San Francisco Caltrain station has been relocated to connect directly with Grand Avenue and E. Grand Avenue for easier access and a more open, pleasant rider experience on the platforms.

The 2022 Shape South San Francisco General Plan includes recommended actions to improve station access, leverage employee transportation demand management programs, and implement transit improvements including transit signal priority, bus bulb outs, and bus-only lanes on transit priority corridors. The 2013 San Bruno Transit Corridors Plan lays out a vision of the city's commercial corridors that are accessible by transit and full of more dense, mixed-use land uses. Key transit recommendations identified in the Corridors Plan include implementing a circulator shuttle route, enhancing bus shelters and waiting areas, and promoting opportunities to increase transit ridership.

Additionally, as a result of the Reimagine SamTrans project, SamTrans finished implementing an updated bus network in August 2024. The new network includes improved frequency, expanded service hours, more direct routes, new connections, and a new on-demand service. SamTrans also initiated the Bus Stop Improvement Plan (BSIP) in 2022 to enhance the bus stop experience for all customers by upgrading amenities and facilities. This included changing stop locations and consolidating bus stops on El Camino Real to improve service travel times.

Traffic Hotspots and Vehicle Volumes

Due in part to the study area's location on the peninsula between San Francisco and Silicon Valley, several heavily trafficked arterials and freeways run through it. US-101, CA-82 (El Camino Real), and I-380 all increase access to regional destinations for residents of the study area. They also enable vehicle travel to and from adjacent employment centers such as the East of 101 employment area and San Francisco International Airport. While these freeways improve mobility for study area residents, their high levels of vehicle traffic also bring negative consequences to the area. The map in Figure 19 shows the traffic volumes during afternoon peak hour travel in the CBTP Study Area.

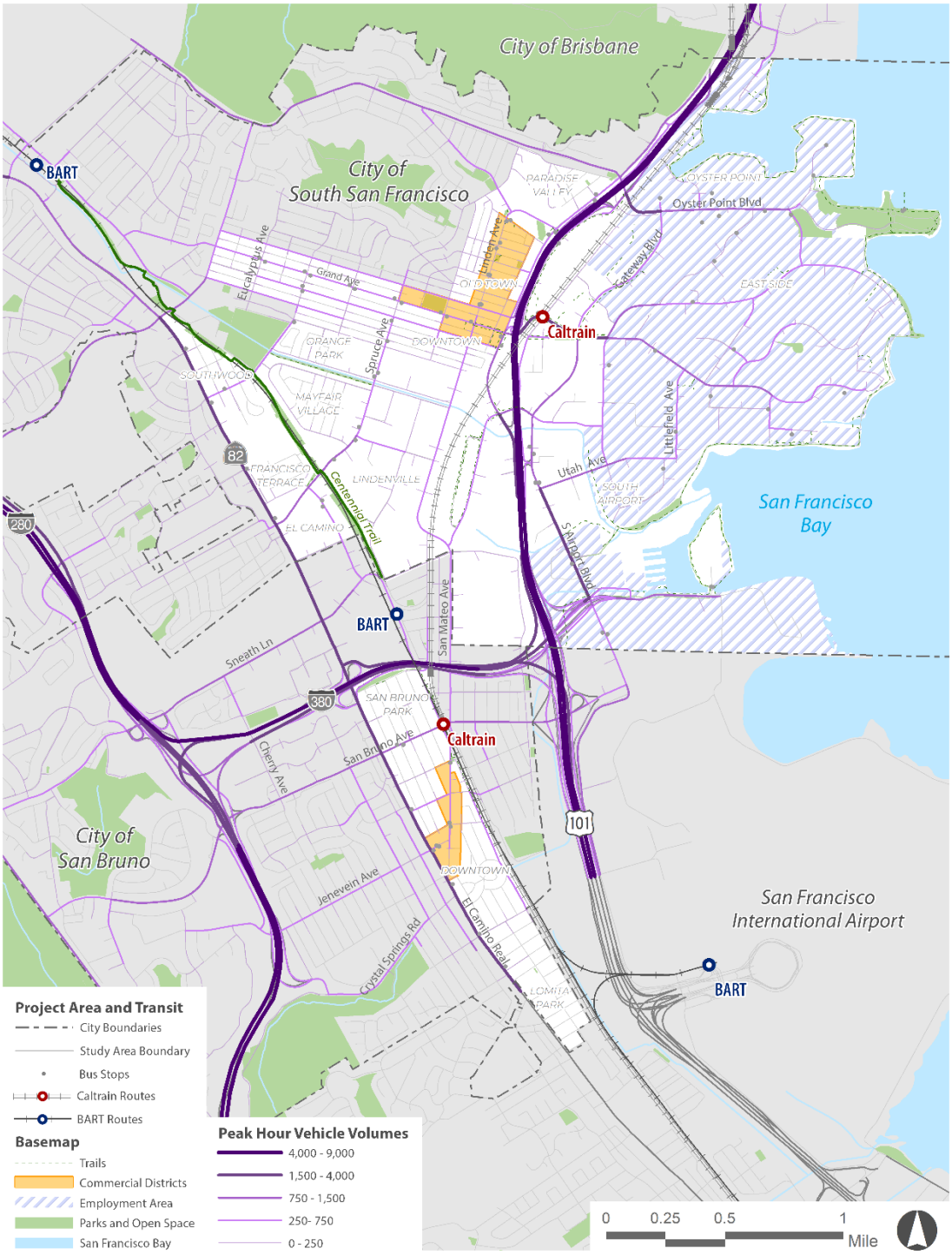
Several portions of the study area have disproportionately high pollution burdens from diesel particulate matter and congestion, two pollution sources that stem from the area's industrial and logistics uses and its proximity to high-volume roadways. The high proportion of freight truck traffic traveling to, from, and through the area disperse diesel particulate matter, and exhaust from non-diesel vehicles contains many toxic chemicals that may pose health risks to the study area's residents and workers. Based on these and other socio-economic factors, Caltrans has identified the portions of the study area west of US-101 as Transportation-Based Priority Populations, meaning that residents in those areas are most burdened by the transportation system and receive the fewest benefits from it. See the Caltrans Transportation Equity Index (EQI) map in Figure 20 which illustrates these communities in the CBTP Study Area.

Another local transportation burden is the congestion caused by the high traffic volumes on adjacent freeways. During the afternoon peak period (4-6pm), US-101 and I-380 both experience congested conditions, most notably at the interchange between the two freeways. Traffic congestion on US-101 also backs up onto the roadways near its on and off ramps, including Linden Avenue and Grand Avenue to the west and East Grand Avenue and Gateway Boulevard to the east.

Key Recommendations and Actions from Relevant Plans

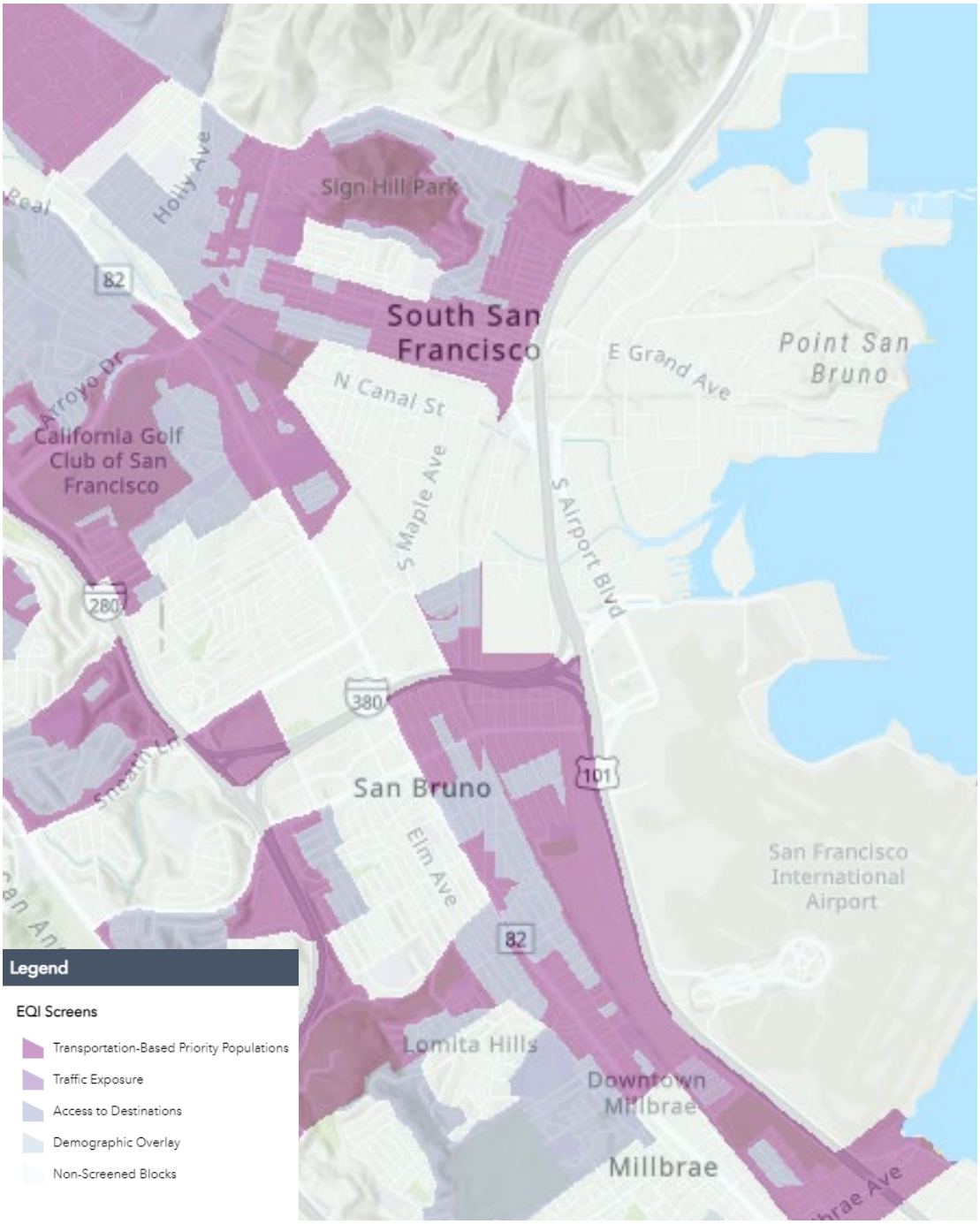
South San Francisco, in their 2040 General Plan, *Shape SSF*, identified congestion as a potential hindrance to economic growth of the city, as it could deter commercial and residential growth. The plan identifies that traffic congestion could particularly threaten growth of the East of 101 portion of the study area where many jobs are distant from Caltrain. However, the city has begun to address this issue by partnering with large employers in the area, including Genentech, to implement transportation demand management measures such as commute shuttles. At the time of the writing of the general plan, South San Francisco was also working to establish a community facilities district to fund transportation and infrastructure upgrades in the East of 101 area. *Shape SSF* also identifies walkable station areas and first/last mile options as critical to reducing congestion and improving the overall transportation system in South San Francisco. These improvements are particularly importation for the East of 101 and Lindenville areas where buses and shuttles provide reliable connections and can substantially reduce burdens from traffic congestion and delays.

Figure 19: Traffic Volumes in the CBTP Study Area



Source: South San Francisco Sub Area Model

Figure 20: Caltrans Transportation Equity Index (EQI) in the CBTP Study Area



Source: Caltrans Transportation Equity Index (EQI) [Caltrans Transportation Equity Index (EQI) Version 1.0 Web Map]

Roadway Safety

Extensive roadway safety planning has been conducted in South San Francisco and San Bruno and both cities have Local Roadway Safety Plans (LRSP) that identify collision patterns and trends as well as recommended safety interventions. South San Francisco and San Bruno have both identified high injury networks in previous planning documents, as displayed in the maps which follow below in Figures 21 and 22. These networks represent roadway segments and intersections in each city that pose the highest safety risks.

In San Bruno, the high injury network accounts for 55 percent of injury collisions and 83 percent of fatal or seriously injured collisions between 2015 and 2019. In South San Francisco, the high injury network accounts for 75 percent of injury collisions between 2015 and 2019, with greater weight being assigned to collisions that resulted in a fatality or serious injury. Focusing safety improvements along these corridors would have the highest level of impact.

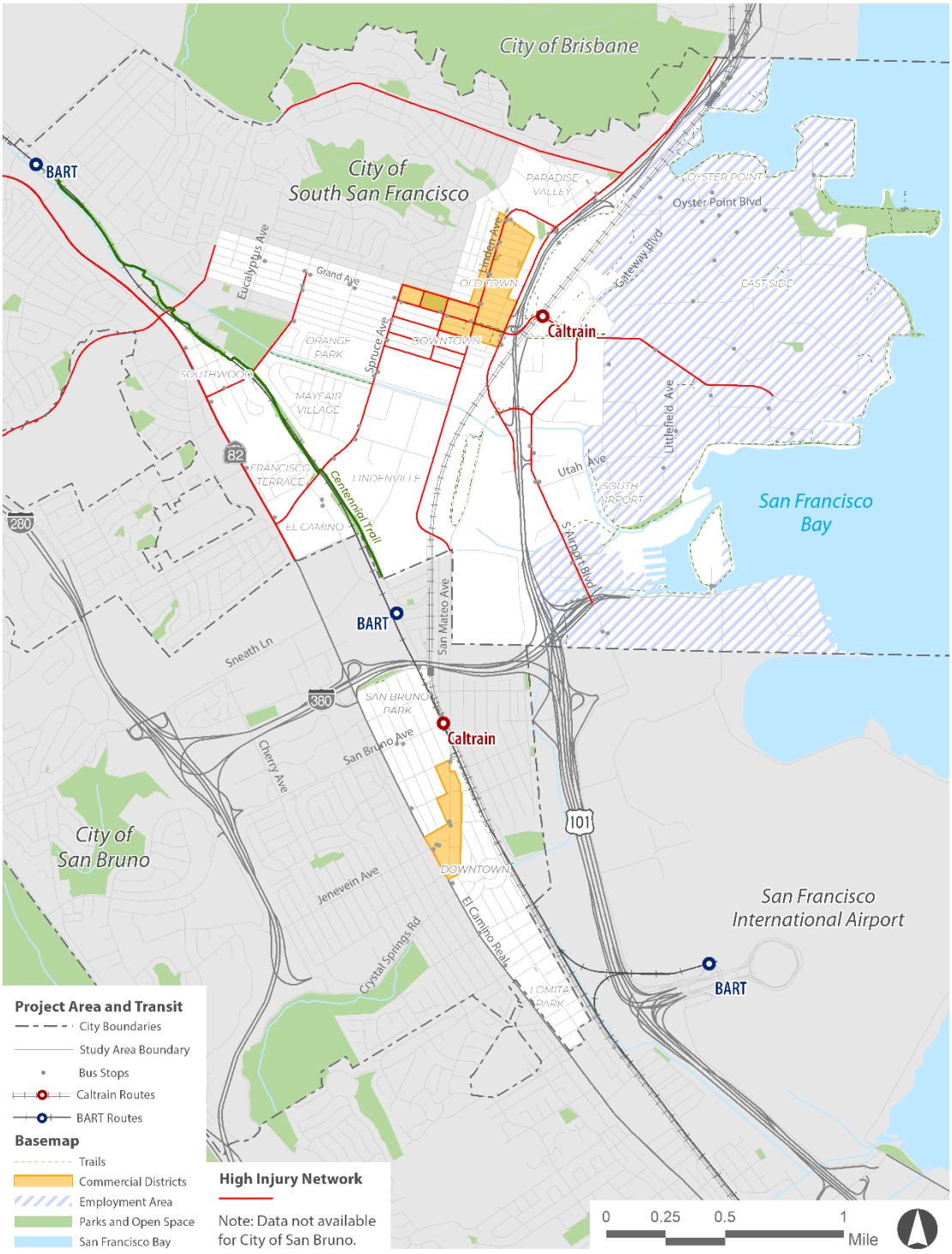
Key Recommendations and Actions from Relevant Plans

The LRSP for each city identifies priority roadway segments and intersections for future roadway safety improvements. In San Bruno, many of the priority intersections are concentrated along El Camino Real and San Bruno Avenue, both of which run through the study area. Safety projects, including intersection improvements at both signalized and unsignalized intersections (installing raised pavement and striping, advanced stop bars, and RRFBs) and roadway segment improvements (installing separated bike lanes) are identified for many intersections and segments throughout San Bruno, including several intersections along El Camino Real. In South San Francisco, the priority intersections within the study area include:

- Linden Avenue and Grand Avenue,
- Grand Avenue and Spruce Avenue,
- Spruce Avenue and North Canal Street,
- Commercial Avenue and Chestnut Avenue, and
- Shaw Road and San Mateo Avenue.

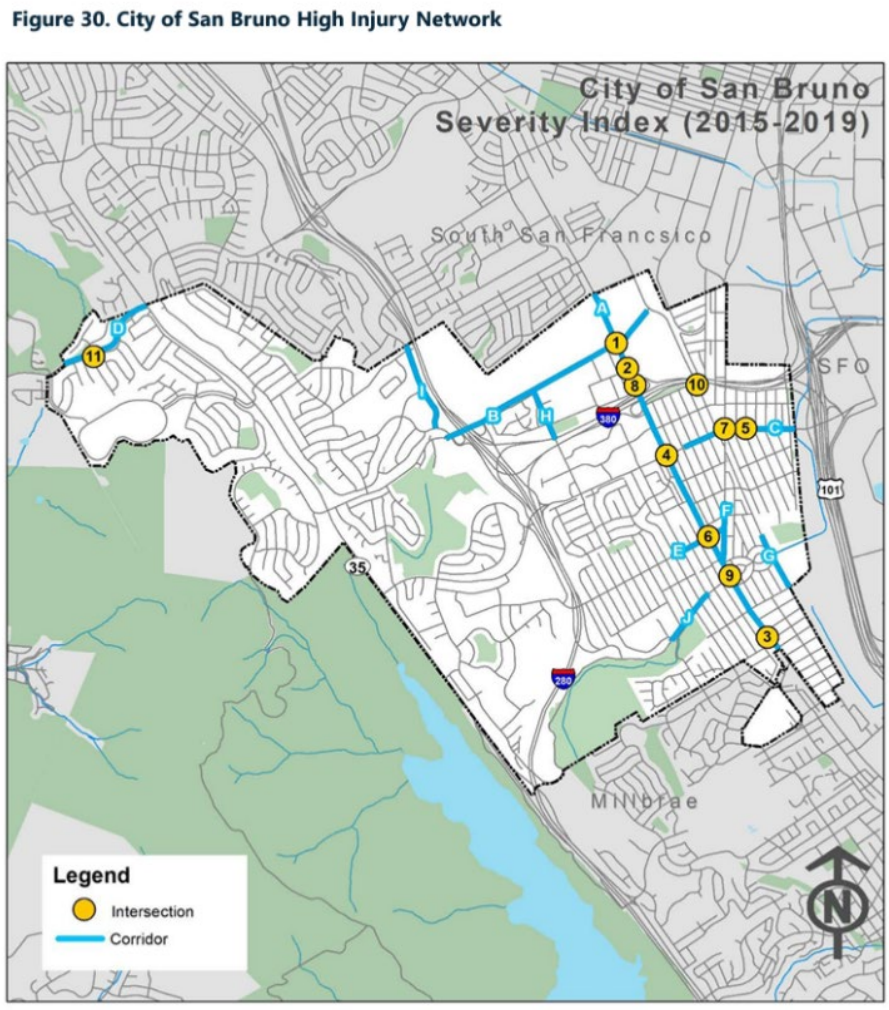
The South San Francisco 2040 General Plan *Shape SSF* and LRSP identify broad policies and actions that the city can take to enhance safety for all road users. *Shape SSF* discusses improving safety for pedestrians and cyclists by enhancing street crossings at key locations like El Camino Real and near the South San Francisco BART station. The city plans to implement measures such as median refuges, bulb-outs, highly visible crosswalks, and flashing beacons to increase safety at intersections throughout the city. Additionally, there is a broader effort to reduce vehicle speeds and implement traffic calming measures across the city to decrease the frequency and severity of collisions, with an emphasis on high-risk areas like school zones and streets with vulnerable users. South San Francisco has also developed an action item to develop a Vision Zero Action Plan, which is consistent across *Shape SSF* and their LRSP.

Figure 21: City of South San Francisco, High Injury Network



Source: Shape SSF

Figure 22: City of San Bruno High Injury Network



Source: City of San Bruno, Local Roadway Safety Plan, p.33

Appendix: CBTP Community Area Data Profiles

Data Sources

The source data for the profiles on the following pages are from U.S. Census American Community Survey 5-Year Estimates data tables used by the MTC to determine where census tracts met the designation of Equity Priority Area Community. These sources are:

- "Demographic and Housing Estimates." American Community Survey, ACS 5-Year Estimates Data Profiles, Table DP05, 2012 and 2022
- "Median Income in the Past 12 Months (in 2022/2012 Inflation adjusted dollars)." American Community Survey, ACS 5-Year Estimates Data Profiles, Table S1903, 2022
- "Poverty Status in the Past 12 Months." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1701, 2022
- "Poverty Status in the Past 12 Months of Families by Family Type by Work Experience of Householder and Spouse." American Community Survey, ACS 5-Year Estimates Data Profiles, Detailed Table B17016, 2022
- "Disability Characteristics." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1810, 2022
- "Language Spoken at Home for the Population 5 Years and Over." American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001, 2022
- "Household Size by Vehicles Available." American Community Survey, ACS 5-Year Estimates Tables, Table B08201, 2022
- "Commuting Characteristics by Sex." American Community Survey, ACS 5-Year Estimates Tables, Table S801, 2022

Total San Bruno – South San Francisco CBTP Study Area

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	24,012	
Total Households	7,743	
Total Single Parent Families	1,790	34.2%
Household Median Income	$104,458	
Residents with incomes 200% of poverty threshold	5,325	22.3%
Single Parent Families below poverty	298	5.7%
Rent-burdened households (30% or more of income toward housing costs)	2,816	54.4%
Severely rent-burdened households (50% or more toward housing costs)	1,653	31.9%
Non-white residents	17,625	73.4%
Latino or Hispanic	12,858	53.5%
Asian	6,121	25.5%
Chinese	1,780	7.4%
Filipino	2,350	9.8%
Native Hawaiian or other Pacific Islander	1,562	6.5%
Black or African American	575	2.4%
American Indian or Alaska Native	485	2.0%
Speaks English less than very well (all residents)	7,066	30.9%
Speaks Spanish at home	9,550	41.7%
Spanish speaker speaks English less than very well	4,828	50.6%
Speaks Chinese (incl Mandarin, Cantonese) at home	1,405	6.1%
Chinese speaker speaks English less than very well	750	53.4%
Speaks Tagalog (incl. Filipino) at home	1,379	6.0%
Tagalog speaker speaks English less than very well	477	34.6%
Residents 75 years of age and older	1,097	4.6%
Resident under 16 years old	4,326	18.0%
Residents with Disabilities	2,032	8.5%
Zero Vehicle Households	724	9.4%
Drives Alone to Work	7,923	58.9%
Carpools to Work	1,970	14.6%
Uses Public Transit to Work	1,204	8.9%
Walks to Work	462	3.4%
Bikes to Work	455	3.4%
Works From Home	1,213	9.0%
Mean Travel Time to Work, in minutes	20 to 24 mins	
Works in City of Residence	4,142	30.8%
Works in San Mateo County	9,616	71.4%

San Bruno CBTP Area (Census Tracts 6041.03 and 6041.04)

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	8,206	
Total Households	2,576	
Total Single Parent Families	585	36.2%
Household Median Income	$108,625	
Residents with incomes 200% of poverty threshold	1,483	18.2%
Single Parent Families below poverty	73	4.5%
Rent-burdened households (30% or more of income toward housing costs)	930	52.6%
Severely rent-burdened households (50% or more toward housing costs)	680	38.4%
Non-white residents	5,481	66.8%
Latino or Hispanic	4,650	56.7%
Asian	1,838	22.4%
Chinese	604	7.4%
Filipino	467	5.7%
Native Hawaiian or other Pacific Islander	550	6.7%
Black or African American	0	0.0%
American Indian or Alaska Native	0	0.0%
Speaks English less than very well (all residents)	2,979	37.6%
Speaks Spanish at home	3,630	45.8%
Spanish speaker speaks English less than very well	2,217	61.1%
Speaks Chinese (incl Mandarin, Cantonese) at home	440	5.6%
Chinese speaker speaks English less than very well	243	55.2%
Speaks Tagalog (incl. Filipino) at home	265	3.3%
Tagalog speaker speaks English less than very well	96	36.2%
Residents 75 years of age and older	287	3.5%
Resident under 16 years old	1,417	17.3%
Residents with Disabilities	750	9.2%
Zero Vehicle Households	291	11.3%
Drives Alone to Work	3,248	66.4%
Carpools to Work	321	6.6%
Uses Public Transit to Work	403	8.2%
Walks to Work	161	3.3%
Bikes to Work	267	5.5%
Works From Home	338	6.9%
Mean Travel Time to Work, in minutes	20 to 24 mins	
Works in City of Residence	1,527	31.2%
Works in San Mateo County	3,606	73.7%

San Bruno- Lomita Park (Census Tract 6041.03)

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	4,344	
Total Households	1,431	
Total Single Parent Families	385	40.4%
Household Median Income	$102,899	
Residents with incomes 200% of poverty threshold	846	19.7%
Single Parent Families below poverty	73	7.7%
Rent-burdened households (30% or more of income toward housing costs)	497	50.5%
Severely rent-burdened households (50% or more toward housing costs)	415	42.2%
Non-white residents	2,785	64.1%
Latino or Hispanic	2,505	57.7%
Asian	1,092	25.1%
Chinese	386	8.9%
Filipino	306	7.0%
Native Hawaiian or other Pacific Islander	171	3.9%
Black or African American	0	0.0%
American Indian or Alaska Native	0	0.0%
Speaks English less than very well (all residents)	1,514	36.2%
Speaks Spanish at home	1,860	44.5%
Spanish speaker speaks English less than very well	1,003	53.9%
Speaks Chinese (incl Mandarin, Cantonese) at home	344	8.2%
Chinese speaker speaks English less than very well	176	51.2%
Speaks Tagalog (incl. Filipino) at home	212	5.1%
Tagalog speaker speaks English less than very well	96	45.3%
Residents 75 years of age and older	217	5.0%
Resident under 16 years old	940	21.6%
Residents with Disabilities	378	8.7%
Zero Vehicle Households	242	16.9%
Drives Alone to Work	1,879	75.4%
Carpools to Work	177	7.1%
Uses Public Transit to Work	192	7.7%
Walks to Work	65	2.6%
Bikes to Work	10	0.4%
Works From Home	130	5.2%
Mean Travel Time to Work, in minutes	24	
Works in City of Residence	628	25.2%
Works in San Mateo County	1,705	68.4%

San Bruno- San Bruno Park and Downtown San Bruno (Census Tract 6041.04)

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	3,862	
Total Households	1,145	
Total Single Parent Families	200	30.3%
Household Median Income	$115,781	
Residents with incomes 200% of poverty threshold	637	16.7%
Single Parent Families below poverty	0	0.0%
Rent-burdened households (30% or more of income toward housing costs)	433	55.2%
Severely rent-burdened households (50% or more toward housing costs)	265	33.8%
Non-white residents	2,696	69.8%
Latino or Hispanic	2,145	55.5%
Asian	746	19.3%
Chinese	218	5.6%
Filipino	161	4.2%
Native Hawaiian or other Pacific Islander	379	9.8%
Black or African American	0	0.0%
American Indian or Alaska Native	0	0.0%
Speaks English less than very well (all residents)	1,465	39.1%
Speaks Spanish at home	1,770	47.3%
Spanish speaker speaks English less than very well	1,214	68.6%
Speaks Chinese (incl Mandarin, Cantonese) at home	96	2.6%
Chinese speaker speaks English less than very well	67	69.8%
Speaks Tagalog (incl. Filipino) at home	53	1.4%
Tagalog speaker speaks English less than very well	0	0.0%
Residents 75 years of age and older	70	1.8%
Resident under 16 years old	477	12.4%
Residents with Disabilities	372	9.7%
Zero Vehicle Households	49	4.3%
Drives Alone to Work	1,369	57.1%
Carpools to Work	144	6.0%
Uses Public Transit to Work	211	8.8%
Walks to Work	96	4.0%
Bikes to Work	257	10.7%
Works From Home	209	8.7%
Mean Travel Time to Work, in minutes	17.2	
Works in City of Residence	899	37.5%
Works in San Mateo County	1,902	79.3%

South San Francisco CBTP Area (Census Tracts 6021, 6022.01, 6022.02, 6023)

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	15,806	
Total Households	5,167	
Total Single Parent Families	1,205	33.3%
Household Median Income	$102,380	
Residents with incomes 200% of poverty threshold	3,842	24.3%
Single Parent Families below poverty	225	6.2%
Rent-burdened households (30% or more of income toward housing costs)	1,886	55.3%
Severely rent-burdened households (50% or more toward housing costs)	973	28.6%
Non-white residents	12,144	76.8%
Latino or Hispanic	8,208	51.9%
Asian	4,283	27.1%
Chinese	1,176	7.4%
Filipino	1,883	11.9%
Native Hawaiian or other Pacific Islander	1,012	6.4%
Black or African American	575	3.6%
American Indian or Alaska Native	485	3.1%
Speaks English less than very well (all residents)	4,087	27.3%
Speaks Spanish at home	5,920	39.6%
Spanish speaker speaks English less than very well	2,611	44.1%
Speaks Chinese (incl Mandarin, Cantonese) at home	965	6.5%
Chinese speaker speaks English less than very well	507	52.5%
Speaks Tagalog (incl. Filipino) at home	1,114	7.4%
Tagalog speaker speaks English less than very well	381	34.2%
Residents 75 years of age and older	810	5.1%
Resident under 16 years old	2,909	18.4%
Residents with Disabilities	1,282	8.1%
Zero Vehicle Households	433	8.4%
Drives Alone to Work	4,675	54.5%
Carpools to Work	1,650	19.2%
Uses Public Transit to Work	801	9.3%
Walks to Work	301	3.5%
Bikes to Work	188	2.2%
Works From Home	875	10.2%
Mean Travel Time to Work, in minutes	20 to 24 mins	
Works in City of Residence	2,614	30.5%
Works in San Mateo County	6,010	70.1%

South San Francisco- Paradise Valley (Census Tract 6021)

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	3,484	
Total Households	1,007	
Total Single Parent Families	312	42.8%
Household Median Income	$87,853	
Residents with incomes 200% of poverty threshold	1,066	30.7%
Single Parent Families below poverty	51	7.0%
Rent-burdened households (30% or more of income toward housing costs)	406	57.0%
Severely rent-burdened households (50% or more toward housing costs)	209	29.4%
Non-white residents	2,860	82.1%
Latino or Hispanic	2,174	62.4%
Asian	724	20.8%
Chinese	319	9.2%
Filipino	287	8.2%
Native Hawaiian or other Pacific Islander	124	3.6%
Black or African American	178	5.1%
American Indian or Alaska Native	120	3.4%
Speaks English less than very well (all residents)	1,222	36.6%
Speaks Spanish at home	1,729	51.8%
Spanish speaker speaks English less than very well	867	50.1%
Speaks Chinese (incl Mandarin, Cantonese) at home	194	5.8%
Chinese speaker speaks English less than very well	134	69.1%
Speaks Tagalog (incl. Filipino) at home	212	6.3%
Tagalog speaker speaks English less than very well	76	35.8%
Residents 75 years of age and older	93	2.7%
Resident under 16 years old	668	19.2%
Residents with Disabilities	309	8.9%
Zero Vehicle Households	68	6.8%
Drives Alone to Work	951	53.6%
Carpools to Work	374	21.1%
Uses Public Transit to Work	224	12.6%
Walks to Work	43	2.4%
Bikes to Work	62	3.5%
Works From Home	112	6.3%
Mean Travel Time to Work, in minutes	26.6	
Works in City of Residence	596	33.6%
Works in San Mateo County	1,192	67.2%

South San Francisco- 6022.01

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	4,761	
Total Households	1,747	
Total Single Parent Families	241	23.5%
Household Median Income	$82,015	
Residents with incomes 200% of poverty threshold	1,222	25.7%
Single Parent Families below poverty	13	1.3%
Rent-burdened households (30% or more of income toward housing costs)	831	58.9%
Severely rent-burdened households (50% or more toward housing costs)	430	30.5%
Non-white residents	2,820	59.2%
Latino or Hispanic	2,238	47.0%
Asian	1,212	25.5%
Chinese	317	6.7%
Filipino	513	10.8%
Native Hawaiian or other Pacific Islander	78	1.6%
Black or African American	150	3.2%
American Indian or Alaska Native	244	5.1%
Speaks English less than very well (all residents)	1,121	25.7%
Speaks Spanish at home	1,470	33.7%
Spanish speaker speaks English less than very well	610	41.5%
Speaks Chinese (incl Mandarin, Cantonese) at home	339	7.8%
Chinese speaker speaks English less than very well	123	36.3%
Speaks Tagalog (incl. Filipino) at home	317	7.3%
Tagalog speaker speaks English less than very well	118	37.2%
Residents 75 years of age and older	304	6.4%
Resident under 16 years old	1,099	23.1%
Residents with Disabilities	352	7.4%
Zero Vehicle Households	166	9.5%
Drives Alone to Work	1,241	51.7%
Carpools to Work	387	16.1%
Uses Public Transit to Work	274	11.4%
Walks to Work	0	0.0%
Bikes to Work	77	3.2%
Works From Home	389	16.2%
Mean Travel Time to Work, in minutes	25.5	
Works in City of Residence	634	26.4%
Works in San Mateo County	1,618	67.4%

South San Francisco- 6022.02

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	3,142	
Total Households	1,127	
Total Single Parent Families	167	21.4%
Household Median Income	$86,491	
Residents with incomes 200% of poverty threshold	636	20.2%
Single Parent Families below poverty	64	8.2%
Rent-burdened households (30% or more of income toward housing costs)	478	53.8%
Severely rent-burdened households (50% or more toward housing costs)	249	28.0%
Non-white residents	2,755	87.7%
Latino or Hispanic	1,894	60.3%
Asian	924	29.4%
Chinese	304	9.7%
Filipino	425	13.5%
Native Hawaiian or other Pacific Islander	0	0.0%
Black or African American	82	2.6%
American Indian or Alaska Native	88	2.8%
Speaks English less than very well (all residents)	1,076	35.7%
Speaks Spanish at home	1,562	51.8%
Spanish speaker speaks English less than very well	836	53.5%
Speaks Chinese (incl Mandarin, Cantonese) at home	256	8.5%
Chinese speaker speaks English less than very well	179	69.9%
Speaks Tagalog (incl. Filipino) at home	252	8.4%
Tagalog speaker speaks English less than very well	61	24.2%
Residents 75 years of age and older	180	5.7%
Resident under 16 years old	429	13.7%
Residents with Disabilities	298	9.5%
Zero Vehicle Households	142	12.6%
Drives Alone to Work	986	53.0%
Carpools to Work	465	25.0%
Uses Public Transit to Work	99	5.3%
Walks to Work	188	10.1%
Bikes to Work	32	1.7%
Works From Home	52	2.8%
Mean Travel Time to Work, in minutes	22.8	
Works in City of Residence	748	40.2%
Works in San Mateo County	1,352	72.7%

South San Francisco- 6023

Community Data Points (U.S. Census, ACS 5-year estimates, 2022)	Number	%
Total Population	4,419	
Total Households	1,286	
Total Single Parent Families	485	44.8%
Household Median Income	$155,345	
Residents with incomes 200% of poverty threshold	918	20.8%
Single Parent Families below poverty	97	9.0%
Rent-burdened households (30% or more of income toward housing costs)	171	43.1%
Severely rent-burdened households (50% or more toward housing costs)	85	21.4%
Non-white residents	3,709	83.9%
Latino or Hispanic	1,902	43.0%
Asian	1,423	32.2%
Chinese	236	5.3%
Filipino	658	14.9%
Native Hawaiian or other Pacific Islander	810	18.3%
Black or African American	165	3.7%
American Indian or Alaska Native	33	0.7%
Speaks English less than very well (all residents)	668	15.7%
Speaks Spanish at home	1,159	27.3%
Spanish speaker speaks English less than very well	298	25.7%
Speaks Chinese (incl Mandarin, Cantonese) at home	176	4.1%
Chinese speaker speaks English less than very well	71	40.3%
Speaks Tagalog (incl. Filipino) at home	333	7.8%
Tagalog speaker speaks English less than very well	126	37.8%
Residents 75 years of age and older	233	5.3%
Resident under 16 years old	713	16.1%
Residents with Disabilities	323	7.3%
Zero Vehicle Households	57	4.4%
Drives Alone to Work	1,497	59.0%
Carpools to Work	424	16.7%
Uses Public Transit to Work	205	8.1%
Walks to Work	71	2.8%
Bikes to Work	18	0.7%
Works From Home	322	12.7%
Mean Travel Time to Work, in minutes	27.1	
Works in City of Residence	637	25.1%
Works in San Mateo County	1,847	72.8%

San Bruno South San Francisco CBTP (2012)
Review of Implementation of Transportation Strategies Action Plan

Strategy	Description	Expected Outcomes	Lead Agency	Partners	Completed, Ongoing, Not Started	Status/Follow up Needed
Improve Transit Stop Amenities and Security	Provide amenities at transit stops and stations to enhance the comfort and safety of transit users.	Additional shelters and other amenities proposed at ~19 locations in study area in SSF; 5 in study area in San Bruno along ECR	SamTrans	Caltrans for stops on El Camino; cities have responsibilty for many bus stop elements	Ongoing	SamTrans to implement bus shelters beginning with priority stops identified in its Bus Stop Improvement Plan. [includes 27 in City of SSF and 14 in City of SB (https://www.samtrans.com/media/33311)]
Improve Affordability of Public Transit for Low-Income Users	Expand pass and discount fare programs available to low income transit riders, especially those who have to transfer once or more during travel.	Reduce transit costs for low-income riders, especially those who have to ride multiple buses to complete trip.	MTC, HSA	SamTrans	Ongoing	South San Francisco launched the free South City Shuttle for local trips. MTC has also rolled out Clipper Start for discounted bus and rail fares. However, Clipper Start adoption has been low due to compexities of eligibility and sign up. Fare coordination discussions are ongoing at the regional level.
Improve Bicycle Amenities	Improve safety and access for bicyclists by: expanding bicycle network; providing additional bike parking near transit stops and stations; providing more bike storage on transit vehicles.	More bicycle services would expand low income residents' access to transit stations and other near destinations	San Bruno, South San Francisco, C/CAG, SamTrans, BART, Caltrain	MTC for Bay Trail	Ongoing	San Bruno: developed Walk n Bike Plan (2016) including proposed additions to Bicycle network, need info on implementation SSF - Planning: Adopted Active South City Plan in 2022; Local Roadway Safety Plan in 2022; City Council adopted a Vision Zero Policy, and the City was just this week! awarded $440K in SS4A funds to develop a Vision Zero Action Plan.
Provide Free or Low Cost Bicycles	Partner with CBOs to develop, enhance or expand a bicycle donation program	Improve mobility of low-income population by providing free or low-cost bicycles to those in need	City of South San Franciso; CBOs (Silicon Valley Bicycle Coalition?)	Thrive Alliance, bike shops and committees, Social Service, Community orgs listed as potential partners	Ongoing	City of SSF has a "Every Kid Deserves a Bike Program" which gave out 150 bicycles in 2022, and 350 in 2023. Operated by the City Manager's Office. Bike share program briefly existed in 2017 in SSF (Lime/Spin) but was not financially sustainable. CCAG continuing to evaluate micromobility options. Peninsula Clean Energy has an e-bike rebate of up to $1,000.
Improve Pedestrian Amenities	Suggested improvements to pedestrian safety and access at key locations across study area using traffic calming techniques, closing gaps in pedestrian network and installing landscaping	Provide traffic calming activities at key intersections in SB and SSF, along El Camino Real and near BART stations; address identified gaps in pedestrian network; improve street crossings, add landscaping or sidewalk ramps at recommended locations	San Bruno, South San Francisco		Ongoing	SSF upgraded El Camino Real between BART Station and Arroyo Drive and will be launching a study of additional improvements. San Bruno and SSF planning access improvements around San Bruno BART Station along Huntington and Sneath.
Increase Public Access to Information about Transportation Options	Improvements to education, information and outreach related to transit to address residents' needs for information and info availabilty related to transit schedules, bicycle use and safety, driver education and sharing the road, info and incentives related to carpooling and carshare programs	Create/expand educational Mobility Ambassador programs; conduct targeted outreach with CBOs that serve low income residents; provide SamTrans schedule information at bus stops	CBOs, SamTrans	CBOs, SamTrans, BART, adult schools, community colleges, churches, HAS	Completed and Ongoing	Mobility Ambassadors, How to Ride and Senior Mobility Guides on samtrans website. SSF webpage on the Free South City Shuttle. SamTrans team requests their creative services team be invited to hear feedback from community related to information.

San Bruno South San Francisco CBTP (2012)
Review of Implementation of Transportation Strategies Action Plan

Strategy	Description	Expected Outcomes	Lead Agency	Partners	Completed, Ongoing, Not Started	Status/Follow up Needed
Increase SamTrans Bus Service	Increase frequency and service hours of SamTrans bus service to address resident needs, including more frequent service, additional service on nights/weekends	Increased service frequency on SamTrans routes 390/391, 292, 122; provide additional late night, weekend and special event service on selected routes (extended Sunday service: 130, 132, 133; weekend and holiday service to senior centers, library and key communities, weekend service on 141, 24 hour service on selected routes.	SamTrans		Changes and updates ongoing	SamTrans cut service in SSF and San Bruno in 2013. The South City Shuttle partially backfilled these service cuts. Reimagine SamTrans incrementally expanded service in 2022 but service levels have not reached the targets identified in the CBTP.
Improve Connectivity of Existing Transit Service	Improved connections between SamTrans routes, coordination with regularly scheduled events like end of school day, and timed connections with Caltrain and BART	Improved connectivity between SamTrans routes and San Bruno BART and CalTrain Station by timing connections for arrivals and departures; include a direct connection between SamTrans routes and SSF CalTrain station; timed connections at end of high school days which match student departure times; timed connections for SamTrans routes 141 and 390/391	SamTrans		Ongoing	Schedules are not timed due to inconsistency of Caltrain service and low frequency of SamTrans service. Upcoming service expansion due to Caltrain Electrification presents opportunities for improved transfers.
Improve Access to the South San Francisco Caltrain Station	Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians;	Provide safety and wayfinding improvements, including redesign to link to Grand Ave and downtown SSF, ADA compliance, accomodation for shuttle services; add sidewalks and bicycle lanes in immediate vicinity of station	CalTrain, South San Francisco		Completed	Station was relocated in 2021; the new station includes direct entrances to downtown and East Grand Avenue. The City is continuing to work on access improvements along Airport Boulevard and east of 101. SSF: In a few weeks, the City will be opening the new Karyl Matsumoto Plaza, the new plaza at the SSF Caltrain station

San Bruno / South San Francisco
Community-Based Transportation Plan Update

Task 3.1: Review of Updates to Specific Intersections named in the 2012 CBTP Action Plan

The lists below include corridors and intersections recommended by community members as areas in need of additional bicycle and/or pedestrian amenities and improvements. MIG and Fehr and Peers reviewed available datasets including the street views on Google and Bing search engine maps and the San Mateo County Bicycle Facilities GIS dataset for updates to these corridors and intersections. An in-person review of existing facilities and improvements should be included during engagement and/or before this plan update is finalized.

Strategy 3: Improve bicycle amenities (p.43-44)

List of streets identified for consideration by residents for Class II bicycle lanes (painted stripe bike lane at side of road):

A. Huntington Avenue/San Antonio Avenue in San Bruno: newly created facilities along the corridor, in GIS dataset (2024)
B. Grand Ave, SSF: bike facilities in portions of Grand Avenue east of 101 and west of Spruce Avenue (GIS dataset, 2024)
C. West Orange Ave, SSF: class 2 along orange memorial park, recent facilities extend beyond park in both directions (GIS dataset)
D. San Bruno Ave, San Bruno: no visible bike facilities in study area (2022 and 2023 Map Streetview review and GIS dataset)
E. ECR in SSF and San Bruno: Class II lanes north of Westborough Blvd in SSF, none are visible south of Westborough and into San Bruno (2022 and 2023 Map Streetview review)
F. Airport Blvd to Caltrain, SSF: bike facilities on Airport Boulevard north of the Caltrain station (2022 and 2023 Map Streetview review and GIS dataset, 2024)

Strategy 5: Improve pedestrian amenities (p.48-49)

Several intersections in South San Francisco and San Bruno identified by residents and in the 2012 action plan as in need of specific types of upgrades. The list below reviews these intersections and locations, and the types of improvements recommended and provides updates as available to each. Review did not include suggestions for traffic calming and improved crossings at "various locations along ECR."

I. Traffic calming techniques:

San Bruno

A. 2nd Avenue and San Bruno Avenue
    - None visible (2022); pedestrian yield sign on San Bruno crosswalks
B. 7th and Pine Street
    - None visible (2022). No visible crosswalks
C. Green Avenue and San Bruno Avenue
    - None visible (2022). Crosswalks (white lines)
D. Huntington Avenue/San Antonio Avenue
    - Expanded median (with missing bollards) at stop sign on San Antonio Ave south of Huntington. No visible crosswalks (2022)
E. BART Stations
    - Bart San Bruno: Median barriers
    - Bart SSF: Chicanes and medians on Colma Creek, N of Station; none visible on Mission Ave

South San Francisco

F. Grand Avenue and Linden Avenue
    - Bulb outs on Grand Ave W and E of Linden; brick crosswalk (2022)
G. West Orange Avenue and Tennis Drive
    - None visible (2022); "ped crossing" paint, white crosswalk with diagonal lines on W Orange at Orange Memorial Park
H. Airport Boulevard to Caltrain
    - Sidewalk with barrier along Grand between Airport and Caltrain
I. Baden Avenue and Chestnut Avenue
    - None visible, no crosswalks
J. Baden Avenue and Linden Avenue
    - Bulb out on Linden Ave, NE of intersection with Baden at bench

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

II. Gaps in the pedestrian network

A. 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)
    - Walking path and stairs along Grand
B. Westborough Boulevard between Camaritas Avenue and Junipero Serra Boulevard (South San Francisco – not in the study area)
C. El Camino Real from Hickey Boulevard to Serramonte Boulevard (South San Francisco – not in the study area)

III. Improved Street Crossings

A. El Camino Real and San Bruno Avenue (San Bruno)
    - 6 lanes of traffic, white line crosswalks (2022 view)
B. Green Avenue and San Bruno Avenue (San Bruno)
    - White line crosswalks (2022 view)
C. Angus and 1st Avenue (San Bruno)
    - White line crosswalks, painted "STOP" (2022 view)
D. Various locations across El Camino Real (San Bruno and South San Francisco)

IV. Sidewalk landscaping and street trees needed

A. San Bruno Avenue (San Bruno) [notes heading west:]
    - Median at Mills Ave – one tree
    - Median at second Ave – one tree
    - Single street trees along SB between Easton and ECR, no median or landscaping
    - Median with street trees and landscaping between ECR and Elm
B. Airport Boulevard and 2nd Lane (South San Francisco)
    - One tree, otherwise empty median, new construction in area (2022)
C. Hillside Boulevard (South San Francisco)
    - High vis cross walks at Arden, and nearby school crossing, bike lane, still need trees/landscaping near Paradise Valley Park
    - New landscaping and trees in medians near hillside elementary
D. 2nd Avenue (San Bruno) (out of current study area)
E. Hickey Boulevard (out of current study area)

San Bruno / South San Francisco
Community-Based Transportation Plan (CBTP) Update
Community Engagement Summary

I. Needs Assessment Overview

Between November 2024 and June 2025, consultant staff from MIG and Redwood Resources partnered with the City/County Association of Governments of San Mateo County (CCAG) to gather community input for San Bruno / South San Francisco Community-Based Transportation Plan (CBTP or Plan). The Plan will provide recommendations, including potential projects and programs, for how communities and transit agencies can help to improve access to transportation services and amenities, especially for residents more likely to use or need transit access, or those more likely to walk or bike. The Plan is focused on several key community areas within these two cities, identified by MTC as "Equity Priority Communities," those with high numbers of potential transit-dependent residents, or key jurisdictions where expanded transportation access and programs would benefit residents with limited means.

The purpose of this engagement was to understand the transportation needs and priorities of residents in Equity Priority Communities (EPCs). These areas have a significant concentration of underserved populations, like households with low incomes, people of color, and a combination of additional factors. Feedback was collected through a combination of in-person and virtual methods, including stakeholder interviews, community focus groups, pop-up events, briefing sessions, and a paper survey. These activities enabled the project team to hear directly from community members about their transportation challenges and suggestions for improvements to transportation services in their community. Participants were also asked to identify any unsafe locations and key destinations they travel to in their neighborhoods and community. Themes from the input are described in the summary below.

Much of this input was also geographically located onto a map of San Bruno / South San Francisco County and Equity Priority Communities. This can be accessed at: https://bit.ly/46AYMCT.

A. Key Stakeholder Interviews

As a foundational step, the team identified and talked to representatives from five community organizations that have direct relationships with residents living in Equity Priority Communities (EPCs). These organizations were selected for their trusted roles within the community and their deep understanding of local needs.

Through a series of one-on-one and small group interviews, representatives from these organizations shared insights that helped the team better understand the broader context of community life as well as the specific transportation challenges faced by EPC residents. These conversations shaped our understanding of both everyday barriers and opportunities for improvement.

The organizations interviewed included:

Low-Income, Homeless or Housing-Challenged, Environmental Justice

- Nicolas Rackard-Hilt, Founder, San Bruno Healthy Homes
- Julio Garcia, Rise South City
- Elida Valencia Sobalvarro, YMCA Resource Center

Small Businesses, Transit Station Neighbors

- Hermes Monzon, Brittany Burgo, and Dana Abarca, Friends of Old Town

Bike Activists, Micro-Mobility Enthusiasts

- Matt Jones, Silicon Valley Bike Coalition

These interviews and conversations provided a comprehensive view of the transportation challenges faced by San Bruno / South San Francisco's Equity Priority Communities.

Transit Affordability and Access

- Cost is a major barrier, especially for low-income residents and warehouse workers.
- Loss of previous bus pass assistance programs has worsened access.
- Infrequent or unreliable transit service makes commuting inefficient and especially difficult for residents with multiple jobs or family responsibilities.

Connectivity and Coverage Gaps

- Limited transit routes and first/last-mile connectivity force people to rely on cars.
- Key locations like the YMCA Resource Center and food distribution sites are hard to access without a car.
- Underutilized free shuttle services due to poor promotion and lack of awareness.

Bicycle and Pedestrian Safety Issues

- Poor walkability due to narrow or damaged sidewalks and unsafe crossings.
- Lack of bike lanes and connectivity, particularly along major corridors and at key intersections (e.g., El Camino Real, San Bruno BART, San Mateo Avenue in San Bruno).
- Unsafe infrastructure deters walking and biking, especially for youth and seniors.

Transit Infrastructure Needs

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- More bus shelters with seating, lighting, and weather protection are needed—especially at key high-traffic stops.
- Improved wayfinding and signage can enhance user experience and safety.

Proposed Transportation Solutions

- Expand shuttle routes and improve frequency for buses and Caltrain.
- Add dedicated bus lanes or BRT on corridors like El Camino Real.
- Enhance bike and pedestrian infrastructure, including safer crossings, extended bike lanes, and sidewalk improvements.
- Improve connections between major transit hubs and underserved neighborhoods.

Geographic and Policy Considerations

- Community organization representatives urged the inclusion of East San Bruno and San Bruno Avenue in the study area due to upcoming redevelopment (e.g., Tanforan Mall).
- They also encouraged alignment with the San Bruno Transit Corridors Plan and soliciting input from advisory committees such as the South San Francisco Bicycle and Pedestrian Advisory Committee (BPAC) and San Bruno Complete Streets Committee.

B. Engaging Directly with Community Members

Pop ups, Trusted Messengers, Bilingualism

To effectively engage residents in San Bruno and South San Francisco—particularly those from historically underserved and transit-dependent communities—community representatives interviewed by the project team emphasized the importance of culturally responsive and accessible outreach strategies. In-language engagement is essential, especially for residents who primarily speak Spanish, or other non-English languages. Outreach efforts should be tailored to reflect the diversity of the community, ensuring that language is not a barrier to participation.

Pop-up events at trusted, high-traffic locations such as schools, churches, laundromats, and food distribution sites offer practical opportunities to reach residents where they already gather. These informal settings create a more comfortable environment for engagement and increase the likelihood of participation.

To further encourage involvement, small incentives such as gift cards were recommended. Engagement activities should be brief and easy to participate in, recognizing that many residents have limited time and availability.

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Stakeholders also highlighted the value of partnering with local community-based organizations (CBOs), such as Rise South City, Friends of Old Town, and the YMCA. These groups have established relationships and trust within the community and are well-positioned to lead grassroots outreach. Leveraging their networks can significantly improve participation and ensure the process is community-driven.

Additionally, offering virtual engagement options like Zoom focus groups and scheduling sessions outside of regular business hours can help reach working families and individuals with constrained schedules. These strategies together provide a foundation for equitable, inclusive, and effective community engagement.

To initiate the engagement process, we developed large-format posters featuring detailed maps of each Equity Priority Community (EPC), accompanied by key questions such as: *"What is most frustrating about transportation in your area?"* and *"What ideas do you have for improving mobility?"* We also created a survey designed to gather more in-depth information about residents' transit and mobility habits.

With these materials prepared, we reached out to a range of community settings to ensure broad participation. This included outreach to community-based organizations, pop ups events outside churches and stores, and focus groups collaborating with key partners.

Pop up Events

- Rico Pan Latin Pastries, 532 San Mateo Ave, San Bruno, CA - April 17, 2025
- La Hacienda Market, 249 Hillside Blvd, South San Francisco, CA - April 26, 2025
- All Souls Catholic Church, 315 Walnut Avenue, South San Francisco, CA - April 27, 2025
- La Mexicana Produce Market, 512 San Mateo Ave, San Bruno, CA - May 18, 2025

Focus Groups

- Resilient San Bruno – April 30, 2025
- Friends of Old Town – May 15, 2025
- San Bruno Healthy Homes – May 12, 2025
- YMCA Community Resource Center – May 29, 2025

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II. Key Findings

Participants provided comments at events through the survey across a multitude of transportation needs and issues. The team organized these across Infrastructure categories.

A. Infrastructure and Service Improvements

Community feedback collected between November 2024 and June 2025 revealed a range of infrastructure and service needs across San Bruno and South San Francisco Equity Priority Communities. Residents and stakeholders offered targeted recommendations to address longstanding barriers to mobility, emphasizing both physical improvements and service enhancements that would better support everyday travel.

Pedestrian Infrastructure

Across 37 individual comments, community members emphasized the urgent need for safer, more accessible, and better-connected pedestrian infrastructure across San Bruno and South San Francisco. Many comments reflect concerns over unsafe walking conditions, particularly in areas with high traffic volumes, near schools, or in neighborhoods where sidewalks and lighting are inadequate or deteriorating.

Poor Sidewalk Conditions

A recurring issue was the poor condition of sidewalks, with residents noting that many walkways are narrow, uneven, or poorly maintained—posing risks to people using wheelchairs, pushing strollers, or navigating on foot, especially seniors and children. Specific concerns included cracked pavement, missing sections of sidewalk, and obstacles like utility poles or overgrown vegetation.

Lighting and Visibility

Lighting and visibility were frequently mentioned as key safety concerns. Multiple commenters described feeling unsafe walking at night due to dim or inadequate street lighting, particularly in areas like Kains Avenue and along corridors like Sneath Lane in San Bruno, and South Linden Avenue south of Canal Street in South San Francisco*, and on the Centennial Way Trail between Orange Park and Maple Avenue. Women, in particular, expressed safety fears when walking in these poorly lit areas.

*Note: The City of South San Francisco recently completed a project (September 2025) to upgrade lighting in Old Town and Downtown, which included enhancing light fixtures with LED bulbs along Linden Avenue from Railroad Avenue to Airport Blvd.

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Intersection Safety

Community members also called for improved crosswalks and intersection safety, especially near parks, schools, and along major roads such as El Camino Real, San Mateo Avenue, and Spruce Avenue. Suggestions included the installation of enhanced crosswalks, bulb-outs, pedestrian refuge islands, raised crosswalks, and stop signs with flashing lights. There were also specific mentions of intersections where pedestrians are forced to navigate confusing or dangerous crossings, including the area near San Bruno BART Station and under Highway 380.

Pedestrian Gaps

Participants advocated for a more comprehensive and connected network of pedestrian pathways, highlighting that gaps in walkability prevent residents from reaching transit stops, parks, schools, and neighborhood services. This lack of connectivity especially affects children walking to school and people trying to access public transit without a car.

People Scale Streets

Beyond functionality, respondents also recommended Complete Streets design elements, such as adding benches, shade trees, and signage along walking corridors. These enhancements would make walking more inviting and comfortable, while simultaneously addressing environmental concerns.

Finally, several comments stressed that pedestrian improvements must be prioritized not just in busy commercial districts but also in underserved residential neighborhoods where residents rely heavily on walking and transit. There is a clear demand for equitable investment in infrastructure that supports safe and active transportation for all community members.

Suggested Locations for Pedestrian Safety and Infrastructure Improvements

- Walkability improvements such as safer pedestrian crossings or raised crosswalks in key corridors and areas including: El Camino Real; under 280 and 380; in South San Francisco on Spruce Avenue; near Centennial Way Trail and surrounding area (including connectivity to San Bruno BART and Caltrain stations; and in downtown San Bruno, particularly on Pacific Avenue and Huntington Avenue (especially from bus depot/BART station); along San Mateo Avenue in San Bruno; near schools such as Lomita Park Elementary School in San Bruno, and high-traffic intersections such as Linden Avenue and Armour Avenue.
- Add benches, better lighting and emergency phones on Centennial Way Trail
- Replacement of sidewalks in San Bruno, especially West and East San Bruno Avenue
- Address flooding issues at Belle Air Elementary School

Bicycle Infrastructure

Community feedback revealed a strong and consistent demand for safer, more connected, and more accessible bicycle infrastructure in South San Francisco and San Bruno. Across 53 individual comments, residents emphasized the need to shift from fragmented, high-risk biking environments to a more bike-friendly network with first/last-mile connections to transit.

Disconnected and Inadequate Routes

Many participants described the existing bicycle network as incomplete or unsafe, especially along major corridors and near schools, parks, and commercial centers. Bicyclists reported feeling forced to share the road with fast-moving vehicles due to a lack of dedicated bike lanes or shoulders. Comments highlighted that even where bike lanes exist, they are often unprotected, too narrow, or interrupted by unsafe intersections, creating stress and discouraging ridership.

The lack of east-west connections from key locations like Skyline College, especially across Highway 101 and the Caltrain corridor, was cited as a key gap. Riders noted that many arterial streets feel intimidating or hazardous, especially for younger riders and families.

Call for Protected and Separated Facilities

Numerous comments explicitly requested protected bike lanes separated from traffic by curbs, barriers, or parked cars as a way to improve safety and encourage broader use. Community members noted that protected lanes would particularly benefit:

- Students biking to school
- Low-income workers using bikes for commuting
- Seniors and new riders who currently avoid biking due to fear of traffic

Supportive Infrastructure and Amenities

In addition to lanes and routes, several comments focused on the need for basic bike amenities that make cycling more practical. These included:

- Secure bike racks at transit hubs, shopping areas, and public buildings
- Wayfinding signage to help riders navigate safe routes
- Improved lighting along popular biking corridors – especially on Centennial Trail and corridors leading to BART like Linden Avenue – for safety after dark

There was also interest in bike repair stations, particularly near transit nodes, to support maintenance and promote bike-transit integration.

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Equity and Access Considerations

Feedback underscored that better bike infrastructure is not just about recreation—it's a matter of transportation equity. For residents who cannot afford a car or who rely on bicycles as a primary mode of travel, current conditions are often unsafe or insufficient. In neighborhoods with higher proportions of essential workers, immigrants, and youth, improved bike facilities could offer a low-cost, sustainable alternative for reaching jobs, schools, and services.

Suggested Locations for Bicycle Infrastructure improvements

- Extend bike lane connectivity, especially to Caltrain and BART where possible and throughout both cities' downtowns: in key corridors such as El Camino Real, Spruce Avenue, Centennial Way Trail and surrounding area; in South San Francisco near Orange Memorial Park, on First Lane, Mayfair Village, and Myrtle Avenue; and in San Bruno on San Mateo Avenue and Huntington Avenue (as part of the Huntington Avenue Cycle Track and Southline Projects), on First Avenue, San Bruno Avenue, from downtown San Bruno to the Airport, around San Bruno BART Station, under the 380 Freeway, and from the Crestmoor / Highlands area to downtown.
- Add more bike racks / bike parking on San Mateo Avenue and at First Avenue and Angus Avenue.
- Improve lighting on Centennial Trail (between Orange Park and Maple Avenue specifically mentioned).

Roadway Infrastructure

A total of 54 comments pointed to roadway-related concerns, including poor pavement conditions, unsafe intersections, and traffic flow issues. Some suggested redesigning specific intersections to reduce collisions, while others asked for traffic calming and speed enforcement in neighborhoods. These improvements were often framed as necessary for safety but also for improving transit performance and multimodal integration.

Suggested Locations for Roadway improvements

- Improve safety measures including lighting, more safety signs and stoplights, near schools and high-traffic intersections including: in South San Francisco, at Linden and Armour Avenues, South Maple Street, Cypress and Pine Avenues, and outside the Municipal Services Building (street not specified); and in San Bruno on North San Anselmo Avenue, Kains Avenue, Green Avenue, and First Avenue
- Improve street lighting in San Bruno on Angus Avenue, Sneath Lane, 2nd Avenue, Third Avenue, 7th Avenue, Walnut Street (east of San Bruno Avenue) and San Bruno Avenue; in South San Francisco on Linden Avenue.

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- More safety or stop signs in San Bruno outside Lions Park area, on San Antonio, San Diego, and South San Anselmo, along with nearby area
- Improve safety measures at places where drivers don't look for pedestrians or bikes including turning left at Starlite Street and South Spruce Avenue; on Spruce Avenue between Canal and Victory; and on Grand Avenue between Maple and Linden
- Add speed humps on Cypress and Pine, Spruce Avenue, and First Lane
- Limit speed on Park Way in South San Francisco
- Add measures to limit street racing and speeding on Linden Avenue in South San Francisco between Railroad Avenue and San Mateo Avenue; and on Cypress Avenue in Old Town South San Francisco
- Repair torn-up paving or holes in road on El Camino; in South San Francisco on the Westborough Freeway Exit Ramp; and in San Bruno on 2nd Avenue, Easton Avenue, Green Avenue, Kains Avenue, and Hensley Avenue
- Paint stripes or provide pavement delineation on the street at 7th Avenue and Angus Avenue
- Add safety/traffic cameras at Grand Ave and Mission Road, San Felipe
- Fix situation at the Caltrain crossing at South Linden where the railroad crossing lights get turned sideways by the wind

B. Transit System Improvements

Community members across South San Francisco and San Bruno expressed strong and consistent interest in improving the area's public transit system. The comments gathered through interviews, surveys, and outreach activities reveal the importance of frequent, reliable, and well-connected transit options, especially for residents who rely on transit as their primary means of mobility.

Expanding and Improving Bus Service

The most frequently cited need was for an enhanced local bus service network, with 69 individual comments identifying challenges and suggesting improvements. Residents called for more frequent buses, particularly in the evenings and on weekends, to better serve shift workers, students, and seniors. Many noted that long waiting times and irregular service schedules undermine confidence in transit and make it difficult to plan trips.

There was also a clear call for expanded coverage, particularly to areas that are currently underserved or disconnected from key destinations like medical facilities, schools, and job centers. Bus reliability, real-time information, and better customer experience were also emphasized, pointing to a need for consistent performance and communication.

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First/Last-Mile and Community Shuttle Services

A significant portion of feedback—31 comments—highlighted the need for community shuttles and last-mile connections especially in San Bruno. These services were seen as essential to link neighborhoods, housing developments, and community centers with major transit hubs such as BART and Caltrain stations. Many participants recommended flexible, circulator, or on-demand shuttles, especially to serve:

- Seniors and people with mobility challenges
- Residents in hillside and lower-density areas
- Commuters trying to bridge the gap between home and rail transit
- Students trying to get to Skyline College

Residents requested shuttle services between BART and Caltrain stations and residential neighborhoods or new housing developments; a shuttle service that would hit the "hot spots" such as retail along San Mateo Avenue, Skyline College, BART and Caltrain stations and Skyline Trail; service between the airport and downtown San Bruno; along El Camino Real; and in South San Francisco between Old Town/Linden Avenue and other neighborhoods (note this is already potentially served by the city's Free South City Shuttle).

Shuttles were viewed not only as a mobility solution, but also as a strategy to increase equity and reduce isolation that can promote economic development.

One community comment specifically suggested developing a system that allows people to get discounted Uber rides. This reflects an interest in subsidized or voucher-based ride-hailing options, particularly to fill service gaps or support residents without access to fixed-route transit.

Better Regional Connections

Twenty-five comments focused on the importance of improving regional transit connections, particularly with Caltrain and BART. Participants emphasized the need for better coordination between local buses and regional rail, including:

- Synchronized schedules to minimize wait times during transfers
- Unified fare systems or discounts for multi-agency trips
- Improved access to rail stations, especially for pedestrians and cyclists

Many saw regional integration as a key to expanding economic opportunity and making long-distance travel more viable for work and family obligations.

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Other Transit System Enhancements

A few additional comments proposed technology-driven solutions and user experience upgrades, such as:

- Real-time bus arrival information
- Mobile trip-planning tools
- Expanded paratransit options for individuals with disabilities

These suggestions reflect a desire for a modern, responsive transit system that serves a wide range of needs. Together, these insights underscore a clear community vision: a more frequent, connected, and flexible transit system that supports residents of all backgrounds in accessing opportunity.

Suggested Locations for Transit Service Improvements

- Improve transit connections from Skyline College / Skyline Boulevard to downtown areas, key corridors such as El Camino, and transit hubs, possibly by extending the free South City shuttle service or a shuttle being provided by College of San Mateo; add a shuttle stop at Berkshire in Monte Verde area at Skyline Boulevard.
- Improve transit connections (shuttles or buses) between underserved areas and major transit hubs including: between Old Town South San Francisco/Linden Avenue and other key service areas; between the Avenues (1st to 7th Ave) and downtown San Bruno; between BART / Caltrain and residential neighborhoods and new developments; from SFO to downtown and other major destinations (idea: BART to Caltrain to Airport); around Antoinette Lane, Myrtle Avenue, and San Mateo Avenue, Angus Avenue, and Mastick Avenue area (especially for seniors – also provide free bus for community members in December in this area).
- Improve transit access to key locations for low-income residents including the YMCA Resource Center at Huntington and Spruce (bus stop out front but poor connections from Old Town and Linden Avenue); food distribution sites such as former library location near West Orange.
- Extend free South City shuttle routes on Huntington Avenue, in underserved areas like Old Town and West Orange
- Improve timing of South City shuttle so it follows the schedule / app on South Spruce Avenue. Community members say it is not arriving at the scheduled time.
- Provide a San Bruno city shuttle hitting all of the “hot spots” - San Mateo Avenue, Skyline College, BART, Caltrain, and Skyline Trail.

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- Make improvements to the San Bruno BART / bus transfer station for a better commuter experience.
- More buses / service / new routes or better connections: Easton Avenue; Bus Rapid Transit or Shuttle services along ECR; Paradise Valley south on Linden Avenue to San Bruno BART; a direct bus from San Bruno to Daly City; from South San Francisco Caltrain through downtown along Grand Avenue to Orange Park; bus line from South San Francisco BART Station to access other transit without a long walk
- Provide bus stops on Baden Avenue, Eucalyptus Avenue, Commercial Avenue Area; route 292 at or near Cypress and Pine in South San Francisco; Orange Avenue and Railroad Avenue (RR Ave x2); San Anselmo North; San Mateo Avenue; Pine Street and First Avenue; Santa Lucia Avenue; San Mateo and Walnut (for 41 line).
- Provide more shelters or seating at bus stops: 200 Airport Boulevard; California and Airport; Armour Ave and Airport Boulevard; Grand Avenue and Airport Boulevard; Baden Avenue; El Camino Real; South Linden Avenue; at Spruce and Tanforan Mall.
- Extend bus route hours on San Bruno West and Green.
- Provide more frequent buses at Linden Avenue.
- Mitigate the vibration from passing Caltrain at First Avenue

C. Community Safety Concerns

Safety was a recurring and deeply felt theme throughout community engagement for the South San Francisco and San Bruno CBTP. Across comments, residents expressed a desire for streets and transit environments that feel safe, secure, and welcoming for all users, whether walking, biking, or waiting for the bus. These concerns spanned both traffic-related safety and personal security, with particular emphasis on vulnerable users such as seniors, youth, and people with disabilities.

Pedestrian Safety

One of the most prominent concerns was pedestrian safety, especially in areas with high traffic volumes, limited crossings, or poorly maintained sidewalks. Residents identified numerous locations where crossing the street felt dangerous due to:

- Missing or faded crosswalks
- Wide intersections with fast-moving vehicles
- Lack of pedestrian signals or stop signs

These conditions were particularly of issue for community members near schools, transit stops, and senior housing, where residents often rely on walking as a primary mode of transportation.

Several comments called for traffic calming measures, such as speed bumps, bulb-outs, and raised crosswalks, to make walking routes more visible and protective.

Avoiding Bicycling Due to Safety

While concerns about biking often centered around infrastructure, many also included safety risks. Riders described conflicts with cars, unsafe intersections, and a general lack of protection from traffic. In some cases, individuals reported avoiding biking altogether or not allowing their children to bike due to fear of being hit or harassed, especially along arterial roads. There was a strong demand for protected bike lanes, intersection upgrades, and clear right-of-way rules to enhance safety for both cyclists and drivers.

Personal Safety Fears While Using Transit

Several participants raised concerns about personal safety, particularly when waiting for transit in poorly lit or isolated areas. Some described feeling vulnerable to theft, harassment, or violence, especially in the early morning or evening hours. These concerns were heightened for women, older adults, and people with disabilities.

Community suggestions to improve the sense of personal safety included:

- Better lighting at bus stops and along walking paths
- More visible and maintained shelters
- Security features, such as emergency call buttons or cameras
- A stronger presence of ambassadors or community safety patrols at transit hubs

Safety Concerns as a Barrier to Youth Mobility

Parents and caregivers emphasized the importance of creating safe routes for children to walk or bike to school and transit. In neighborhoods with high youth populations, unsafe crossings and unmonitored bus stops were seen as barriers to independence and mobility. Many residents called for design features that prioritize children's safety, including flashing beacons, curb extensions, and crossing guards.

Investment in Safey Requested

Across South San Francisco and San Bruno, residents are asking for a transportation environment that doesn't just move people—it protects them. Community feedback clearly points to the need for investment in infrastructure, lighting, and design strategies that reduce risk and foster a sense of safety. These improvements are essential for building trust in the transportation system and encouraging broader participation in walking, biking, and transit use.

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Non-Transportation Related Issues

There were a number of comments made regarding issues in general and at specific locations that are outside the purview of the CBTP, as well as some that are located outside the EPC areas. These included issues regarding parking availability and cost, improvements to street cleanliness, better policing due to perceived safety threats due to dangerous behavior on the street, needed improvements to park facilities, and housing. These will be passed on to the appropriate City departments or agencies.

D. Affordability and Cost Barriers

For many residents in South San Francisco and San Bruno, the cost of transportation is a significant and ongoing barrier to mobility. Community feedback revealed that even when transit services are available, the price of riding – along with hidden costs related to time, reliability, and access – can deter regular use, particularly among lower-income households, youth, seniors, and residents in affordable housing.

Household Strain of Transit Costs

A recurring theme was the strain of paying for daily transit fares, especially for families or individuals who rely on multiple trips per day. Participants shared that even modest fare costs add up quickly, and current discount programs are either insufficient or not well known. Concerns about affordability were especially common among:

- Seniors on fixed incomes
- Low-wage workers commuting to multiple jobs
- Youth and students without access to free or reduced-fare options

Several comments suggested the need for free or subsidized transit programs for priority populations and proposed expanding existing youth and senior fare programs to reduce economic burden. They stressed that these efforts would undoubtably raise ridership.

Unequal Access to Fare Discounts

In addition to fare costs, residents pointed out the inaccessibility of discount programs due to complex eligibility requirements or lack of awareness. Some people said they were unsure how to apply, while others shared that language barriers or limited internet access prevented them from enrolling in reduced-fare programs.

The community called for:

- Simplified enrollment processes

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- More outreach and promotion in multiple languages
- Automatic fare capping or account-based discounts to reduce barriers to use

Indirect and Hidden Costs

Affordability concerns extended beyond fares. Residents also described indirect costs that impact their ability to use transportation effectively:

- Long wait times or infrequent service force people to miss work or appointments
- Lack of safe walking or biking access to transit leads some to rely on costly ride-hail services
- Missed connections between services result in paying multiple fares unnecessarily

These indirect burdens disproportionately impact those with the fewest resources, reinforcing inequities and isolating residents from opportunity.

The Cost of Not Driving

Several residents without access to a personal vehicle expressed frustration with how much more expensive and time-consuming it can be to depend on public transportation, especially in a system that isn't always reliable. While driving is often perceived as faster and more convenient, many low-income residents simply cannot afford to own and maintain a car—making the affordability of transit a fundamental equity issue.

These insights illustrate that affordability is not just about fare cost, it's about equitable access to a transportation system that works for everyone. The CBTP process highlighted a need for more inclusive pricing structures, expanded discount programs, and thoughtful service design that considers the full cost of mobility from the rider's perspective.

E. Informational, Promotional, and Awareness-Building Needs

Community feedback from residents of South San Francisco and San Bruno revealed a significant need for better communication, outreach, and visibility around local and regional transportation services. While many people expressed interest in using transit, shuttles, and other mobility options, they often lacked the information or guidance to do so confidently. This disconnect was especially prominent among immigrant families, seniors, and low-income households—populations that are most likely to benefit from accessible transportation but are often least likely to receive or understand critical information.

Limited Awareness of Local Services

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Residents in both cities frequently stated they were unaware of key services, such as:

- The South San Francisco Senior Shuttle
- The San Bruno Caltrain Station's connections to local buses
- SamTrans route changes or service frequencies near El Camino Real and Sneath Lane
- Free or reduced-fare programs for youth, seniors, and low-income riders

This lack of awareness wasn't due to a lack of interest, it stemmed from a lack of effective outreach, with many people learning about services only through word-of-mouth or not at all.

Multilingual and Community-Based Outreach is Essential

In both cities, community members highlighted the linguistic diversity of their neighborhoods and called for translated and culturally relevant materials, especially in Spanish, Tagalog, Cantonese, and Mandarin. Many residents – especially seniors and immigrant families – rely on printed materials and in-person outreach and are less likely to access transit info online.

Residents recommended:

- Posting translated schedules and flyers in places they already visit, such as churches, Filipino and Latino grocery stores, laundromats, and schools.
- Partnering with trusted community organizations, like the YMCA, local senior centers, or school districts, to host info sessions and distribute materials.
- Providing visual, step-by-step instructions on how to ride transit, transfer between services, and qualify for discount programs.

Program Promotion and Sign-Up Support

Many people in South San Francisco and San Bruno said they had never heard of discount programs or didn't know how to apply. This was especially true for Clipper START, the Youth Clipper Card, and paratransit services. Even among those aware of the programs, some were deterred by confusing eligibility requirements or language barriers.

Residents suggested:

- Holding community enrollment events at schools or senior centers
- Offering assistance with applications during food distribution or health fairs
- Providing simple comparison charts of fare options and benefits in multiple languages

Need for Real-Time, Easy-to-Use Information

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While some tech-savvy riders in South San Francisco mentioned using apps to check real-time arrivals, others—particularly in San Bruno—expressed frustration with outdated signage or difficulty finding updated schedules. There was a clear divide between those comfortable using digital tools and those who need low-tech solutions like printed brochures or staffed call lines.

Both groups agreed that information should be:

- Centralized and consistent across platforms
- Clearly indicate real-time delays, route changes, and shuttle availability
- Posted at high-traffic areas like Tanforan Mall, BART/Caltrain stations, and senior housing complexes

Promoting a Culture of Transit Use

Finally, residents in both cities expressed that more positive messaging could help encourage transit use and reduce stigma—especially for people new to the system. Community members called for:

- "Try or Free Transit" days in South San Francisco neighborhoods like Westborough or Downtown
- Transit ambassadors or ride-alongs for seniors and youth in San Bruno
- Social media or local radio campaigns showcasing real users and the benefits of riding transit

In both South San Francisco and San Bruno, improving access to information isn't just about communication – it's about equity, trust, and empowering people to move freely and confidently through their communities. By investing in multilingual outreach, community partnerships, and simple, human-centered tools, local agencies can ensure that more residents are aware of, and able to benefit from, the transportation resources available to them.

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San Bruno / South San Francisco
Community-Based Transportation Plan (CBTP) Update
Appendix A: Summary of Key Stakeholder Interviews

I. Introduction and Methodology

A. Introduction

MIG, Inc. conducted five interviews with key stakeholders to inform the City/County Association of Governments of San Mateo County (C/CAG)'s Community-Based Transportation Plan (CBTP) 2025 Update. The CBTP focuses on identifying strategies to improve mobility and transportation access for historically underserved communities in San Bruno and South San Francisco with a high percentage of low-income residents, people of color, residents with limited English proficiency, seniors and persons with disabilities, and other vulnerable populations, many of whom are transit-dependent. In order to create a plan to equitably engage those most historically underserved and most impacted by transportation and mobility barriers, MIG interviewed the following representatives from organizations which serve communities in these areas, or who advocate for improved transportation options (listed by their constituent audience):

- Low-Income, Homeless or Housing-Challenged, Environmental Justice
  - Nicolas Rackard-Hilt, Founder, San Bruno Healthy Homes
  - Julio Garcia, Rise South City
  - Elida Valencia Sobalvarro, YMCA Resource Center
- Small Businesses, Transit Station Neighbors
  - Hermese Monzon, Brittany Burgo, and Dana Abarca, Friends of Old Town
- Bike Activists, Micro-Mobility Enthusiasts
  - Matt Jones, Silicon Valley Bike Coalition

B. Interview Methodology

Interviews were conducted via Zoom and were one-half hour in length. Interview subjects were provided with a brief presentation of the purpose and process for the CBTP update and asked to respond to the following questions:

Tell Us About Yourself and Your Organization

1. Please tell us about yourself and your organization. What is its mission, and who are the communities or individuals you serve?

Key Transportation Needs, Issues and Opportunities

2. What are the key transportation needs of the community members you serve? Where do they need to go?
3. What are the main challenges or barriers that prevent people from reaching where they need to be?

4. What solutions would you propose to have the most impact on improving the mobility of these community members, particularly within Napa County?
5. Are there any specific safety-related concerns related to transportation you can identify? (e.g., bike/pedestrian safety, collision prevention, etc.)
6. What can we do to encourage more active modes of transportation?

Community Outreach

7. MIG has a range of community engagement strategies and methods for engaging the community members you serve. Are there specific events or locations that would work well to attract people and to engage them in a discussion about their transportation needs and priorities? Do you have any suggestions for how we might reach the "hard-to-reach" community groups?
8. Do you have any questions for us?

II. Summary of Community Feedback Organized by Major Themes

Input provided during the interviews is summarized below by theme.

A. Transportation Needs, Issues, and Challenges

A1: Public Transit Issues

A1.1. **Cost is a major barrier**, especially for low-income residents trying to access needed services and workers in warehouse districts. Loss of previous bus ticket assistance program has made access more difficult.

A1.2. **Lack of reliable transit connectivity in general**, with limited routes and stops, irregular and/or too infrequent schedules leading to long and inefficient commutes, and limited options for first- and last-mile connectivity, such as shuttles or bike lanes, which encourage heavy reliance on cars over transit.

A1.2.a. Inefficient commutes make it particularly difficult for those with multiple jobs and family responsibilities to rely on transit.

A1.3. **Transit connectivity issues** and poor access for specific transit services or at specific locations:

A1.3.a. **The free South City Shuttle** doesn't serve enough key locations; residents want more stops.

A1.3.b. **Shuttles or other last-mile solutions** between major transit hubs and stations (such as San Bruno BART) and residential areas and new developments in underserved neighborhoods.

A1.3.c. Poor access to key locations for low-income residents. These include:

A1.3.c1. **The YMCA Resource Center at Huntington and Spruce** in South San Francisco. There is a bus stop right in front, but connections from parts of the City such as Old Town and Linden Avenue are challenging.

A1.3.c2. **Food distribution sites** such as the former library location next West Orange are hard to access without a car, requiring multiple transfers on transit. The West Orange location is made additionally challenging by being a walk-up food distribution – there is no drive-through option.

A1.4. Lack of transit amenities

A1.4a. **Many bus stops lack essential amenities** like shelters, seating, and lighting, making them uncomfortable and unsafe, especially in high-traffic areas and busy locations. Harsh weather conditions make unsheltered transit stops uncomfortable.

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A1.4b. Specific locations lacking bus shelters include: 200 Airport Boulevard (near (Pinefino and KFC); Grand Avenue & Airport Boulevard; and the 292 route stop, which serves workers traveling to the airport and hospitals.

A1.5. Transit options such as South San Francisco's free shuttle service are underutilized due to a lack of awareness and promotion.

A2: Bicycle and Pedestrian Safety, Accessibility and Connectivity Issues

A2.1. Pedestrian Accessibility and Safety

A2.1.a. Poor walkability and safety in many areas, including major streets, at key intersections, high-traffic areas and dangerous crossings near schools, due to traffic congestion; poor visibility / lighting; inadequate signs, signals, and other traffic management, as well as lax enforcement (see "Specific Locations" below). Unsafe conditions discourage transit use.

A2.1.b. Narrow, uneven, or poorly designed sidewalks are a safety risk to pedestrians and prevent wheelchair and stroller access.

A2.2. Bicycle Safety and Connectivity

A2.2.a. Major streets and high-traffic intersections cutting through the community are difficult to cross for bicyclists.

A2.2.b. Lack of connectivity (including "first- and last-mile" connectivity for transit) and difficult navigation due to lack of dedicated bicycle lanes on major roads, busy intersections, and other high-traffic areas.

A2.3. Lack of strong connectivity within the designated study areas, which limits effective transportation solutions. Need for better connectivity within and between study areas for both cyclists and pedestrians.

A2.4. Specific locations identified:

A2.3.a. Major roads including El Camino Real, Highway 380, San Mateo Avenue, and areas such as Downtown San Bruno are difficult and dangerous to cross, lacking under- or overpasses or other options, as well as lacking bike lanes, making them unsafe for both cyclists and pedestrians.

A2.3.b. San Bruno BART Station and Centennial Trail: Poor pedestrian and bike access. Dangerous crossings, forcing pedestrians to climb over barriers.

A2.3.c. San Mateo Avenue and Downtown San Bruno: unsafe pedestrian crossings, lack of visibility at intersections

A2.3.d. El Camino Real and Spruce Avenue (South San Francisco): Major road with no bike lanes, making it unsafe for cyclists and pedestrians.

A2.3.e. San Bruno BART Station and under 380 Freeway: Difficult pedestrian and bike connectivity under Highway 380.

A3: Challenges in Making Transportation Improvements

A3.1. It's a problem that San Bruno Avenue and the east side of San Bruno are not included in the CBTP study area despite being the location of a major upcoming redevelopment (Tanforan Mall transformation).

A3.2. Difficulty in Collaborating with Local Government: Active transportation advocacy groups have faced initial challenges in building relationships with local authorities, though progress has been made through connections with city officials.

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B. Proposed Solutions

B1: Improvements to Transit

B1.1. General transit access and reliability

B1.1.a. Better transit access for low-income residents (more shuttles, expanded bus service)

B1.1.b. Improved transit reliability & frequency, especially for Caltrain and SamTrans buses.

B1.1.c. Focus on residential areas for transportation improvements rather than biotech zones.

B1.1.d. Potential Bus Rapid Transit (BRT) or dedicated bus lanes to improve transit flow.

B1.1.e. Coordination with the San Bruno Transit Corridors Plan (TCP) for integrated planning.

B1.1.f. Better marketing and information distribution is needed for the free shuttle service – many don't know about it.

B1.2. Improvements to Transit Connectivity

B1.2.a. **Consider shuttles or other transit solutions** to connect underserved areas, provide last- and first-mile connectivity to major transit hubs, and improve travel efficiency. This includes shuttles between BART / Caltrain stations and residential neighborhoods or new developments.

B1.2.c. **Enhanced bicycle and pedestrian infrastructure**, including dedicated bike paths, to link transit hubs to residential areas, improve safety, and encourage multimodal commuting.

B1.3. Specific locations identified:

B1.3.a. Better connectivity between BART and the Centennial Trail.

B1.3.b. Bike Lanes along San Mateo Avenue to Huntington Avenue, connecting to Caltrain and BART.

B1.3.c. Bus Rapid Transit (BRT) or shuttle services along El Camino Real

B1.3.d. Shuttle Services between the avenues (1st to 7th Ave) and downtown San Bruno.

B1.3.e. Improve east-west transit connections from Skyline College to downtown areas and transit hubs.

B1.3.f. Expand the shuttle route to include underserved areas like Old Town and West Orange.

B1.4. Transit Amenities

B1.4.a. Install bus stop shelters with seating, lighting, and weather protection at key stops. Improved shelters with lighting and seating are critical for comfort and safety.

B1.4.b. Improvements to the San Bruno BART bus transfer station for a better commuter experience.

B2: Bicycle and Pedestrian Solutions

B2.1. Usability and Safety Improvements

B2.1.a. While bike lanes are underutilized, targeted investments like multi-use paths and safety measures for pedestrians and cyclists can encourage alternative transit. Improve pedestrian safety through sidewalk repairs, traffic management initiatives, and features such as larger pedestrian refuges, bulb-outs, raised crosswalks.

B2.1.b. Redesign sidewalks to ensure wheelchair accessibility and sufficient space.

B2.1.c. Create safer pedestrian and bike crossings and stop signs with lights, especially near schools, on major roads, and near high-traffic intersections. Reconfigure

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confusing intersections, potentially with roundabouts or pedestrian overpasses, to enhance safety and clarity.

B2.1.d. Create more bicycle-friendly enhancements without dedicated cycle tracks.

B2.1.e. Long-Term Considerations: Ensure future developments, like those near 500 Linden, incorporate wider sidewalks and better infrastructure for pedestrians and transit users. Strategically plan bike and pedestrian improvements to maximize utility and address community concerns about underuse.

B2.2. Bicycle/Pedestrian Amenities

B2.2.a. Additional trees and shade along the cycle track to improve usability. Environmental Enhancements along proposed bike paths and walking routes to integrate green spaces and reduce the environmental impacts of heavy car usage in the area. Need for additional amenities like tree cover, safety improvements, and bike lane expansions.

B2.3. Specific locations

B2.3.a. Extend bike lane connectivity and walkability improvements such as safer pedestrian crossings or raised crosswalks in key corridors and areas including: El Camino Real; Spruce Avenue; Huntington Avenue; San Mateo Avenue; Centennial Trail and surrounding area.

B2.3.b. Better bike lanes and pedestrian safety measures to connect BART and surrounding areas around San Bruno BART Station and under the 380 Freeway.

B2.3.d. Extend bike connectivity that is part of the Huntington Avenue Cycle Track and Southline Projects to San Mateo Avenue to enhance cyclist mobility.

B2.3.d. More bicycle-friendly enhancements without dedicated cycle tracks at San Mateo Avenue and Downtown San Bruno.

B2.3.e. Improve lighting and safety measures along corridors like Sneath Lane and Linden Avenue.

B2.3.f. Add enhanced crosswalks and stop signs with lights near schools and high-traffic intersections like Linden and Armour.

B2.3.g. Better bus or shuttle connectivity between Old Town South San Francisco / Linden Avenue and other key service areas.

B3: Land Use and Redevelopment Opportunities: In San Bruno's District 4, new developments and rezoning for mixed-use housing offer opportunities to address affordability and mobility challenges.

C. Community Outreach Recommendations

C1: Enhancing Equitable Outreach

C1.1. Focus on engaging underserved communities, particularly low-income and non-English-speaking populations. Engage diverse community groups, such as the Chinese and Filipino communities, for broader representation in projects.

C1.2. Conduct focus groups with diverse community members to gather detailed input on transportation needs.

C1.3. Conduct workshops, outreach at schools, and planned pop-ups at markets or in market areas, churches, transit hubs, laundromats (e.g., La Cienega), dog parks, and local events to increase community participation. For pop-ups, use posters, stickers, and quick questions to gather input. Engage people as they pass by instead of a formal sit-down meeting.

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C1.4. Bus Shelter & Transit Rider Engagement. Talk to transit riders at key bus stops and BART stations. Focus on gathering input on: Bus shelter improvements (wind protection, seating). Transit frequency issues (long waits, delays).

C1.5. Use existing public spaces like Orange Park or the Boys and Girls Club area for community events.

C1.6. Focus on direct communication, such as one-on-one outreach, to build trust.

C1.7. Offer small incentives like gift cards for participation in surveys and events, while addressing concerns about perceived bias.

C1.8. Collaborate with organizations like Rise South City and Friends of Old Town to conduct outreach.

C1.9. Flexible Community Engagement: Formats: Zoom focus groups and after-hours sessions to accommodate working residents. Rationale: To include diverse voices, including those with time constraints.

C1.10. Collaborate with existing housing surveys or separate surveys for transportation and housing to gather input on specific needs and priorities efficiently.

C1.11. Emphasize minimal and focused sessions to respect participants' limited availability.

C1.12. Community organizations have difficulty engaging the community in environmental efforts due to lack of trust and tangible results from past initiatives, and limited staffing to meet the growing needs of the community.

C2: Proposed Locations for Pop-Up Events

C2.1. Mexican Produce Market on San Mateo Avenue and Rico's Panadería nearby. Rationale: High visibility and accessibility for local residents.

C2.2. All Souls Church (Sunday Mass attendees)

C2.3. La Hacienda Market (Hillsdale area)

C2.4. San Bruno BART Station (high transit foot traffic)

C2.5. Pop-up events at YMCA food distributions (350+ households attend). Held at YMCA Resource Center and other locations (e.g., West Orange former library site). Advantage: Large turnout (350+ households), opportunity to engage residents while they wait in line. Consideration: Need to ensure engagement doesn't disrupt food distribution.

C3: Collaboration with Local Groups

C3.1. Partner with organizations like the San Mateo County Bike Coalition and the San Bruno Climate Resilience Team to leverage existing networks.

C3.2. Collaborate with organizations like Families Taking Action and local civic groups to expand community outreach.

C3.3. Providing materials and allowing YMCA staff to collect feedback from residents. Paid partner to conduct outreach, lead focus groups & pop-up events, w/stipends for participants. Offering stipends to community members to incentivize survey participation.

C3.4. Potential partnership with MIG and city planners for outreach and engagement.

C3.5. Collaborate with community-based organizations and local businesses for outreach and engagement.

C3.6. **Silicon Valley Bike Coalition proposed a partnership** with the CBTP team to enhance community outreach and engagement. Proposed elements include:

C3.6.a **Joint Outreach & Community Engagement**: Partnering on public outreach efforts, particularly in underserved communities. Utilizing existing networks and relationships (e.g., Rise South City, Friends of Old Town) to gather feedback. Integrating Bike Coalition outreach efforts into the broader transportation plan.

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C3.6.a Inquired about **potential funding support** from the planning team to assist with outreach. Suggested that the Bike Coalition could help conduct surveys, host events, and engage cyclists and transit users if provided with resources.

C3.6.a **Collaboration on Cycle Track & Infrastructure Promotion**: The Bike Coalition is applying for funding to promote the new cycle track once completed. Proposed coordinating promotional events, such as group rides for "Bike to Work" or "Bike to Wherever" days. Advocating for additional bike-friendly infrastructure along Huntington Avenue, San Mateo Avenue, and El Camino Real.

C3.6.a **Advocacy for Transportation Equity**: Emphasized the importance of including low-income workers in transit planning, especially warehouse workers in South San Francisco. Encouraged the team to consider the equity impact of transportation decisions, even in non-residential employment zones.

C3.6.a **Participation in Policy & Planning Discussions**: Encouraged representation in BPAC (Bicycle and Pedestrian Advisory Committees). Advocated for ensuring the transportation plan aligns with San Bruno's Transit Corridors Plan (TCP).

C4: Proposed Additions for San Bruno Ave & East Side of San Bruno: Expand study area to include everything east of El Camino Real due to expected development. Ensure public engagement in the redevelopment process to include transportation improvements.

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San Bruno / South San Francisco
Community-Based Transportation Plan (CBTP) Update
Appendix B: Community Survey – Summary of Results

As part of their community engagement to solicit input on the 2025 Update to the San Bruno / South San Francisco Community-Based Transportation Plan, C/CAG circulated a survey, available both on-line and in hard copy format. Following is an analysis of results and key findings from the survey.

A. Public Transit Usage

Nearly half (41%) of the 122 survey respondents who answered the question of which SamTrans or other transit routes they currently use indicated that they use BART. A further 32.8% stated that they do not currently use any transit service. Respondents were provided with a list of possible reasons why they do not use transit and asked to identify all that apply. They gave a variety of reasons, of which the most common were "service is too slow," (40%) "service is too infrequent," (32.7%) and "transit doesn't travel where I need to go" (30.9%). Those who selected "other" commented that the schedule was limited or unreliable, or that they prefer to drive themselves, among other reasons. Results are detailed in Tables 1 and 2 below.

TABLE 1
Which SamTrans Route(s) or other transit services do you currently use? (Mark all the routes that apply)

SamTrans Route or Transit Service	Percentage	Number
BART	41.0%	50
None	32.8%	40
ECR	26.2%	32
Caltrain	23.0%	28
Route 130 / B	18.0%	22
Free South City Shuttles	16.4%	20
Other	10.7%	13
Route 141	10.7%	13
Route 142	9.0%	11
Route 122	7.4%	9
Route 41	5.7%	7
Route 49	4.9%	6
Route 37	4.9%	6
Route 397	3.3%	4
EPX	1.6%	2
FCX	1.6%	2
Commute.org Shuttles	1.6%	2
Route 35	0.8%	1

N=122

Note that because respondents were allowed to make multiple selections, the percentages do not add up to 100%.

TABLE 2 If you answered "none" to the previous question, why? (Mark all that apply)		
Reason Why Not to Take Vine Transit	**Percentage**	**Number**
Service is too slow	40.0%	22
Service is too infrequent	32.7%	18
Transit doesn't travel where I need to go	30.9%	17
Other	25.5%	14
It doesn't fit my schedule	21.8%	12
Fares are too expensive	16.4%	9
Transit stop is too far	12.7%	7
Transit is too confusing / complicated	10.9%	6

N=55

Note that because respondents were allowed to make multiple selections, the percentages do not add up to 100%.

Please note: There was a difference between the survey as filled out online vs. the hard copy surveys. Online, respondents only received this question if they had answered "none" to the previous question. On the hard copy surveys, no such distinction was made. The majority of surveys were filled out in hard copy; therefore many of the respondents who responded to this question also marked transit routes that they currently use. It was decided that it was important to get the comments on issues with transit; therefore all responses are included.

Comments from respondents who selected "Other":

- Doesn't go to Menlo Park
- I live in SB District 2, no bus goes there
- No Crestmoor / Highlands connection – need ability to connect with e-bike
- Limited schedule
- The shuttle doesn't run on schedule. NOT reliable EVER! LOL
- It takes too much time
- Parking is expensive
- Drive myself
- I have a car
- I have my own vehicle
- Much easier just to drive
- Just makes more sense for me to drive my own car.
- I currently drive but have used transit in the past or when cars are non working or between cars
- I don't use public transit
- I just don't
- No need
- Work from home, basically don't go anywhere
- Dog and tools

B. Transportation Modes Used

Survey respondents were asked to identify which modes of transportation they use to commute to work or school, as well as those they use for non-commuting trips.

The most popular modes for commuting are transit (used by 44.3%) and driving alone (41.8%). Walking is somewhat less common (21.3%). Only a small percentage (9% or less) use the other modes listed.

For non-commuting-related trips, the most popular modes were the same: 50.4% take transit, 47.1% drive alone, and 18.2% walk. Once again, other modes are used by 9% or fewer respondents.

Results are detailed in Tables 3 and 4 below.

TABLE 3
How do you commonly commute to work or school? (Select all that apply)

Commuting Mode	Percentage	Number
Transit	44.3%	54
Drive alone	41.8%	51
Walk	21.3%	26
Carpool / Vanpool	9.0%	11
Bicycle	9.0%	11
Ride Share (Uber, Lyft, etc.)	5.7%	7
I don't work / go to school	4.9%	6
Other	3.3%	4

N=122

Note that because respondents were allowed to make multiple selections, the percentages do not add up to 100%.

Note: None of the respondents who selected "Other" identified a method.

TABLE 4
How do you commonly commute for NON work/school related trips? (Select all that apply)

Commuting Mode	Percentage	Number
Transit	50.4%	61
Drive alone	47.1%	57
Walk	18.2%	22
Bicycle	9.1%	11
Carpool / Vanpool	8.3%	10
Ride Share (Uber, Lyft, etc.)	8.3%	10
Other	4.1%	5

N=121

Note that because respondents were allowed to make multiple selections, the percentages do not add up to 100%.

Respondents who selected "Other" identified the following modes of transportation:

- Electric Scooter
- Bart/Caltrain
- Lyft to BART or train, because no public transit near my home in the hills
- Drive with my wife
- Public transportation 13
- Lime Scooter

C. Mobility Programs and Other Transportation Issues

Two final questions were posed to respondents about transportation. The first asked them to identify whether they are currently enrolled in any Mobility Programs. The second asked whether they experience difficulties accessing medical facilities, grocery stores, and/or schools, and to further elaborate on those difficulties.

The majority of respondents to this question (87.5%) are not enrolled in any mobility programs. Of those who are, only two elaborated on the programs they're enrolled in, mentioning Clipper Start.

Results are detailed in Tables 5 and 6 below.

TABLE 5
Are you currently enrolled in any of NVTA's Mobility Programs?

Mobility Program	Percentage	Number
No	87.5%	105
Yes	9.2%	11
Please elaborate	3.3%	4
TOTALS	**100.00%**	**120**

Respondents elaborated on what mobility programs they are enrolled in as follows:

- Clipper Start x 2
- Not sure what this means but I have a disabled placard and a discounted Clipper Start card.
- GoPass Forward
- Ramps
- I don't even have a card
- Paratransit, but does not use it – too confusing and she has Alzheimer's

TABLE 6
Do you experience difficulties accessing medical facilities, grocery stores, and/or schools?

Response Options	Percentage	Number
No	72.6%	85
Yes	21.4%	25
Please elaborate	6.0%	7
TOTALS	**100.00%**	**117**

The following comments were made by respondents who responded to "please elaborate":

- Currently I can still drive. The 141 is about one mile away, a long walk, unless you cross busy Skyline Blvd. Maybe have the 141 make a stop on Skyline Blvd and Berkshire.
- No – When I lived near Skyline College, it was way more difficult to access
- Can't drive
- Slow or too slow (x 4)
- No transport

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- Yes - Arthritis in old age
- Yes - There are a lot of requirements

Respondents were also asked to provide any additional comments for improving their transportation experience within the Equity Priority Communities identified in San Bruno and South San Francisco. Their comments have been included separately in the matrix listing and categorizing comments, and/or on the location-specific map and associated data table.

D. Survey Respondent Demographics

Respondents were asked a number of demographic questions, including neighborhood of residence within San Bruno or South San Francisco (or elsewhere), age, and race/ethnicity, to clarify who had responded to the survey. Those results are shown below.

TABLE 7
Where Do You Live?

Neighborhood / Area	Percentage	Number
San Bruno	**39.1%**	**43**
San Bruno	4.5%	5
Downtown or Heart of San Bruno	4.5%	5
Crestmoor	4.5%	5
Belle Air	3.6%	4
7th Avenue San Bruno	2.7%	3
Rollingwood	2.7%	3
Huntington Park	1.8%	2
Mills Park	1.8%	2
Monte Verde	1.8%	2
Portola Highlands	1.8%	2
Easton, Near Forest Lane Park, Lomita Park, Parkview, Lower San Bruno Avenues, San Felipe, [exact address redacted] on Camino San Bruno, Easton Ave, Diamond Street, Santa Clara Ave	0.9% each	1 each
South San Francisco	**50.9%**	**56**
South San Francisco	10.0%	11
Baden Avenue	2.7%	3
Aspen Avenue	1.8%	2
Miller Ave	1.8%	2
Sign Hill / Hillside area	1.8%	2
San Bruno Ave.	1.8%	2
West Orange Ave	1.8%	2

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TABLE 7 Where Do You Live?		
Neighborhood / Area	**Percentage**	**Number**
La Magnolia, Old Town/Barrio Viejo, Buri Buri, Alta Vista, Avalon Area, South San Francisco, 2nd Lane, SSF, Arroyo Drive, Bantry Lane, Drake, Grand Chestnut, Paradise Valley, Maple Avenue, Northwood Dr, Poplar Ave, Rail Road, South San Francisco Hickey, Spruce, West Winston Manor, Westborough, [exact address redacted] on Alta Mesa Drive SSF, Aspen Ave SSF, Baden Ave SSF, California Ave SSF, Circlura (?) Street SSF, Commercial Avenue, Del Monte SSF, Garden Ave South San Fransico, Gardiner Ave South San Francisco, Larch Avenue South San Fransico, Lewis Avenue SSF, Linden Ave South San Fransico, Maple Ave	0.9%	1 each
Other Areas	**5.5%**	**6**
Brentwood, CuriOdyssey, Daly City, Guatemala, San Anselmo, San Mateo	0.9%	1 each
Unclear Location	**5.5%**	**6**
El Camino	2.7%	3
Near downtown, Military, Mission Street, 5th Edition	0.9%	1 each
TOTALS	**100%**	**110**

TABLE 8 Which of the following age categories describe you best?		
Age Categories	**Percentage**	**Number**
55-64	27.1%	32
34-44	23.7%	28
45-54	18.7%	22
>65	11.9%	14
25-34	11.0%	13
18-24	5.9%	7
<18	1.7%	2
TOTALS	**100.00%**	**118**

TABLE 9 Please describe your race/ethnicity.		
Race / Ethnicity	**Percentage**	**Number**
Hispanic, Latino, Mexican, Latin American, South American	62.5%	55
White / Caucasian	19.3%	17
Asian (unspecified, Japanese, Palestinian, Indian, Iranian)	8.0%	7
Mixed race	5.7%	5
Black or African American	3.4%	3
Polynesian / Pacific Islander	1.1%	1
TOTALS	**100.00%**	**88**

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TABLE 10 What is your primary language?		
Language	**Percentage**	**Number**
Spanish	49.6%	58
English	41.9%	49
Other (please specify)	8.5%	10
TOTALS	**100.00%**	**117**

Languages specified by respondents who selected "Other" included:

- English and Spanish (x2)
- Bilingual
- Hindi

TABLE 11 How many people live in your household (total number of the people in your home)? / What is your household income (total income of all people in your home?			
Total Household Income Ranges	**Number of People in Household**	**Percentage of Overall Total**	**Number**
Under $25,000	**All**	15.3%	**18**
	6	1.7%	2
	4	1.7%	2
	3	5.1%	6
	2	0.8%	1
	[no response]	5.9%	7
Between $26,000 and $45,000	**All**	22.9%	**27**
	5	2.5%	3
	4	3.4%	4
	3	5.9%	7
	2	0.8%	1
	1	0.8%	1
	[no response]	9.3%	11
Between $46,000 and $65,000	**All**	19.5%	**23**
	6	2.5%	3
	5	2.5%	3
	4	3.4%	4
	3	2.5%	3
	[no response]	8.5%	10
Between $66,000 and $85,000	**All**	8.5%	**10**
	8	0.8%	1
	5	0.8%	1
	3	2.5%	3
	2	0.8%	1

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TABLE 11 How many people live in your household (total number of the people in your home)? / What is your household income (total income of all people in your home?			
Total Household Income Ranges	**Number of People in Household**	**Percentage of Overall Total**	**Number**
	[no response]	3.4%	4
Between $86,000 and $110,000	**All**	9.3%	**11**
	6	0.8%	1
	5	1.7%	2
	4	1.7%	2
	3	1.7%	2
	2	2.5%	3
	[no response]	0.8%	1
Between $111,000 and $150,000	**All**	10.2%	**12**
	3	5.1%	6
	2	5.1%	6
Over $150,000	**All**	5.1%	**6**
	7	0.8%	1
	6	0.8%	1
	4	1.7%	2
	3	0.8%	1
	[no response]	0.8%	1
I would prefer not to answer	N/A	7.6%	9
TOTALS		**100.00%**	**118**

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San Bruno/South San Francisco CBTP Annual Tracking Checklist					
CBTP Adoption Date:					
Number of Active Transportation Projects:		**Tracking Start Date:**			
Number of Transit and Paratransit Projects:					
Number of Safety Projects:		**Tracking End Date:**			
Total Number of Recommended Projects:					

Project Milestones				
Project Name (Projects may be repeated to accommodate multiple milestones)	**Category** (Check 1 for each row)			**Milestone Description and Date**
	Funding	Local Adoption/ Programming	Implementation	
Total Projects Currently Tracked:				

SAMPLE

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Dan Venezia, Parks Services Manager

SUBJECT: Consider the Adoption of a Resolution Approving the Memorial Program Policy with Implementation to Take Effect in Fiscal Year 2026-27 in Conjunction with the Master Fee Schedule

BACKGROUND:

The City of San Bruno has not historically maintained a formal policy governing the purchase, installation, maintenance, and decommissioning of memorial benches or trees. In the past, the process was informal and typically began with a phone call from a resident or community member inquiring about the possibility of installing a memorial bench or tree in remembrance of a loved one. If an appropriate location was available, staff would proceed with the request using the Master Fee Schedule in effect at that time.

Under this previous practice, the fee collected generally covered only the cost of the bench and did not account for installation, ongoing maintenance, repair, or eventual replacement. Over time, many previously accepted locations became fully utilized. As a result, the City discontinued installation of new memorial benches and instead allowed memorial plaques to be placed on the Memorial Sculpture located in City Park.

As existing memorial benches aged and began to fail, the City was left with insufficient funding to repair or replace the benches in a fiscally responsible manner. This highlighted the need for a comprehensive policy that clearly establishes program guidelines, funding requirements, long-term maintenance expectations, and procedures for the decommissioning of benches and plaques.

In April 2025, an ad hoc committee consisting of Parks and Recreation Commission members was established to develop a formal memorial program policy. The committee reviewed memorial policies from other municipalities and evaluated key program components, including fee structures, maintenance requirements, and replacement planning to develop a policy that reflects the City’s operational needs and long-term goals.

The draft Memorial Program Policy was presented to the Parks and Recreation Commission in April 2026 for review, and the Commission provided no comments on the proposed policy and recommended that the City Council approve the policy.

DISCUSSION:

The proposed Memorial Program Policy is the result of several months of work by the ad hoc committee, staff, and legal counsel. The policy has been developed to provide a clear and comprehensive framework for the City's memorial bench, tree, and plaque program and to create a sustainable program that balances community interest in memorial opportunities with the City's responsibility for long-term maintenance and fiscal stewardship.

Staff is requesting that the City Council approve the Memorial Program Policy. If approved, the policy will take effect in Fiscal Year 2026–27 in conjunction with adoption of the Master Fee Schedule.

The policy establishes clear guidelines for memorial installations, identifies eligible memorial options, defines maintenance and replacement responsibilities, and creates a structure for associated fees to support the program over time.

FISCAL IMPACT:

There is no immediate fiscal impact associated with adoption of the policy. Program fees will be incorporated into the Fiscal Year 2026–27 Master Fee Schedule and are intended to support installation, maintenance, and replacement costs in a fiscally responsible manner.

ENVIRONMENTAL IMPACT:

Approval of the policy does not constitute a "project" under the California Environmental Quality Act (CEQUA). Therefore, no further environmental review is required.

RECOMMENDATION:

Adopt a resolution adopting the Memorial Program Policy, with implementation to take effect in Fiscal Year 2026–27 in conjunction with the Master Fee Schedule.

ALTERNATIVES:

1. Do not adopt the Memorial Program Policy and provide alternate direction to staff.

ATTACHMENTS:

1. Resolution
2. Memorial Program Policy

RESOLUTION NO. 2026 - ___

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN BRUNO APPROVING THE MEMORIAL PROGRAM POLICY, WITH IMPLEMENTATION TO TAKE EFFECT IN FISCAL YEAR 2026–27 IN CONJUNCTION WITH THE MASTER FEE SCHEDULE

WHEREAS, the City of San Bruno has not historically maintained a formal policy governing the purchase, installation, maintenance, replacement, and decommissioning of memorial benches, trees, and plaques; and

WHEREAS, prior memorial requests were handled through an informal process, and fees collected generally covered only the cost of memorial benches and did not account for installation, ongoing maintenance, repair, replacement, or decommissioning; and

WHEREAS, the City identified the need for a comprehensive Memorial Program Policy to establish clear program guidelines, funding requirements, maintenance expectations, replacement planning, and decommissioning procedures; and

WHEREAS, adoption of the Memorial Program Policy will provide a clear and sustainable framework for memorial benches, trees, and plaques while supporting the City's responsibility for long-term maintenance and fiscal stewardship; and

WHEREAS, approval of the Memorial Program Policy does not constitute a "project" under the California Environmental Quality Act and therefore no further environmental review is required.

NOW, THEREFORE, BE IT RESOLVED that the City Council hereby:

- Approves the Memorial Programs Policy; and
- Authorizes staff to take all actions necessary to implement and administer the Memorial Program Policy consistent with this Resolution and the adopted Master Fee Schedule.

---oOo---

I hereby certify that foregoing **Resolution No. 2026 -** _
was introduced and adopted by the San Bruno City Council at a regular meeting on
May 12, 2026 by the following vote:

AYES: Councilmember:

NOES: Councilmember:

ABSENT: Councilmember:

_____
Lupita Huerta, City Clerk

Memorial Program Policy	
Effective Date: 7/1/2026 Revised/Superseded: N/A	

City Manager: _____

1.0 POLICY STATEMENT

It is the policy of the City of San Bruno (City) to provide a consistent procedure for reviewing applications for new memorial elements and for managing existing memorial elements within City-owned parks and public spaces through the City of San Bruno Memorial Program (Memorial Program).

2.0 PURPOSE

The purpose of this policy is to establish uniform guidelines for the purchase, dedication, placement, maintenance, and removal of memorial benches and memorial trees within City-owned parks and public spaces. These guidelines ensure consistency, safety, and long-term sustainability of memorial elements installed in these locations.

The Memorial Program allows individuals to commemorate, memorialize, or recognize a person, family, nonprofit agency, or other civic-minded organization with a connection to San Bruno through the installation of a memorial bench or the planting of a memorial tree in eligible areas.

This policy applies to:

- all new memorial bench and memorial tree dedications; and
- all rededications, replacements, and removals of existing memorial elements that require action or modifications to meet current Memorial Program standards.

Administration of this policy is under the authority of the Community Services Director or their designee.

3.0 APPLICATION PROCESS

A properly completed application must be submitted electronically for all new memorial bench and memorial tree dedications. Applications are available online at www.sanbruno.ca.gov/TributesandMemorials. Printed applications will not be accepted.

Within thirty (30) days of receiving a properly completed application, City staff will notify the applicant or their designated representative that the application has been received and whether an eligible location is available. If necessary, City staff may meet with the

applicant to determine whether a proposed location is acceptable.

If an application is incomplete, the applicant will be notified. Incomplete applications will not be accepted.

If no locations are available, the applicant may choose to be placed on a waiting list. The waiting list will be prioritized by the date the City receives a properly completed application. Each applicant on the waiting list will be contacted annually (October/November) to confirm they wish to remain on the list.

If City staff cannot contact an applicant for two consecutive years, the application will be removed from the waiting list.

4.0 MEMORIAL BENCHES GUIDELINES

A memorial bench dedication includes the purchase and installation of the bench, the memorial plaque, and any site preparation necessary to meet ADA standards. Installation and site work will be completed by the City's Parks Division or a licensed contractor hired by the City.

The City will accept bench dedications that:

- memorialize or recognize an individual or family with a direct connection to San Bruno; or
- recognize a nonprofit or civic-minded organization that has made significant contributions to San Bruno.

Only one bench may be dedicated to any single person, family, or organization. Up to two (2) additional plaques may be added to an existing bench to memorialize additional family members.

The number and placement of memorial benches will be at the City's discretion. All memorial benches must be installed in locations that comply with ADA standards at the time of installation and contribute to the usability and aesthetics of parks and public spaces.

5.0 NEW BENCHES

- All new memorial benches shall be eight (8) feet in length, slatted construction, and mounted to concrete pads using stainless steel hardware.
- Each bench dedication term is ten (10) years, with one (1) option to renew for an additional ten (10) years.
- The City will send a courtesy renewal notice approximately thirty (30) days prior to the end of the dedication term.

<u>Rededication and Expiration</u>

If the original purchaser or their designated representative does not respond by the expiration date:

- The City will attempt to contact them for ninety (90) days using the contact information provided on the original application.

- If no response is received, the City will issue a notice to retrieve the plaque.
- The plaque must be retrieved within sixty (60) days after the notice is issued.

If a bench is not rededicated, it will remain City property. The retired bench may be reused or recycled at the City's discretion.

Maintenance and Removal

Maintenance of benches and surrounding areas is determined solely by the City's Parks Division.

The City is not liable for damage caused by vandalism or third-party actions, though reasonable repair efforts will be made. If damage is determined to be beyond repair, the bench may be removed from service. This decision will be at the sole discretion of the City.

The City reserves the right to remove any bench that cannot be reasonably repaired. If removal is necessary, the City will attempt to contact the applicant for ninety (90) days to discuss replacement options.

Fee information for new and rededicated benches is listed in the City's Master Fee Schedule.

6.0 EXISTING BENCHES

When the City determines that an existing memorial bench must be removed or relocated:

- The City will make every reasonable attempt to contact the original purchaser or their designated representative sixty (60) days before removal.
- The original purchaser will have up to ninety (90) days to notify the City if they wish to purchase a replacement bench.
- Replacement benches must meet all current program standards and fees.

If the original purchaser, or their designated representative, does not wish to replace the bench, the plaque will be removed and made available for retrieval for sixty (60) days. Unclaimed plaques will be properly disposed of.

If the original purchaser, or their designated representative, elects to purchase a replacement bench, all the guidelines previously mentioned in the "New Benches" section of this policy shall be followed. All bench rededication costs shall be assessed in accordance with the City's Fee Schedule, standards, and requirements in effect at the time of approval and installation.

When feasible, the City will attempt to place the replacement bench in the same or a nearby location, subject to current ADA standards and site conditions. In cases where an existing memorial bench presents an immediate safety hazard or otherwise requires urgent removal, the City may remove the bench without advance notice. In such circumstances, the City will make every reasonable effort to contact the original purchaser or their designated representative as soon as practicable after removal, and in no case later than sixty (60) days following the removal. The City will prioritize coordinating with

the applicant to determine whether the memorial bench should be repaired, replaced, or relocated, where feasible. The memorial plaque will be retained and made available for retrieval for sixty (60) days in the event that the applicant does not want/require a replacement.

7.0 PLAQUE DESIGN AND INSTALLATION

- Bronze plaques will be provided for all new and rededicated benches.
- All plaques must be supplied by the City to ensure consistency, quality, and durability.
- Plaque size will be 4” high X 8” wide.

8.0 MEMORIAL TREES GUIDELINES

A memorial tree dedication includes the purchase of the tree, planting, and any necessary site preparation. Planting will be performed by the City’s Parks Division or a City-hired licensed contractor.

The City will accept tree dedication requests that:

- memorialize a person or family with a direct connection to San Bruno; or
- recognize nonprofit or civic-minded organizations that have contributed to San Bruno.

Plaques, rocks, decorations, or engraved items are not permitted for tree dedications made after the effective date of this policy. Existing trees with prior approved plaques may retain them.

Trees in City parks may not be decorated at any time.

The City reserves the right to maintain or remove any tree when necessary and in the public interest, as determined by the Parks Division. Reasonable maintenance will be performed, but trees have natural lifespans and may fail due to disease, vandalism, or other causes. The applicant or original purchaser will be contacted if the tree must be removed or poses a hazard.

Tree dedications may be temporarily paused or limited based on Parks Division capacity.

9.0 NEW AND REPLACEMENT TREES

- Tree species and locations are determined by City staff.
- Tree sizes will be a minimum of fifteen (15) gallons or a twenty-four (24)-inch box, depending on site conditions.
- Maintenance is the responsibility of the City.

If an existing memorial tree is damaged by natural causes or vandalism, the original purchaser may request a replacement tree and will be responsible for all related costs. Planting will be scheduled by City staff. Applicants or original purchasers will be notified

at least one (1) week in advance and may attend the planting with City approval.

10.0 FEES AND PAYMENTS

- All fees for new memorial elements are listed in the adopted Master Fee Schedule.
- Once an application is approved and a location confirmed, full payment is required.
- Fees for rededicated existing benches may include administrative, replacement or maintenance costs based on the adopted Master Fee Schedule.
- Fees for additional plaques on an existing bench are listed in the adopted Master Fee Schedule.
- Payment will be accepted by credit or debit card only.
- Once a bench/plaque or tree is ordered, no refunds will be issued

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Joseph D. Toney, Assistant City Manager
Matthew Lethin, Police Chief

SUBJECT: Consider Adoption of a Resolution Authorizing the City Manager to Execute an Amendment to the Agreement with the County of San Mateo for Continued Provision of Animal Control, Shelter Services, and Animal Licensing, Extending the Term Through June 30, 2029

BACKGROUND:

The City of San Bruno participates in a long-standing countywide agreement with the County of San Mateo and other cities for the provision of animal control, shelter services, and animal licensing. Since 1952, the County has contracted with the Peninsula Humane Society & SPCA (PHS/SPCA) for Animal Control and related services, and all 20 cities in the County are contracted with the County. Feedback from staff is that the service level provided meets expectations and should be continued.

The current agreement term expires on June 30, 2026.

DISCUSSION:

The proposed amendment extends the agreement for an additional three-year term, through June 30, 2029, ensuring continuity of animal care, shelter, and licensing services across San Mateo County.

The amendment updates several financial components of the agreement. Section 4.1.a revises the contract amounts for animal control services to reflect projected costs through fiscal year 2028–29. Section 4.1.b updates the animal licensing contract; however, the underlying fee structure for licensing services remains unchanged, including per-license fees, replacement tag costs, and associated service charges. Section 4.2 updates the estimated administrative service costs for the next three fiscal years, which will continue to be billed based on actual costs incurred.

In addition, Section 4.3.j has been removed from the agreement. This section previously required an audit during the term of the agreement. The requirement has been removed because the County, in coordination with partner agencies, has already initiated a separate procurement process for a comprehensive fiscal and performance audit of PHS/SPCA, and the selected firm is expected to begin work in May 2026.

All other terms and conditions of the existing agreement remain unchanged, and the amendment preserves the established countywide model for delivering animal control, shelter, and licensing services into this non-standard agreement.

FISCAL IMPACT:

The amendment updates projected costs for animal control and administrative services through FY 2028–29. Animal licensing contractor fees remain unchanged, and related costs will continue to be driven by actual usage. Administrative and service costs will continue to be based on actual cost recovery.

At the countywide level, animal control costs increase from $7.04 million in FY 2026-27 to $7.41 million in FY 2028-29, an increase of approximately 5.3 percent. Administrative costs increase from $872,301 to $925,424, or approximately 6.1 percent over the same period.

The City of San Bruno's share of costs is estimated to be 5.41% or $417,198; net of licensing revenue the amount is estimated to be $353,681. San Bruno's recent actual costs for FYs 2023-26 were $291,722, $294,825, and $335,090, respectively.

Annual costs will continue to be budgeted through the City's regular budget process and are subject to adjustment based on actual service costs.

ENVIRONMENTAL IMPACT:

This action is not a project subject to CEQA pursuant to CEQA Guidelines Section 15378.

RECOMMENDATION:

Staff recommends that the City Council adopt a Resolution authorizing the City Manager to execute an amendment to the countywide agreement for animal control, shelter services, and animal licensing, extending the term through June 30, 2029.

ALTERNATIVES:

Decline to approve the amendment, which would result in the expiration of the City's participation in the countywide animal services agreement on June 30, 2026, requiring the City to identify and implement an alternative service delivery model.

ATTACHMENTS:

1. Resolution Authorizing the Execution of the Amendment
2. Amendment to the Agreement between the County and the Cities for Animal Control, Shelter Services, and Licensing
3. Existing Agreement between the County and the Cities for Animal Control, Shelter Services, and Licensing Services
4. Estimated FY 2026-27 Animal Control Costs to Cities

RESOLUTION NO. 2026 - ___

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN BRUNO AUTHORIZING THE CITY MANAGER TO EXECUTE AN AMENDMENT TO THE AGREEMENT WITH THE COUNTY OF SAN MATEO FOR CONTINUED PROVISION OF ANIMAL CONTROL, SHELTER SERVICES, AND ANIMAL LICENSING, EXTENDING THE TERM THROUGH JUNE 30, 2029

WHEREAS, such agreements are authorized and provided for by Section 51300, et seq. of the California Government Code and under the Parties respective police powers; and

WHEREAS, the Cities and County, hereinafter collectively called "Parties", entered into an Agreement for animal care and control, shelter services and animal licensing, in which the County agrees to facilitate provision of and the Cities agree to reimburse the County for the costs of specified animal care and control, shelter services, and animal licensing hereinafter set forth, as they have done for over 70 years with the current Agreement expiring on June 30, 2026; and

WHEREAS, animal control has been one of the longest running regional/shared services in San Mateo County; and

WHEREAS, animal control functions include: receiving and housing stray animals; serving as the location for the public when looking for lost pets or surrendering animals; sheltering animals; spay/neuter clinic; and, vaccination clinic; and

WHEREAS, in order to facilitate coordinated countywide system of animal care and control, shelter services, and animal licensing as desired by Cities, County is agreeable to facilitating the provision of such services on the terms and conditions as hereinafter set forth; and

WHEREAS, On June 6, 2021, the Cities entered into an agreement with the County to facilitate and coordinate animal control and licensing on a countywide basis on behalf of the Cities and County for a term of 5 years ending on June 30, 2026; and

WHEREAS, the Cities and County wish to amend the Agreement to extend the term up to June 30, 2029; and

WHEREAS, costs for the County animal services agreement are included in the Non-Departmental Budget for the fiscal year (FY) 2026-27 Proposed Annual Operating Budget and San Bruno's portion for FY 2026-27 is estimated at 5.41% or $353,681; and

NOW, THEREFORE, BE IT RESOLVED that the San Bruno City Council hereby authorizes the City Manager to execute an amendment with the County of San Mateo for the continued provision of animal control, shelter services, and animal licensing, extending the term through June 30, 2029.

---oOo---

I hereby certify that foregoing **Resolution No. 2026 - ___**
was introduced and adopted by the San Bruno City Council at a regular meeting on
May 12, 2026, by the following vote:

AYES: Councilmembers:

NOES: Councilmembers:

ABSENT: Councilmembers:

_____
Lupita Huerta, City Clerk

AMENDMENT TO AGREEMENT

BETWEEN THE COUNTY OF SAN MATEO AND the Cities

THIS AMENDMENT TO THE AGREEMENT, entered into this _____. 20___, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Atherton, Belmont, Brisbane, Burlingame, Colma, Daly City, East Palo Alto, Foster City, Half Moon Bay, Hillsborough, Menlo Park, Millbrae, Pacifica, Portola Valley, Redwood City, San Bruno, San Carlos, San Mateo, South San Francisco, and Woodside, each hereinafter individually called a "City" and collectively called "Cities".

W I T N E S S E T H:

WHEREAS, such agreements are authorized and provided for by Section 51300, et seq. of the California Government Code and under the Parties respective police powers;

WHEREAS, the Cities and County, hereinafter collectively called "Parties", entered into an Agreement for animal care and control, shelter services and animal licensing, in which the County agrees to facilitate provision of and the Cities agree to reimburse the County for the costs of specified animal care and control, shelter services, and animal licensing hereinafter set forth, as they have done for over 70 years with the current Agreement expiring on June 30, 2021; and

WHEREAS, in order to facilitate coordinated countywide system of animal care and control, shelter services, and animal licensing as desired by Cities, County is agreeable to facilitating the provision of such services on the terms and conditions as hereinafter set forth; and

WHEREAS, On June 6, 2021, the Cities entered into an agreement with the County to facilitate and coordinate animal control and licensing on a countywide basis on behalf of the Cities and County for a term of 5 years ending on June 30, 2026.

WHEREAS, the Cities and County wish to amend the Agreement to extend the term up to June 30, 2029.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

1. Section 2 Definitions under 2.3 Animal Control Program of the agreement is amended to read as follows:

2.3 Animal Control Program: The program within the County Health, or County's designated contract agent, or both, or such other agency as the County of San Mateo Board of Supervisors may designate, which is specifically charged with regulating and enforcing laws dealing with animal control within the territorial limits of the County.

Section 2 Definitions under 2.6 Animal Licensing Service of the agreement is amended to read as follows:

2.6 Animal Licensing Program: The program within the San Mateo County Health, or County's designated contract agent, or both, or such other agency as the County of San Mateo Board of Supervisors may designate, which is specifically charged with regulating and enforcing laws dealing with animal licensing within its jurisdiction

Section 2 Definitions under 2.9 Holidays of the agreement is amended to read as follows:

2.9 Holidays: Federally designated holidays with the addition of Easter and exclusion of Columbus Day/Indigenous Peoples' Day, in accordance with the Animal Control Contractor's and Animal Licensing Contractor's existing labor contracts

Section 3 Each City's Responsibilities under 3.3 Designation of Animal Control & License Revenue Collector of the agreement is amended to read as follows:

3.3 Designation of Animal Control & License Revenue Collector. Each City hereby designates County Health or County's designated contractor as the entity authorized to collect, at Cities' cost, animal control and licensing revenue on the part of each City

Section 4 County Responsibilities under 4.1.a of the agreement is amended to read as follows:

4.1.a The County will pay Animal Control Contractor the following agreed-to amounts. These costs are to be reimbursed by the Cities as provided in Section 3.7 above.

Fiscal Year	Amount
2021-22	$6,189,290.95
2022-23	$6,327,480.28
2023-24	$6,499,455.67
2024-25	$6,674,024.00
2025-26	$6,858,739.01
2026-27	$7,037,138.11
2027-28	$7,220,177.44
2028-29	$7,407,977.72

Section 4 County Responsibilities under 4.1.b of the agreement is amended to read as follows:

4.1.b The County will pay Animal Licensing Contractor the following agreed-to amounts. These costs are to be reimbursed by the Cities as provided in Section 3.7 above (the table in 4.2 includes the payment for the contract Petdata for approximately $1,096,827 which will end on June 30, 2027).

Current Contract 2016-2021	Amount
One year license	$4.28 per license
Multi-year license	$4.28 for the first year and $2 for each additional year
Late fees collected	$2.50 collection service fee for each license
Replacement tags	$4.28 per tag
Bank and supply fees	Actual cost

Section 4 County Responsibilities under 4.2 of the agreement is amended to read as follows:

4.2 The County shall provide the administrative services as outlined in this Agreement for the following estimated amounts to be charged to and paid by the Cities. Costs may vary as labor negotiations and internal service charges are negotiated at a Countywide level. Cities will only be invoiced for the actual costs to provide said services as outlined in this Agreement and are to be reimbursed by the Cities as provided in Section 3.7 above.

Fiscal Year	Amount
2021-22	$790,835
2022-23	$790,375
2023-24	$814,086
2024-25	$822,227
2025-26	$846,894
2026-27	$872,301
2027-28	$898,470
2028-29	$925,424

Section 4 County Responsibilities under 4.3.j of the agreement is amended to read as follows:

Section 4 County Responsibilities under 4.3.j has been removed from the agreement.

Section 5 General Provisions under 5.8 Term and Termination of the agreement is amended to read as follows:

5.8 Term and Termination. Subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2021 through June 30, 2029.

Except as otherwise provided by this section, this Agreement may not be terminated by any party during the effective period from July 1, 2021 through June 30, 2026. Each City is responsible for its annual percentage share under this Agreement for the entire term of this Agreement.

In the event any City fails to pay its percentage share as set forth in this Agreement and Exhibit B, every other City shall promptly pay its Proportionate Share of Cost of the non-payment, unless and until the County is able to recover the non-payment from the late or non-paying City.

This Agreement shall automatically terminate in the event of termination of the Animal Control Services Agreement. Upon termination, the County shall have no further obligation to provide, facilitate or coordinate services specified herein or in the Animal Control Services Agreement or Animal Licensing Services Agreement. Each City shall promptly pay its Proportionate Share of Cost as set forth in Exhibit B for all services rendered prior to termination.

Section 5 General Provisions under 5.15 Notices of the agreement is amended to read as follows:

5.15 Notices. Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

Any notices required by or given pursuant to this Agreement to any City shall be in writing and shall be delivered to the Clerk of that City at the address of the principal business offices of the respective City listed in the introduction of this Agreement or at such other address as any City may specify in writing to the County.

In the case of County, to:

Name/Title: Lori Morton-Feazell, Program Manager of Animal Control and Licensing
Address: 1600 W. Hillsdale Blvd San Mateo, CA 94402
Telephone: 650.573.2623
Email: lmorton-feazell@smcgov.org

4. All other terms and conditions of the agreement dated [Enter information here], between the County and Contractor shall remain in full force and effect.

IN WITNESS WHEREOF, the Board of Supervisors of the County of San Mateo has authorized and directed the Health System Chief to execute this Agreement for and on behalf of the County of San Mateo. The Cities of Atherton, Belmont, Brisbane, Burlingame, Colma, Daly City, East Palo Alto, Foster City, Half Moon Bay, Hillsborough, Menlo Park, Millbrae, Pacifica, Portola Valley, Redwood City, San Bruno, San Carlos, San Mateo, South San Francisco, and Woodside have caused this Agreement to be subscribed by its duly authorized officer and attested by its Clerk.

For County:

COUNTY OF SAN MATEO

By:
President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:
Clerk of Said Board

_____ **TOWN OF ATHERTON**

Dated:

ATTEST:

_____ _____

Town of Atherton, Clerk by

_____

Dated:

CITY OF BELMONT

ATTEST:

_____

City of Belmont, Clerk

_____

by

_____ **CITY OF BRISBANE**

Dated:

ATTEST:

_____ _____

City of Brisbane, Clerk by

_____ **CITY OF BURLINGAME**

Dated:

ATTEST:

_____ _____

City of Burlingame, Clerk by

_____ **TOWN OF COLMA**

Dated:

ATTEST:

_____ _____

Town of Colma, Clerk by

_____

Dated:

CITY OF DALY CITY

ATTEST:

_____

City of Daly City, Clerk

_____

by

_____

Dated:

CITY OF EAST PALO ALTO

ATTEST:

_____

City of East Palo Alto, Clerk

_____

by

_____

Dated:

CITY OF FOSTER CITY

ATTEST:

_____

City of Foster City, Clerk

_____

by

_____

Dated:

CITY OF HALF MOON BAY

ATTEST:

_____

City of Half Moon Bay, Clerk

_____

by

_____

Dated:

TOWN OF HILLSBOROUGH

ATTEST:

_____

Town of Hillsborough, Clerk

_____

by

_____

Dated:

CITY OF MENLO PARK

ATTEST:

_____

City of Menlo Park, Clerk

_____

by

_____

Dated:

CITY OF MILLBRAE

ATTEST:

_____

City of Millbrae, Clerk

_____

by

_____

Dated:

CITY OF PACIFICA

ATTEST:

_____

City of Pacifica, Clerk

_____

by

_____ **TOWN OF PORTOLA VALLEY**

Dated:

ATTEST:

_____ _____

Town of Portola Valley, Clerk by

_____ **CITY OF REDWOOD CITY**

Dated:

ATTEST:

_____ _____

City of Redwood City, Clerk by

_____ **CITY OF SAN BRUNO**

Dated:

ATTEST:

_____ _____

City of San Bruno, Clerk by

_____

Dated:

CITY OF SAN CARLOS

ATTEST:

_____

City of San Carlos, Clerk

_____

by

_____ **CITY OF SAN MATEO**

Dated:

ATTEST:

_____ _____

City of San Mateo, Clerk by

_____ **CITY OF SOUTH SAN FRANCISCO**

Dated:

ATTEST:

_____ _____

City of South San Francisco, Clerk by

_____ **TOWN OF WOODSIDE**

Dated:

ATTEST:

_____ _____

Town of Woodside, Clerk by

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND THE CITIES OF ATHERTON, BELMONT, BRISBANE, BURLINGAME, COLMA, DALY CITY, EAST PALO ALTO, FOSTER CITY, HALF MOON BAY, HILLSBOROUGH, MENLO PARK, MILLBRAE, PACIFICA, PORTOLA VALLEY, REDWOOD CITY, SAN BRUNO, SAN CARLOS, SAN MATEO, SOUTH SAN FRANCISCO, AND WOODSIDE FOR FACILITATION AND COORDINATION OF ANIMAL CONTROL SERVICES

THIS FACILITATION AND COORDINATION OF ANIMAL CONTROL SERVICES AGREEMENT, hereinafter called "Agreement", entered into this first day of July, 2021, by and between the COUNTY OF SAN MATEO, hereinafter called "County," and Atherton, Belmont, Brisbane, Burlingame, Colma, Daly City, East Palo Alto, Foster City, Half Moon Bay, Hillsborough, Menlo Park, Millbrae, Pacifica, Portola Valley, Redwood City, San Bruno, San Carlos, San Mateo, South San Francisco, and Woodside, each hereinafter individually called a "City" and collectively called the "Cities";

WITNESSETH

WHEREAS, the Cities have passed and are responsible for enforcing local ordinances governing the regulation, licensing and impounding of certain animals within the territorial limits of the Cities; and

WHEREAS, the Cities and County, hereinafter collectively called "Parties", wish to enter into a written agreement for animal care and control, shelter services, and animal licensing, in which the County agrees to facilitate provision of and the Cities agree to reimburse the County for the costs of specified animal care and control, shelter services, and animal licensing hereinafter set forth, as they have done for over 70 years with the current Agreement expiring on June 30, 2021; and

WHEREAS, in order to facilitate coordinated countywide system of animal care and control, shelter services, and animal licensing as desired by Cities, County is agreeable to facilitating the provision of such services on the terms and conditions as hereinafter set forth; and

WHEREAS, the Cities desire the County facilitate and coordinate animal control and licensing on a countywide basis on behalf of the Cities and County for a term of 5 years ending on June 30, 2026; and

WHEREAS, such agreements are authorized and provided for by Section 51300, et seq. of the California Government Code and under the Parties respective police powers.

NOW, THEREFORE, IT IS HEREBY AGREED BY THE PARTIES HERETO AS FOLLOWS:

1. Exhibits and Attachments

The following exhibits are attached to this Agreement and incorporated into this Agreement by this reference:

Exhibit A— Contract Areas
Exhibit B— Proportionate Share of Cost
Attachment 1 – Agreement between County of San Mateo and the Peninsula Humane Society and SPCA
Attachment 2 - Agreement between County of San Mateo and PetData Inc.
Attachment 3 - Memorandum of Agreement Regarding Funding For Construction Of An Animal Care Shelter

2. Definitions

2.1 **Administrative Costs:** The actual costs, including, but not limited to, salaries, benefits, dispatch, and equipment maintenance, incurred by the County to administer the Animal Control Program and Animal Licensing Program as outlined in this Agreement in an effort to facilitate a coordinated countywide system.

2.2 **Animal Control Contractor:** The contractor selected as set forth in Section 5.2 of this Agreement, which is specifically charged with providing services and enforcing laws relating to h animal care and control, shelter services and animal licensing within the territorial limits of the County and the Cities and pursuant to the terms of this Agreement.

2.3 **Animal Control Program:** The program within the Health System of the County, or County's designated contract agent, or both, or such other agency as the County of San Mateo Board of Supervisors may designate, which is specifically charged with regulating and enforcing laws dealing with animal control within the territorial limits of the County.

2.4 **Animal Control Services Agreement or Services Agreement:** Agreement in which the Animal Control Contractor agrees to perform on behalf of Parties and the County agrees to compensate, using County and City funds, the Animal Control Contractor for performance of certain

specified animal care, animal control, and shelter services as provided for in this Agreement.

2.5 **Animal Licensing Contractor:** The contractor as set forth in Section 5.2 of this Agreement, which is specifically charged with administering and enforcing laws dealing with animal licensing within the territorial limits of the County and the Cities and pursuant to the terms of this Agreement.

2.6 **Animal Licensing Program:** The program within the Health System of the County, or County's designated contract agent, or both, or such other agency as the County of San Mateo Board of Supervisors may designate, which is specifically charged with regulating and enforcing laws dealing with animal licensing within its jurisdiction.

2.7 **Animal Licensing Services Agreement:** Agreement in which the Animal Licensing Contractor agrees to perform on behalf of the Parties and the County agrees to compensate, with County and City funds, Animal Licensing Contractor for performance of certain specified animal licensing services as provided for in this Agreement.

2.8 **City or Cities:** Any or all of the cities listed in Exhibit A, attached and incorporated by reference herein.

2.9 **Holidays:** Federally designated holidays with the addition of Easter and exclusion of Columbus Day, in accordance with the Animal Control Contractor's and Animal Licensing Contractor's existing labor contracts.

2.10 **Impounded Animal:** An animal that has been picked up by Animal Control Contractor, other public employee or officer, or by a private citizen and deposited at the County animal shelter.

3. Each City's Responsibilities

3.1 **Delivery of Animals.** Any animal taken into custody by an employee or officer of the County or an employee or officer of a City shall be delivered to the Animal Control Contractor at the County animal shelter or held in a humane way at a designated holding area until it can be picked up by Animal Control Contractor.

3.2 **Uniform Ordinances and Citation Authority.** This Agreement is based on an expectation that each City will adopt and maintain animal control ordinance(s) which are substantially the same as the provisions of Chapters 6.04, 6.12, and 6.16 of Title 6 of the San Mateo County Ordinance Code, as they currently exist or maybe amended by County from time to time, to be effective within each City's territorial limits. The

fee schedule adopted by each City shall be the same as outlined in Chapter 6.04.290, as may be amended by County from time to time, of the San Mateo County Ordinance Code, hereinafter "County Ordinance".

City acknowledges that the County plans to amend its animal control ordinances, with the goal for adoption within the next twelve (12) months.

Enforcement of provisions of any City's ordinance to the extent that it differs substantially from the County Ordinance, as amended by County from time to time, and results in an increase to Animal Control Contractor's costs, shall be reimbursed directly by the City requiring additional services, as negotiated between the City requiring additional services and the Animal Control Contractor. Provision of services under the Animal Control Services Agreement shall take priority over such additional services provided separately pursuant to this Section.

3.3 **Designation of Animal Control & License Revenue Collector.** Each City hereby designates the Health System of the County or County's designated contractor as the entity authorized to collect, at Cities' cost, animal control and licensing revenue on the part of each City.

3.4 **Permits for Public Events.** Each City shall request input from the Animal Control Contractor prior to issuing permits for public exhibitions and events which include animals. The Animal Control Contractor is entitled to recover costs directly from the City in which exhibition or event will be located which relate to staffing that may result during or after the exhibition or event. Such costs will be collected by the Animal Control Contractor based on a fee schedule approved by the City in which the event is taking place, or as agreed between the Animal Control Contractor and the individual City. Any agreement with the Animal Control Contractor will require expeditious review of permits and input to the City. The provisions of this paragraph do not apply to public exhibitions and events where the only animals included in such events are anticipated to be service animals or police dogs.

3.5 **City Liaison.** Each City shall designate a representative to act as a liaison for animal control and licensing administration and enforcement issues for when County requests input from the City. If no contact person is designated, the City contact person shall be the City Manager.

3.6 **Defense of Dangerous/Vicious Animal Determinations, Spay/Neuter Requirements, and Service Animal Designations.**

Parties acknowledge that each City is and will remain solely responsible for arranging and conducting hearings under its Dangerous and Vicious

Animal, Spay/Neuter, and Fancier Ordinances, including but not limited to providing hearing officers and a location for the hearings. The cost to hold the hearing will be the sole responsibility of each City and collection of the hearing fee, based on the City's fee ordinance, will be collected and retained by the City.

However, the Parties agree that, at a City's option and for its convenience, a City may utilize County offices and/or the services of the County hearing officers for purposes of conducting Dangerous/Vicious Animal Hearings under the provisions of each City's Dangerous and Vicious Animal Ordinance, Spay/Neuter Hearings under the provision of each City's Spay/Neuter Ordinance, and/or Fancier Hearings under the provision of each City's Fancier Ordinance. The hearing fee, based on the City's fee ordinance, will be collected from the person requesting the hearing by the County under the terms of this Agreement, if possible. If such fee is not collected, the City shall remain responsible for such costs.

The Parties also recognize that in the event a City elects to utilize the services of a County hearing officer, the City remains solely responsible for the defense of any appeal of or challenge to an administrative decision rendered by the hearing officer. Further, the City remains responsible for any claims, damages, costs or other losses resulting from any decision, act or omission of the hearing officer acting in the course and scope of his or her capacity as hearing officer or from any court judgment based on claims, actions or appeals resulting from Dangerous/Vicious Animal hearings, decisions or findings; Spay/Neuter requirements, hearings, decisions or findings; and/or Fancier requirements, hearings, decisions or findings made under each City's ordinances.

Furthermore, the Parties agree that, at a City's option and for its convenience, County offices will issue Service Animal tags and Breeder/Fancier Permits on behalf of each City upon County's determination that such tag or permit shall be issued on behalf of the City. Each City shall remain responsible for the decision to issue or not issue a Service Animal tag and/or issue or not issue a Breeder or Fancier Permit and shall remain responsible the defense of any action or claim and payment of any claims, damages, costs, or other losses resulting from such decision.

3.7 In consideration of the services that will be coordinated and facilitated by County and provided by the Animal Control Contractor and Animal Licensing Contractor in accordance with all terms, conditions, and specifications set forth herein, and in the exhibits and attachments incorporated by reference herein, each City shall pay County based on

the rates and in the manner specified below.

Proportionate Share of Costs. Each City's proportionate share of the cost of services ("Proportionate Share of Costs") provided under this Agreement shall be calculated as a percentage representing:

a. That City's percentage of total field services provided, averaged over the prior three calendar years;

b. That City's percentage of total shelter services provided, averaged over the prior three calendar years;

c. With field services weighted at 41% and shelter services weighted at 59%.

Net Program Costs. Each City shall pay the net program costs attributable to that City ("Net Program Costs") which will be calculated as follows:

a. Determine total expenses for all services including Administrative Costs as defined in Section 2 of this Agreement and Animal Control Contractor and Animal Licensing Contractor costs;

b. Subtract all revenue received, not including licensing revenue;

c. Attribute the balance to each City based on that City's Proportionate Share of Costs.

d. Subtract from each City's share of the balance the actual licensing revenue collected for that City during the previous calendar year.

Annual Invoices. Each City will be invoiced for its Net Program Costs as follows:

a. The County will calculate each City's Proportionate Share of Costs, estimate Net Program Costs for the following fiscal year (July 1 – June 30), and will send an estimated invoice containing that information to each City no later than March 31st of each year;

b. The County will send a final invoice ("Final Invoice") based on **actual** Net Program Cost to each City no later than December 15th of each year; and

c. Each City shall pay the County the amount shown on the Final Invoice no later than February 28th of each year.

4. County Responsibilities

4.1 Payments to be paid to Animal Control Contractor and Animal Licensing Contractor by the County and each City are as follows:

a. The County will pay Animal Control Contractor the following agreed-to amounts. These costs are to be reimbursed by the Cities as provided in Section 3.7 above.

Fiscal Year	Amount
2021-22	$6,189,290.95
2022-23	$6,327,480.28
2023-24	$6,499,455.67
2024-25	$6,674,024.00
2025-26	$6,858,739.01

b. The County will pay Animal Licensing Contractor the following agreed-to amounts. These costs are to be reimbursed by the Cities as provided in Section 3.7 above (the table in 4.2 includes the payment for the contract Petdata for approximately $192,000).

Current Contract 2016-2021	Amount
One year license	$4.28 per license
Multi-year license	$4.28 for the first year and $2 for each additional year
Late fees collected	$2.50 collection service fee for each license
Replacement tags	$4.28 per tag
Bank and supply fees	Actual cost

4.2 The County shall provide the administrative services as outlined in this Agreement for the following estimated amounts to be charged to and paid by the Cities. Costs may vary as labor negotiations and internal service charges are negotiated at a Countywide level. Cities will only be invoiced for the actual costs to provide said services as outlined in this Agreement and are to be reimbursed by the Cities as provided in Section 3.7 above.

Fiscal Year	Amount
2021-22	$790,835
2022-23	$790,375
2023-24	$814,086
2024-25	$822,227
2025-26	$846,894

4.3 In consideration of the payment provided for in Sections 3.7 and 4.2, the County shall, for the administrative convenience of the Cities and for the purpose of coordinating animal services countywide, provide the additional following administrative services:

a. Work with the City Attorney, designated City liaison or City Manager of each City on any issues that require input from the City, including, but not limited to, during and following the administrative hearing process.

b. Collect, maintain, and report available data as requested by each City, including, but not limited to, annual Performance Measures.

The Animal Control Program Manager or designee will monitor the performance of the Animal Control Contractor and Animal Licensing Contractor and will notify the City Liaison if there is a deficiency in service found. A meeting will be scheduled with Contractor and City liaisons to discuss a plan to correct the service deficiency.

c. With direction from each City, respond on behalf of each City to public inquiries regarding the Animal Control Program and the Animal Licensing Program.

d. Provide monthly report showing field, shelter, licensing activities, and Dangerous Animal Permit holders.

e. Provide dispatch services for after-hours/holiday calls for animal control and licensing.

f. Provide radio maintenance services on radio equipment owned by the Parties and used to perform services as outlined in Attachment 1 – Agreement between County of San Mateo and the Peninsula Humane Society and SPCA – Attachment M - County-Owned Radio Equipment.

g. For the convenience of the Cities, provide animal licensing tags for dogs, cats, animals held under a Dangerous Permit, and animals designated as Service Animals.

h. For the convenience of the Cities, make reasonable attempts to collect and provide collection services for:

1. Animal control fees that are deemed uncollectable by the Animal Control Contractor after reasonable efforts by the Contractor to collect; and

2. Licensing fees that are deemed uncollectable by the Animal Licensing Contractor after reasonable efforts by the Contractor to collect; and
3. Any other fees for services provided to each City under the terms of this Agreement.

The County's cost to provide collection services will be included in the administrative cost to facilitate this Agreement. The Cities acknowledge and agree that the County is not responsible for any fees that remain uncollected after reasonable efforts are made to collect. In the event that a City determines that additional collection efforts are warranted, it may undertake such efforts at its own expense. Any shortfall in revenues caused by uncollected fees shall be the responsibility of all Cities based on the proportionate share of costs.

i. Annually provide each City with the audit report required and completed as outlined in Attachment 1.

j. Annually, arrange and oversee a performance audit or fiscal assessment following the, Generally Accepted Government Auditing Standards (GAGAS) to assess whether the Animal Control Contractor is achieving efficiency and effectiveness in performance of the services provided and provide a copy of the performance audit to the Cities. The parameters of the audit and cost will be determined by a subgroup of all Parties through a County Request for Proposal process. Cities will be invoiced for the actual cost of said audit as outlined in Section 3.7 (estimate cost of $81,000 has been added to the administrative cost table in section 4.2).

k. For Spay/Neuter Assistance Vouchers:
1. Allocate one dollar from each annual license fee paid for a dog or cat to:
    i. When funds are available as determined by the County, assist pet owners and feral cat advocates with the cost to alter the dogs, cats, and feral cats that reside in the County on a county wide basis; and

    ii. As funds are available as determined by the County, execute outreach efforts to educate residents on the responsibilities of owning a pet and the importance of altering, vaccinating, and licensing all dogs and cats.

2. Issue, monitor and maintain a dog, cat, and feral cat database, allocating funds to the appropriate category of need based on the public's requests.

l. Pursuant to Section 3.6 of this Agreement, under the guidelines of the US Department of Justice and the Americans With Disabilities Act's definition of "Service Animal" for the administrative convenience of each City, and acting as a representative of each City, issue Service Animal tags on behalf of each City upon determination by the County on behalf of the City that such tag shall be issued.

m. If each City's ordinance so authorizes and the City so requests, review and process each City residents' requests and maintain files for Breeders and Fanciers Permits.

n. Dangerous Animal Designations:
   1. Issue Dangerous Animal tags when an animal has been so designated by a peace officer employed by any City or County or the Animal Control Contractor as such; and
   2. The County will invoice annually and make reasonable efforts to collect applicable fees for Dangerous Animal Permit holders; and
   3. Monitor data received from Animal Control Contractor; and
   4. Send monthly updated reports to each City's representative.

o. Pursuant to Section 3.6, for the administrative convenience of each City, and acting as a representative of each City, conduct administrative hearings for Dangerous and Vicious Animal designations under the guidelines of the applicable City's ordinance.

p. Pursuant to Section 3.6, for the administrative convenience of each City and acting as a representative of each City, conduct mandatory spay/neuter and/or fancier permit administrative hearings under the guidelines of the applicable City's ordinance, if any.

q. Provide in-person customer service at a minimum of two County locations that are open during normal business hours to enable residents the ability to obtain animal licenses and/or permits for all dogs and cats.

r. Work with San Mateo County veterinarians to ensure anti-rabies vaccination reporting as required by the County.

s. Receive, import, and export licensing and vaccination information from the Animal Licensing Contractor into the Animal Control Contractor database and vice versa on a weekly basis.

t. Under the guidance of the County's Health Officer, review and process requests from pet owners to exempt their pet from the requirement to obtain an anti-rabies vaccination as required by State law or County ordinance and report annually to the Department of Public Health.

u. Invoice animal owners pursuant to the County Fee Schedule 6.04.290, and similar City fee schedules, following a bite incident that requires a quarantine of said animal.

5. General Provisions

5.1 **Existing Agreements.** Upon execution of this Agreement, any prior existing agreements between the Cities and the County to facilitate and coordinate Animal Control and Animal Licensing Services will be terminated.

5.2 **Contracting for Services.** It is expressly understood and agreed that the County will contract with the Peninsula Humane Society and SPCA, a California nonprofit public benefit corporation (Animal Control Contractor), or such other contractor as the Board of Supervisors and Cities may designate, for the provision of Animal Control Services including field enforcement, shelter and treatment services referred to herein. Additionally, it is expressly understood and agreed that the County will contract with PetData, Inc. or such other contractor (Animal Licensing Contractor) as the Board of Supervisors and Cities may designate, for the provision of Animal Licensing Services.

Shelter Services. Refer to Attachment 1 – Agreement between County of San Mateo and the Peninsula Humane Society and SPCA.

Field Services. Refer to Attachment 1 – Agreement between County of San Mateo and the Peninsula Humane Society and SPCA.

Veterinary Medical Services. Refer to Attachment 1 – Agreement between County of San Mateo and the Peninsula Humane Society and SPCA.

Operations. Refer to Attachment 1 – Agreement between County of San Mateo and the Peninsula Humane Society and SPCA.

5.3 **Animal Shelter**.

The Parties acknowledge:

1. That the new Animal Care and Control Shelter has been constructed and Contractor Peninsula Humane Society & SPCA is and will be occupying it for the term of this Agreement in order to provide animal

control services as set forth in Attachment 1.

2. The Parties have previously entered into a Memorandum of Agreement regarding Funding of Construction of an Animal Care Shelter, dated September 9, 2014 ("Memorandum"), attached and incorporated as Attachment 3. The Parties agree that the total cost of the shelter construction project is being updated as provided by Section 2 of the Memorandum, and the Parties agree that, when available, County will provide to Cities the final total cost of the Shelter construction which will be paid proportionately by each City as provided by the Memorandum. Further, the Parties acknowledge and agree that the proportionate share of each City will be amended as provided by section 3 of the Memorandum. The Parties acknowledge that continued animal control and shelter services to a City as provided herein is contingent on that City approving any amended cost and paying its proportionate share, as previously agreed in the Memorandum".

5.4 **Facilities & Equipment.**

a. If the County chooses, at its own discretion, to replace equipment, at reasonable expense, but not to exceed $125,000, that is used by the Animal Control Contractor and/or the Animal Licensing Contractor solely for the purpose of providing services under this Agreement, Cities agree that they will be financially responsible for the purchase cost of said equipment based on their Proportionate Share of Cost.

In the event that any party asserts that an emergency safety-related repair is needed to the portions of the County Animal Care and Control Shelter located at 12 Airport Boulevard in the City of San Mateo that are used to provide contracted animal control services and/or the County chooses to replace equipment, at its own discretion, and the cost of said equipment exceeds $125,000, the Parties agree to meet in good faith to determine and agree which maintenance or repairs are required, whether or not such repair work shall be undertaken, or if said equipment should be replaced.

If the Parties terminate this Agreement or the Parties do not renew this Agreement, all Parties agree to be financially responsible in their Proportionate Share of Cost as set forth in Exhibit B for the remaining cost of any lease for vehicles or equipment used by the County's designated contractor solely for the purpose of providing services under this Agreement.

b. Animal Control Contractor will send the County a quarterly itemized report showing the repairs and maintenance performed at the facility.

c. If Parties choose to terminate for reasons other than material breach of the Animal Control Contractor's Services Agreement or Parties choose not to renew the Animal Control Contractor's Services Agreement, County and Cities shall be financially responsible for the remaining cost of any lease for vehicles or equipment used by the Animal Control Contractor solely for the purpose of the Animal Control Contractor's Services Agreement.

5.5 **Fiscal and Program Monitoring.** Each City agrees to participate annually with County to discuss financial or programmatic issues including, but not limited to, licensing activities, revenue sources, performance measures, and ordinance revisions. The County or any City may request a special meeting for this purpose and upon the provision of reasonable notice.

Any changes in the amount to be paid to the Animal Control Contractor or the Animal Licensing Contractor shall require the Board of Supervisors and the affected City's approval.

5.6 **Use of Program Revenue.** Each City agrees that all fees collected by the County and/or the Animal Control Contractor and the Animal Licensing Contractor, or both, for the purposes outlined in this Agreement shall be retained by the County and used to cover the cost of services provided under this Agreement, except for services provided directly by or for a City and where fees are collected by said City for services provided as described in Section 3.4 and 3.6 of this Agreement.

5.7 **Maintenance of Records.** Records of animals impounded including the description of each animal, date of receipt, date and manner of disposal, treatment received, the name of the person redeeming or adopting the animal, and the fees, charges and proceeds of adoption shall be maintained by the County, through the Animal Control Contractor, and made available to the Cities. In addition, statistical information shall be provided on a monthly, quarterly and annual basis to the Cities summarizing various field enforcement and shelter activities occurring in each City and shelter activities initiated by residents of each City.

5.8 **Term and Termination**. Subject to compliance with all terms and

conditions, the term of this Agreement shall be from July 1, 2021 through June 30, 2026.

Except as otherwise provided by this section, this Agreement may not be terminated by any party during the effective period from July 1, 2021 through June 30, 2026. Each City is responsible for its annual percentage share under this Agreement for the entire term of this Agreement.

In the event any City fails to pay its percentage share as set forth in this Agreement and Exhibit B, every other City shall promptly pay its Proportionate Share of Cost of the non-payment, unless and until the County is able to recover the non-payment from the late or non-paying City.

This Agreement shall automatically terminate in the event of termination of the Animal Control Services Agreement. Upon termination, the County shall have no further obligation to provide, facilitate or coordinate services specified herein or in the Animal Control Services Agreement or Animal Licensing Services Agreement. Each City shall promptly pay its Proportionate Share of Cost as set forth in Exhibit B for all services rendered prior to termination.

5.9 **Amendments: Entire Agreement.** Amendments to this Agreement must be in writing and approved by the County Board of Supervisors and the governing body of each City. This is the entire Agreement between the Parties and supersedes any prior written or oral agreements inconsistent herewith.

This Agreement, including the Exhibits and Attachments which are incorporated herein by this reference, constitutes the entire Agreement of the Parties to this Agreement regarding the subject matter of this Agreement, and correctly states the rights, duties, and obligations of each party as of the Effective Date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit to this Agreement, the provisions of the body of this Agreement shall prevail. Any prior agreement, promises, negotiations, or representations, whether oral or written, between the parties not expressly stated in this Agreement are superseded. All subsequent modifications or amendments to this Agreement shall be in writing and signed by the Parties.

5.10 **Controlling Law and Venue.** The validity of this Agreement and of its terms or provisions, the rights and duties of the parties under this

Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

5.11 **Additional Services.** Nothing contained herein shall preclude any City from contracting separately for the provision of a higher level of service. Any contract increasing the level of services will be supplemental to this Agreement and will not affect the level of service provided for in this Agreement.

5.12 **Relationship of Parties.** The Parties agree and understand that the work/services performed or facilitated under this Agreement are performed or facilitated by an independent Contractor, and not by an employee of any City and that neither the County, its employees, the Animal Control Contractor, or the Animal Licensing Contractor acquire any of the rights, privileges, powers, or advantages of City employees, and vice versa; however, the County may act as an agent on behalf of each City where expressly set forth herein and, in such instances, each City shall hold harmless, indemnify and defend the County from and against any claims of any kind and/or actions for damages arising out of the County's actions undertaken on behalf of each City as set forth herein.

5.13 **Hold Harmless.**

a. Each City shall hold harmless, indemnify and defend the County, its officers, employees and agents from and against any and all claims, suits or actions of every kind brought for or on account of injuries or death of any person or damage to any property of any kind whatsoever and whomsoever belonging which arise out of the performance or nonperformance of each City's covenants and obligations under this Agreement and which result from the negligent or wrongful acts of each City or its officers, employees, or agents, including, but not limited to, those claims, suits, or actions arising from activities performed by the County as a representative of the City as set forth in Sections 3.6 and 4.2.

b. The County shall hold harmless, indemnify and defend each City, its officers, employees and agents from and against any and all claims, suits or actions of any kind brought for or on account of injuries to or death of any person or damage to any property of any kind and to whomsoever belonging which arise out of the performance or non-performance of the County's obligations

under this Agreement and which result from the negligent or wrongful acts of the County, its officers or employees. This provision requiring the County to hold harmless, indemnify and defend each City shall expressly not apply to claims, losses, liabilities or damages arising from actions or omissions, negligent or otherwise, of the Animal Control Contractor or the Animal Licensing Contractor, or their officers, employees or agents, under the services agreements with the County. Further, this provision requiring the County to hold harmless, indemnify and defend each City shall not apply to acts or omissions of the County done on behalf of each City in performing administrative tasks for the convenience of and as representative of each City, including but not limited to those set forth in Sections 3.6 and 4.2.

c. In the event of concurrent negligence of the County, its officers or employees, and the City, its officers and employees, the liability for any and all claims for injuries or damages to persons and/or property or any other loss or costs which arise out of the terms, conditions, covenants or responsibilities of this agreement shall be apportioned according to the California theory of comparative negligence.

d. Notwithstanding anything in this Agreement to the contrary, the Parties acknowledge that with respect to activities performed by the Animal Control Contractor or the Animal Licensing Contractor in the Cities' territorial limits, the County serves solely as a Contract Administrator and solely with respect to the specific obligations contained within this Agreement and the agreements between the County and the Animal Control Contractor and the Animal Licensing Contractor. Accordingly, in the event the County or the Cities are sued and the suit is related in any manner to actions taken by the Animal Control Contractor or the Animal Licensing Contractor solely in a particular City or the Cities, the particular City or Cities, as the case may be, will hold harmless, indemnify and defend the County, and any other City that is named as a defendant in that suit from and against any and all claims, losses or costs. In the event a City or the Cities are sued and the suit relates in any manner to actions taken by the Animal Control Contractor or the Animal Licensing Contractor solely in the unincorporated area of the County, the County will hold harmless, indemnify and defend the City or Cities named as a defendant or defendants in that suit from and against any and all claims, losses or costs.

e. The County agrees that in its Service Agreements with the Animal

Control Contractor, the County will require the Animal Control Contractor to indemnify each City to the same extent that the County is indemnified and to name each City as a third party beneficiary to the County's Agreements with the Animal Control Contractor and/or the Animal Licensing Contractor.

f. These indemnification and hold harmless clauses shall survive termination of this Agreement and shall apply whether or not any insurance policies shall have been determined to be applicable to any of such damages or claims for damages.

5.14 **Non-Discrimination.** No person shall illegally be excluded from participation in, denied the benefits of, or be subjected to discrimination under this Agreement on account of their race, color, religion, national origin, age, gender, sexual orientation, ancestry, marital status, pregnancy, childbirth or related conditions, medical condition, mental or physical disability or veteran's status.

5.15 **Notices.** Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

Any notices required by or given pursuant to this Agreement to any City shall be in writing and shall be delivered to the Clerk of that City at the address of the principal business offices of the respective City listed in the introduction of this Agreement or at such other address as any City may specify in writing to the County.

In the case of County, to:
Name/Title: Lori Morton-Feazell, Program Manager of Animal Control and Licensing
Address: 225-37th Avenue San Mateo, CA 94403
Telephone: 650.573.2623
Email: lmorton-feazell@smcgov.org

5.16 **Condition Precedent.** If this Agreement is not adopted by all twenty Cities, it will become null and void in its entirely except that in such an event, the County and any of the cities which are in agreement with the terms and conditions of this Agreement may use it as the grounds for considering an Agreement which may be acceptable to those parties.

5.17 **Electronic Signature**. All Parties agree that this Agreement and future documents relating to this Agreement may be digitally signed in accordance with California law and the County's Electronic Signature Administrative Memo and the Parties understand and agree that electronic signatures shall be deemed as effective as an original signature.

5.18 **Counterparts.** The Parties may execute this Agreement in one or more counterparts, each of which shall be deemed an original, but all of which together shall be deemed one and the same instrument.

IN WITNESS WHEREOF, the Board of Supervisors of the County of San Mateo has authorized and directed the Health System Chief to execute this Agreement for and on behalf of the County of San Mateo. The Cities of Atherton, Belmont, Brisbane, Burlingame, Colma, Daly City, East Palo Alto, Foster City, Half Moon Bay, Hillsborough, Menlo Park, Millbrae, Pacifica, Portola Valley, Redwood City, San Bruno, San Carlos, San Mateo, South San Francisco, and Woodside have caused this Agreement to be subscribed by its duly authorized officer and attested by its Clerk.

Dated: June 29, 2021

COUNTY OF SAN MATEO

Resolution No. 078244(b)

[redacted]

President, Board of Supervisors

[redacted]

Dated: 5/21/2021

ATTEST:

[redacted]

Town of Atherton, Clerk

TOWN OF ATHERTON

Anthony Suber

By

Dated: 5/26/2021

ATTEST:

CITY OF BELMONT

[redacted]

City of Belmont, Acting City Clerk

By [redacted]

Dated: May 20, 2021

ATTEST:

[redacted]

City of Brisbane, Clerk

CITY OF BRISBANE

[redacted]

By Karen Cunningham, Mayor

Dated: May 20, 2021

ATTEST: **CITY OF BURLINGAME**

[redacted]

City of Burlingame, Clerk By [redacted]

Dated: 5/28/21

ATTEST:

[redacted]

Town of Colma, Clerk

TOWN OF COLMA

[redacted]

By BRIAN DOSSEY
CITY MANAGER

Dated: May 25, 2021

ATTEST:

[redacted]
City of Daly City, Clerk

CITY OF DALY CITY

Shawnna Maltbie
City Manager
By

Dated: 6/10/2021

ATTEST:

[redacted]

City of East Palo Alto, Clerk

CITY OF EAST PALO ALTO

[redacted]

By

Dated: 6/10/2021 | 8:38 PM PDT

ATTEST:

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City of Foster City, Clerk

CITY OF FOSTER CITY

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6/10/2021
Dated: _____

ATTEST:

[redacted]

City of Half Moon Bay, Clerk

CITY OF HALF MOON BAY

[redacted]

By Robert Brownstone, Mayor

Dated: June 14, 2021

ATTEST:

[redacted]

Town of Hillsborough, Clerk

TOWN OF HILLSBOROUGH

[redacted]

By

Dated: 6/2/2021

ATTEST:

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City of Menlo Park, Clerk

CITY OF MENLO PARK

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By

Dated: 6/10/2021

ATTEST:

[redacted]

City of Millbrae, Clerk

CITY OF MILLBRAE

[redacted]

By

THOMAS C. KILLIGROT
CITY MANAGER

Dated: 5/27/2021

ATTEST:

[redacted]

City of Pacifica, Clerk

CITY OF PACIFICA

[redacted]

By

Dated: May 26, 2021

ATTEST:

[redacted]

Town of Portola Valley, Clerk

TOWN OF PORTOLA VALLEY

[redacted]

By

Dated: 5/26/21

ATTEST:

[redacted]

City of Redwood City Clerk

CITY OF REDWOOD CITY

[redacted]

By

[redacted]

Dated: 6/4/2021

ATTEST:

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City of San Bruno, Clerk

Melissa Thurman

CITY OF SAN BRUNO

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6/4/2021

By

City Manager

Jovan Grogan

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6/2/2021

City Attorney

Marc Zafferano

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Dated: June 2, 2021

ATTEST:

[redacted]

City of San Carlos, Clerk

CITY OF SAN CARLOS

[redacted]

By

Dated: 6/8/2021

ATTEST:

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City of San Mateo, Clerk

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CITY OF SAN MATEO

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Dated: June 7, 2021

ATTEST:

CITY OF SOUTH SAN FRANCISCO

[redacted]

City of South San Francisco, Clerk

By [redacted]

[redacted] 6/8/2021

Cindy Avila, Assistant City Clerk

Dated: 5/26/2021

ATTEST:

[redacted]

Town of Woodside, Clerk

TOWN OF WOODSIDE

[redacted]

By

EXHIBIT A

CONTRACT AREAS

The following Cities have contracted for services pursuant to this Agreement:

Atherton
Belmont
Brisbane
Burlingame
Colma
Daly City
East Palo Alto
Foster City
Half Moon Bay
Hillsborough
Menlo Park
Millbrae
Pacifica
Portola Valley
Redwood City
San Bruno
San Carlos
San Mateo
South San Francisco
Woodside

EXHIBIT B

PROPORTIONATE SHARE OF COST

FY 2021-22 Proportionate Share of Cost:

Atherton	0.70%
Belmont	2.58%
Brisbane	0.90%
Burlingame	3.74%
Colma	0.53%
Daly City	10.13%
East Palo Alto	8.70%
Foster City	2.15%
Half Moon Bay	2.50%
Hillsborough	1.16%
Menlo Park	4.59%
Millbrae	1.92%
Pacifica	5.07%
Portola Valley	0.37%
Redwood City	12.55%
San Bruno	6.09%
San Carlos	3.15%
San Mateo	15.61%
South San Francisco	10.27%
Woodside	1.03%
County	6.27%

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Agreement No. _____

AGREEMENT FOR ANIMAL CARE AND CONTROL SERVICES BETWEEN THE COUNTY OF SAN MATEO AND PENINSULA HUMANE SOCIETY & SPCA, A CALIFORNIA NONPROFIT CORPORATION

This Agreement is entered into this first day of July, 2021, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and Peninsula Humane Society & SPCA, a California Nonprofit Corporation, hereinafter called "Contractor."

* * *

Whereas, pursuant to statutory authority including but not limited to, Section 31000 of the California Government Code, Section 31106 of the Food and Agriculture Code, and Sections 14501 and 14503 of the Corporations Code, County may contract with independent contractors for the furnishing of animal care, control and shelter services to or for County or any Department thereof; and

Whereas, it is necessary and desirable that Contractor be retained for the purpose of providing Animal Care, Control, and Shelter services to the County and participating cities as set forth in this Agreement for Animal Care and Control Services ("Agreement").

Therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

Exhibit A – Services
Exhibit B - Payments and Rates
Exhibit C– Excluded Services
Exhibit D – Contract Areas (County and Participating Cities)
Exhibit E – Fees to be Collected for Services Provided
Exhibit F – Five-Year Budget
Attachment H - Health Insurance Portability and Accountability Act (HIPAA) Business Associate Requirements
Attachment I - Fingerprinting Certification Form
Attachment J - Rabies Algorithm
Attachment K - Animal Shelter Facility Use and Maintenance Agreement
Attachment L - Peninsula Humane Society Holidays
Attachment M – County-Owned Radio Equipment

2. Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, Contractor shall perform services for County and Participating Cities listed on Exhibit D in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A, and the other Exhibits and Attachments incorporated by reference into this Agreement.

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3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A and other Exhibits and Attachments incorporated into this Agreement, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. Payments shall begin within 45-days after Contractor and County each execute this Agreement.

County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. If County exercises this right, it must first provide Contractor with a 30-day written notice of intent to withhold payment wherein County describes the nature of the unacceptable work and how Contractor's work fails to conform to the terms of this Agreement. If Contractor fails to remedy unacceptable work after having received thirty days prior written notice, then County may delay payment until the deficiency is corrected. However, if Contractor reasonably demonstrates that it is not feasible to remedy the unacceptable work within thirty days, Contractor shall have up to an additional thirty days to remedy the work before payment will be withheld.

In no event shall County's total fiscal obligation under this Agreement exceed THIRTY TWO MILLION FIVE HUNDRED FORTY EIGHT THOUSAND NINE HUNDRED EIGHTY NINE DOLLARS AND NINETY ONE CENTS ($32,548,989.91). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this Agreement.

4. Term

Except as otherwise provided herein, and subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2021 through June 30, 2026. The parties may extend the term for an additional three years if the parties mutually agree in writing. This Agreement becomes effective only after all jurisdictions identified on Exhibit D as Participating Cities adopt it by entering into the agreement for animal control services between the County and participating cities. If such County/Services Agreement is not adopted by all jurisdictions shown on Exhibit D, this Services Agreement is null and void in its entirety unless Contractor and any of the jurisdictions shown on Exhibit D agree to use it as the basis for a Services Agreement applicable to those parties providing such written consent, with such changes in payment, scope of service, and other terms as the parties may agree.

5. Termination

This Agreement may be terminated by Contractor or County or designee at any time without a requirement of good cause upon 365 days' advance written notice to the other party. Contractor shall be entitled to receive payment for services provided prior to the effective date of termination of the Agreement. Such payment shall be the prorated portion of the full payment determined by comparing the services actually completed to the services required by the Agreement. The Contractor shall have no right to or claim against the County or any Participating City for the balance of the contract amount.

In the event of a material breach of this Agreement by either party, the other party shall notify the breaching party of such material breach and that such breach must be cured within thirty (30) calendar days of the notice, except that if the breaching party reasonably demonstrates that it is not feasible to cure the breach within thirty (30) calendar days, the breaching party shall have the number of days

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beyond thirty (30) calendar days reasonably needed to cure the breach up to an additional thirty (30) calendar days.

In the event the breaching party does not cure the material breach within the applicable time period, the notifying party may immediately terminate this Services Agreement or seek any other applicable legal remedies for such material breach. Termination is effective on the date specified in the written notice. In any event of termination under this paragraph, Contractor shall be paid for all approved work performed prior to termination. Contractor shall have no right to, or claim against County or any contracting City for, the balance of the contract amount.

6. Contract Materials

At the end of the term of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as “contract materials”) prepared by Contractor in performance of services under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

7. Relationship of Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

8. Hold Harmless and Indemnification

Contractor shall hold harmless and indemnify the County, and each Participating City listed in Exhibit D as third party beneficiaries of this Agreement, their officers, agents, and employees from all claims, suits or actions of every name, kind and description, brought for, or on account of: injuries to or death of any person, including but not limited to Contractor or its agents, officers or employees, or damage to property of any kind whatsoever and to whomsoever belonging, including but not limited to Contractor or its agents, officers, or employees, or any other loss or cost, resulting from the performance or nonperformance of any work or obligations required by the Agreement of Contractor; any sanctions, penalties, or claims of damages resulting from Contractor’s failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; and/or from any activities undertaken by Contractor, its officers, employees or agents, under this Agreement, and which result from the negligent or intentional acts or omissions of Contractor, its officers or employees.

The duty of Contractor to hold harmless and indemnify as set forth herein, shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

County shall hold harmless and indemnify the Contractor, its officers, agents, and employees from all claims, suits or actions of every name, kind and description, brought for, or on account of injuries to or death of any person, including but not limited to County or its agents, officers or employees, or damage to property of any kind whatsoever and to whomsoever belonging, including but not limited to County or its agents, officers, or employees, or any other loss or cost, resulting from the performance or nonperformance of any work or obligations required by the Agreement of County; any sanctions, penalties, or claims of damages resulting from Contractor’s failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; and/or from any activities undertaken by County, its officers, employees or agents, under this Agreement, and which result from the negligent or intentional acts or omissions of County, its officers or employees.

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The duty of County to hold harmless and indemnify, as set forth herein, shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

In the event of concurrent negligence of the County, its officers, agents and/or employees, and the Contractor, its officers, agents and/or employees, then the liability for any and all claims for injuries or damages to persons and/or property or any other loss or costs which arise out of the terms, conditions, covenants, promises and responsibilities of this Agreement, shall be apportioned according to the California theory of comparative negligence. This provision shall survive termination of this Agreement.

9. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion of it to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement without penalty or advance notice.

10. Insurance

a. General Requirements

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending Contractor's coverage to include the contractual liability assumed by Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

b. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

c. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any subcontractor, anyone directly or indirectly employed by either of them, or an agent of either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amounts specified below:

(a) Comprehensive General Liability… $1,000,000

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(b) Motor Vehicle Liability Insurance… $1,000,000

(c) Professional Liability……. $1,000,000

County and its officers, agents, and employees and participating cities and their officers, agents and employees shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

11. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, and regulations, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs and activities receiving any Federal or County financial assistance. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law or regulation, the requirements of the applicable law or regulation will take precedence over the requirements set forth in this Agreement.

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

12. Non-Discrimination and Other Requirements

a. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

b. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

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c. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

d. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

e. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60–741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

f. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

g. Reporting; Violation of Non-discrimination Provisions

Contractor shall report to the County Manager the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

Final adjudication in an appropriate forum determining that a violation of the non-discrimination provisions of this Agreement occurred, shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Manager from among the following:

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i. termination of this Agreement; and/or
ii. liquidated damages of $2,500 per violation; and/or
iii. no penalty based on the County Manager determining that the incident does not warrant further action; and/or
iv. imposition of other applicable civil remedies and sanctions as provided by law.

To effectuate the provisions of this Section, the County Manager shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

h. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance.

13. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply if this Agreement's total value listed in the Section titled "Payments", is less than one-hundred thousand dollars ($100,000), but Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value meets or exceeds that threshold amount.

14. Retention of Records; Right to Monitor and Audit

(a) Contractor shall maintain all required records relating to services provided under this Agreement for four (4) years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit by County, a Federal grantor agency, and the State of California.

(b) Contractor shall comply with all program and fiscal reporting requirements set forth by applicable Federal, State, and local agencies and as required by County including additional audit requirements as set forth herein.

(c) Contractor agrees upon reasonable notice to provide to County, to any Federal or State department having monitoring or review authority, to County's authorized representative, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to

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determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

(d) County agrees that if any entity or person makes a request under the California Public Records Act (CPRA) or an analogous federal, state, or local law or regulation to the County or a Participating City, of which County is aware, for documents or records possessed by Contractor but not by the County or Participating City, relating to this Agreement, or documents that Contractor submitted in its response to the request for proposals related to this Agreement and marked confidential, or documents related to the negotiation, or finalization of this Agreement, County will notify Contractor of such request. If Contractor fails to respond within 72 hours, Contractor shall be deemed to stipulate that the requested documents are subject to disclosure pursuant to the request and Contractor shall immediately thereafter make copies of the documents available to the County or a participating City, as the case may be, for disclosure to the requesting party.

If Contractor responds to the County within 72 hours of such notice by the County and asserts, in writing, that exemptions to disclosure requirements under the CPRA apply, and the County or Participating City as applicable agrees that such documents are not subject to disclosure, in whole or in part, under the CPRA, Contractor shall provide a redacted copy of the documents for County or City to disclose in lieu of unredacted documents for any documents that must be disclosed. In the event that County or the Participating City disagrees with Contractor's position that any document or portion thereof is not subject to disclosure, in order to prevent disclosure of such documents, Contractor shall promptly and in any case within ten (10) calendar days of notice of the request, seek a protective court order for non-disclosure of any such records. If Contractor fails to obtain a protective order, such documents may be disclosed by County or City. Contractor shall indemnify and hold harmless County and Participating Cities for any damage, cost or loss caused by Contractor's decision to assert that such records are, whole or in part, not subject to disclosure.

15. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

16. Controlling Law; Venue

The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

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17. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title:	Lori Morton-Feazell / Health Services Manager
Address:	225-37th Avenue, San Mateo, CA 94403
Telephone:	650-573-3726
Email:	lmorton-feazell@smcgov.org

In the case of Contractor, to:

Name/Title:	Anthony Tansimore / President
Address:	1450 Rollins Road, Burlingame, CA 94010-2307
Telephone:	650-340-7022 ext. 309
Email:	atansimore@phs-spca.org

18. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

19. **Payment of Permits/Licenses**

Contractor bears responsibility to obtain any license, permit, or approval required from any agency for work/services to be performed under this Agreement at Contractor's own expense prior to commencement of said work/services. Failure to do so will result in forfeit of any right to compensation under this Agreement.

* * *

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: **Peninsula Humane Society & SPCA, a California Nonprofit Corporation**

DocuSigned by:

AF55FF92D78C4C3... 5/6/2021 | 4:03 PM PDT Anthony Tansimore

Contractor Signature Date Contractor Name (please print)

COUNTY OF SAN MATEO

By: [redacted]esolution No. 078244(b)

President, Board of Supervisors, San Mateo County

Date: June 29, 2021

ATTEST:

By: [redacted]

Clerk of Said Board

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Exhibit A

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

I. COMMON GOALS

A. All parties agree to work on updating a new animal control ordinance during the next 12 months to include the availability of administrative citations.

B. County and Contractor will provide Participating Cities (as defined in exhibit D to this Agreement) with information about the services provided by Contractor and excluded services. In the event the County receives a complaint from an official from a Participating City regarding the quantity or quality of services provided under this Agreement, the County will promptly forward such complaint to Contractor so that the parties may make good faith efforts to promptly resolve the issue and Contractor agrees to meet with officials from the County and/or Participating Cities as may be necessary to resolve such complaints.

II. POLICIES AND PROCEDURES

A. All policies and procedures shall be developed with the goal of animal welfare, enhancing the cost efficiency and quality of services provided to the County and Participating Cities, and to reflect best practices in the industry for animal control and care. Contractor's Policies and Procedures shall be annually submitted to a committee of County and Participating City representatives, with committee members to be designated by the County Manager or the County Manager's designee. The Contractor and committee members will work in good faith to resolve any differences or concerns regarding policies and procedures.

B. The Contractor must establish comprehensive written policies and procedures for proper care and handling of animals.

C. Such policies and procedures shall address all subjects encompassed by the scope of this Agreement, including shelter, veterinary care, and field services. Proper care includes but is not limited to, appropriate food and water, regular cleaning of kennels and cages, humane handling, veterinary care and a vaccination schedule including rabies vaccinations.

D. Contractor shall establish policies and procedures in accordance with the Guidelines for Standards of Care in Animal Shelters published by the Association of Shelter Veterinarians, ASPCA, the Humane Society of the United States, and/or other currently accepted best practices for animal sheltering. Policies and Procedures shall focus on these areas:

1. Medical Health and Physical Well-Being
2. Euthanasia
3. Environment
4. Kennels/Cages
5. Capacity for Care
6. Behavioral Health

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E. Contractor shall develop a written disposal procedure, and the procedure shall provide for the weekly pick up of dead animals.

F. Contractor shall create a procedure compliant with California law to ensure that animals entering the County Shelter receive vaccinations, dewormer, flea control as appropriate for their species excluding animals that are unable to be safely handled or animals that are too sick/injured to receive this treatment.

G. Contractor shall have written policies and procedures on animal placement with a goal of ensuring that non-aggressive and healthy or treatable animals that enter the County Shelter are not euthanized through redemptions, adoptions and transfers to other organizations. Policies and procedures should include guidelines for euthanasia. Terms used in this subsection are to be interpreted in accordance with currently enacted California law.

H. Contractor shall have a procedure addressing how Animal Control Officers will handle complaints and the procedure shall include a benchmark for the time it takes between receiving and closing a complaint.

I. Contractor shall have comprehensive written policies and procedures established for proper care and handling of animals to include emergency response procedures, how animals will be placed into vehicles, how animals will be protected from the heat and cold inside vehicles, and how vehicles will be clean and disinfected.

J. Contractor shall have and apply written disease prevention and response policies and procedures. Disease response procedures shall include measures to minimize transmission to unaffected animals or people and should ensure appropriate care of the affected animals. Procedures should include a treatment plan where decisions are based on a range of appropriate criteria, including the ability to safely and humanely provide relief, duration of treatment, prognosis for recovery, the likelihood of placement after treatment, the number of animals who must be treated and the expense of treatment and resources available for such treatment.

K. Contractor shall have comprehensive written policies and procedures on Veterinary Medical Services. Policies and procedures shall address proper care of injured and sick animals and be

L. To the extent any of the terms of this Agreement are preempted by State law with regard to animal care, custody, transfer, euthanasia, and/or treatment, the parties agree that the terms of this Agreement shall continue to apply to full extent possible in conformity with State law.

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III. SHELTER SERVICES

A. Receiving animals

Contractor will:

1. Hold lost and stray animals for the requisite time period as required by State law or County ordinance or other applicable local ordinance prior to adoption, owner redemption, release to a partner organization, euthanasia, or other disposition.

2. Ensure that each animal's individual health status is evaluated and monitored beginning at intake and regularly thereafter. If the animal is too unsafe to handle to have its health status evaluated a visual evaluation may be done by staff.

3. Ensure all animals are scanned for a microchip and checked for other identification when entering the County Shelter and ensure staff enter into the Chameleon (or any successor system) software that the animal was checked for ID. Animals that are unsafe to be scanned for a microchip may be excluded.

4. Solicit information on impounded stray animals.

5. Evaluate and document each animal's health at intake.

6. Provide shelter and care for domestic animals under rabies quarantine, and dangerous or vicious animal investigations, according to the applicable City/County ordinance and/or State law.

7. When there is reasonable belief of a person's or an animal's exposure to rabies, Contractor will immediately notify County Public Health personnel at 650.573.2346, 8am-5pm, M-F or 650.363.4981 after hours/holidays (or at such other numbers as may be designated in writing, from time to time).

8. If the Contractor plans on using drop boxes for after-hours intake, the drop boxes must be checked at least every hour during the hours that drop boxes are utilized for animal intake.

B. Care of animals

Contractor will:

1. Provide shelter and care for San Mateo County stray and unwanted animals 24 hours a day, 7 days a week, with public service hours designed to benefit the public and facilitate the services established in this Agreement, including coordination with other agencies (state and local governments, or adoption partner organizations, non-profit animal services organizations, etc.) where appropriate.

2. Provide services as required by the State of California governing shelters for animal care, treatment, holding periods, and placements and dispositions.

3. Microchip all animals designated as Dangerous prior to release if medically appropriate and owner is compliant. In the instance of a non-compliant owner, Contractor shall attempt at the first annual inspection of the owner's property to ascertain that the animal has in fact been microchipped as required by County Ordinance and shall report their findings to County in a timely fashion.

4. Provide animal food that meets nutritional and medical needs of animals.

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5. Contractor will make a best effort to have the County Shelter open by 11 am each day, except holidays (as noted in Attachment L - Peninsula Humane Society Holidays), with all animal areas intended for public access clean and ready for the public to enter.

6. Provide County representatives with a master schedule for Animal Care staff upon request.

C. Owner-surrendered animals

Contractor will:

1. Provide pet owners with a handout(s) describing alternative solutions to surrender and other resources to owners who express a desire to surrender their pets. That handout should include contact information for non-profit shelters and rescue groups in the Bay Area, as well as information about pet food pantries, low cost veterinary care, etc.

2. List alternatives to surrendering a pet and links to helpful resources on the Contractor's website.

D. Identifying animals

Contractor will:

1. Make legally required and additional efforts to identify each animal's rightful owner, including, at a minimum, full microchip body scanning of domestic animals for identification chips, tracing microchips, licenses, rabies tags and other identification, and making several documented attempts in multiple ways (e.g. phone, email, and/or mail) to notify the owner in an attempt to return the animal to its owner prior to any other disposition. Maintain acumen on and utilize developments in the field that might provide new or additional methods for identifying each animal's rightful owner.

E. Evaluating animals

Contractor will:

1. Ensure that all healthy, non-aggressive, and treatable animals have a plan for a live outcome.

2. Begin assessment of behavior at the time of intake of the animal. An overall behavior assessment considers all of the information gathered about the animal, including history, behavior during shelter stay, and formal evaluation.

3. Provide and apply the criteria and evaluation system that will enable objective evaluations for animals.

4. Evaluate all breeds equally to determine if they can be adopted, require behavior modification, or allow a partner agency to take the animal prior to euthanasia pursuant to State law.

5. Maintain evaluation records. Document the procedure for each animal in the Chameleon software system (or any successor system). If any paper records are also kept, retain the records for seven (7) years after disposition of animal.

6. Perform kennel enrichment programs to reduce stress for sheltered animals.

7. Place adoptable animals up for adoption or transfer.

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8. Record all incidents or reports regarding a history of aggressive behavior along with the context in which they occurred.

9. Ensure staff is trained to recognize body language and other behaviors that indicate animal stress, pain and suffering as well as behaviors that indicate successful adaptation to the shelter environment.

10. Monitor animals daily in order to detect trends or changes in well-being and respond to their behavioral needs.

F. Length of stay of animals

Contractor will:

1. Optimize the animal's length of stay in the County Shelter. Both positive outcomes and cost of sheltering must be considered.

2. Provide the process to ensure stray and owner-surrendered animals will not remain in the County Shelter more than three (3) weeks past the State law-mandated holding period.

G. Rabies testing/exposure

Contractor will:

1. Immediately provide San Mateo County Health personnel with contact information for relevant Contractor staff in accordance with State and County requirements when there is reasonable belief of a person's or an animal's exposure to rabies.

2. Ensure all staff members are trained to identify potential rabies exposures and understand the regulations that apply to reporting and managing bites to humans and animals.

3. Provide for testing of animals for rabies pursuant to the current California Rabies Compendium. This requires the decapitation of animals and transport of the head or bat to the San Mateo County Public Health laboratory for testing.

4. Ensure that that the rabies specimen is transported to the San Mateo County Public Health Laboratory within 48 hours of the animal entering the County Shelter or of being euthanized (weekends and holidays excluded).

5. Ensure that for every animal that comes into the County Shelter, staff will identify possible rabies exposures; everyone presenting an animal shall be asked if the animal has bitten anyone within the last 10 days or had any contact with wildlife.

6. Make certain all incoming animals are examined for bite wounds; any animals who have potentially been exposed to rabies shall be managed in accordance with the California Rabies Compendium and in consultation with state and local health authorities.

7. Ensure that staff funded by contract who routinely work with companion animals or wildlife are offered pre-exposure vaccinations against rabies in accordance with recommendations of the Advisory Committee in Immunization Practices.

H. Disposal of dead animals

Contractor will:

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1. Accept dead animals brought to the County Shelter by County residents, City and County municipalities, or Caltrans and Contractor shall dispose of such animals.

2. Dispose of dead animals in a lawful manner using an appropriately qualified and licensed disposal company or method.

3. Develop a written disposal procedure that will include at least a weekly pick up of dead animals.

I. Transferring animals into County Shelter

1. If the Contractor desires to transfer animals into the County Shelter from nearby Bay Area animal shelters to assist when such shelters are dealing with an emergency, such as a natural disaster, Contractor shall do the following:

a) Request written approval from the County Program Manager of Animal Control and Licensing Manager or other designated County Contract Administrator. The County will respond to such requests in writing within 3 business days. In the event of a need to house animals for another county during a disaster, the County will respond within 24 hours. If the County grants such approval, the written notice of approval will state the maximum number of animals the Contractor is allowed to transfer in pursuant to that consent based upon factors including available shelter space. Detailed documentation on an appropriate Federal Emergency Management Agency (FEMA) form will be kept to record, on a daily basis, on the number of Contractor staff caring for the animals to include hours worked, along with supplies, as well as number of days sheltered for each animal. This will allow for reimbursement if declared a federal disaster, or reimbursement from other local jurisdictions.

b) Periodically, and only as space and resources allow, Contractor may purposefully transfer, house or bring into the County shelter animals from another animal shelter, partner group or agency within or outside the County to be housed in the County Shelter for the purpose of adoption at the Contractor's other shelter or location only if a monthly report is sent to the Program Manager of Animal Control and Licensing or their designee outlining the number of animals transferred into the shelter along with each animal's individual animal identification number. If Contractor plans on transferring in more than 30 animals a month Contractor will obtain written approval from the Program Manager of Animal Control and Licensing or their designee. Contractor will reimburse the County and Participating Cities for the costs of vaccines, preventative care, treatment, food, facility use and maintenance, and staff time to care for these animals. The cost will be calculated by the number of days that animal is housed at the County shelter at the rate of $15 per animal per day. This rate may be adjusted annually, based on changes to Consumer Price Index and the Parties will meet and confer before the rate is adjusted. In addition to this daily rate, the Contractor will reimburse the County and Participating Cities for the actual costs of vaccines, flea treatment, dewormer, DTM cultures, canine heartworm and feline FIV/FeLV tests on a per animal basis. The Contractor will reimburse the County and Participating Cities each quarter of the fiscal year and will provide a report in a form reasonably satisfactory to the County and Participating Cities that details the fees owed pursuant to the applicable daily rate and any other applicable costs to be reimbursed to the County and Participating Cities. This obligation to reimburse the County and the Participating Cities does not apply to situations where an animal needs to be transferred in to the County shelter where the animal is held because of a bite or potential dangerous dog designation and where the incident occurred in San Mateo County, but the animal was first taken to another animal shelter. In such cases, the animal shall be classified as a "Transfer in" in the Chameleon software intake statistics.

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Contractor will also reimburse the County and Participating Cities at the rate described above and shall reimburse the County and Participating Cities for the above-described expenses for any animal impounded by the nonprofit for a Cruelty case and housed at the County Animal Shelter. Detailed notes by staff must be entered into the Chameleon database (or any successor system) and should describe the reason for the animal being transfer back into the County shelter.

2. In cases where the Contractor transfers an animal back to the County Shelter for any reason, the Contractor will pay for the care of the animal and not use contract funds or staff being paid for by the contract. Detailed notes by staff must be entered into the Chameleon database and should describe the reason for the transfer back to the County shelter.

J. Working with partner groups

Contractor will:

1. Within 6 months of signing this Agreement, develop a Partner Group application for any shelter or Partner Group that would like to apply to take animals from the County Shelter. The application should also be available on Contractor's website.

2. Assign one (1) or more staff members to proactively contact Partner Groups and non-profit shelters in the County and throughout the Bay Area to encourage them to take animals whose medical or behavioral needs exceed available resources or who would otherwise be better served by being transferred to a Partner Group or to take animals that have been in the County Shelter for more than three (3) weeks past their stray hold or owner surrender intake date. If the Contractor desires, animals may be placed prior to the expiration of the three (3) week hold period. Contractor will decide which animals will be transferred to the Lantos Center for adoption.

3. As an alternative to euthanizing feral cats when cat caretakers are unavailable, will either 1) release the feral cats to an organization that will Trap-Neuter-Return (TNR) the cats, 2) TNR the cats themselves, or 3) develop a plan on how to handle feral cats to improve the live release rate (e.g. implementing a barn or working cat program).

K. Vaccinating, deworming, flea prevention, photos, documentation

Contractor will:

1. Complete health assessments of dogs and cats within 24 hours of the animal entering the County Shelter.

2. Complete behavioral assessments of dogs and cats within 4 days of the animal entering the County Shelter (not including the day of intake). Excluded: Dangerous animals, quarantined animals, animals in protective custody, euthanasia requests, exotic animals, fowl.

3. Conduct full body microchip scans and check for other forms of identification at the time of intake for all animals that can be safely handled.

4. Provide a photograph and description of each lost animal through public outreach activities (i.e., website) in order to locate the pet's owner as soon as possible.

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5. Document animal's description (breed, sex, and age), health assessment, initial behavioral assessment, microchip, license, rabies, and any other pertinent information in Chameleon Data Management System (or any successor system) within 24 hours of receiving each animal.

6. Document complete behavioral assessment results in Chameleon Data Management System (or any successor system) within 4 days of receiving each animal (not including the day of intake).

7. Provide vaccinations, dewormers, and flea control when an animal enters the County Shelter as appropriate for their species, excluding animals that are unable to be safely handled or animals that are too sick/injured to receive this treatment.

L. Keeping County Shelter clean and disinfected

Contractor will:

1. Always maintain the kennel and animal care facilities in a humane and sanitary condition with a focus on these areas:

a) Cleaning and Disinfection. Use of disinfectants should be limited to those that are proven safe and effective for animal species sheltered at the County Shelter.

b) Surfaces and Drainage

2. Maintain stocks of disinfectants based on accepted industry standards to preserve function and effectiveness with regards to temperature and light exposure.

3. Update all written guidelines/documentation for use of disinfectants to reflect current practices as well as industry standards/recommendations.

4. Staff and volunteers shall receive training when guidelines have been updated and documentation of training shall be maintained.

5. Take commercially reasonable measures to maintain a pest-free shelter. Contractor will enter into, pay the costs of, and monitor on a recurring and scheduled contract for pest control services in and around the County Shelter.

6. Have written information available about zoonotic diseases for visitors, adopters and foster care providers.

7. Clearly mark enclosures of animals with suspected zoonotic disease to indicate the condition and any necessary precautions.

8. Provide periodic staff and volunteer training and information on the recognition of potentially zoonotic conditions and the means of protecting others from exposure. This shall be included in the policy and procedures.

9. Ensure the public does not have unsupervised access to areas where animals are isolated for zoonotic diseases.

M. Providing enrichment

Contractor will:

1. Provide kennel enrichment programs that provide every animal with an opportunity to be socialized and reduce stress while in the County Shelter.

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N. Euthanasia

Contractor will:

1. Provide for the humane euthanasia and disposal of animals determined to be unhealthy, aggressive, or untreatable as determined by California law.

O. Owner-requested euthanasia

Contractor will:

1. Follow the basic matrix definition of Owner-Requested Euthanasia. The basic matrix definition of Owner -Requested Euthanasia can be found at: https://www.shelteranimalscount.org/docs/default-source/dataresources/sac_basicdatamatrix.pdf

2. Contractor will pursue all reasonable measures to verify animal ownership prior to euthanasia.

3. Record and classify animals in the Chameleon software and in Live Release Rate calculations as "Owner Intended Euthanasia" if they are brought in to the shelter by their owners with the specific intention of using the Owner Requested Euthanasia service. When an owner wishes to surrender an animal for adoption and that animal is deemed unhealthy and untreatable, or aggressive after counseling by Contractor's staff based on information provided by the owner and the owner elects to surrender the animal for euthanasia, euthanasia service will be provided and will be classified as "Owner Surrender Euthanasia."

4. Decline to provide the owner-requested euthanasia service to treatable animals and will instead either accept and treat those animals, provide resources so the owner so they can keep and treat their animal, or refer the owner to another organization that will assist the pet owner, so they can treat the animal.

5. Offer private owner-requested euthanasia (including pet-owner witnessed euthanasia, when requested with regard to non-aggressive animals only) as a service at the County Shelter, if the animal is deemed unhealthy and untreatable, or aggressive.

P. Documentation

Contractor will:

1. Accurately complete, sign, and submit all necessary documentation of compliance in a timely manner.

Q. Adoption of animals

Contractor may:

1. Arrange adoptions onsite at the County Shelter to reduce the length of stay for animals and have other approaches to adoptions such as transferring animals from the County Shelter and moving them to their non-profit shelter or partner organizations for adoption. There is no set number of animals that need to remain up for adoption at any point in time at the County Shelter.

Contractor will:

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2. Ensure that the public cannot come into contact with, or view, bite quarantine animals and aggressive animals that are considered a danger to the public.

IV. FIELD SERVICES

A. Respond to field service calls

Contractor will:

1. Respond to calls for Animal Field Services 24 hours a day, 7 days a week, 365 days a year as set forth in the below-described priority listing, unless otherwise noted below. Notwithstanding any other provision herein, Contractor shall respond on holidays and after regular business hours (9pm-7am) to call Priority 1 and 2 categories. If no calls in those priorities are pending the staff Contractor will respond to Priority 3 and 4 calls.

2. Contractor may receive and accept requests for service in person, via phone, email, text message, voicemail or fax. Contractor will have policies and processes in place to ensure that text messages, emails, voicemails and faxes are monitored and retrieved in a routine and timely fashion.

B. Priority for Field Activities

1. **Priority 1:** Immediately respond to all emergency calls of the following types within one (1) hour of the receipt of the call from the reporting party:

a) Imminent threat to a person by an aggressive domestic, exotic or wild animal

b) A Public Safety agency request for immediate assistance

c) Possible rabid animal

d) Aggressive dog at large, or an aggressive dog that could cause harm to a human or an animal (e.g., an aggressive dog breaking out of a yard or has access off the property)

e) A dog that has bitten a human or that has attacked another animal and that remains at large

f) Major injury to dog, cat, or domestic animal

g) An animal in hot car or an animal that is otherwise in immediate danger

h) Dangerous animal permit violation that has occurred and the same animal remains a threat to person or property

i) Animals at large causing a traffic hazard (including livestock)

j) Rescue animals when the animal's life is in danger

k) Dogs harassing livestock if the livestock's life is in danger

l) When juveniles are present at a school grounds any bat, any aggressive animal, animal posing a risk to humans, sick or injured animals, dogs at large, or confined or trapped animal are present on the school grounds.

m) Request by a Public Safety Official or Fish & Wildlife officer to respond to a mountain lion or an escaped exotic animal that is an imminent threat to a person. Handling of these situations will be a joint response between the requestor and the Contractor. Contractor will be acting in an advisory capacity. Contractor is responsible for arranging a third party to

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handle, transport and/or care for exotic animals. If a third party is retained by Contractor, said third party shall have lead advisory responsibilities. Public Safety Officials and/or Contractor will determine if Fish and Wildlife need to respond to the scene. Contractor will remain on the scene with requesting Public Safety Official until situation is resolved.

2. **Priority 2:** Respond without unnecessary delay, within (4) hours of receipt of the call from the reporting party:

a) Dog, cat or domestic animal sick, or with minor injury

b) Sick or injured wildlife

c) All non-threatening Dangerous Animal permit violations

d) Dog or cat in trap

e) Animal in custody (stray confined)

f) Pack of dogs

g) Dead animal at a school between 7:00 AM and 8:00 PM (excluding holidays)

3. **Priority 3:** Respond without unnecessary delay within a maximum of 18 hours of receipt of the call from the reporting party and as soon as reasonably possible beforehand to the following situations:

a) Animal at large (non-aggressive and non-threatening) in violation of local ordinance

b) Rescue animals when the animal's life is not in danger

c) Reports of animal bites or attacks where there is no longer an animal at large which is an immediate threat to persons or property.

d) Dead animal pick-up

e) Animal bite quarantines

4. **Priority 4:** Respond without unnecessary delay within 24 hours of receipt of the call from the reporting party:

a) Stray patrol request

b) Owned animal for relinquishment (based on special circumstances or special hardship situation)

5. **Priority 5:** If there are no calls pending in the other priority categories:

a) Officers will patrol City and County parks and neighborhoods in areas accessible by Contractor's vehicle, and will maintain a patrol of no farther 500 yards from the vehicle.

6. Ensure that Animal Control and Humane Officers shall impound stray or confined dogs and cats and return them to the owner in the field, or transport to the animal to the shelter, as deemed appropriate by the Officer.

7. Provide a master schedule for Animal Control staff.

C. Enforcement of state and local animal control laws; Municipal code violations

Contractor will:

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1. Enforce all County and City ordinances pertaining to animals as outlined in Chapters 6.04, 6.12 and 6.16 of Title 6 of the San Mateo County Ordinance Code and enforce state statutes where applicable, except for number of animals per household or barking dogs, which are referred to the respective overseeing agency (code enforcement or law enforcement).

2. **Uniform Ordinances and Citation Authority.** County shall encourage the Participating City jurisdictions shown on Exhibit D to adopt and maintain animal control ordinances and fee schedules that are materially equivalent to the County's animal control ordinance and fee schedule. The animal control ordinances for all jurisdictions shown on Exhibit D should be substantially the same as the provisions of Chapters 6.04, 6.12, and 6.16 of Title 6 of the San Mateo County Ordinance Code, as amended, to be effective within the city limits. The fee schedule shall be the same as outlined in Chapter 6.04.290 of the San Mateo County Ordinance Code.

3. Enforcement of city ordinances which differ materially from the County ordinance need not be enforced by Contractor unless Contractor agrees that the ordinance does not conflict with its mission, and the city and Contractor mutually agree on the cost of services. Participating Cities agree to provide notice to Contractor of any changes to their City codes that would relate to additional or different Contractor responsibilities under this Agreement.

4. Upon request by a Participating City, the County, or residents of a Participating City or the unincorporated County, investigate complaints of animal related public nuisances, to those ordinance code violations enumerated in Chapter 6.04 of Title 6 of the San Mateo County Ordinance Code and similar city ordinances, with the exception of complaints regarding barking dogs.

D. Citations

Contractor will:

1. Develop a voidable animal license citation process for license violations, that affords the animal owner 30 days in which to register for a license and have the citation voided. Specifically, on all complaints involving stray or loose animals, municipal complaints and quarantines etc., if the animal owner living in San Mateo County does not have their animal licensed in San Mateo County, the Animal Control Officer ("ACO") will issue a voidable license citation to the animal owner.

2. Ensure that ACO/Humane Officers issue administrative and non-administrative citations for City, County or State violations. Written warnings can be issued for first offense minor violations only if the ACO/Humane Officers follow up within two weeks to ensure compliance with the written warning.

3. Record all citations and written warnings in the Chameleon (or any successor system) software system.

E. Impoundment of animals

Contractor will:

1. Impound all dogs caught at large, scan all dogs and cats, that are safe to handle, for microchips in the field and provide for field return to owner as deemed appropriate by the Animal Control Officer.

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2. Except when responding to a Priority 1 or Priority 2 call or when responding to a Priority 3 or Priority 4 call in order to meet expected response times, ensure that when Animal Control Officers observe a violation of the Participating City or County ordinance, the Animal Control Officer will stop, contact the animal owners, and take appropriate actions, such as a written warning for first offense, or the issuing of a citation for subsequent violations.

3. Investigate and follow up with impoundment, citation, search and seizure warrant for animal bites, vicious/dangerous animals, and attacks in conjunction with respective City Attorney or County Counsel and/or County District Attorney.

4. Contractor shall impound animals in the regular course of its enforcement of City and County ordinances as necessary to protect the safety of persons and property, or the animal. In addition to its ordinary impoundment responsibilities under this Agreement, if Contractor receives a specific request from a City and/or County law enforcement agency, Contractor shall promptly impound any animal, whether the animal is on public or private property. Contractor shall obtain any necessary consent or warrant as required by law for all impoundments. In exigent circumstances, in which a warrant is not required because personal or public safety is at imminent risk, Contractor shall impound the animal immediately. However, in the event that Contractor determines that a warrant is necessary for the impoundment, Contractor shall promptly seek such warrant and take all steps necessary to ensure that the animal is secured in such a manner that it poses no threat to the safety of any person pending the impoundment.

In those limited situations in which Contractor reasonably believes that there is no violation, seizure is unlawful and there are no grounds for seeking a warrant despite the request by City or County law enforcement, Contractor's President and/or legal counsel shall promptly discuss the legal and factual basis for Contractor's determination with the Chief of Police or designee of the respective City (or County Sheriff or designee if applicable) and the County Animal Control Manager or designee, if available within one hour. If the City or County representatives are not available and/or there is still disagreement, and City or County law enforcement still requests impoundment, City or County law enforcement will seize the animal, and Contractor with thereafter take custody of the animal and impound the animal at the shelter. In these situations only, if the City or County law enforcement officer believes that a warrant should be applied for, but Contractor does not believe there are grounds for such warrant, the law enforcement officer shall supply the affidavit for such warrant and, at the request of the City or County law enforcement officer, Contractor shall seek the warrant from the court.

5. Contractor shall not release any impounded animals unless the owner of such animal, or another individual with express verbal or written authority from the owner to pick up the animal (and such authority has been directly conveyed to Contractor from owner), appears at the Contractor's facility, and pays the relevant impoundment, emergency medical treatment, and licensing/permit fees to redeem said animal. Fees may be billed under certain circumstances as outlined in Exhibit A. - VI. Operations – D. Administration – 1 Financial Systems.

F. Transport of sick, injured animals

Contractor will:

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1. Ensure the transfer of any injured or sick animals to the animal shelter or veterinary emergency hospital, or ensure that the owner (if present) of the animal seeks medical treatment.

G. Field euthanasia

Contractor will:

1. Ensure that if euthanasia is necessary for a sick or injured wild animal while it is in the field, the euthanasia shall be conducted by trained personnel with necessary equipment. This service shall be available twenty-four (24) hours a day, seven (7) days a week, 365 days a year.

H. Investigations for animal bites, dangerous & vicious animal cases

Contractor will:

1. Conduct thorough investigations of dangerous or vicious animals, which shall include interviewing witnesses, collecting evidence, writing reports, taking photos, requesting related information and securing search warrants to impound a vicious or dangerous dog, making initial designations as dangerous or vicious, and testifying at hearings. This investigation should be completed, and the report and all supporting information presented to the County, at least three (3) calendar days ahead of the scheduled hearing. Contractor, pertaining to Contractor's duties as outlined herein, will follow the applicable County and Participating City ordinances.

2. Investigate municipal code violation complaints within the jurisdictional boundaries of the Participating Cities and the unincorporated County pertaining to Contractor's duties as outlined herein. This includes, but is not limited to, interviewing witnesses, collecting evidence, taking photos, writing reports, requesting related information and securing search warrants, issuing citations, and participating in hearings or court proceedings as needed for potential impoundment and/or prosecution. Officers will work closely with the City Attorney or County District Attorney as applicable.

I. Removal of dead animals

Contractor will:

1. Remove dead animals from the public right-of-way, except freeways and/or highways, which are maintained by CALTRANS.

2. Remove stray dead domestic animals from private property for no charge.

3. Remove owned domestic dead animals at the request of owner with a charge to the member of the public requesting the service, as set forth in the Fee Schedule. All such fees collected by the Contractor shall be remitted to the County.

4. Pick up and dispose of any dead animal on any street, sidewalk, school, or other public property.

5. In cases where animal contact meets the criteria for rabies testing, pick up dead or live wildlife on private property. In cases where animal contact meets the criteria for rabies testing, the Contractor will follow the rabies testing protocol.

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6. Dispose of dead wildlife or domestic dead animals that are brought to the shelter. If a commercial wildlife removal or pest company wants to dispose of dead animals, they will have to enter into a contract with the County to pay for disposal fees.

7. If Contractor is unable to safely remove a dead animal, Contractor will hire a qualified third-party using contract funds to remove the dead animal.

J. Quarantine of animals

Contractor will:

1. Quarantine biting animals and enforce State Codes, California Rabies Compendium, and County guidelines relating to rabies control. This includes providing state-mandated rabies clinics.

2. Work with San Mateo County Health to jointly determine when an in-home bite quarantine is appropriate and will be made available.

K. Dispatch

Contractor will:

1. Provide radio dispatching to the field between the hours of 8:00am and 6:00pm on Monday through Friday and 8:00am and 5:00pm on Saturday, Sunday, and Holidays.

2. County shall provide radio dispatching to Contractor between the hours of 6:00pm and 8:00am Monday through Friday and 5:00pm and 8:00am Saturday, Sunday, and Holidays. The Contractor will pay the annual cost for County Radio Dispatch using funds paid to Contractor pursuant to this Agreement.

3. Have a system for phone calls to roll to another person in order to answer calls from the residents for the County. If there is more than one (1) Dispatcher on shift, the phone lines will be set up so the calls coming in roll between the multiple phones.

4. Have a line for law enforcement, fire, and other government officials to call on at all times when the contractors dispatch is open if they need service from the Contractor.

5. County shall maintain County-owned radio equipment as denoted in Attachment M County-Owned Radio Equipment.

V. VETERINARY MEDICAL SERVICES

A. Provide veterinary care for animals

Contractor will:

1. Make medical decisions that balance both the best interest of the individual animals requiring treatment and the County Shelter population.

2. Ensure that the County Shelter medical services include, but are not limited to: animal exams, vaccinations, microchipping, dispensation of medications, disease prevention, surgeries (e.g. enucleations, amputations and wound repairs), emergency care of injured animals, euthanasia and coordination with other local, state and national agencies.

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3. Ensure that Contractor's veterinary medical staff regularly monitor the status of individual animals and the population as a whole.

4. Have and apply written disease prevention and response policies and procedures. Disease response procedures should include measures to minimize transmission to unaffected animals or people and should ensure appropriate care of the affected animals. Procedures should include a treatment plan where decisions are based on a range of appropriate criteria, including the ability to safely and humanely provide relief, duration of treatment, prognosis for recovery, the likelihood of placement after treatment, the number of animals who must be treated and the expense and resources available.

5. Ensure that there is preventive health care appropriate for each species and include protocols that strengthen resistance to disease and minimize exposure to pathogens.

6. Ensure that medications and treatments are only administered with the advice of a veterinarian or in accordance with written protocols provided by a veterinarian, and all drugs are dispensed in accordance with federal and state regulations.

7. Whenever possible, ensure all veterinary care and treatments are recorded in Chameleon (or any successor system).

8. Microchip and spay/neuter all animals for adoption prior to pick up by new owner, as required by law, unless a veterinarian determines the procedure is not safe for the animal's health to performed.

9. Have written policies regarding care and treatment of injured and sick animals and that are in alignment with State or local laws and address.

B. Veterinarian medical licensing/registration

Contractor will:

1. Maintain current premise permits and meet all veterinary licensing requirements as specified by the California Veterinary Medical Board and California and federal law.

2. Maintain licensure to dispense and supply shelter and field services staff with the controlled substances necessary for performance of field captures and euthanasia, including the monitoring and security of such substances.

3. Ensure that veterinary staff meet certification and/or license requirements set forth by the State of California. Staff includes veterinarians, registered veterinary technicians, and other licensed or certified personnel.

C. Medical examination, treatment, and medication

Contractor will:

1. Ensure that the veterinary staff 1) perform a medical examination upon arrival for all sick/injured animals, 2) direct and monitor the care of injured and/or sick animals, 3) adheres to and directs procedures to reduce or respond to the outbreak of infectious diseases, and 4) provide a medical exam for all animals (except those needing emergency care) within 24 hours of arriving at the shelter.

2. Provide for laboratory services including stool examinations, cytology, urine analysis, heartworm tests, FELV/FIV tests, electrolytes measurements, and blood counts, among other testing.

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3. Ensure adequate and appropriate administrative controls are in place to monitor medications and medical supplies.

VI. OPERATIONS

A. Personnel

1. Staffing

Contractor will:

a) Hire personnel that are fully-qualified, authorized, licensed or permitted under applicable State and local law to perform such services.

2. Contract Funding of Staff

Contractor will:

a) Ensure all shelter, field, facilities and veterinary-related staff and managerial positions funded 100% by the Contract, spend 100% of their time working at the County Shelter, or providing other services to the County and Cities pursuant to this agreement (excluding disaster work, training, or meetings.) If one of these staff member works less than 100% of their time at the County shelter, the percentage of hours worked under the items of this Contract will be documented on a timesheet/time clock. Hours worked at another location will not be charged to Contract funds. If one of these staff members' time is divided between the County shelter and other sites, Contractor shall prioritize services denoted within this agreement. Contractor will include with the monthly invoice a report of the FTE hours worked at the County shelter by these staff members. An organization chart will be sent to the County annually that shows the Contractors entire organization including the percentages of time staff paid by the County shelter.

3. Training

Contractor will:

a) Annually provide a training plan that includes any certifications required by State laws.

b) Be responsible for providing fully trained personnel in all aspects of performance, including proper animal care, animal handling, and enforcement procedures and techniques.

c) Ensure all ACOs complete Penal Code 832 Arrest course or be appointed pursuant to California Corporations Code Section 14502 as Humane Officers, issue citations, receive ongoing training and maintain proper education, experience and/or certification within one (1) year of hire.

d) Ensure all ACOs pass approved baton training at earliest feasible opportunity. No ACO shall use a baton until trained.

e) Require all ACOs to be certified to perform euthanasia by injection as defined by California law. All ACOs will complete required training per state law.

f) Require all staff that perform animal euthanasia to be trained pursuant to State law.

g) Require staff members that have access or review documents, such as bite reports and human medical records, to complete HIPAA training.

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4. Volunteer Program

Contractor will:

a) Have an active volunteer program to support the Animal Care and Control program and related activities. The County encourages the use of volunteer support in all aspects of the program unless prohibited by State law. The volunteer program will be guided by policies and procedures similar to those for Contractor's employees.

b) Contractor should work to increase the volunteer to staff ratio as may be deemed appropriate by Contractor for specific programs.

c) Carry insurance on volunteers, including coverage for volunteers at the shelter including but not limited to their interaction with animals.

d) Outline how they will recruit and coordinate volunteers and assigned activities.

e) Track volunteer hours and report numbers annually to the County.

f) Outline which tasks the volunteers will be assigned to complete at the shelter.

B. V.6.4. Vehicles

1. Acquiring /Replacement

Contractor will:

a) Utilize funds paid to Contractor pursuant to this Agreement to acquire or replace vehicles.

2. Vehicle Maintenance and Repair

Contractor will:

a) Provide proof of automobile liability insurance covering all Contractor staff utilizing vehicles pursuant to this Agreement.

b) Be responsible for all vehicle maintenance and repairs to be paid out of funds paid to Contractor pursuant to this Agreement.

c) Utilize and maintain existing and replacement vehicles assigned for animal control activities.

d) Provide a quarterly maintenance and repair report listing all vehicles and the service received.

e) Ensure all vehicles receive routine maintenance as required by the manufacturer.

f) Maintain all of the vehicles such that they remain in a safe, professional condition at all times. Records must be kept on all maintenance problems and mileage.

g) Keep vehicles in good repair and ensure that there are no dangers to animals inside the vehicles that could cause injury such as sharp edges, gaps in doors etc.

h) Clean and disinfect after an animal has been transported in the vehicle.

i) Ensure all vehicles are kept clean on the inside and outside.

C. Procurement

1. Inventory

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Contractor will:

a) Maintain and provide to the County, within thirty (30) days of execution of this Agreement, a current inventory of all equipment paid for with non-contract Funds owned by Contractor or paid for in part with non-Contract Funds, used at the shelter and having a current fair market value of $1,000 or more. Provide to the County, within six (6) months of signing the Agreement, an inventory of all durable equipment purchased using contract funds and having a current fair market value of $1,000 or more.

2. Computer Hardware and Software

Contractor will:

a) Be responsible for the provision and replacement of County-owned hardware and software using contract funding, grants or private funds as long as all of the computer hardware located in the County Shelter purchased using contract funds is considered the property of the County. Items owned by the County will be listed in the annual inventory.

b) Maintain an inventory of purchased hardware and software.

c) Be responsible to provide server, internet connectivity and equipment to operate all computers within the shelter. This will include the set-up of the service for the equipment.

3. Operating Supplies

a) The Contractor shall be required to purchase all operating supplies for the purpose of any service provided under the terms of the contract with contract funds, County-directed donations or other funding sources directed solely to the County Shelter; the supplies will be and remain the property of San Mateo County.

b) County shall provide animal licensing tags for dogs, cats, animals held under a Dangerous Animal Permit, and animals designated as Service Animals.

D. Administration

1. Financial systems

Contractor will:

a) Have in place a process and have the capability to provide billing and provide activity reports to the County.

b) Contractor will not release any impounded animals unless the owner of such animal, or another individual with express written or verbal authority (such verbal authority having been conveyed to Contractor directly from owner) to represent the owner, appears at the Contractors facility, and pays all applicable impoundment, emergency medical treatment, and/or licensing/permit fees to redeem said animal. Exceptions may be made where efforts to collect said fees would, in Contractor's reasonable estimation, potentially jeopardize the safety of its staff, volunteers or facility. Contractor will alert the program manager of Animal Control and Licensing regarding the threat of harm to the staff.

c) Contractor will require license fees to be paid before the animal leaves the shelter.

d) Contractor will bill the responsible party if it is reasonably determined that they cannot pay the required fees at the time an animal is released. Contractor will use every effort to confirm that the responsible party is unable to pay fees. In the case of unaltered dogs, cats and

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rabbits, fees will only be billed provided the responsible party agrees to have the animal spayed or neutered prior to the animal being released from the shelter.

e) Fees will only be transferred to the County for billing as a last resort. Any time a responsible party is billed, the responsible party shall be provided a detailed and clear itemized list of fees, as well as a letter on San Mateo County Health Department letterhead explaining how to pay owed fees and the potential for collections actions to follow.

2. Financial Audit & Operational Audit

Contractor will:

a) Provide periodic updates on the annual external audit process, including information on the process which will be used to ensure the completion of audits. The completed written audit and opinions shall be supplied to the County by December 31st of each calendar year for the previous fiscal year.

b) Annually hire an independent auditor, who will conduct a fiscal year audit of all expenses and revenues and services noted above. The auditor must document and express an opinion on program revenues, expenses and units of service and must conduct audit in accordance with generally accepted auditing standards. The audit report shall also express an opinion regarding compliance with the financially related terms of the Agreement.

c) After completion of the audit, allow County or City personnel, or consultant to speak directly with the auditors in a joint session with Contractor.

d) Contractor shall use all commercially reasonable efforts to achieve economy, efficiency and effectiveness in performance of the services provided. Contractor and County will meet on occasion, as requested by County, but not to exceed more than once per year, to consider revisions which may be needed to the reporting forms created to document performance of the services provided. At any time during the term of this Services Agreement, but not to exceed one time annually, County may request, and Contractor shall provide additional detailed information concerning services performed under this Agreement for the purpose of a performance audit. The County shall make every effort to follow Generally Accepted Government Auditing Standards (GAGAS).

e) At any time during normal business hours and as often as the County may deem necessary, allow the County and/or representatives of the County to observe all Contractor's staff and volunteers in all areas of the County Shelter operation. County/City and/or representatives/contractor shall reasonably conduct themselves so as to not impede regular operations or functions. At no time will the County/City and/or representatives/contractor of the County direct the work of any Contractor staff in any manner.

f) At any time during normal business hours, with 24-hour notice from the County, and as often as County may deem necessary, provide to the County and/or representatives of the County records for examination with respect to all matters covered by this Agreement. Any records (e.g., personal employment) that would require notice to interested parties, shall be so noticed to the extent required by law prior to disclosure. Notice to Contractor shall not be required if the County has evidence of fraud or other misuse of contract dollars on the part of the Contractor; provided, however, that Contractor does not waive any privacy rights that individual employees may have. Nothing in this Services Agreement shall be construed as granting County any right to make copies, excerpts or transcripts of information unrelated to the Services Agreement without the prior written consent of Contractor.

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3. Documentation

Contractor will:

a) Maintain for at least four (4) years after contract termination, and provide to County, or any Federal or State department having monitoring or review authority, to County's authorized representatives, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Services Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

b) Maintain for at least four (4) years after contract termination, and provide to County as requested records of animals impounded including the description of animal; date of receipt; date and manner of disposition; treatment received; name and address of person who redeemed animal; and fees, charges and proceeds charged and collected for redemption. Contractor will provide information regarding adopters and fees for those animals adopted at the County Shelter. Contractor shall record all vaccinations.

c) Maintain a complete record on each animal within the Chameleon (or any successor system) database.

4. Quality Improvement

a) Contractor shall have a Quality Improvement program to ensure maintenance of key documents, reporting, scheduling services and activities, staff performance, and customer service.

E. Public services

1. Contractor agrees to convene a Participating City Managers' or Police Chiefs Group at a minimum of once per year over the term of this Services Agreement.

2. Contractor shall convene an annual meeting with Contractor's Board of Directors, President of the organization, and a committee of Participating City and County elected officials upon request, at a minimum of once per year during the term of this Services Agreement to review work covered herein.

3. Contractor agrees that the President, Senior Vice President of Operations, Senior Director of Operations will meet monthly with the Program Manager of Animal Control and Licensing.

4. When the County responds to a public records request, it will also provide an exact copy to Contractor of the documents disclosed to the member of the public.

5. Contractor agrees to present an annual report and supporting documentation to the Board of Supervisors that addresses the performance of the contracted services set forth in this Agreement.

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6. Public services include, but are not limited to: staffing the call center, providing and running a website, reunification of lost animals with owners, animal adoptions, animal transfers to partner organizations, adoption promotions, licensing services, vaccination and microchip clinics, media inquiries, citizen complaint resolution, public education and outreach, utilization of volunteers, and coordination with other local, state and national agencies. Services also include the proper collection and handling of financial transactions associated with fees, fines, donations, and contract payments.

7. Contractor will provide quarterly communication updates to the County and Cities for public release on their websites and within social media. This should include any information for residents on services provided by the Contractor.

Contractor will:

8. Issue animal licenses and or required permits and collect applicable fees for dogs and cats that are encountered at the County shelter.

9. Provide public hours at the County Shelter as follows: Shelter will be open 7 days a week with a minimum of 8 hours per day Monday-Friday (e.g. open 11:00AM-7:00PM) and 6 hours (e.g. open 11:00AM-5:00PM) per day on Saturday and Sunday. The shelter can be closed on major holidays (see attachment L – Peninsula Humane Society Holidays), provided, however that on such holidays, Contractor shall maintain the minimum staff necessary to care for the animals and respond to field activities. Shelter will be cleaned by 11 am and ready for public to enter during business hours.

10. Provide method(s) for customers to find and claim lost pets through the Contractor's website, call center, notification by mail and telephone.

11. Promote adoptions and licensing through a variety of outreach strategies, including public education and outreach opportunities that contribute to increasing the live release rate and decreasing pet overpopulation.

12. Ensure customers are provided with exceptional customer service by achieving a positive customer satisfaction rating according to a survey to be developed in conjunction with County approval and administered annually. The survey must include a customer feedback component to ensure continuous improvement.

13. Develop and maintain acceptance, tracking and resolution procedures for customer service complaints received regarding Animal Services. Provide initial response (e.g. phone call, email, in-person visit) to resident complaints within 48 hours of receipt, with intent to resolve within a reasonable period. County will be advised for sensitive or unusual complaints.

F. Provide monthly low-cost vaccination clinics at the shelter

Contractor will:

1. Hold at least one (1) monthly low-cost vaccine clinic at the County Shelter for the residents of San Mateo County. The Contractor shall sell licenses at the monthly low-cost vaccine clinics and all fees collected at the clinic will be remitted to the County.

G. Issuing licenses

Contractor will:

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1. Provide online information on how pet owners can license their pets to include locations for purchase and web addresses.

2. Issue replacement tags to dog owners whose license tags are lost, stolen or damaged, for applicable fee.

3. License and/or issue required permits and collect for County all applicable fees for all dogs and cats that are encountered at the County Shelter as required by applicable ordinance.

4. Issue a one (1) or three (3) -year option for dog licenses to the general public as required by applicable ordinance/law and collect applicable fees for County.

5. Provide an online option on the Contractor's website (https://www.petdata.com/ URL link to the County's current subcontractor, PetData, Inc.) to license or renew animal licenses.

6. Properly handle the collection, deposit, remittance, and refund of all money associated with service fees, fines, and contract payments.

7. Collect all fees documented in the ordinances.

8. Contractor shall remit to the County monthly any and all fees collected, pursuant to ordinance, as well as, vaccine and microchip clinic fees, and animal licensing fees.

H. Software

Contractor will:

1. Utilize the Chameleon (or any successor system) software and database animal sheltering information system for the purpose of tracking all animal intakes and dispositions, behavioral notes, all medical conditions and treatment (with the exclusion of some medical notes that are unable to be added to the database and can be handwritten), notes made by volunteers may be hand written, animal control field activities, animal control citations and written warnings, animal bites and bite quarantines and other data relevant to the management of the animal services operation. Contractor shall provide copies to the Participating Cities/County or contractor all written notes as well as data within the Chameleon (or any successor system) software upon request.

2. Be responsible for paying all of the Chameleon (or any successor system) software system fees for work related to the contract, including the County licenses, using contract funds. The Chameleon (or any successor system) license will list San Mateo County and Peninsula Humane Society & SPCA as the database owners. In the event of contract termination or expiration, each party shall receive an exact copy of the database information, and if any technical problems arise regarding that goal, each party agrees to use best efforts to achieve this result.

3. Ensure the "adoption" outcome in Chameleon (or any successor system) shall be utilized for private individuals who have adopted a pet with the intention that the animal is to be their permanent pet or the permanent pet of their friend, partner or relative. The "transfer" outcome in Chameleon (or any successor system) shall be utilized for Partner Group organizations and their designees that plan to temporarily hold the animal until it can be adopted to a private individual or that plan to provide a hospice type service for the animals.

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4. Ensure every live animal goes through an intake process where a photo and description of each animal is added to the Chameleon (or any successor system) database. Core vaccinations, deworming and any necessary flea treatment for animals to be sheltered shall also be administered and documented in Chameleon (or any successor system) during the intake process. The photos of all stray animals impounded at the County Shelter shall be made available for viewing by the public on the Contractor's lost and found website page during the stray hold period. The photos of all adoptable animals past any necessary stray hold period kept at the County Shelter shall also be made available for viewing by the public on the Contractor's website.

5. Ensure all owner contact information and attempts to contact the owners of animals wearing a license or identification tag, a microchip or any other kind of identification must be recorded in Chameleon (or any successor system). Behavior notes and all other information regarding the animal shall also be recorded in Chameleon (or any successor system).

6. Contractor will record in the Chameleon database Activity Record field responses with staff going on scene to the location of the activity differently than they will non-field responses, such as leaving phone messages, phone conversations, radio conversations, mailing letters, or any other activities performed when staff is not physically on the scene of the location of the activity. Recording field and non-field responses differently will allow accurate response reports to be generated. Response time reports for the City/County will only include field service calls when field staff is dispatch to a scene to handle a priority 1-5 call. It will include the time call was received, time dispatched, time the staff arrived on the scene and time the staff cleared the scene and what action the staff took.

7. Ensure all dogs, cats, puppies and kittens in a litter, weaned or not weaned, shall always be provided with an individual animal ID number in Chameleon (or any successor system) that is counted in both intake and outcome statistics.

I. Disaster response

Contractor will:

1. Coordinate with County in the event of a disaster/declared state of emergency.

2. Provide assistance to residents, local law enforcement, fire agencies and the County of San Mateo Office of Emergency Services to evacuate, shelter, and care for animals in the event of a disaster.

3. Be activated by the County's office of Emergency Services in accordance with the County's Incident Command System.

4. Work with other groups within the County during a disaster to ensure animals are safely evacuated and proper care is provided.

5. Ensure that staff or a third-party organization is available to respond to a disaster and are trained in the handling and care of all animal species within the County.

6. Ensure that each staff member responding to the disaster completes necessary FEMA forms.

7. Participate in a minimum of one (1) full-scale disaster exercise with San Mateo County Health or the Office of Emergency Services annually.

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8. When staffing is available, supply 1-2 staff members during disasters that can rotate into the emergency operations center as needed by the County.

9. Ensure that all staff and volunteers responding to the disaster have completed ICS 100 & 700, as well as trained to the animal care and handling standards of the Contractor.

10. Train with other non-profits and groups in the County on evacuations, sheltering set ups and communications during a disaster, etc.

J. Mutual Aid

Contractor will:

1. Respond during a disaster in other Counties when requested by the San Mateo County Emergency Operations Center. Shelter and Field services must continue to operate in San Mateo County when providing support to other jurisdictions. Contractor shall use reasonable efforts to make staff available to assist with mutual aid, as requested and, when the Contractor reasonably determines that it is unable to do so, shall promptly provide a detailed written explanation of why it is unable to do so.

2. Contractor will work directly with San Mateo County Health and EOC during a disaster for mutual aid needs or supplies.

K. Recovery

Contractor will:

1. Work with animal owners on the pickup of their animals that have been cared for during the disaster. Thirty (30) days of Shelter fees can be waived by Contractor due to the disaster and include documentation in the database. If that animal needs to be held longer and more fees should be waived, Contractor will get approval from the County.

2. For those animals that owners wish to relinquish, the Contractor will look at alternative placement options for the animals such as adoptions, foster homes, or partner groups.

3. Plan Continuity of Operations Plan (COOP)

4. Within six (6) months of signing the agreement, Contractor will create a COOP for the provision of all contracted services in the event of a natural disaster or other significant unanticipated event that might otherwise disrupt services. Plan to be provided to the County annually.

VII. REPORTING

Provider will provide the following reports as specified within the required time period.

Monthly Reports	DUE
1. Live animal intake kennel statistics (counts and percentages) by: Animal, including dogs, cats, other domestic animals, and wildlife, Intake type, including owner-surrender, confiscated, stray, owner-requested, Outcome, adoption, reclaim, transfer, euthanasia, died, missing, owner-requested	Upon Invoicing

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euthanasia, etc. by Jurisdiction and summarized	
2. Dead animal statistics (counts and percentages) by: Animal, including dogs, cats, other domestic animals, and wildlife	Upon Invoicing
3. Field pick-up and drop-off: Jurisdiction and summarized, Patrol calls and response times by priority to include jurisdiction of the call and outcome	Upon Invoicing
4. Field activities response times are to be calculated from the time of the call for field service to when the Animal Control Officer arrive on the scene of the field activity. Report should include the minimum time, maximum time, average time, targeted time percentage per priority, both summarized and by jurisdictional location, and results.	Upon Invoicing
5. List of citizen complaints by jurisdiction and category, timeline for resolution, and associated outcome.	Upon Invoicing
6. Number of citations issued, categorized by ordinance and jurisdiction.	Upon Invoicing
7. Number of voidable license citations issues and number voided with the purchase of a license.	Upon Invoicing
8. Revenues collected by jurisdiction and type and summarized.	Upon Invoicing
9. Financial reports reflecting budget to actual comparison information for revenues and expenditures by line item. As an addendum to the financial report, a narrative outlining any foreseeable issues or operational changes that the Contractor believes may be necessary for approval by the County.	Upon Invoicing
10. Staff report on FTE percentage of hours spent at the County shelter.	Upon Invoicing
Quarterly Reports	**Due**
1. License sales performed by Contractor by species and type and jurisdiction with summary.	Upon invoicing for January, April, July, October
2. Rabies vaccination and microchipping clinics statistics, with summary of total vaccinations administered by species and type.	Upon invoicing for January, April, July, October
3. Dangerous & vicious animal cases by jurisdiction and outcomes.	Upon invoicing for January, April, July, October
4. Animal Control/Humane Officer training	Upon invoicing for January, April, July, October
5. Humane Investigation report to include number of calls, contacts, notices, citations, and number of cruelty/neglect cases submitted to the District Attorney/City Attorney for prosecution with outcome.	Upon invoicing for January, April, July, October

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6. Maintenance and repair report listing all vehicles and the service received.	Upon invoicing for January, April, July, October
Annual Reports	**Due**
1. All monthly and quarterly statistics listed above compiled for an annual summary of animal statistics	Prior calendar year upon invoicing for February
2. Medical services staff training--list of staff, type of training, and dates of completion.	Prior calendar year upon invoicing for February
3. Field officer training - list of staff, type of training, and dates of completion.	Prior calendar year upon invoicing for February
4. Animal care staff training - list of staff, type of training, and dates of completion.	Prior calendar year upon invoicing for February
5. Annual dog and cat statistics in basic matrix format, including live release rates and the live release rate formula used.	Prior calendar year upon invoicing for February
6. Annual financial audit statement.	December 31st of the current year
7. Customer satisfaction rating survey results.	Prior calendar year upon invoicing for February
8. A Continuity of Operations Plan (COOP) for the provision of all contracted services in the event of a natural disaster or other significant unanticipated event that might otherwise disrupt services.	Prior calendar year upon invoicing for February
9. A written cost allocation methodology procedure. Methodology should consist of items such as how direct services, such as field and shelter personnel and supplies, cost are distributed vs administration personnel that may be used for other than County contract related services, if applicable.	Prior calendar year upon invoicing for February
10. A list of all current employed personnel by position paid for in full or part by the Contract with the salary/benefits and percent of FTE for each.	Prior calendar year upon invoicing for February
11. Personnel Organization chart with the percentage breakdown of FTE positions and number of FTE's. For those personnel whose responsibilities extend beyond the contract, the organizational chart will indicate the percent of full-time equivalence assigned to each staff member for the contract that will be correlated with the amount funded by the contract.	Prior calendar year upon invoicing for February
12. Detailed budget narrative outlining estimated revenues and expenditures for operating and capital needs, explanation of operational and financial changes requested from the prior year, major operation strategy shifts, and any other items necessary to provide the County with an understanding of the proposed spending plan for	Current fiscal year upon invoicing for August

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the following year.	
13. Current policy and procedures (SOPs).	Prior calendar year upon invoicing for February
14. Contractor will notify the County by January 31st of each year the number of bite quarantines handled for the past calendar year, broken down by city, compared to the average number of quarantines for the prior three (3) calendar years and include data on in-home vs. shelter. Contractor will provide statistical information to the Animal Control & Licensing Manager sufficient to allow for completion of the Local Control Rabies Activity Report required by the State of California. The past years rabies information to be provided to the County no later than February 15th of each year.	January 31st and February 15th for prior calendar year
15. Provide the County with an inventory list of County owned equipment.	Prior calendar year upon invoicing for February
16. Number of spay/neuter surgeries provided to San Mateo County residents, transfer partners and shelter animals, number of spay/ neuter surgeries provided to residents outside of San Mateo County, divided by category, and total spay/neuter surgeries.	Prior calendar year upon invoicing for February
17. Humane Investigation report to include number of calls, contacts, notices, citations, and number of cruelty/neglect cases submitted to the District Attorney/City Attorney for prosecution with outcome.	Prior calendar year upon invoicing for February
18. Number of volunteers, hours and tasks performed.	Prior calendar year upon invoicing for February
19. Provide the County with an itemized list of all County fees collected.	Prior calendar year upon invoicing for February
20. Number and type of disaster trainings conducted, both within their organization and with other groups in the County.	Prior calendar year upon invoicing for February
21. Contractor to provide annually a detailed outline of what they will provide or do for kennel enrichment for all animals housed at the shelter.	Prior calendar year upon invoicing for February

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VIII. PERFORMANCE MEASURES

Incentive Performance Measures

1. 85% of stray and owner-surrendered animals that go through their stray hold will be moved to a positive outcome within three (3) weeks of entering the shelter. Detailed description of reasons for not meeting this objective is required for animals not moved within three (3) weeks (with the emphasis looking to improve the positive outcome over the duration of the contract). Dangerous animals, quarantined animals and animals in protective custody are excluded.
2. 95% of rabies specimens will be delivered to the San Mateo County Public Health Laboratory within 48 hours of arriving at the shelter. Detailed description is required in the notes in the Chameleon (or any successor system) software for animals not delivered within 48 hours
3. 95% of all animals entering the shelter will be administered vaccinations, dewormer, and flea control as appropriate for their species.
4. All animals receive a health assessment within 24 hours of the animal entering the shelter.
5. All dogs and cats receive an equitable full behavioral assessment no longer than 96 hours of the animal entering the shelter (not including the day of intake). Detailed description is required for animals not receiving a complete behavioral assessment. Excluded: Dangerous animals, quarantined animals, animals in protective custody, euthanasia requests, exotic animals, and fowl.
6. 95% of all priority 1 calls are responded to within 1 hour of the reporting party calling Dispatch.
7. 95% of all priority 2 calls are responded to within 4 hours of the reporting party calling Dispatch.
8. 90 % of all priority 3 calls are responded to within 18 hours of the reporting party calling Dispatch.
9. 85% of all priority 4 calls are responded to within 24 hours of the reporting party calling Dispatch.
10. Monthly reporting of the number of citations issued to animal owners. A detailed explanation is required for ±15% variation in the measure.
11. Monthly reporting of the number of citations voided due to license purchase.
12. Provide monthly reporting on the number of animals euthanized in the field by species type and jurisdiction.
13. 100% of investigative reports including available witness statements, photos, videos, veterinarian bills, medical bills, bite reports, and police reports to the County within 3 calendar days prior to a hearing, excluding weekends and holidays.
14. 90% of dead animals are removed within 18 hours.
15. 90% of all quarantines will be responded to within 18 hours of the reporting party either calling Dispatch or a faxed bite report being received.
16. Dispatchers answer 90% of calls to Dispatch in less than 2 minutes and have no more than a 10% abandoned call rate.
17. Contractor will report quarterly and annually how many cruelty cases have been investigated and the number of cases sent to the District Attorney or City Attorney for prosecution.
18. All live animals entering the shelter with a non-urgent medical issue are examined by veterinarian/technician within 24 hours. Examinations may be visual for animals that are unsafe to handle. A detailed explanation is required for ±10% variation in the measure.
19. All officers will be trained as per state law within 1 year of hire date.
20. All staff that have access to human medical documents must be HIPAA trained by the Contractor within 30 days of hiring.

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21. Provide initial response (e.g. phone call, email, in-person visit) to resident complaints within 48 hours of receipt, with intent to resolve within a reasonable period. No more than a 10% variance
22. 5% increase in the number of pets receiving a rabies vaccination at monthly vaccine clinic based upon the prior fiscal year's measure.
23. Number of pets receiving a license during the vaccine clinics shall increase 10% each year by using a baseline the prior fiscal year and for each consecutive year throughout the term of the contract.
24. Contractor shall only report out for response times those field activities logged into Chameleon (or any successor system) those that are dispatched to field staff and when they arrive on scene to the location of the activity. If other field services activities, such as phone calls, emails or text messages are logged into Chameleon (or any successor system) they will not be counted in the response time report.
25. Written audit and opinions shall be supplied to the County by December 31st of each calendar year for the previous fiscal year.

Non-Incentive Performance Measures

26. All received animals will receive a microchip scan. Detailed description is required for animals not receiving a microchip scan
27. Contractor to provide annually a detailed outline of what they will provide or do for kennel enrichment for all animals housed at the shelter.
28. Contractor will have written policies and procedures on euthanasia with a goal of ensuring that non-aggressive and healthy or treatable animals that enter the shelter system are not euthanized and that such animals are given a positive outcome through redemptions, adoptions and transfers to other organizations.
29. Contractor will have comprehensive written policies and procedures on Field Services. Policies and procedures should include proper care and handling of animals, emergency response procedures, how animals are placed into the vehicle, how officers will keep animals protected from the heat and cold in their vehicle, and standards for cleaning and disinfecting vehicles.
30. Contractor will have comprehensive written policies and procedures on Veterinary Medical Services. Policies and procedures should include proper care of injured and sick animals
31. All staff that will be euthanizing animals shall be trained per state law prior to performing euthanasia.
32. All staff and volunteers that will be responding to or caring for animals during a disaster shall take the ICS 100 & 700 online classes.
33. Contractor will be 100% in compliance with documentation outlined in this contract of animals entering the shelter. The County program manager of Animal Care and Control may conduct annual reviews of animal records.
34. Contractor shall maintain books, records, reports and accounts adequate to allow County and/or the auditor to fully evaluate, assess and audit Contractor's performance of services and use of contract funds under the Agreement, and allow inspection of same by County at any time with 24 hour notice, as outlined in this Agreement
35. Contractor shall use reasonable efforts to make staff available to assist with Mutual aid, as requested and, when the contractor reasonably determines that it is unable to do so, it shall promptly provide a detailed written explanation of why it is unable to do so:
36. Contractor will have comprehensive written policies and procedures on the Volunteer Program. Contents of the policies and procedures should include, but not be limited to, the application form and process, job descriptions, selection and supervision, orientation and training, performance reviews, outline allowable and non-allowable activities, and a process for dismissal.

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Exhibit B

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

The total amount that the County shall be obligated to pay for services rendered in this agreement shall not exceed THIRTY TWO MILLION FIVE HUNDRED FORTY EIGHT THOUSAND NINE HUNDRED EIGHTY NINE DOLLARS AND NINETY ONE CENTS ($32,548,989.91). The county shall pay the contractor in accordance with the following terms:

A. Budget

1. Fiscal Year and Amount

a) 2021-22: $6,189,290.95

b) 2022-23: $6,327,480.28

c) 2023-24: $6,499,455.67

d) 2024-25: $6,674,024.00

e) 2025-26: $6,858,739.01

2. All funds paid to Contractor pursuant to this Services Agreement shall be used by the Contractor to meet its obligations herein.

3. A detailed proposed budget is included as Exhibit F.

4. An additional amount of $100,000 annually will be included in the total budget to provide an incentive. Ability to access incentive funds will be determined based on:

a) Should the Contractor achieve all 25 of the incentive performance measure targets the Contractor will receive 100% of incentive ($100,000).

b) Should the Contractor achieve 90% (23) of incentive performance measures the Contractor will receive $75,000.

c) Should the Contractor achieve 80% (20) of incentive performance measures the Contractor will receive $25,000.

B. Incentive Money

1. Incentive money is to be used to benefit the animals in San Mateo County (i.e., additional micro-chipping & vaccine clinics, mobile spay and neuter, disaster equipment, etc.) and Contractor will provide a summary report on how the incentive money was spent.

C. Cost Overruns

1. During any fiscal year of this Services Agreement, if the costs necessary and incidental to Contractor's provision of services hereunder are greater than could have been reasonably anticipated, Parties hereto shall meet to discuss what steps should be taken. In no event shall the County provide additional reimbursement for costs overruns without approval of the Board of Supervisors and contracting Cities' representatives.

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2. If county or state laws are passed during the term of this Services Agreement that require a greater level of service, County agrees to negotiate in good faith with Cities and Contractor to reimburse Contractor for additional costs associated with implementing the new laws. Should such amendments result in significantly increased costs to Contractor, Parties agree to negotiate in good faith to agree on appropriate reimbursement. If Parties are unable to agree on reimbursement costs, Contractor shall document the increased costs and submit to the County Controller. The Controller will conduct an independent audit. Parties agree to accept the Controller's determination of any increased costs.

3. If current state laws are amended, repealed, otherwise changed or suspended during the term of this Services Agreement that reduce, increase, alter, or remove existing relevant mandates, County may require Parties to meet to discuss possible financial and operational impacts of levels of service per the change in law, including but not limited to any decrease in contract amounts paid to Contractor. If, within 90 days, Parties reach mutual agreement as to how to proceed as a result of the change in law, it shall be memorialized as an amendment to this Services Agreement. If, after no less than ninety (90) days, Parties do not reach mutual agreement as to how to proceed as a result of the change in law, the County Controller will conduct an independent audit. Parties then have the option to accept the Controller's determination. Should Parties decide not to accept the Controller's determination, Parties have an additional thirty (30) days to determine whether they wish to exercise early termination of this Services Agreement, as set forth below. Parties' failure to exercise this early termination option at the end of this thirty (30) days results in this Services Agreement continuing without change or amendment for the duration of the term determined by Section 9 Term and Termination of this Services Agreement. Should either Party chose to exercise this early termination option, the Party shall do so by providing three-hundred-sixty-five (365) days prior written notice to other Party of its decision to terminate.

D. Modifications to the Budget or Payments

1. Any changes to the budget in Exhibit F must be requested in writing to the County no later than February 1 of the prior fiscal year for approval and a possible contract amendment by March of that year.

2. In the event that funds provided under this Agreement are expended prior to the end of the contract term period, Contractor shall provide ongoing services under the terms of this Agreement through the end of the contract period without further payment from County.

3. In the event that funds provided under this Agreement are not expended prior to the end of a fiscal year, Contractor shall have the opportunity to request funds no later than February 1 of the prior fiscal year to be used in the subsequent 12-month period with clear explanation for how those additional funds would be expended, and the County shall determine what amount of rollover funds will be available by March of the year.

E. Budget Monitoring and Exceptions

1. Revenue accounts shall be established for each service and shall be maintained separately by Contractor.

F. Method of Payment and Invoicing

1. Within 20 business days of the end of each month, Contractor must submit an invoice of actual costs for provision of services provided in Exhibit A for the prior month.

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a) For the month of June each year, the following deadlines for invoices exist. Specific dates for each fiscal year close will be confirmed in May of that year.

(1) June 18, 2022
(2) June 17, 2023
(3) June 15, 2024
(4) June 21st, 2025

For the FY of July 2021-June 2022, Contractor may submit one initial invoice to the County by July 5th, 2021 in the amount of $500,000 as an advance payment for the fiscal year. The Contractor will reconcile this one-time advance payment on or before the September invoice. a) A similar arrangement for a one-time annual advance payment in July for each fiscal year will be in place.

2. Other than the advance payments in July of each year, which are reconciled by September of each year, Contractor will only invoice for actual costs.

3. Within 20 business days of the termination or expiration of the contract, Contractor must submit a final invoice and refund to County any advanced funds in excess of actual costs. In no event, however, shall County's annual fiscal obligation under this Agreement exceed the amounts noted in Exhibit B Section A. Budget 1. Fiscal Year and Amount.

4. In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County or credit a portion of such advance payments to the County. Contractor is not entitled to payment for work not performed as required by this Agreement

a) Invoices are to be sent to:

Lori Morton-Feazell
San Mateo County Animal Control and Licensing
225 37th Ave, PONY PBH319ACL
San Mateo, CA 94403
650-573-3726
lmorton-feazell@smcgov.org

b) All invoices should reflect the "Staff report on FTE percentage of hours spent at the County shelter" and shall include:

(1) Total amount of expenses incurred
(2) A breakdown of those expenses according to budget categories included in Exhibit F
(3) A payroll report of positions identified in the annual organizational chart
(4) Associated reports on performance metrics
(5) A description of any accomplishments or challenges in providing services or changes to service provision.

5. Additional supporting documentation is not required to be submitted with invoices, however, the County can request supporting documentation on demand.

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G. Signature Claims Certification and Program Integrity

1. Anytime Contractor submits an invoice to the County for reimbursement for services provided under Exhibit A of this Agreement, Contractor shall certify by signature that the invoice is true and accurate by stating the invoice is submitted under the penalty of perjury under the laws of the State of California.

2. The invoice must include the following language and signature line at the bottom of the form(s) and/or cover letter used to submit the invoice.

3. "Under the penalty of perjury under the laws of the State of California, I hereby certify that this claim for services complies with all terms and conditions referenced in the Agreement with San Mateo County.

Executed at _____ California, on _____20___

Signed _____ Title _____

Agency _____"

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Exhibit C
Excluded Services

1) Enforcement of regulations regarding the number of animals per household.
2) Removal and/or disposal of dead marine animals.
3) Pick up of baby birds.
4) Pick up of dead animals (deer, wildlife or domestic) from freeways or highways (1, 35 (Skyline Blvd.), 82 (El Camino Real), 84 (Woodside Road), 92, 101, 109, 114, 230, 280, 380). Freeways and highways are maintained by CALTRANS.
5) Respond to barking dog complaints or animal noise nuisance complaints.
6) Respond, whether dead or alive, to marine mammals/fish
7) Routine patrol of leash-law enforcement in parks, beaches, and other public places when other priority calls are pending. When there are no priority calls pending, Contractor will respond to complaints, calls, and observed violations regarding off-leash dogs in parks, beaches, and other public places where off leash dogs are not allowed, in areas accessible by Contractor's vehicle, and will maintain a patrol of no farther 500 yards from the vehicle.
8) Under no condition shall a dangerous or vicious animal designation when determined in accordance with relevant County or City ordinance, placed on an animal by a law enforcement officer of any contract area as shown in Exhibit B to be overridden by Contractor. In cases where the contract area law enforcement officer is designating the animal as dangerous or vicious, Contractor's responsibility is limited to testifying as may be needed regarding prior history with animal and/or owner.
9) Contractor will not accept animals at the County Shelter facility which belong to non-San Mateo County residents, unless an emergency arises requiring surrender of an animal. The County Shelter may accept stray animals that were found outside of San Mateo County. The Contractor shall attempt to immediately transfer the stray animal to the proper shelter in the County where it was found in a commercially expeditious manner.
10) Respond to pest-control issues (e.g., infestations, perceived or real, of rats, mice, insects, gophers, wasps, or spiders, etc.)
11) Investigate dog vs. dog incidents at County and/or City or other approved off-leash dog areas including dog parks, beaches, public parks, etc. Contractor will investigate dog vs. dog incidents at approved off leash dog areas as defined in the Ordinance.
12) Investigation of Animal Cruelty cases. This will be funded by the contractor's non-profit organization. Contractor will ensure that the Humane investigators attend an annual training with the District Attorney's office and send a report annually on the number of cruelty cases investigate along with the number of cases sent to the District Attorney for prosecution. In the event that Contractor determines that its donor funding levels have been reduced to the level that it cannot sustain the Cruelty/Neglect program, the parties agree to meet and confer about whether or not to amend this Agreement to allow for County and City cost sharing to support the program, or the County and cities taking over responsibility for the costs of the program.
13) Spay & Neutering of Animals being placed for adoptions and low-cost surgeries for the public. This will be funded by the contractor's non-profit organization. Annually a report will be sent to the County that includes number of public and adoptable animal surgeries and number of surgeries performed for County residents and non-residents.
14) Care, treatment and rehabilitation of wildlife.

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Exhibit D
Contract Areas

The unincorporated County and the following Cities have contracted for services pursuant to this Services Agreement:

Atherton
Belmont
Brisbane
Burlingame
Colma
Daly City
East Palo Alto
Foster City
Half Moon Bay
Hillsborough
Menlo Park
Millbrae
Pacifica
Portola Valley
Redwood City
San Bruno
San Carlos
San Mateo
South San Francisco
Woodside

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Exhibit E
Fees to be Collected for Services Provided

In consideration of the payments set forth in Exhibit B, Contractor shall make every attempt to collect all of the following fees from the responsible party. Contractor has no authority to negotiate, waive, or retain fees.

A. The following are fees as outlined in the applicable County or City Fee Ordinance are to be charged and collected by the Contractor to the party taking responsibility of the animal and then sent on a weekly basis to the County by the Contractor.

1. Licensing revenue is to be itemized by jurisdiction and category type.in a format provided by the County.

a) All licensing fees as shown in San Mateo County ordinance 6.04.290 (a) and comparable City ordinances, including late fees whenever applicable.

B. The following are fees as outlined in the applicable County or City Fee Ordinance are to be charged and collected by the Contractor to the party taking responsibility of the animal and then sent on a monthly basis to the County by the Contractor.

1. All redemption charges as shown in San Mateo County Ordinance 6.04.290 (b) with the following limitation:

a) Impound charges and board costs for all animals except wildlife, unless wildlife is legally under permit for possession by a private citizen, including Vincent Bill Unaltered impound fees;

b) Transportation and trailing costs for equine, swine, bovine, sheep, goats, and any other animals Contractor deems advisable to move by trailer; and

c) Animal rescue costs on private property.

2. All surrender, euthanasia and dead on arrival disposal fees, as shown in San Mateo County Ordinance 6.04.290 (c).

3. Quarantine fee – Home, as shown in San Mateo County Ordinance 6.04.290 (d).

4. Dangerous Animal Permit – permit, inspection, and signage fees, as shown in San Mateo County Ordinance 6.04.290 (e), (f), and (g).

5. Field Return fees, as shown in San Mateo County Ordinance 6.04.290 (h).

6. Breeding and Fancier Permit fees, as shown in San Mateo County Ordinance 6.04.290 (i) and (j).

7. Return check fees, as shown in San Mateo County Ordinance 6.04.290 (k).

8. Record request fees, as shown in San Mateo County Ordinance 6.04.290 (l).

9. Administrative hearing fees, as shown in San Mateo County Ordinance 6.04.115 (f) or the applicable city ordinance.

10. Fees collected for dead animal pick-up in public areas and disposal; trap rental; dead animal pick-up on private property; and citation clearance.

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C. Uncollectable Fees

1. Contractor has no legal authority to negotiate, waive or retain fees for services unless provided by the applicable ordinance. Contractor shall collect all fees at the time of service or prior to release of impounded animal or release otherwise authorized per this Agreement.

2. Contractor shall use all reasonable efforts to collect the fee from the responsible party at the time the animal is returned to the owner or the owner's representative, and shall not release the animal until fees are paid unless refusing to release the animal would, in Contractor's reasonable estimation, potentially jeopardize the safety of its staff, volunteers or facility.

3. Contractor will provide responsible party with a form provided by the County and agreed to by Contractor. Form will acknowledge debt for services provided by Contractor by executing said form with responsible parties' signature. Parties shall meet when necessary to agree upon the form.

4. If fees remain uncollectable after reasonable efforts, Contractor will send the following to the County on a monthly basis:

a) Excel spreadsheet showing the following:

(1) Responsible party's name, address, and telephone
(2) Service provided and fee charged by Contractor
(3) Reason Contractor was unable to collect fee at the time of service

b) Itemized invoice

c) Returned check, if applicable

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Exhibit F
Five-Year Budget (PROPOSED IN RFP)

Entity Name: Peninsula Humane Society						
	Year 1 Budget	Year 2 Budget	Year 3 Budget	Year 4 Budget	Year 5 Budget	Grand
Budget Category	**Total**	**Total**	**Total**	**Total**	**Total**	**Total**
Personnel	$3,432,241.20	$3,529,662.03	$3,635,551.89	$3,744,618.44	$3,856,957.00	**$18,199,030.55**
Fringe	$1,120,626.75	$1,152,434.65	$1,187,007.69	$1,222,617.92	$1,259,296.46	**$5,941,983.48**
Operating Expenses	$1,139,500.00	$1,162,290.00	$1,185,535.80	$1,209,246.52	$1,233,431.45	**$5,930,003.76**
Equipment	$78,200.00	$79,764.00	$81,359.28	$82,986.47	$90,058.36	**$412,368.10**
Subcontracts	$387,080.00	$373,221.60	$379,486.03	$385,875.75	$392,393.27	**$1,918,056.65**
Other Costs	$31,643.00	$30,108.00	$30,514.98	$28,678.90	$26,602.48	**$147,547.36**
Total Expenditures	**$6,189,290.95**	**$6,327,480.28**	**$6,499,455.67**	**$6,674,024.00**	**$6,858,739.01**	**$32,548,989.91**

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Attachment H
Health Insurance Portability and Accountability Act (HIPAA)
Business Associate Requirements

I. DEFINITIONS

Terms used, but not otherwise defined, in this Schedule shall have the same meaning as those terms are defined in 45 Code of Federal Regulations (CFR) sections 160.103, 164.304, and

164.501. All regulatory references in this Schedule are to Title 45 of the Code of Federal Regulations unless otherwise specified.

a. ***Business Associate.*** "Business Associate" shall generally have the same meaning as the term "business associate" at 45 CFR 160.103, and in reference to the parties to this agreement shall mean Contractor.
b. ***Covered Entity.*** "Covered entity" shall generally have the same meaning as the term "covered entity" at 45 CFR 160.103, and in reference to the party to this agreement shall mean County.
c. **HIPAA Rules**. "HIPAA rules" shall mean the Privacy, Security, Breach Notification and Enforcement Rules at 45 CFR part 160 and part 164, as amended and supplemented by Subtitle D of the Health Information Technology for Economic and Clinical Health Act provisions of the American Recovery and Reinvestment Act of 2009.
d. ***Designated Record Set***. "Designated Record Set" shall have the same meaning as the term "designated record set" in Section 164.501.
e. ***Electronic Protected Health Information***. "Electronic Protected Health Information" (EPHI) means individually identifiable health information that is transmitted or maintained in electronic media; it is limited to the information created, received, maintained or transmitted by Business Associate from or on behalf of Covered Entity.
f. ***Individual***. "Individual" shall have the same meaning as the term "individual" in Section 164.501 and shall include a person who qualifies as a personal representative in accordance with Section 164.502(g).
g. ***Privacy Rule***. "Privacy Rule" shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.
h. ***Protected Health Information***. "Protected Health Information" (PHI) shall have the same meaning as the term "protected health information" in Section 164.503 and is limited to the information created or received by Business Associate from or on behalf of County.
i. ***Required By Law***. "Required by law" shall have the same meaning as the term "required by law" in Section 164.501.
j. ***Secretary***. "Secretary" shall mean the Secretary of the United States Department of Health and Human Services or his or her designee.
k. ***Breach***. The acquisition, access, use, or disclosure of PHI in violation of the Privacy Rule that compromises the security or privacy of the PHI and subject to the exclusions set forth in Section 164.402. Unless an exception applies, an impermissible use or disclosure of PHI is presumed to be a breach, unless it can be demonstrated there is a low probability that the PHI has been compromised based upon, at minimum, a four-part risk assessment:
    1. Nature and extent of PHI included, identifiers and likelihood of re-identification;
    2. Identity of the unauthorized person or to whom impermissible disclosure was made;
    3. Whether PHI was actually viewed or only the opportunity to do so existed;
    4. The extent to which the risk has been mitigated.
l. ***Security Rule***. "Security Rule" shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Part 160 and Part 164, Subparts A and C.

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m. ***Unsecured PHI.*** "Unsecured PHI" is protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in relevant HHS guidance.

n. ***Security Incident***. "Security Incident" shall mean the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with systems operations in an information system. "Security Incident" includes all incidents that constitute breaches of unsecured protected health information.

II. OBLIGATIONS AND ACTIVITES OF CONTRACTOR AS BUSINESS ASSOCIATE

a. Business Associate agrees to not use or further disclose Protected Health Information other than as permitted or required by the Agreement or as required by law.

b. Business Associate agrees to use appropriate safeguards to comply with Subpart C of 45 CFR part 164 with respect to EPHI and PHI, and to prevent the use or disclosure of the Protected Health Information other than as provided for by this Agreement.

c. Business Associate agrees to make uses and disclosures requests for Protected Health Information consistent with minimum necessary policy and procedures.

d. Business Associate may not use or disclose protected health information in a manner that would violate subpart E of 45 CFR part 164.504 if used or disclosed by Covered Entity.

e. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of Protected Health Information by Business Associate in violation of the requirements of this Agreement.

f. Business Associate agrees to report to County any use or disclosure of Protected Health Information not authorized by this Agreement.

g. Business Associate agrees to ensure that any agent, including a subcontractor, to whom it provides Protected Health Information received from, or created or received by Business Associate on behalf of County, agrees to adhere to the same restrictions and conditions that apply through this Agreement to Business Associate with respect to such information.

h. If Business Associate has Protected Health Information in a Designated Record Set, Business Associate agrees to provide access, at the request of County, and in the time and manner designated by County, to Protected Health Information in a Designated Record Set, to County or, as directed by County, to an Individual in order to meet the requirements under Section 164.524.

i. If Business Associate has Protected Health Information in a Designated Record Set, Business Associate agrees to make any amendment(s) to Protected Health Information in a Designated Record Set that the County directs or agrees to make pursuant to Section 164.526 at the request of County or an Individual, and in the time and manner designed by County.

j. Business Associate agrees to make internal practices, books, and records relating to the use and disclosure of Protected Health Information received from, or created or received by Business Associate on behalf of County, available to the County at the request of County or the Secretary, in a time and manner designated by the County or the Secretary, for purposes of the Secretary determining County's compliance with the Privacy Rule.

k. Business Associate agrees to document such disclosures of Protected Health Information and information related to such disclosures as would be required for County to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with Section 164.528.

l. Business Associate agrees to provide to County or an Individual in the time and manner designated by County, information collected in accordance with Section (k) of this Schedule, in order to permit County to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with Section 164.528.

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m. Business Associate shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of EPHI that Business Associate creates, receives, maintains, or transmits on behalf of County.
n. Business Associate shall conform to generally accepted system security principles and the requirements of the final HIPAA rule pertaining to the security of health information.
o. Business Associate shall ensure that any agent to whom it provides EPHI, including a subcontractor, agrees to implement reasonable and appropriate safeguards to protect such EPHI.
p. Business Associate shall report to County any Security Incident within three (3) business days of becoming aware of such incident. Business Associate shall also facilitate breach notification(s) to the appropriate governing body (i.e. HHS, OCR, etc.) as required by law. As appropriate and after consulting with County, Business Associate shall also notify affected individuals and the media of a qualifying breach.
q. Business Associate understands that it is directly liable under the HIPAA rules and subject to civil and, in some cases, criminal penalties for making uses and disclosures of Protected Health Information that are not authorized by this Attachment, the underlying contract as or required by law.

III. PERMITTED USES AND DISCLOSURES BY CONTRACTOR AS BUSINESS ASSOCIATE

Except as otherwise limited in this Schedule, Business Associate may use or disclose Protected Health Information to perform functions, activities, or services for, or on behalf of, County as specified in the Agreement; provided that such use or disclosure would not violate the Privacy Rule if done by County.

IV. OBLIGATIONS OF COUNTY

a. County shall provide Business Associate with the notice of privacy practices that County produces in accordance with Section 164.520, as well as any changes to such notice.
b. County shall provide Business Associate with any changes in, or revocation of, permission by Individual to use or disclose Protected Health Information, if such changes affect Business Associate's permitted or required uses and disclosures.
c. County shall notify Business Associate of any restriction to the use or disclosure of Protected Health Information that County has agreed to in accordance with Section 164.522.

V. PERMISSABLE REQUESTS BY COUNTY

County shall not request Business Associate to use or disclose Protected Health Information in any manner that would not be permissible under the Privacy Rule if so requested by County, unless the Business Associate will use or disclose Protected Health Information for, and if the Agreement provides for, data aggregation or management and administrative activities of Business Associate.

VI. DUTIES UPON TERMINATION OF AGREEMENT

a. Upon termination of the Agreement, for any reason, Business Associate shall return or destroy all Protected Health Information received from County, or created, maintained, or received by Business Associate on behalf of County, that Business Associate still maintains in any form.

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This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.

b. In the event that Business Associate determines that returning or destroying Protected Health Information is infeasible, Business Associate shall provide to County notification of the conditions that make return or destruction infeasible. Upon mutual agreement of the Parties that return or destruction of Protected Health Information is infeasible, Business Associate shall extend the protections of the Agreement to such Protected Health Information and limit further uses and disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protection Health Information.

VII. MISCELLANEOUS

a. Regulatory References. A reference in this Schedule to a section in the HIPAA Privacy Rule means the section as in effect or as amended, and for which compliance is required.

b. Amendment. The Parties agree to take such action as is necessary to amend this Schedule from time to time as is necessary for County to comply with the requirements of the Privacy Rule and the Health Insurance Portability and Accountability Act, Public Law 104-191.

c. Survival. The respective rights and obligations of Business Associate under this Schedule shall survive the termination of the Agreement.

d. Interpretation. Any ambiguity in this Schedule shall be resolved in favor of a meaning that permits County to comply with the Privacy Rule.

e. Reservation of Right to Monitor Activities. County reserves the right to monitor the security policies and procedures of Business Associate.

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Attachment I
Fingerprinting Certification Form

DATE: July 1, 2021

AGREEMENT WITH: Peninsula Humane Society & SPCA

FOR: **Peninsula Humane Society & SPCA**

Contractor will require records of fingerprinting and background checks for program staff in sensitive positions including animal control officers, humane officers, and staff who treat animals with controlled drugs or perform euthanasia.

NAME: Anthony Tansimore

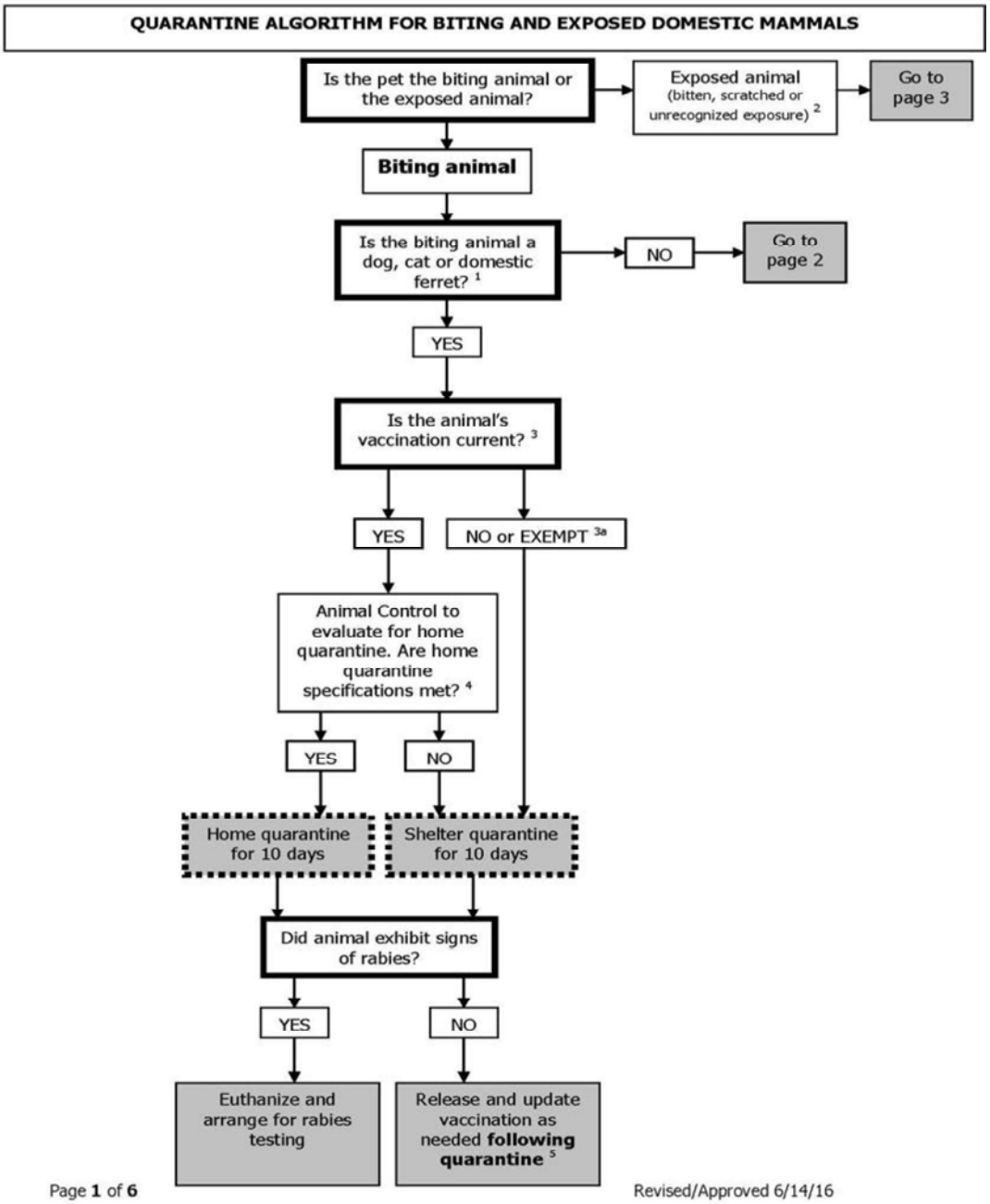
TITLE: President

SIGNATURE: DocuSigned by: [redacted] AF55FF92D70C4C3...

DATE: 5/6/2021 | 4:03 PM PDT

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Attachment J
Rabies Algorithm

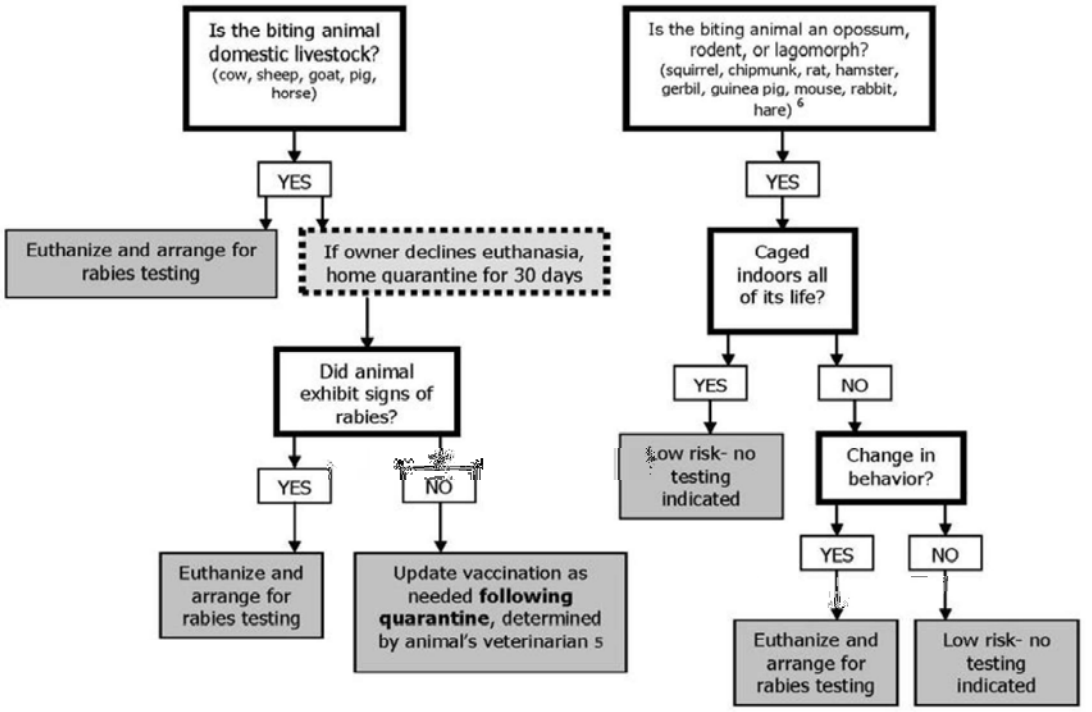


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Revised/Approved 6/14/16

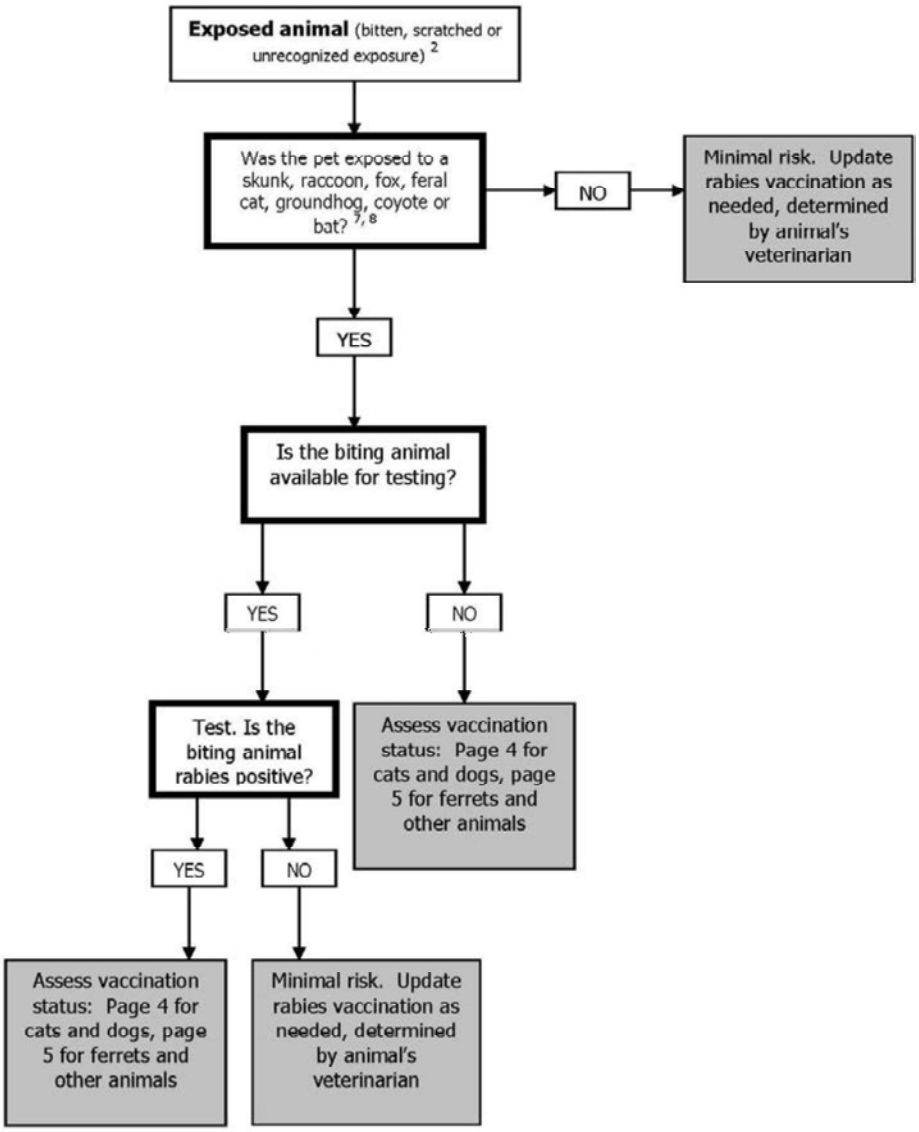
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QUARANTINE ALGORITHM FOR **BITING** DOMESTIC MAMMALS

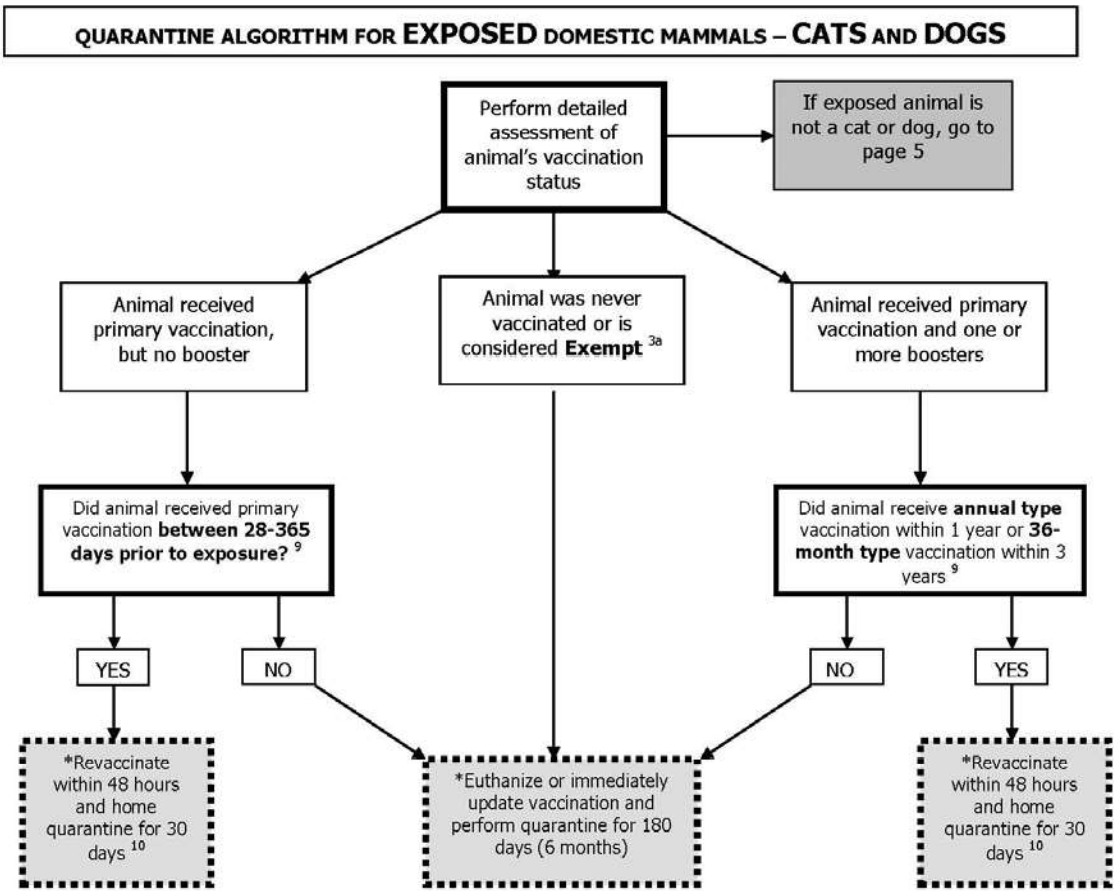


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QUARANTINE ALGORITHM FOR **EXPOSED** DOMESTIC MAMMALS - **GENERAL**

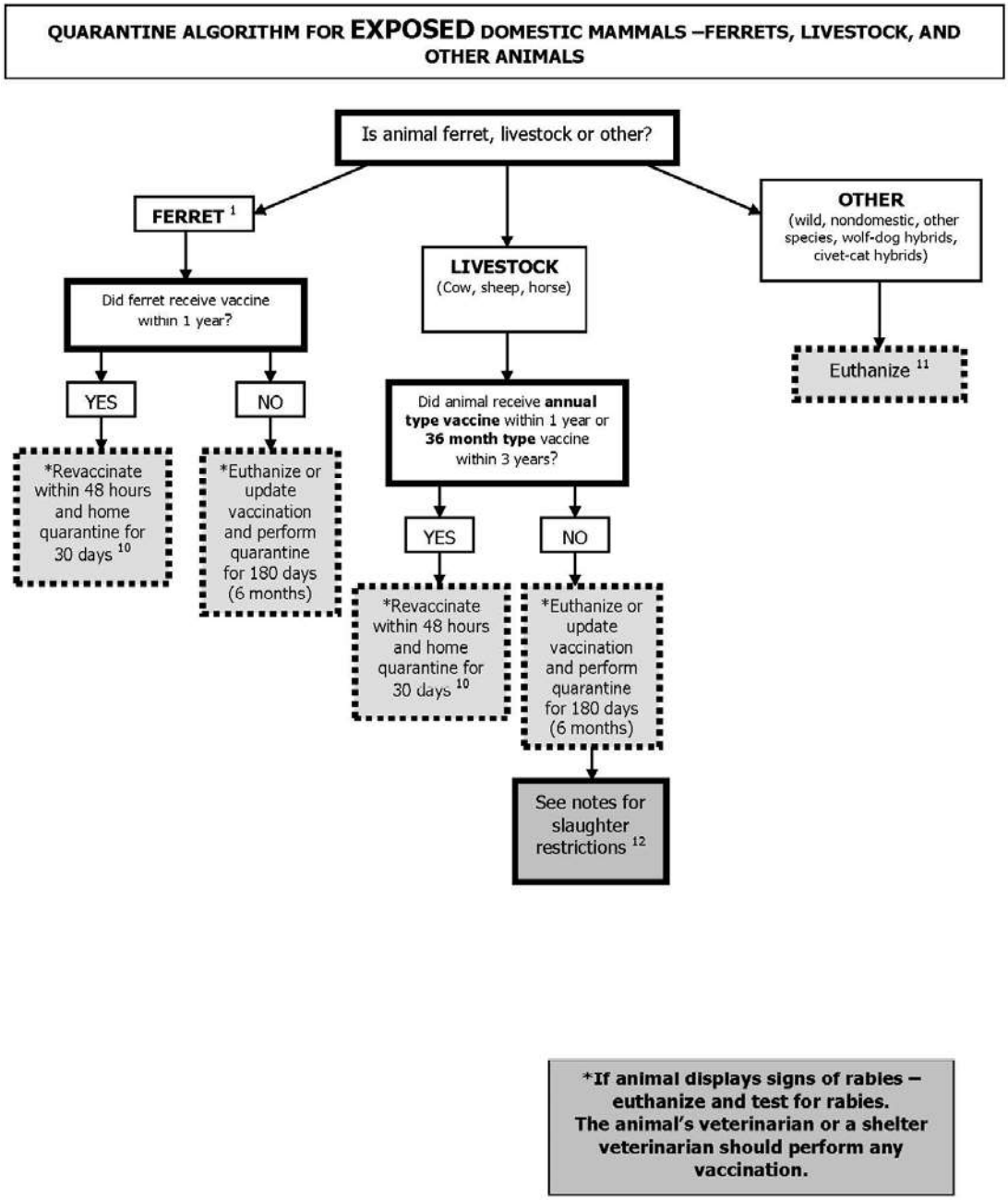


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***If animal displays signs of rabies – euthanize and test for rabies. The animal's veterinarian or a shelter veterinarian should perform any vaccination.**

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***If animal displays signs of rabies – euthanize and test for rabies. The animal's veterinarian or a shelter veterinarian should perform any vaccination.**

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NOTES

1 Ferrets are illegal in the State of California. Biting ferrets must be confiscated by the animal control agency and isolation conducted under the direction of the local health officer in an animal control shelter or veterinary hospital. Any ferret isolated for a human bite must be reported to the California Department of Fish and Wildlife for disposition following the isolation.

2 Rabies is transmitted through bite wounds, open cuts in skin, and onto mucous membranes. Contamination of open wounds, mucous membranes, or scratches with saliva or nerve tissue from an infected animal constitutes a non-bite exposure.

3 Current rabies vaccination per California Health & Safety Code Section 121690.

3a Exempt animals are animals that have been granted an exemption from rabies vaccination by the County of San Mateo's Health System on advice of the animal's veterinarian. Despite current exemption status, exempt animals are considered unvaccinated per California Health & Safety Code Section 121690.

4 The Peninsula Humane Society & SPCA's Animal Rescue and Control determines if an animal's home qualifies for home quarantine or shelter quarantine. Contact: (650) 340-7022

5 Vaccination in biting animals should be performed following quarantine as side effects secondary to vaccination (within 30 days) can mimic the symptoms of rabies.

6 Small rodents and lagomorphs have a low risk of rabies.

7 These are wild animals at high risk for infection with rabies.

8 Bat bites are small and may go unnoticed. If a pet is found alone with a bat, that pet should be treated as exposed. If the bat is available, animal control should be contacted to retrieve the bat for testing.

9 Dogs and cats are considered currently vaccinated 28 days after primary vaccination, and immediately after booster vaccination.

10 San Mateo County guidelines are based on Title 17 of the California Code of Regulations that states exposed, vaccinated animals should be quarantined for 30 days.

11 Wild, nondomestic, and other animal species bitten by or exposed to a rabid or suspect rabid animal should be euthanized immediately. There is little information on rabies incubation, clinical presentation, and viral shedding in domestic animal species other than dogs, cats, and ferrets.

12 Federal guidelines state that animals exposed to rabies within 8 months should be rejected for slaughter. USDA Food and Inspection Service (FSIS) and state meat inspectors should be notified of exposed animals prior to slaughter. If an exposed animal is to be custom or home slaughtered, it should be done immediately after exposure with appropriate barrier precautions and all tissues cooked thoroughly. Pasteurization and cooking inactivate the rabies virus.

Legend



Quarantine action
Other action
Question
Answer

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Attachment K
Animal Shelter Facility Use and Maintenance Agreement

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Animal Shelter Facility

Use and Maintenance Agreement

Between

The County of San Mateo as “County"

and

Peninsula Humane Society & SPCA as “Contractor"

for

The Animal Shelter Facility

12 Airport Blvd, San Mateo CA 94401

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Section I. General Provisions

A. The purpose of this Animal Shelter Facility Maintenance Agreement ("Agreement") is to set forth the roles and responsibilities of the County of San Mateo (hereinafter "County," which includes employees, officers, and authorized representatives), acting through its San Mateo County Health Division of Public Health Policy & Planning ("PHPP"), and the County Public Works Department Facilities Maintenance, Operations and Building Services ("Facilities Services"); and the Peninsula Humane Society & SPCA (hereinafter "Contractor," which includes employees, officers, and authorized representatives) for Contractor's use, operation and management of the Animal Shelter Facility, located at 12 Airport Boulevard, in the incorporated area of the City of San Mateo, California ("Shelter").

B. The parties understand and agree that Contractor's use of the County-owned Shelter is pursuant to and contingent upon an active Service Agreement between Contractor and County for Contractor's animal control services to the County ("Animal Control Services Agreement"). Contractor may use and occupy the Shelter only for the purpose of providing animal control and sheltering services to the County and cities as set forth in the Animal Control Services Agreement and any additional activities as mutually agreed to by Parties. This Agreement shall terminate concurrently with the Animal Control Services Agreement.

If there is a material breach of this Agreement by Contractor, then this Agreement is subject to termination at the County's option if Contractor fails to cure the breach within sixty days (60) notice by County of such breach. However, if the breach Is causing continuing damage to the Shelter, County may take any steps necessary to immediately halt such damage, and if the breach is intentional or negligent, then Contractor shall be solely responsible for the cost and expense.

Upon expiration or termination of this Agreement and/or the Animal Control Service Agreement, Contactor shall be given 7 days to vacate the Shelter by removing all Contractor-owned and personal items and return the Shelter in a clean and orderly fashion, ordinary wear and tear excepted. Contractor will use best efforts to not disrupt any operations occurring at the shelter during this time

C. This Agreement shall be in effect from the date last signed below and run concurrent with the Animal Services Agreement and any fully executed extensions. Upon termination of this Agreement, Contractor shall vacate the Shelter on the date of termination and return it to County in good condition, excepting normal wear and tear. Any damage to the Shelter caused by the negligent or intentional acts of Contractor shall be promptly repaired by Contractor at its sole expense and not out of Contract funds or other County funds.

D. The County acknowledges and agrees that the entirety of fees and costs related to Contractor's operation of the Shelter, and/or performance of this Agreement, shall be funded solely from the Contract Funds provided to Contractor from County under the

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Animal Control Services Agreement, except as otherwise provided herein. The County and Contractor acknowledge and agree that if the Contract Funds prove insufficient to meet the financial needs of maintaining the Shelter, and/or performing Contractor's maintenance and repair duties under this Agreement, the Contractor will not be responsible for the payment of any overage, unless caused by its negligent or intentional acts or omissions. If the Contractor anticipates costs that will exceed the Contract Funds, Contractor will use best efforts to provide County with notice as soon as it becomes aware of such potential overage, on a quarterly basis, and provide adequate documentation of the cause and amount of such anticipated coverage.

E. Indemnification and Insurance

1. Hold Harmless & Indemnification

(i) Contractor shall hold harmless and indemnify the County, and each participating city as listed in the Animal Shelter Service Agreement as third party beneficiaries, their officers, agents, and employees from all claims related to performance of this Agreement and/or use, operation, maintenance or repair of the Shelter by Contractor or its employees, contractors or agents including suits or actions of every name, kind and description, brought for, or on account of: (1) injuries to or death of any person, including but not limited to actions brought for (or on account of) injuries or death to County or Contractor's agents, officers or employees; (2) damage to property of any kind whatsoever and to whomsoever belonging, including but not limited to damage to property of County or Contractor or its agents, officers, or employees; or any other loss or cost, resulting from the performance or nonperformance of any activities undertaken under this Agreement, and/or which result from the negligent or intentional acts or omissions of Contractor, its officers, agents or employees. This obligation shall survive the termination of this Agreement for any claims arising during its term.

(ii) The County shall hold harmless and indemnify Contractor, its officers, agents, and employees from all claims caused by the conduct of the County, or its agents, officers or employees, including but not limited to suits or actions of every name, kind and description, brought for, or on account of: (1) any and all claims related to the construction, and/or repair of the shelter by the County, whether such claims are based on performance or performance of an obligation, and whether such claims are based on conduct that happened before and/or after Contractor took possession of the Shelter; (2) injuries to or death of any person, including but not limited to actions brought for (or on account of) injuries or death to County's agents, officers or employees; (3) damage to property of any kind whatsoever and to whomsoever belonging, including but not limited to damage to property of the County or its agents, officers, or employees;

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or any other loss or cost, resulting from the performance or nonperformance of any activities undertaken under this Agreement, and which result from the negligent or intentional acts or omissions of the County, its officers or employees. This obligation shall survive the termination of this Agreement.

(iii) In the event claims are brought against Contractor and County, the ultimate liability for damages, shall be apportioned according to the comparative fault of Contractor and County.

The duty of Contractor, and of the County, to relieve, indemnify, protect and hold harmless, as set forth hereinabove, shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

2. Property Damage Coverage

All Risk Contractor at its cost shall maintain on the building and improvements that are a part of the Shelter a policy of all risk property, in the amount of the replacement value of the Shelter, its improvements and contents. The insurance policy shall be issued in the names of County and Contractor as their interests appear. The insurance policy shall provide that any proceeds shall be payable to County, excluding proceeds related to damage to equipment and supplies owned by Contractor.

3. Liability Insurance

Contractor at its cost shall maintain Comprehensive Liability insurance for the following coverages with the following limits Insuring against all liability of Contractor and its authorized representatives arising out of and in connection with Contractor's use or occupancy of the Premises:

(i) Shelter Premises Liability with a minimum limit of $1,000,000 Combined Single Limit (CSL) each occurrence; and

(ii) All Comprehensive Liability insurance shall insure performance by Contractor of the Hold Harmless and Indemnification Sub-section of this Agreement;

(iii) County shall be named as "additionally insured";

(iv) All required Insurance shall contain a Separation of Insureds or Severability of Interests provision; and

(v) The policy shall not be cancelled or non-renewed unless the County has received 30 days prior written notice. (Ten days prior notice in the event of cancellation for nonpayment of premium is acceptable.) Written notice shall be sent to:

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County of San Mateo
Attn: Animal Services
225 37th Ave.
San Mateo CA. 94403

4. Workers' Compensation and Employer's Liability Insurance

During the entire term of this Agreement, Contractor shall have in effect Workers' Compensation coverage providing full statutory benefits and employer's liability. In executing this Agreement, Contractor makes the following certification:

Contractor is aware of the provisions of Section 3700 of the California Labor Code, which require every employer (1) to be insured against liability for Workers' Compensation or (2) to undertake self-insurance in accordance with the provisions of the Code. Contractor will comply with such provisions.

5. Miscellaneous Insurance Provisions

Contractor shall pay the premiums for maintaining the insurance required hereinabove. All the insurance required under this Agreement shall:

(i) Be issued by insurance companies authorized to do business in the State of California, with a financial rating of at least an A- IV status as rated in the most recent edition of Best's Insurance Reports. Coverage provided by State Fund Insurance shall satisfy this requirement.
(ii) Be issued as a primary policy.
(iii) Contain an endorsement requiring thirty (30) days' notice from the insurance company to both parties before cancellation or change in the coverage, scope, or amount of any policy.
(iv) County shall be named as "additionally insured" on each policy.

6. Certificate of Insurance

A certificate of insurance, together with evidence of payment of premium, shall be deposited with County at the commencement of this Agreement, and on renewal of the policy not less than twenty (20) days before expiration of each policy.

In the event Contractor fails to deliver the certificate of insurance verifying insurance coverage as required in this Section, County may declare a material breach and terminate the Agreement as provided herein or, at its option take out all or part of the required insurance and pay the premium thereon on behalf of Contractor.

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7. Force Majeure

(i) Neither party is responsible for any failure to perform or delay In performing its obligations under this contract, to the extent it is prevented or delayed in performing those obligations by an event of force majeure.

(ii) Where there is an event of force majeure, the party prevented from or delayed in performing its obligations under this contract must immediately notify the other party giving full particulars of the event of force majeure and the reasons for the event of force majeure preventing that party from, or delaying that party In performing its obligations under this contract and that party must use its reasonable efforts to mitigate the effect of the event of force majeure upon its or their performance of the contract and to fulfil its or their obligations under the contract.

(iii) Upon completion of the event of force majeure the party affected must as soon as reasonably practicable recommence the performance of its obligations under this contract. Where the party affected is the contractor, the contractor must provide, within 15 business day, a schedule for managing the Contractor's obligations under this Agreement to minimize the effects of the prevention or delay caused by the event of force majeure.

(iv) An event of force majeure does not relieve a party from liability for an obligation which arose before the occurrence of that event, nor does that event affect the obligation to pay money in a timely manner which matured prior to the occurrence of that event.

(v) Definition. An event of force majeure is an event or circumstance which is beyond the control and without the fault or negligence of the party affected and which by the exercise of reasonable diligence the party affected was unable to prevent, and includes but is not limited to such matters as:

a) riot, war, invasion, act of foreign enemies, hostilities (whether war be declared or not) acts of terrorism, civil war, rebellion, revolution, insurrection of military or usurped power, requisition or compulsory acquisition by any governmental or competent authority;

b) ionizing radiation or contamination, radio activity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive assembly or nuclear component;

c) pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;

d) earthquakes, flood, fire or other physical natural disaster, but excluding weather conditions regardless of severity;

e) regional health emergency due to government health advisory(ies); and

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f) strikes at national level or industrial disputes at a national level, or strike or industrial disputes by labor not employed by the affected party, its subcontractors or its suppliers and which affect an essential portion of the works but excluding any industrial dispute which Is specific to the performance of the works or this contract.

g) Increased costs incurred by Contractor in the provision of services under this Agreement, shall not In itself be considered an event of force majeure even if such increased costs are the result of such an event.

Section II. Contract Information

To better coordinate all services, Facilities Services has established the Facilities Customer Service Center (FCSC). The FCSC provides a single point of contact for customers and dispatch of staff and should be the primary resource for departmental or Contractor's Maintenance Coordinators and others responsible for requesting maintenance services. The FCSC is staffed during normal business hours and can be reached at 363-4444.

For management issues and/or to discuss specific activities or projects, the overall coordinator of this Agreement and the main point of contact is Gary Behrens, Facilities Services Manager, 363-1875.

For custodial issues specifically, contact Duane Minor, Building Services Manager, 363-4445.

The supervisor for each area or function will manage day-to-day activities:

1. Win Maung, 599-1300 (wmaung@smcgov.org). Operation and maintenance of facility systems and equipment for County owned buildings at the Government Center, Redwood City.
2. Thomas Sipp, 312-5257 (tsipp@smcgov.org). Operation and maintenance of facility systems and equipment for County owned and leased buildings in outlying areas.
3. Patrick Oliver, Crafts Supervisor, 363-1877 (poliver@smcgov.org). Repair, maintenance, and safety/regulation required upgrades related to carpentry, painting, and locksmith services for all County facilities.
4. Jose Villalobos or Mark LaGrone, 363-1951 (jvillalobos@smcgo.vorg & mlagrone@smcgov.org). Custodial, parking lot, loading dock, and room set-up services for all County Center facilities.

Facilities Services is responsible for updating and maintaining this list with current contact information.

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Section III. Baseline Services

The baseline services outlined below are to be paid for by Contractor solely with funds provided to Contractor under the Animal Control Services Agreement the provided ("Contract Funds") (see Section VII for current charges). If these fees exceed the Contract Funds, the financial obligations shall be resolved in accordance with Section I.D., supra.

A. General Shelter Facility

1. Preventive Maintenance and Routine Repairs

Facilities Services will responsible for performing regular repair and maintenance on the Shelter, including all parts, material and labor. Facilities Services will make, or schedule repairs as determined by the County to be needed, or pursuant to a reasonable request by Contractor, with 24 hours advance notice to Contractor if possible, by phone or email. Repairs and maintenance include, but are not limited to, any and all work on the following areas of the Shelter:

i. Structural portions of buildings (roof, gutters, doors, skylights windows, flooring)
ii. Solar panels and carports
iii. Repair and maintenance to the building mechanical systems including heating, ventilation & air conditioning system (HVAC), electrical distribution and lighting
iv. Repairs of electrical systems (except for light fixtures)
v. Exterior painting (with exception of any touch-up exterior painting)
vi. Interior painting of common areas in County standard colors (entrances, lobbies, restrooms, main hallways)
vii. All major plumbing issues shall be maintained by Facilities Services; however, toilet fixtures and sink clogs shall be the responsibility of the Contractor. If any damage is caused by Contractor's, or a vendor of Contractor's, intentional or negligent acts, Contractor shall be responsible for the cost of repair, not out of Contract Funds. County shall not be considered a vendor for the purposes of this Agreement.
viii. Preventative maintenance of the fire alarm system
ix. Generators and emergency power systems
x. All warranty work related to the new construction. Facilities Services to communicate to Contractor which items are under warranty.
xi. Facilities Services staff will perform quarterly facility inspections to identify the condition of the various systems and structure and will identify necessary repairs or maintenance to be performed to keep the facility in proper condition. Facilities Services and other County staff or officials may inspect the condition of the Shelter Facility at any time during working hours. In order to limit the impact to Contractor operations, County shall provide Contractor with at least 24 hours'

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notice of the intended inspection, which notice may be provided by email.

2. **Contractor Obligation to Notify of Needed Repairs or Maintenance**
Contractor shall promptly notify Facilities Services of any necessary repairs or maintenance that could impact the long-term condition of the Shelter, or the provision of animal control and animal care services to the County.

3. **Emergency Repairs**
Facilities Services will assure response in all critical situations within 2 hours of receiving actual notice, making immediate temporary repairs when required for safety or security reasons. Examples of such situations include but are not limited to:

(i) Broken windows, doors and locks
(ii) Air conditioning in computer server rooms and other sensitive areas
(iii) Interruption of electrical service
(iv) Broken pipes and clogged plumbing (Contractor shall try to clear clogs In toilet or drain prior to calling Facilities Services)
(v) Leaking roofs
(vi) Damage resulting from natural disasters
(vii) Other situations which Contractor or County reasonably determines compromises the immediate health or well-being of the animals, the staff, volunteers or visiting public.

4. **Process by which Contractor addresses Repairs/Service Needed on an Emergency Basis**

(i) Upon becoming aware of a situation, Contractor shall immediately notify Facilities Services of any repairs or maintenance needed to address items that could cause immediate damage or injury to the Shelter, or to persons working or animals being cared for therein, including but not limited to plumbing/water leaks, roof leaks, or fire or other hazards.
(ii) Should an urgent situation arise in which Facilities Services is unable to respond within 2 hours to a major system failure which has the potential for immediate and serious health or safety impacts to animals, staff/volunteers, employees, or the public, and/or the continued operation of essential animal control and sheltering programs and which cannot be otherwise managed or contained, Contractor may retain the services of a reputable repair person to address the issue, after notifying Facilities Services.
(iii) Contractor shall notify Facilities Services and PHPP within 2 hours of its decision and reasoning to take such actions. Contractor will provide Facilities Services with the key points of how the issue is being addressed. If possible, Contractor will arrange for a temporary solution so that Facilities Services can complete the full work once they are available. Contractor will use Contract Funds if Contractor incurs expenses due to

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an emergency repair as outlined in this subsection, unless caused by the intentional or negligent acts or omissions of Contractor, or its vendors, in which case Contractor shall be responsible for these expenses not using Contract Funds.

(iv) Contractor must comply with any prevailing wage requirements of state law as applicable for any construction or repair it undertakes not performed by Facilities Services.

5. Utilities

(i) Contractor is responsible for furnishing and paying for all utilities for the Shelter, including gas, water, electricity, sewer, telephone/internet and garbage service. All utility services shall be paid from the provided Contract Funds.

(ii) Contractor shall maintain all records pertaining to all repair, replacement, maintenance utility and other services provided under this Agreement for a period of four years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit by the County, a Federal granter agency, and the State of California.

6. Signage

(i) Facilities Services will provide directional signs for parking lots and building lobbies.

(ii) Contractor will have input on suitability of all signage installed by County. PHS will not install signage without approval of County.

7. Pest Control

Contractor will use best efforts to maintain the Shelter pest- free. Contractor (PHS) will enter into, pay the costs of, and monitor a recurring and scheduled contract for pest control services in and around the Shelter, and on an as needed basis. The contract shall cover control of all types of pests, including termites and all types of insects, rodents and other and vermin. Costs will be paid from Contract Funds. The pest control invoices/reports will be made available to County upon request.

8. Disaster Response

In the event of a natural disaster such as a major earthquake, Facilities Services staff are trained and prepared to respond to and secure building systems. County shall not be responsible or liable for any damages to Contractor or any third party for injuries or damages caused by a natural disaster or any injuries or damage to any person or property belonging to any person, or interruptions of any operations of Contractor, as a result of a natural disaster.

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9. Skilled Craft Services

i. Carpentry

Facility Services carpenters will perform maintenance and repairs as needed as determined by the County Facilities Services, or upon reasonable request by Contractor, and approval by County on roofs, doors, windows, water damaged areas and hard surface floors in common areas. Facilities Services will also patch and repair chips and holes in walls. Other carpentry services are available on a fee for services basis {see Section IV).

ii. Lock Work

Locksmith services provided under baseline services Include the repair or replacement of broken building locksets (excluding Contractor property such as file cabinets and desk), repair or adjustment of improperly working door closers; providing duplicate keys with proper authorization; re-keying locks for security reasons as determined necessary by Facilities Services; replacing worn or outdated locksets; and any work required because of new codes and regulations, as determined by Facilities Services. Keys for or repairs to County property, including but not limited to desks, file cabinets, and vehicles are beyond the facility service charge and will be repaired by the contractor using funding from the animal control services Contract Funds.

10. Grounds Services

i. Landscaping

Facilities Services is responsible for providing and monitoring the landscaping services for the Shelter. Under this contract, and as determined necessary or desirable by Facilities Maintenance, the landscaping crews will install and maintain irrigation systems; propagate and plant appropriate species; prune, trim, fertilize, now, and provide all other care and maintenance for plants, shrubs, trees, turf, and lawns.

11. Custodial and Janitorial Services

Contractor shall maintain all interior and exterior areas of the Shelter and grounds in a clean and sanitary condition. Contractor may provide this service through its staff or shall retain a reputable vendor to provide janitorial and custodial services at a reasonable cost and as needed to fulfill its responsibility to maintain the Shelter in a clean and sanitary condition.

Facilities Services will provide no Custodial or Janitorial for the shelter.

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Section IV. Additional Services

Services requested by Contractor and not outlined in Section III are considered "additional services," and shall not be provided unless approved by the Directors of County Health and Department of Public Works. If approved, services listed below will be scheduled upon receipt of a work request from County Health, and the associated costs will be invoiced to the Contractor. Contractor will use Contract Funds to pay the invoice within 30 calendar days from date of mailing or emailing; if not timely paid, County will deduct the past due amount from Contractor's next monthly payment. The majority of these services are provided under the administration of the Construction Services Section (CSS) located at 30 Tower Road, San Mateo. Requests for services and cost estimates should be routed through San Mateo County Health System (Animal Control Manager). Contractor shall in no circumstance alter any part of the Shelter structure or install any fixture, without prior written County approval from the Directors of the San Mateo County Health and Department of Public Works.

A. Carpentry

New:

- Floor coverings
- Commercial fixtures
- Acoustical ceilings
- Doors/windows
- Soundproofing and insulation
- Air conditioning units
- Restroom partitions and fixtures tile work
- Concrete slabs and retaining walls

Building and/or custom fabrication:

- Storage structures
- Security gates, windows, etc.
- Custom cabinets and casework
- Custom shelves, reception counters, etc.
- Wall framing and drywall
- Custom racks, bins, etc., for delivery vehicles

B. Electrical

- Install additional electrical circuits and outlets
- Upgrade and install new workplace lighting
- Install Pleione electrical whips
- Install and maintain security alarm systems
- Set up temporary power for events.

C. Lock Work

- Lock drilling (when keys are lost or locked inside, contact FM&O)

- New installation (result of new construction or remodeling)

D. Other

- Directional signs for departmental areas
- General construction site cleanup

Need for county approval for any fixtures, repairs, remodeling or construction at the Shelter. Any of the above items as well as any new fixtures, construction, repairs or remodel (to include altering of the building or grounds in any way) may not be undertaken without the express, prior written permission of the Director of San Mateo County Health or designee, and the Director of the Department of Public Works, or designee, except as otherwise provided under this Agreement.

If Contractor performs any construction work, remodeling or repairs, or attaches any fixtures to Shelter or other county-property without such written permission, or changes the grounds in any manner, Contractor must promptly return the Shelter building, property or grounds to its original condition at its own expense and not using Animal Control Services Contract Funds or any other County funding, except as otherwise provided under this Agreement.

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Section V. Excluded Services

A. <u>This Agreement does not include any of the following which will be Contractor responsibility:</u>

Contractor shall be solely responsible for maintaining the below items. Money for all repairs and costs will come from the Contract Funds. Any such items undertaken by Contractor shall be documented and all invoices for any such work, shall be kept and provided to County on a quarterly basis. For major equipment owned by the County (as listed In subsection (d) below, and any similar equipment), Contractor shall use a reputable, qualified, and licensed contractor or vendor, and may not use its own employees or volunteers for such work without County approval. If employees or volunteers are used for work, no additional County funds shall be used for such labor, except those funds otherwise used to pay the employee's regular salary. Contractor agrees that all major equipment owned by the County (as listed In subsection (d) below, and any similar equipment) will be serviced by a qualified vendor.

1. Light bulb replacement to include lamps and ballast
2. Plumbing clogs: Contractor will first attempt to unclog and if unsuccessful will submit a request to Facilities Services for repair. (Contractor may not hire a service to attempt to unclog pipes.)
3. Equipment maintenance and repair as follows:
   - Washers/dryers
   - Kennel cleaning equipment
   - Safes, lock boxes
   - Clippers
   - Surgical tables
   - Audio visual equipment camera, security and intrusion alarms
   - Computers/printers/scanners etc. and phone system
   - Cash Registers/credit card machines, fax machine etc.
   - Any other specialty equipment for animal sheltering
   - Refrigerators
4. These items must be repaired by a qualified vendor
   - X-ray equipment
   - Anesthetic machine
   - Surgical lights
   - Auto clave
5. Kennel fencing repairs, to include the replacement of mud flaps or guillotine doors, door latches etc. (if CMU needs repair, the Contractor will submit a repair request to the Manager of Animal Control and Licensing for approval prior to contacting Facilities Services)
6. General:
   - Repair office furniture
   - Anchor files and shelving

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- Hang pictures and bulletin boards; however, Contractor shall take care not to damage County property in its placement and installation of these or any other items attached to walls or ceilings

7. Intercom systems
8. Installation of new animal shelter equipment that is not attached to the structure.
9. Replacement of any equipment purchased by the Contractor for use in animal sheltering or animal control operations: Contractor shall not replace equipment to be paid for by Contract Funds without prior approval from County of equipment to be replaced and cost if cost exceeds $5,000 per individual item. If the need to replace such equipment is due to Contractor misuse or negligence, as distinct from wear related to appropriate use, Contractor shall replace such equipment from its own funds not Contract Funds, or any other County funds. Funds for approved replacement equipment not misused or damaged by Contractor are to come from Contract Funds. Any equipment or items purchased with Contract Funds or other County funds Is property of the County. Contractor shall use Contract Funds for purchase of equipment or vehicles to be used at the Shelter for providing services, which equipment. and vehicles shall be County owned.
10. Paint offices, conference rooms and staff bathrooms.
11. Keep the landscaped areas, walkways and patios, adjacent sidewalks, and other common areas In and around the County facility clean and in good repair
12. Sweep the entrances to County facility as needed and will keep glass doors clean
13. Contractor is solely responsible for custodial and pest control at the shelter.

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Section VI. Additional Responsibilities

A. Facilities Services Responsibilities

1. For routine maintenance of systems, Facilities Services will

(i) Provide the Contractor with advance schedule to the extent practicable

(ii) Provide Contractor no less than 24 hours' notice when that maintenance is to occur (allowing Contractor to weigh in as to whether or not the scheduled maintenance will interfere with operation and if it will interfere Contractor will give alternate dates within a reasonable time frame when the repair/service can be completed.)

(iii) Provide Contractor with acknowledgement that the service has in fact occurred and any unusual findings related to that service. This notification will be done by a service request confirmation.

2. For other than routine scheduled maintenance

(i) Contractor will notify Facilities Services of needed repair/service without delay via phone, fax, or email to the DPW call center. Contractor shall be responsible for any damage to the Shelter, its contents or any person caused by its failure to timely notify the County of needed emergency repairs of conditions that threaten the structure or its contents or the health or safety of occupants or the public.

(ii) Facilities Services will notify Contractor within 24 hours of its anticipated investigation of requested repair (if the matter is something that can be addressed at the time of investigation, Facilities Services to adhere to steps which follow):

a) Notify the Contractor's Maintenance Coordinator at least 24 hours in advance of any scheduled maintenance activity that may affect the Contractor's normal working operation (noise, dust, odors, interruption of water or electrical service, etc.).

b) Facilities Services to notify contractor of findings of the investigation and its plan to address (and except for the case of emergency repairs, allowing Contractor to weigh in if the scheduled repairs will interfere with its operation)

c) Critical or emergent work will be completed at time of investigation.

d) Facilities Services to notify Contractor promptly upon completion of the repair. Notification will be given by service request confirmation of close out.

e) Contractor will notify Facilities Services of its review of the repair once completed.

f) All communication between Contractor and Facilities Services will be copied to PHPP.

g) Facilities Services will leave the work areas safe and clean of any debris caused by the repairs upon completion of the task.

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h) Facilities Services and Contractor will comply with all state and federal laws and regulations regarding the handling and disposal of materials and waste products associated with the normal operations of the facility or its maintenance that could impact public safety and the environment.

i) Facilities Services will research and/or recommend special materials, devices, or services if it deems this appropriate and if desired by Contractor

j) Facilities Services will make appropriate referrals as It deems necessary or appropriate for work outside the scope of baseline maintenance services

k) Facilities Services will coordinate with Risk Management, Environmental Health, Sheriff's Office, local fire departments, and/or other regulatory and health and safety agencies as it deems necessary for issues related to building safety and inspection.

B. **Contractor is to:**

1. Designate a Maintenance Coordinator(s) to be the primary point of contact for Facilities Services Issues.
2. Provide accurate and full details of services requested
3. Report mechanical malfunctions or other needed repairs to Facilities Services promptly and complete necessary services request form(s).
4. Encourage all employees to be energy conscious. It's good for the environment as well as keeping your costs down.

C. The parties acknowledge that County will be making an inventory and tagging all equipment and vehicles that are County owned or purchased using any Contract Funds. Contractor agrees to use best efforts to assist and cooperate with County in making its inventory of equipment and vehicles which are owned by County in whole or in part. As part of this effort to assist the County in making its inventory, Contractor shall maintain and provide to County, within thirty days of signing this Agreement, a current inventory of all equipment previously paid for with non-Contract Funds owned by Contractor or paid for in part with non- Contract Funds, used at the shelter and having a current fair market value of $1,000 or more.

D. In event of termination or expiration of this Agreement, the County shall have the option to purchase any equipment or vehicle that has been paid for in part out of non-County Funds by paying to Contractor the depreciated value of Contractor's share of the equipment. In the event County opts not to purchase this equipment or vehicle, Contractor shall pay to County the depreciated value of its share of the equipment or vehicle.

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Section VII. Service Level Costs

A. Invoicing/payment of Facilities Maintenance Work

1. As it relates to repairs/service which fall under the Contractor's responsibilities, Contractor will manage this work within the Contract Funds provided for under the Animal Control Services Agreement and provide open book accounting for all work contracted to outside vendors and provide copies of invoices and a quarterly report of all expenditures 'As it relates to repairs/service which fall under Facilities Services responsibilities, Facilities Services will send an invoice to the County Health system who in turn will send invoice to the Contractor of the amount and Contractor will pay within 30 calendar days from date of mailing. If invoice is not timely paid, County will deduct the past due amount from Contractor's next monthly payment.
2. As it relates to repairs/service which fall under Facilities Services responsibilities but for which Facilities Services cannot respond in a timely manner and which are, as a result, managed by Contractor under the conditions provided herein, Contractor will pay the invoice using Contract Funds that it receives pursuant to the Animal Control Services Agreement, and promptly send a copy of such invoice to the County Animal Control Program Manager, Care of County Health, Public Health, Policy and Planning Division.

B. Additional services;

1. Costs associated with additional services as outlined in Section IV are based on the actual costs of each service as performed and are charged to the Contractor by invoice from Facilities Services. Each service will have a cost per unit time or occurrence.

    (i) For work performed by Facilities Services staff, labor rates are hourly based on classification and include overhead. Materials and supplies are billed at their actual cost.

    (ii) For work that must be contracted out, Facilities Services will request estimates from qualified and reputable companies and award the job to the low bidder. Contractor will be billed for the actual cost of the work. Facilities Services will send an invoice to the County Health system who in turn will send invoice to the Contractor of the amount and Contractor will pay within 30 calendar days. If invoice is not timely paid, County will deduct the past due amount from Contractor's next monthly payment.

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Section VIII. Billing Procedures and Tracking Information

A. Tracking Information

1. Because a large percentage of work performed by Facilities Services is associated with building systems and structures, baseline services are tracked by building rather than by individual department. Facilities Services staff will record labor and material costs for each activity performed in a building, and these costs are then reflected in the report sent quarterly to the Contractor and the Animal Control Manager, San Mateo County Health. Contractor will be charged for services rendered on an ongoing basis and not based on a predetermined amount.
2. The cost for additional services is tracked by work authorization. Prior to receiving a service, the Contractor will set aside a dollar amount equal to the estimated cost for that service. As services are rendered and costs are incurred, the invoices will be sent to County Health System Animal Control Manager and then to the Contractor. The cost will be taken out of animal control Contract Funds by the Contractor, who will pay the invoice within 30 calendar days or the County will deduct the overdue amount from Contractor's next payment.
3. If there Is a dispute raised by Contractor, within three business days of receipt of the Invoice, regarding the accuracy of charges in an invoice, the parties shall use best efforts to resolve the dispute expeditiously. If while using best efforts, the parties have not resolved the dispute within 30 calendar days, Contractor shall not be in breach if the parties agree that they are working in good faith to resolve the dispute.

B. Building Manuals, Drawings, Training

In preparation for this, Contractor is to receive copies of all warranties, as-builts, operating and maintenance materials, and is to participate in all trainings provided by the Shelter's general contractor to DPW for the systems that Contractor will be maintaining. The intent is to have Contractor be informed as much as possible to more efficiently assist DPW in its role as well as manage its own responsibilities.

THIS CONTRACT IS NOT VALID UNTIL SIGNED BY ALL PARTIES. NO WORK WILL COMMENCE UNTIL THIS DOCUMENT HAS BEEN SIGNED BY THE COUNTY PURCHASING AGENT OR AUTHORIZED DESIGNEE.

For Peninsula Humane Society & SPCA:

DocuSigned by:
[redacted]
AE55EE92D70C4C3...
Contractor Signature

5/3/2021 | 9:31 AM PDT
Date

Anthony Tansimore
President

For County:

DocuSigned by:
[redacted]
3A092BBEB5EC42E...
Purchasing Agent Signature
(Department Head or
Authorized Designee)
County of San Mateo

5/3/2021 | 12:33 PM PDT
Date

Cassius Lockett, PhD.
Director of Public Health, Policy and Planning
County of San Mateo

DocuSigned by:
[redacted]
Purchasing Agent Signature
(Department Head or
Authorized Designee)
County of San Mateo

Kevin Sporer
Facilities Deputy Director
5/3/2021 | 2:17 PM PDT
Date

Gary Behrens
Facilities Services Manager
County of San Mateo

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Attachment L
Peninsula Humane Society Holidays

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Easter
- Memorial Day
- July 4th
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

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Attachment M
County-Owned Radio Equipment

- 4 - Motorola APX 7000 Handheld Radios
- 17 - Motorola APX 4000 Handheld Radios
- 1 - Motorola MCD 5000 Deskset
- 1 - Motorola APX 7500 Radio installed in vehicle
- 13 - Motorola APX 6500 Radios installed in vehicles
- 1 - Antenna mounted on roof of County Shelter

Agreement No. Resolution No. 076668

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND PETDATA, INC.

This Agreement is entered into this Fourth day of June, 2019, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and PETDATA, INC., hereinafter called "Contractor."

* * *

Whereas, pursuant to Section 31000 of the California Government Code, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof; and

Whereas, it is necessary and desirable that Contractor be retained for the purpose of San Mateo County Health- Public Health, Policy & Planning.

Now, therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

Exhibit A—Services
Exhibit B—Payments and Rates
Attachment I—§ 504 Compliance
Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A.

2. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed SIX HUNDRED-THIRTEEN THOUSAND NINE HUNDRED AND FORTY FIVE DOLLARS ($613,945). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

3. Term

Subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2019, through June 30, 2022.

4. Termination

This Agreement may be terminated by Contractor or by the Director of Public Health, Policy and Planning or his/her designee at any time without a requirement of good cause upon thirty (30) days' advance

written notice to the other party. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that prorated portion of the full payment determined by comparing the work/services actually completed to the work/services required by the Agreement.

County may terminate this Agreement or a portion of the services referenced in the Attachments and Exhibits based upon the unavailability of Federal, State, or County funds by providing written notice to Contractor as soon as is reasonably possible after County learns of said unavailability of outside funding.

County may terminate this Agreement for cause. In order to terminate for cause, County must first give Contractor notice of the alleged breach. Contractor shall have five business days after receipt of such notice to respond and a total of ten calendar days after receipt of such notice to cure the alleged breach. If Contractor fails to cure the breach within this period, County may immediately terminate this Agreement without further action. The option available in this paragraph is separate from the ability to terminate without cause with appropriate notice described above. In the event that County provides notice of an alleged breach pursuant to this section, County may, in extreme circumstances, immediately suspend performance of services and payment under this Agreement pending the resolution of the process described in this paragraph. County has sole discretion to determine what constitutes an extreme circumstance for purposes of this paragraph, and County shall use reasonable judgment in making that determination.

5. Contract Materials

At the end of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as "contract materials") prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

6. Relationship of Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

7. **Hold Harmless**

a. General Hold Harmless

Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following:

(A) injuries to or death of any person, including Contractor or its employees/officers/agents;

(B) damage to any property of any kind whatsoever and to whomsoever belonging;

(C) any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; or

(D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of County and/or its officers, agents, employees, or servants. However, Contractor's duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

8. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion of it to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement without penalty or advance notice.

9. Insurance

a. General Requirements

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending Contractor's coverage to include the contractual liability assumed by Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

b. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

c. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any subcontractor, anyone directly or indirectly employed by either of them, or an agent of either of them.

Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amounts specified below:

(a) Comprehensive General Liability… $1,000,000

County and its officers, agents, employees, and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

10. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, and regulations, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs and activities receiving any Federal or County financial assistance. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law or regulation, the requirements of the applicable law or regulation will take precedence over the requirements set forth in this Agreement.

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

11. Non-Discrimination and Other Requirements

a. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

b. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

c. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

d. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

e. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60–741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

f. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

g. Reporting; Violation of Non-discrimination Provisions

Contractor shall report to the County Manager the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Manager, including but not limited to the following:

i. termination of this Agreement;
ii. disqualification of the Contractor from being considered for or being awarded a County contract for a period of up to 3 years;
iii. liquidated damages of $2,500 per violation; and/or
iv. imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Manager.

To effectuate the provisions of this Section, the County Manager shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

h. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance.

12. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply if this Agreement's total value listed in the Section titled "Payments", is less than one-hundred thousand dollars ($100,000), but Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value meets or exceeds that threshold amount.

13. Retention of Records; Right to Monitor and Audit

(a) Contractor shall maintain all required records relating to services provided under this Agreement for three (3) years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit by County, a Federal grantor agency, and the State of California.

(b) Contractor shall comply with all program and fiscal reporting requirements set forth by applicable Federal, State, and local agencies and as required by County.

(c) Contractor agrees upon reasonable notice to provide to County, to any Federal or State department having monitoring or review authority, to County's authorized representative, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

14. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

15. Controlling Law; Venue

The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

16. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title:	Cassius Lockett, Director of Public Health, Policy and Planning
Address:	225-37th Avenue, Room 178 San Mateo, CA 94403
Telephone:	650.573.2532
Facsimile:	650.573.2788
Email:	clockett@smcgov.org

In the case of Contractor, to:

Name/Title:	President, PetData, Inc.
Address:	8585 N Stemmons Fwy, Suite 1100-N Dallas, TX 75247
Telephone:	214.821.3100 x515
Facsimile:	214.821.3106
Email:	crichey@petdata.com

17. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

18. Payment of Permits/Licenses

Contractor bears responsibility to obtain any license, permit, or approval required from any agency for work/services to be performed under this Agreement at Contractor's own expense prior to commencement of said work/services. Failure to do so will result in forfeit of any right to compensation under this Agreement.

* * *

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: PETDATA, INC.

[redacted] April 12, 2019 Christopher A. Richey

Contractor Signature Date Contractor Name (please print)

COUNTY OF SAN MATEO

By:

President, Board of Supervisors, San Mateo County

Resolution No. 076668

Date: 6/4/19

ATTEST:

By:

Clerk of Said Board

Exhibit A

In consideration of the payments set forth in Exhibit B and with a focus on increasing licensing and vaccination compliance throughout the County of San Mateo, Contractor shall provide the following services:

A. Management of the daily operations for animal licensing including:

1. Data Entry & Processing
   a. Process correspondence from pet owners including, but not limited to, issuing tags.
   b. Work in partnership with the County on an approved template to provide timely billing and renewal notices to pet owners, with at least one billing to both new and renewals to be printed on an 8.5x11 sheet of paper with a return envelope enclosed. In addition, at least one of the notices will provide pet owner with the date in which the late fee became due.
   c. Provide data entry of both new and renewal licenses and vaccination information.
   d. Implement procedures for verification of information submitted.
   e. Ensure complete, unduplicated, and accurate information.
   f. Process, collect, and provide receipts for animal licensing fees.
   g. Provide licensing and vaccination data for a weekly transfer of data from the Contractor's database into County's proprietary database.
   h. Provide customer service including communication with citizens, veterinarians, and designated County staff.

2. Veterinarians & Other Authorized Registrars
   a. Process license sales and vaccination reports from other sources (i.e. the local animal shelter, veterinary clinics, pet stores, etc.)
   b. Assist County staff to ensure reasonable quantities of on-site of basic supplies (reporting forms, citizen mailing envelopes, etc.) necessary to sell license tags and/or report information on citizens vaccinating their animals against rabies.

3. Animal License Tags
   a. Process and mail county-provided license tags within a maximum of 10 business days, with a turnaround goal of 5 business days, after receipt of payment and completed information as required by the local ordinance.
   b. Issue county-provided replacement tags to pet owners whose license tags have been lost, stolen, or damaged.

4. Electronic Payments & Banking
   a. Provide the ability for pet owners to pay through the Contractor's Merchant Service Provider.
   b. Provide on-line customer service via the Contractor's website to allow pet owners to make license payments or donations.
   c. Deposit all receipts collected for licensing into a bank account set up solely for the purpose of managing County animal licensing funds.
      i. Make daily deposits and transmit verification of said deposits to designated County staff by the tenth of the following month.
      ii. Collect and report electronic and charge card payments and transmit verification of said deposits to designated County staff by the tenth of the following month.
      iii. Send all funds collected and deposited on behalf of the County via a monthly wire transfer by the tenth of the following month.

d. Accept license fees from licensees via the following forms of payment at a minimum: check, money order, debit or ATM Card, or credit cards.
   i. Charges to Licensee for on-line payments:
   Cost Recovery Processing Fees in the amount of $2.00 per on-line transaction to be charged to licensee*. Note: Contractor shall use their own designated Merchant Service Provider to conduct all credit card transactions and shall retain the Cost Recovery Processing Fees collected.
   ** More than one pet can be licensed per on-line transaction and pet owner will be charged a single fee for the on-line transaction.*

5. Communication & Access
   a. Provide timely responses to and communication with citizens, County designees, and Animal Control and Licensing Program representatives including Animal Control Officers.
   b. Provide a customized San Mateo County toll-free number and answering service.
   c. Provide 24/7 access to Contractor's database by County, Emergency Dispatch, and any other authorized Division personnel, including login.
   d. Communicate to pet owners on the status of their pet's license status including annual billing.

6. Reporting
   a. Provide monthly report of animals licensed to the County.
   b. Provide statistical reports as requested by the County.
   c. Provide monthly report of all veterinarians who are delinquent in submitting their monthly vaccination without license (VWL) reports.
   d. Provide monthly lists of delinquent licenses upon requested by County.
   e. Provide customized reports as requested by County.
   f. Provide public record information as requested by County.

7. Additional Services
   a. Work in partnership with County staff:
      i. To ensure all licensing information, both complete and incomplete records, are imported into Contractor's database on a weekly basis.
      ii. To develop a process that will allow/entice veterinarians to sell licenses at their County location.

B. Contractor agrees that the animal licensing information belongs to the County and will never sell, transfer, or release personal data to a third party.

C. With the exception of the license tags and/or customized inserts, Contractor agrees to cover the cost of all animal licensing supplies needed for daily operation.

D. Contractor agrees to comply with California state and local laws governing animal licensing.

E. Contractor will back up all databases twice during the working day.

F. During regular business hours, Contractor will assist with countywide efforts to reunite pets with their owners during a natural disaster.

County agrees to provide the following to Contractor:

A. Access to County's animal control database to allow import of data into Contractor's database.

B. Licensing tags and customized inserts to Contractor's on-site location for disbursement.

C. Any licensing fees collected by County: such fees will be retained by County, and a record of fees collected along with any supporting documents will be forwarded to the Contractor for processing no later than the 5th calendar day of the following month.

D. Any licensing fees collected by Contractors of the County: such fees and any supporting documents will be forwarded to the Contractor for processing with the exception of cash. Cash will be deposited into County's bank account directly by County staff.

Exhibit B

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

A. Fixed Fees:
One-year license: $4.28 per license
Multi-year license: $4.28 for the first year and $2.00 for each additional year
Late fees collected: $2.50 collection service fee for each license
Replacement tags: $4.28 per tag
Service animals (e.g. seeing-eye dogs, hearing dogs, etc.): No fee for any license or tag issued

Fixed fees shall be payable to Contractor for all licenses processed during the term of this Agreement, regardless of whether they are processed by Contractor, County personnel, or a County contractor.

Fixed fees shall not be charged until the license is issued. Data entry of rabies vaccination certificates and incomplete licenses, which may or may not result in a license, are included at no extra charge.

An agreed upon method to follow-up with pet owners who did not respond to a prior notice is included at no additional charge.

B. In any event, the maximum amount the County shall be obligated to pay for services rendered under this Agreement shall not exceed SIX HUNDRED-THIRTEEN THOUSAND NINE HUNDRED AND FORTY FIVE DOLLARS ($613,945.00) (Included are bank fees)for the Agreement term.

C. Payment by County to Contractor shall be monthly and made be made electronically by the County should the required paperwork be completely by Contractor. Contractor shall bill County on or before the tenth (10^{th}) working day of each month for the prior month. The invoice shall include a summary of services and charges for the month of service. In addition, Contractor shall provide back-up to the invoice. Such back-up shall be in the form of a monthly report of the animals licensed.

Contractor will provide available bank statements within five business days if requested by County.

D. Additional Service Fees
Contractor shall invoice County for any bank deposit and supply fees outside the scope of this Agreement.

County will reimburse Contractor for bank fees upon verification of such, including:

1. Actual bank fees charged to Contractor as a result of Contractor maintaining the bank account for the purpose of providing services outlined in this contract. This amount, in and of itself, is included in the total contract amount and will not exceed SEVEN THOUSAND AND FIFTY DOLLARS ($7,050.00) (included in the contracted costs) without prior authorization from designated County staff.
2. Non-sufficient fee charge charged to Contractor. Contractor will make every attempt to collect bank fees from pet owners and will reimburse County upon collection of said fee.

Contractor shall invoice County on a monthly basis for the actual cost of the bank account maintained for the purpose of this contract.

E. At the discretion of the Director of Public Health, Policy & Planning or designee, an annual conference call may be scheduled between the Contractor and County. Contractor's time and/or related expenses are not billable.

F. At the discretion of the Director of Public Health, Policy & Planning or designee, a meeting at the County's location may be scheduled between the Contractor and County once during the term of this contract. Contractor's travel time to and from the County and/or related expenses are not billable.

G. If County or Contractor finds that performance is inadequate, at the County's discretion, a meeting may be called to discuss the causes for the performance problem, and this Agreement may be renegotiated, allowed to continue to end of term, or terminated pursuant to Paragraph 4 of this Agreement. Any unspent monies due to performance failure may reduce the following year's agreement, if any.

H. In the event this Agreement is terminated prior to June 30, 2022, Contractor shall be paid for services already provided pursuant to this Agreement.

I. In the event this Agreement is extended or renewed after June 30, 2022 and the County does not issue a Request for Proposal, Contractor agrees to continue the fixed fees as shown below:

One-year license: $4.28 per license
Multi-year license: $4.28 for the first year and $2.00 for each additional year
Late fees collected: $2.50 collection service fee for each license
Replacement tags: $4.28 per tag
Service animals (e.g. seeing-eye dogs, hearing dogs, etc.): No fee for any license or tag issued

COUNTY OF SAN MATEO
COUNTY MANAGER'S OFFICE

Michael P. Callagy
County Manager/
Clerk of the Board

County Government Center
400 County Center, 1st Floor
Redwood City, CA 94063
650-363-4121 T
650-363-1916 F
www.smcgov.org

July 7, 2020

Robert Barron, Finance Director
91 Ashfield Road
Atherton, CA 94027

Re: Notice of Construction Costs for the Animal Care Shelter Facility

Dear Robert,

On or about September 9, 2014, the municipalities within San Mateo County entered into an agreement ("the Agreement") to share the construction costs of a new animal care shelter facility. The agreement provides that the County of San Mateo will advance the funds for construction to be repaid by the municipalities according to their share, through a 30-year, interest-free lease agreement.

On March 6, 2020, construction of the new animal shelter building was completed, and certificate of occupancy was issued. The old shelter building was demolished shortly thereafter, and final project completion (with exception of photovoltaic installment) is slated for approximately July 30, 2020. Final project costs are reasonably determinable and anticipated to be approximately $28,300,000. The municipalities' final shared responsibility is anticipated to be $25,700,000 or $856,758 annually. The County will not seek reimbursement for $2,600,000 in project costs comprised of an upgraded heating ventilation air conditioning ($600,000), a photovoltaic system ($1,200,000), miscellaneous site improvements related to landscaping, fencing, and parking ($530,000), and relocation of a City of Burlingame water line ($270,000).

The final column of Attachment B to this letter sets forth each municipalities' final annual lease amount, as calculated in the manner proscribed by the Agreement. Final costs exceed the June 2018 estimate by approximately 3%. This marginal increase is a result of escalated regional construction costs and unforeseen circumstances encountered during construction, including requirements for ongoing air-quality monitoring, soil remediation and treatment, fire safety system modifications, PG&E delays, and necessary and reasonable end-user logistical design modifications. The County of San Mateo has worked diligently and successfully to minimize these additional costs while delivering a high-quality facility that will stand the test of time.

Though we had to cancel the ribbon-cutting for the facility due to the pandemic, we look forward to holding, at the appropriate time, a reception to celebrate our successful regional collaboration. In lieu of an in-person tour, we've enclosed photographs of the exterior of the new facility and site. Pursuant to paragraph 3 of the Agreement, annual payments to County to reimburse for costs of construction shall become due on the initial July 1st after a certificate of occupancy is issued for the new shelter, and each subsequent July 1st for the next 29 years thereafter. Please find enclosed the invoice and payment instructions for the initial lease payment for your municipality.

Should you have any project questions, please contact Director Adam Ely of the Project Development Unit at 650.722.8112. Should you have any payment questions, please contact Robert Manchia at 650.363.4597.

Sincerely,

[redacted]

Mike Callagy
San Mateo County, County Manager

Enclosures: Resolution 073369, Final Attachment B, Invoice July 2020

ATTACHMENT A

MEMORANDUM OF AGREEMENT

REGARDING FUNDING FOR CONSTRUCTION OF AN ANIMAL CARE SHELTER ON AIRPORT BOULEVARD IN SAN MATEO, CALIFORNIA, AMONG THE CITIES OF ATHERTON, BELMONT, BRISBANE, BURLINGAME, COLMA, DALY CITY, EAST PALO ALTO, FOSTER CITY, HALF MOON BAY, HILLSBOROUGH, MENLO PARK, MILLBRAE, PACIFICA, PORTOLA VALLEY, REDWOOD CITY, SAN BRUNO, SAN CARLOS, SAN MATEO, SOUTH SAN FRANCISCO, AND WOODSIDE AND THE COUNTY OF SAN MATEO

THIS MEMORANDUM OF AGREEMENT, dated for reference as of September 9, 2014, (the "Agreement"), is by and among the COUNTY OF SAN MATEO (the "County"), and the cities of ATHERTON, BELMONT, BRISBANE, BURLINGAME, COLMA, DALY CITY, EAST PALO ALTO, FOSTER CITY, HALF MOON BAY, HILLSBOROUGH, MENLO PARK, MILLBRAE, PACIFICA, PORTOLA VALLEY, REDWOOD CITY, SAN BRUNO, SAN CARLOS, SAN MATEO, SOUTH SAN FRANCISCO, AND WOODSIDE (each, a "City," and collectively, the "Cities," and, together with the County, the "Parties").

RECITALS

The County and the Cities are parties to an Agreement for Animal Control Services dated as of April 26, 2011, pursuant to which the County provides animal control services in the unincorporated area of the County, as well as in the jurisdictional boundaries of the twenty Cities within the County, listed above, each of which is a party to the Agreement for Animal Control Services.

As set forth in the Agreement for Animal Control Services, the Peninsula Humane Society & SPCA ("PHS") presently serves as the County Contractor for the provision of certain animal control services to the County and the Cities. These services and the terms of PHS' performance of them are contained in an Animal Control Services Agreement between the County and PHS dated as of April 26, 2011.

In conjunction with and pursuant to the Animal Control Services Agreement, the County has leased to the PHS the land at 12 Airport Boulevard, in San Mateo, California, on which an Animal Care Shelter facility owned and operated by PHS is presently located.

The Parties agree that, owing to the obsolescence of the existing Animal Care Shelter facility, it is now necessary to construct a new facility and the Parties enter into this Agreement to set forth

the allocation of, and process for payment of, the construction cost for the new Animal Care Shelter facility among the Parties.

NOW, THEREFORE, the Parties agree as follows:

1. Construction Cost Allocation Methodology: The Parties agree that construction costs for the new Animal Care Shelter facility shall be allocated among the Parties based on the formula set forth in Exhibit A to this Agreement, which is incorporated herein by reference. This formula reflects each Party's actual use of the existing Animal Care Shelter facility in 2009, 2010, and 2011 as a percentage of all Parties' total use of the facility, as well as each Party's total population as of 2010, as a percentage of the County's total population as of that date. The formula is weighted 80% to a City's average facility use over the three years preceding the year in question and 20% to population. The Parties agree that each year, the County shall recalculate three year average facility usage for each City and that Exhibit A (and each Party's prospective Lease Payment obligations, as described in Section 3 of this Agreement) shall be amended to reflect such recalculations. The Parties further agree that the County shall, upon request of a City, promptly provide the requesting City with copies of the data and documents used to calculate each City's facilities usage.

2. County Advancing Construction Costs: The Parties agree that the County shall advance, on an interest free basis, all funds required to pay the construction costs for the new Animal Care Shelter facility. For purposes of this Agreement, "construction costs" include all expenses for architectural and inspector services, project management service, environmental review, planning and building fees and costs, and actual contractor construction services. The Parties understand and agree that construction costs for the Animal Care Shelter facility are anticipated at this time to be twenty million two hundred thousand dollars ($20,200,000). The Parties will be provided with further information regarding the construction costs for the Animal Care Shelter facility within a reasonable period of time after such information becomes available or prior to the Certificate of Occupancy being issued. The Parties agree that if the County receives information indicating that the construction costs for the Animal Care Shelter facility will exceed $20,200,000 by 10% or more, the County shall provide notice to each City of the revised estimated construction costs within a reasonable period of time before such additional construction costs are incurred. The Parties further agree that the County shall, upon request of a City, promptly confer with such City or Cities regarding the additional construction costs and any means by which such additional construction costs may be minimized.

3. Parties' Payment of Proportional Share of Construction Costs: Each Party agrees that, during the term of this Agreement for as long as the new Animal Care Shelter facility is occupied and used for animal care shelter purposes, the Party shall pay the County an annual Lease Payment beginning on the first July 1st after a certificate of occupancy is issued for the new Animal Care Shelter facility, and on each subsequent July 1st for the next twenty nine years thereafter. Each Party's Lease Payment shall be equal to the Party's proportional share of the construction cost of the new Animal Care Shelter facility amortized on a straight line basis over thirty years, as set

forth in Exhibit A to this Agreement, as Exhibit A may be amended from time to time as provided in Section 1 of this Agreement. Each Party's obligation to make a Lease Payment shall remain in place only for so long as the Party is a signatory to the Agreement for Animal Control Services, or any successor agreement addressing materially the same subject matter. In the event that a Party terminates its participation in this Agreement pursuant to Section 4 of this Agreement, the County shall, upon receiving notice of that Party's termination, recalculate the remaining Parties' Lease Payment obligations pursuant to the Construction Cost Allocation Methodology set forth in Section 1 of this Agreement. The County shall promptly provide all remaining Parties with notice of their recalculated Lease Payment obligations. Each remaining Party shall thereafter have the option to either (a) pay the recalculated increased annual Lease Payments during the remaining term of the Agreement; or (b) request that the County allow the remaining Party a period of up to 5 years after the end of the thirty year period set forth in this Section 3 of the Agreement to pay the County the remaining Party's additional allocated share of construction costs for the Animal Care Facility attributable to the departure of the terminating Party.

4. Term and Termination: Except as set forth above, this Agreement shall be effective for the period from September 9, 2014 until each Party has made the last payment required under Section 3 of this Agreement. Except as set forth in Section 3 of the Agreement (i.e., by terminating participation in the Agreement for Animal Control Services), no Party may terminate this Agreement during its term. A Party terminating its participation in this Agreement shall do so effective as of December 31 of a year during the term of this Agreement and shall provide each other Party to this Agreement with at least one full year's prior written notice of the Party's intent to terminate its participation in the Agreement.

5. Amendments/Entire Agreement: Amendments to this Agreement must be in writing and approved by the governing body of each Party. This is the entire agreement among the parties with respect to the construction of the new Animal Care Shelter facility and it supersedes any prior written or oral agreements with respect to the subject.

6. Hold Harmless: Each City shall hold harmless, indemnify, and defend County, its officers, employees, and agents from and against any and all claims, suits, or actions of every kind brought for or on account of injuries to or death of any person or damage to any property of any kind whatsoever and to whomsoever belonging which arise out of the performance or nonperformance of City's covenants and obligations under this Agreement and which result from the actively negligent or wrongful acts of City or its officers, employees, or agents.

County shall hold harmless, indemnify, and defend each City, its officers, employees, and agents from and against any and all claims, suits, or actions of every kind brought for or on account of injuries to or death of any person or damage to any property of any kind whatsoever and to whomsoever belonging which arise out of the performance or nonperformance of County's covenants and obligations under this Agreement and which result from the actively negligent or wrongful acts of County or its officers, employees, or agents.

This provision requiring County to hold harmless, indemnify, and defend each City shall expressly not apply to claims, losses, liabilities, or damages arising from actions or omissions, negligent or otherwise, of PHS or any other independent contractor providing animal control-related services pursuant to a contract with the County. Claims related to the planning and/or construction of the new Animal Care Shelter facility are not claims, losses, liabilities, or damages related to "animal control-related services" within the meaning of this Agreement.

In the event of concurrent negligence of the County, its officers, or employees, and any City, its officers and employees, then the liability for any and all claims for injuries or damages to persons and/or property or any other loss or cost which arises out of the terms, conditions, covenants or responsibilities of this Agreement shall be apportioned in any dispute or litigation according to the California theory of comparative negligence.

7. Assignability: Except as otherwise expressly provided for herein, no Party shall assign any of its obligations or rights hereunder without the consent of all other Parties.

8. Notices: Any notices required to be given pursuant to this Agreement shall be given in writing and shall be mailed to all Parties to the Agreement, as follows:

To City:

To County:

IN WITNESS WHEREOF, the Board of Supervisors of the COUNTY OF SAN MATEO has authorized and directed the President of the Board of Supervisors to execute this Agreement for and on behalf of the County, and the Cities of ATHERTON, BELMONT, BRISBANE, BURLINGAME, COLMA, DALY CITY, EAST PALO ALTO, FOSTER CITY, HALF MOON BAY, HILLSBOROUGH, MENLO PARK, MILLBRAE, PACIFICA, PORTOLA VALLEY, REDWOOD CITY, SAN BRUNO, SAN CARLOS, SAN MATEO, SOUTH SAN FRANCISCO, AND WOODSIDE have caused this Agreement to be subscribed by each of their duly authorized officers and attested by their Clerks.

Dated: September 9, 2014

[redacted]

Clerk of the Board

COUNTY OF SAN MATEO

[redacted]

Resolution #073369

ATTACHMENT B

Methodology = Based on an 3-yr avg of shelter use (80%) and % of population (20%)

ANIMAL CONTROL COSTS

PROPOSED COST DISTRIBUTION-ESTIMATED LEASE AMOUNTS TO RECOUP CONSTRUCTION COSTS

								Overall Total	Overall Total
								$26,600,000	**$28,300,000**
CITY	Shelter Use	Shelter Use	Shelter Use				$20,200,000	$24,800,000	$25,700,000
	Calendar Year								$856,758
	Yr 1 2009 Actual	Yr 2 2010 Actual	Yr 3 2011 Actual	3 YR AVG of Sheleter Use	POPULATION	% of Total	EST ANNUAL LEASE AMT (Sept. 2014)	EST ANNUAL LEASE AMT (July 2018)	EST FINAL ANNUAL LEASE AMT (July 2020)
Atherton	1.12%	1.00%	0.36%	0.83%	6,914	1.0%	$5,749	$7,059	$7,173
Belmont	3.26%	3.54%	2.65%	3.15%	25,835	3.6%	$21 811	$26,780	$27,212
Brisbane	0.99%	0.99%	0.71%	0.90%	4,282	0.6%	$5,633	$6,916	$7,028
Burlingame	3.51%	3.48%	320%	3.40%	28,806	4.0%	$23,696	$29,095	$29,565
Colma	0.61%	0.98%	0.60%	0.73%	1,792	2.0%	$4,268	$5,241	$5,325
Daly City	8.52%	9.57%	10.16%	9.42%	101,123	14.1%	$69,679	$85,556	$86,936
East Palo Alto	6.61%	6.75%	8.44%	7.27%	28,155	3.9%	$44,420	$54,542	$55,422
Foster City	2.82%	2.39%	1.93%	2.38%	30,567	4.3%	$18,550	$22,776	$23,144
Half Moon Bay	5.21%	5.04%	2.47%	4%	11,324	1.6%	$24,962	$30,650	$31,144
Hillsborough	1.59%	129%	1.14%	1.34%	10,825	1.5%	$9,247	$11,354	$11,537
Menlo Park	4.90%	4.95%	4.50%	4.78%	32,026	4.5%	$31,769	$39,008	$39,637
Millbrae	1.90%	1.99%	1.98%	1.96%	21,532	3.0%	$14,576	$17,897	$18,186
Pacifica	5.72%	6.38%	4.78%	5.63%	37,234	52.0%	$37,288	$45,784	$46,523
Portola Valley	0.90%	0.76%	0.16%	0.61%	4,353	0.6%	$4,084	$5,014	$5,095
Redwood City	12.91%	13.24%	13.25%	13.13%	76,815	10.7%	$85,143	$104,543	$106,229
San Bruno	5.23%	5.19%	6.86%	5.76%	41,114	5.7%	$38,734	$47,559	$48,326
San Carlos	3.35%	3.45%	3.00%	3.27%	28,406	4.0%	$22,921	$28,143	$28,597
San Mateo	15.82%	14.67%	17.84%	16.11%	97,207	13.5%	$105,000	$128,924	$131,004
S. San Francisco	9.08%	9.34%	11.99%	10.14%	63,632	8.9%	$66,530	$81,689	$83,007
Woodside	4.41%	1.27%	1.07%	2.25%	5,287	0.7%	$13,111	$16,098	$16,358
County	1.57%	3.73%	2.92%	2.74%	61,222	8.5%	$26,235	$32,213	$32,732
HVAC +Solar Costs*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	$1,800,000	$1,800,000
Burligame Waterline	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	$270,000
Misc. Site Improvements	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	$530,000
Total	100.00%	100.00%	100.00%	100.00%	718,451	100.00%	$673,405	$826,843	$840,179

* HVAC, Solar, and Miscellaneous site improvement costs of $2.6 million removed from cities portion of costs and paid for by County of San Mateo. Overall total project cost is $28.3 million.

Resolution #073369

ESTIMATE - FY 2026-27 ANIMAL CONTROL COSTS

ESTIMATE - FY 2026-27 Animal Control Costs - calculating Field @ 41% & Shelter @ 59% over 3 years and using past calendar year license revenue per city								26-27 Year Control rev less control & licensing exp less licensing rev	CY 2025 licensing revenue	TOTAL OF AC&L Rev less exp
								$6,617,109	$1,101,147	$7,718,256
CITY	Service Level Percentage	Service Level Percentage	Service Level Services Percent	Animals Received Percent	Service Level Percentage	Estimated 2026-2027 **Distribution**	Estimated 2026-2027	CY 2025 Licensing Revenue		Adjusted 2026-27 **City Cost**
	CY 2023 Actual	CY 2024 Actual	CY2025	CY2025	CY 2025 Actual		Before subtracting license revenue	% of total revenue	Licensing Revenue Collected	
Atherton	1.05%	0.94%	1.35%	0.71%	0.97%	0.99%	$76,167	1.18%	$ 13,044	$63,123
Belmont	3.04%	2.79%	3.73%	2.60%	3.07%	2.96%	$228,613	4.43%	$ 48,834	$179,779
Brisbane	0.58%	0.73%	0.94%	0.66%	0.77%	0.69%	$53,623	0.64%	$ 6,993	$46,630
Burlingame	3.95%	3.96%	3.96%	3.81%	3.87%	3.92%	$302,910	4.93%	$ 54,310	$248,600
Colma	0.38%	0.34%	0.72%	0.38%	0.52%	0.41%	$31,915	0.17%	$ 1,915	$30,000
Daly City	9.68%	9.66%	8.59%	10.92%	9.97%	9.77%	$753,974	7.44%	$ 81,913	$672,061
East Palo Alto	9.68%	8.16%	6.55%	11.34%	9.38%	9.07%	$700,262	0.96%	$ 10,579	$689,683
Foster City	2.74%	2.85%	3.72%	2.48%	2.99%	2.86%	$220,807	3.86%	$ 42,528	$178,279
Half Moon Bay	1.96%	1.78%	2.23%	1.04%	1.53%	1.76%	$135,513	2.85%	$ 31,336	$104,177
Hillsborough	1.05%	1.21%	1.61%	0.66%	1.05%	1.10%	$85,240	2.45%	$ 26,975	$58,265
Menlo Park	5.11%	5.50%	5.11%	5.55%	5.37%	5.33%	$411,227	3.74%	$ 41,223	$370,004
Millbrae	2.05%	2.07%	1.73%	2.69%	2.30%	2.14%	$165,058	2.80%	$ 30,816	$134,242
Pacifica	4.16%	4.43%	5.30%	3.59%	4.29%	4.30%	$331,607	8.39%	$ 92,424	$239,183
Portola Valley	0.49%	0.57%	0.97%	0.14%	0.48%	0.51%	$39,525	1.48%	$ 16,292	$23,233
Redwood City	12.19%	11.83%	11.77%	12.31%	12.09%	12.04%	$929,037	11.93%	$ 131,347	$797,690
San Bruno	5.28%	5.60%	4.43%	5.96%	5.33%	5.41%	$417,198	5.77%	$ 63,518	$353,681
San Carlos	2.80%	2.94%	3.61%	2.72%	3.08%	2.94%	$226,922	5.52%	$ 60,821	$166,101
San Mateo	15.03%	15.19%	12.64%	15.86%	14.54%	14.92%	$1,151,582	15.27%	$ 168,156	$983,426
S. San Francisco	8.62%	8.41%	7.86%	9.22%	8.66%	8.56%	$660,900	7.45%	$ 82,084	$578,816
Woodside	1.02%	1.10%	1.34%	0.45%	0.81%	0.98%	$75,527	1.40%	$ 15,434	$60,093
County	9.14%	9.96%	11.83%	6.90%	8.92%	9.34%	$720,649	7.32%	$ 80,605	$640,044
Total	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**100.00%**	**$7,718,256**	**100.00%**	**$1,101,147**	**$6,617,109**

as of 4/16/2026

ATTACHMENT 4

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Nick Pegueros, Administrative Services Director & CFO

SUBJECT: Consider Adoption of a Resolution Authorizing the Administrative Services Director to Execute a One-Year Agreement with Abnormal Security Corporation, Via Reseller Ally Technologies, for Advanced Email Security Services (Abnormal AI) in an Amount Not to Exceed $29,431.69

BACKGROUND:

The City continues to experience a high volume of increasingly sophisticated phishing and social engineering attacks targeting staff. These threats pose significant risk to City operations, including unauthorized access to systems, financial fraud, and exposure of sensitive data. The City's current email security tools provide a baseline level of protection; however, they are not sufficient to detect and prevent more advanced, behavior-based threats.

To address this gap, the Information Technology Division of Administrative Services conducted an evaluation of multiple vendors specializing in advanced email security. Abnormal Security was selected for pilot testing due to its strong performance in detecting phishing, account takeover attempts, and anomalous email behavior.

DISCUSSION:

Staff recommends entering into a one-year agreement with Abnormal Security Corporation, via reseller Ally Technologies, for the implementation of advanced email security services, Abnormal AI. The proposed solution is a cloud-based platform that integrates with the City's Microsoft 365 environment and provides enhanced protection against phishing, business email compromise, and account takeover threats. The service includes software licensing, configuration, ongoing monitoring, and vendor-supported updates and maintenance. The volume and sophistication of these attacks continue to increase, making enhanced protection a near-term priority for safeguarding City operations.

The Abnormal AI platform will provide:

- Advanced detection of phishing and social engineering attacks using behavioral analysis
- Identification of anomalous email activity, including account takeover attempts
- Real-time protection within the City's Microsoft 365 environment
- Automated threat remediation with minimal impact to end users
- Continuous software updates and vendor-supported maintenance

During a pilot evaluation, the solution demonstrated a significant improvement in identifying and blocking malicious emails that were not detected by the City's existing security controls. The platform requires no additional on-premises infrastructure and can be implemented with minimal disruption to City operations.

The proposed agreement is based on vendor-provided terms and conditions typical of software-as-a-service offerings and does not fully align with the City's standard contract template. As such, City Council approval is required.

FISCAL IMPACT:

The total cost of the one-year agreement will not exceed $29,431.69, which includes all software, configuration, and ongoing services and support. Funding is included in the Fiscal Year 2025–2026 budget for the Information Technology Department.

Given the rapidly evolving nature of cybersecurity threats and AI-based defenses, staff will reassess this solution prior to renewal and return to Council with a recommendation to continue or pursue an alternative.

ENVIRONMENTAL IMPACT:

There is no environmental impact associated with this action.

RECOMMENDATION:

Staff recommends that the City Council adopt a resolution authorizing the Administrative Services Director to execute a one-year agreement with Abnormal Security Corporation, via reseller Ally Technologies, for advanced email security services in an amount not to exceed $29,431.69.

ALTERNATIVES:

1. Do not approve the agreement. The City would continue relying on its existing email security tools, which have demonstrated limitations in detecting and preventing advanced phishing and social engineering attacks, increasing the risk of financial fraud and unauthorized access.
2. Delay the project. This would postpone implementation of enhanced email security protections and prolong the City's exposure to increasingly sophisticated cyber threats. Additionally, pricing and availability may change as the product moves beyond its current offering structure.

ATTACHMENTS:

1. Resolution
2. General Services Agreement; Quote Terms; Terms of Service; Support and Service Level Agreement Policy

RESOLUTION NO. 2026 - ___

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN BRUNO AUTHORIZING THE ADMINISTRATIVE SERVICES DIRECTOR TO EXECUTE A ONE-YEAR AGREEMENT WITH ABNORMAL SECURITY CORPORATION, VIA RESELLER ALLY TECHNOLOGIES, FOR ADVANCED EMAIL SECURITY SERVICES (ABNORMAL AI) IN AN AMOUNT NOT TO EXCEED $29,431.69

WHEREAS, the City continues to experience a high volume of increasingly sophisticated phishing and social engineering attacks targeting staff, creating risk to City operations, including unauthorized access, financial fraud, and exposure of sensitive information; and

WHEREAS, the City's existing email security tools provide a baseline level of protection but are not sufficient to detect and prevent advanced, behavior-based threats; and

WHEREAS, the Information Technology Division conducted an evaluation of advanced email security solutions and identified Abnormal Security as a leading platform for detecting phishing, account takeover attempts, and anomalous email behavior; and

WHEREAS, the Abnormal AI platform provides a cloud-based solution that integrates with the City's Microsoft 365 environment and enhances protection against business email compromise and other advanced threats; and

WHEREAS, the proposed agreement includes software licensing, configuration, and ongoing vendor-supported updates and maintenance for a one-year term; and

WHEREAS, the agreement is based on vendor-provided software-as-a-service terms and conditions and does not fully conform to the City's standard contract template, requiring City Council approval; and

WHEREAS, sufficient funding for this project is included in the Fiscal Year 2025–2026 budget;

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of San Bruno hereby:

1. **Approves** a one-year agreement with Abnormal Security Corporation, via reseller Ally Technologies, for advanced email security services (Abnormal AI) in an amount not to exceed $29,431.69; and
2. **Authorizes** the Administrative Services Director, or designee, to execute the agreement and any related documents necessary to implement the services; and
3. **Authorizes** the Administrative Services Director, or designee, to approve non-material amendments and administrative documents, consistent with the intent of this approval and within the authorized budget.

---oOo---

I hereby certify that foregoing **Resolution No. 2026 - ___**
was introduced and adopted by the San Bruno City Council at a regular meeting on
May 12, 2026, by the following vote:

AYES: Councilmembers:

NOES: Councilmembers:

ABSENT: Councilmembers:

_____
Lupita Huerta, City Clerk

ATTACHMENT 1

GENERAL SERVICES AGREEMENT

This Agreement is made and entered into between the City of San Bruno ("City"), a municipal corporation, and Ally Technologies LLC, a limited liability company, as ("Contractor") as of 4/28/2026 (the "Effective Date"). In consideration of their mutual covenants, the parties hereto agree as follows:

1. Scope of Work. Subject to the terms and conditions of this Agreement, Contractor shall provide those services described in Exhibit A, to generally include Resell Abnormal Ai, 1 year Software Subscription

2. Payment Terms. For the services described in Exhibit A, the City agrees to pay Contractor a total amount that shall not exceed $29,431.69, which amount shall include all expenses. Contractor shall submit progress billings on a monthly basis, if applicable. Contractor's bill shall include the following information for the project: a brief description of services performed, the date the services were performed, the number of hours spent and by whom, a brief description of any costs incurred, percent completion to date of each task and subtask, total of prior billings, amount for billing period, total billing to date. In no event shall Contractor submit any billing for an amount in excess of the maximum amount of compensation provided for in this section.

3. Term of Performance. Contractor shall begin performing the services set forth in Exhibit A as soon as he or she is notified by the City. Contractor shall thereafter perform and complete all services by no later than 4/28/2027 (insert date).

4. Independent Contractor. At all times during the term of this Agreement, Contractor, its employees and agents shall be independent contractors and not employees or agents of the City. Contractor, its employees and agents shall have no authority, express or implied, to bind the City to any obligation whatsoever.

5. Assignment and Subcontracting. It is recognized by the parties hereto that a substantial inducement to City for entering into this agreement was, and is, the qualifications and competence of Contractor. Therefore, Contractor shall not subcontract, assign or transfer any portion of the performance contemplated and provided for in this Agreement without the approval of the City Manager. Contractor shall not subcontract any portion of the performance contemplated and provided for herein without prior written approval of the City.

6. Indemnification. To the fullest extent permitted by law, Contractor shall defend (with legal counsel reasonably acceptable to the City), indemnify and hold harmless City and its Council, officers, agents, departments, officials, representatives and employees (collectively "Indemnitees") from and against any and all claims, suits, actions,

losses, costs, damages, injuries (including, without limitation, economic harm, injury to or death of an employee of Contractor or its Subcontractors), expenses and liabilities of every kind, nature and description, at law or equity (including, without limitation, incidental and consequential damages), and reasonable attorneys' fees and costs, litigation expenses, court costs, and fees of expert consultants or expert witnesses, and costs of investigation (collectively "Defense Costs") that arise from, relate to or pertain to, directly or indirectly, in whole or in part, any negligent or reckless act or omission or any willful misconduct of Contractor, any Subcontractor, anyone directly or indirectly employed by them, or anyone that they control (collectively "Liabilities"). Contractor shall pay and satisfy any judgment, award or decree that may be rendered against the Indemnitees except to the extent that liability is caused by the Indemnitees' sole negligence, active negligence, or willful misconduct, but shall apply to all other Liabilities.

Notwithstanding the foregoing, nothing herein shall be construed to require Contractor to defend or indemnify the Indemnified Parties from any Claim arising from the sole negligence, active negligence, or willful misconduct of the Indemnified Parties. This Section 9 shall be interpreted and applied to be consistent with the limitations in Civil Code sections 2782 and 2782.8. Nothing in this indemnity shall be construed as authorizing any award of attorney's fees in any action on or to enforce the terms of this Agreement. This indemnity shall apply to all claims and liability regardless of whether any insurance policies are applicable. The policy limits do not act as a limitation upon the amount of indemnification to be provided by the Contractor.

7. Insurance. Throughout the term of this Agreement, Contractor shall obtain and maintain, at its own expense, the minimum insurance coverage set forth below. The City and its elected officials, officers, and employees shall be named as additional insureds using ISO endorsement forms CG 20 10 and 20 37 or their equivalents. This Agreement is expressly contingent upon the insurance requirements being met, and this Agreement shall not be complete, and no work may commence until Contractor has provided adequate proof of insurance. All insurance required by this section is to be placed with insurers with a Bests' rating of no less than A:VII.

(a) Statutory Worker's Compensation Insurance and Employer's Liability Insurance for any and all persons employed directly or indirectly for Contractor with limits not less than $2,000,000, including a waiver of subrogation endorsement in favor of the City, its officers, agents, employees, and volunteers.

(b)

If applicable, Contractor shall not allow any subcontractors to commence work on any subcontract until all insurance required of the Contractor has also been obtained for the subcontractor in the amounts indicated herein.

8. Nondiscrimination and Equal Opportunity. During the performance of this Agreement, Contractor shall not discriminate against an employee or applicant for employment because of race, religion, creed, color, national origin, sex, sexual orientation or age.

10. Documents. If applicable, Contractor shall deliver to the City, on request of the City Manager, copies of all original papers, documents and any other materials, in electronic or any other form, prepared by Contractor pursuant to this Agreement.

11. Licenses. If a license of any kind, which term is intended to include evidence of registration, is required of Contractor, its employees, agents or subcontractors by federal or state law, Contractor warrants that such license has been obtained, is valid and in good standing, and Contractor shall keep it in effect at all times during the term of this Agreement, and that any applicable bond has been posted in accordance with all applicable laws and regulations.

12. Time is of the Essence. Contractor agrees to diligently prosecute the services to be provided under this Agreement to completion and in accordance with the schedule specified in Exhibit A. In the performance of this agreement, time is of the essence.

13. Termination. This Agreement may be terminated or suspended by the City upon fifteen (15) days written notice. Upon receipt of such notice from the City, Contractor shall immediately stop all work under this Agreement. In the event of termination by the City, Contractor shall be entitled to payment on a pro rata basis for the services performed as of the date of termination, to the extent they were performed in accordance with this Agreement.

14. Severability. If any term or portion of this Agreement is held to be invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions of this Agreement shall continue in full force and effect.

15. Contract Administration and Notice. This Agreement shall be administered on behalf of the City by the _____, (Name & Title). Any written notice between the parties shall be sent to:

City of San Bruno Attention: _____ Department of _____ 567 El Camino Real San Bruno, CA 94066	Contractor's Name Attention: Ally Technologies LLC Contractor's Address: 2031 Salvio St, Concord CA 94520

16. Integration. This Agreement, including the scope of work attached hereto and incorporated herein as Exhibits A, represents the entire and integrated agreement between City and the Contractor and supersedes all prior

negotiations, representations or agreements, either written or oral. Where the terms and conditions set forth in Exhibit A conflict with the terms and conditions of this Agreement, the terms and conditions of this Agreement shall prevail. This Agreement may be modified or amended only by a subsequent written agreement signed by both parties.

17. **Miscellaneous**. The laws of the State of California shall govern this Agreement and all matters relating to it and venue for state court shall be in Redwood City and for federal court in San Francisco. In the performance of this Agreement, Contractor shall abide by and conform to any and all applicable laws, including, but not limited to the San Bruno Municipal Code.

18.

IN WITNESS HEREOF, the parties have caused their authorized representatives to execute this Agreement on _____, 20__. This Contract is not valid until signed by all parties below.

CITY: CONTRACTOR

_____ _____

By: City Manager By:

ATTEST:

Title: _____

_____ _____

City Clerk Contractor's San Bruno License Number

_____

Contractor's Tax I.D. Number

APPROVED AS TO FORM:

_____

City Attorney

Exhibit A

City of San Bruno

Quote Terms

Quote # COSB - 02

04/28/2026

ALLY TECHNOLOGIES

Prepared by:
Umar Khan
ukhan@allytechnologies.net

ALLY TECHNOLOGIES

Date: **04/28/2026**
Valid Until: **04/30/2026**
Quote Number: **COSB - 02**

Customer Information

Company Name: City of San Bruno
Contact Name: Daniel Rivas
Contact Email: drivas@sanbruno.ca.gov
Contact Number: +1 (650) 616 - 7073
Address: 567 El Camino Real San Bruno, CA 94066 USA

Quote Description

Executable Quote for City of San Bruno

SKU	Product	QTY	Price
IES	Inbound Email Security	415	$18,958.87
CORE- ATO	Core Account Takeover Protection	415	$4,840.40
PFF	Platform Fee	1	$5,632.42
	Total	415	$29,431.69

Quote Summary

Product Description	Subscription Schedule	Grand-Total
Abnormal AI Email Filtering – 1 Year Option	04/30/2026- 04/29/2027	$29,431.69

Payment Summary

Payment #1 is billable upon order placement: **05/30/2026**	**$29,431.69**

Abnormal AI 1-Year Subscription Agreement

This Agreement is entered into on **[04/30/2026]**, by and between **Ally Technologies LLC**, located at 2031 Salvio St, Concord, CA 94520 (hereinafter referred to as the "**Reseller**"), and **City of San Bruno**, 567 El Camino Real San Bruno, CA 94066 (hereinafter referred to as the "**Client**").

1. Purpose
The purpose of this Agreement is to define the terms under which the Reseller will procure, deliver, and support Abnormal AI Email Security Software for the Client for a one (1)-year subscription term.

2. Term
This Agreement shall commence on **April 30, 2026** and remain in effect through **April 29, 2027**, totaling a period of one (1) year (the "Term").

3. Payment Terms: Net 30 from invoice date
Total Contract Value: $29,431.69
Subscription Fee: $29,431.69

Year One (04/30/2026 – 04/29/2027)
In adherence to the subscription start date, "Year One" shall be invoiced on **April 30, 2026**.
Payment shall be due on or before **May 30, 2026** (Net 30).

4. Services / Deliverables
Reseller agrees to deliver and maintain the following throughout the Term: Procurement and provisioning of Abnormal AI Email Security Software licensing Subscription management for the full one (1)-year term, Vendor coordination and renewal management, Ongoing licensing support and account oversight

5. Late Payment
Payments not received within seven (7) days after the applicable due date shall accrue a late charge equal to **2.5% of the outstanding annual subscription amount**, in addition to any other remedies available under this Agreement. Reseller reserves the right to suspend services for accounts that remain unpaid beyond thirty (30) days from the due date.

6. Non-Termination Clause
This Agreement is binding for the full one (1)-year Term and may not be terminated, cancelled, or altered by either party except by mutual written agreement.

The Client acknowledges that early cancellation:
Does not relieve the Client of its payment obligations for the remaining balance of the Term; and Results in forfeiture of any prepaid amounts.
All unpaid amounts for the remaining Term shall become immediately due and payable upon unauthorized termination.

7. Governing Law
This Agreement shall be governed by and construed in accordance with the laws of the State of California.

8. Entire Agreement
This Agreement constitutes the entire understanding between the parties regarding the Abnormal AI Subscription and supersedes all prior proposals, negotiations, representations, or agreements, whether written or oral.

Client:	**Reseller:**
City of San Bruno	**Ally Technologies LLC**
567 El Camino Real San Bruno, CA 94066	2031 Salvio St, Concord, CA 94520
Name: _____	Name: _____
Title: _____	Title: _____
Signature: _____	Signature: _____
Date: _____	Date: _____

Abnormal AI Cloud Terms of Service

Effective February 1, 2026

ABNORMAL AI

CLOUD TERMS OF SERVICE

These Cloud Terms of Service shall apply to your use of the Service or any related service effective on or after February 1, 2026. If you are an existing Customer and previously agreed to a version of the Cloud Terms of Service before this date, these updated Cloud Terms of Service will go into effect upon the renewal date of your next Order. If you have a separate written agreement with Abnormal AI, Inc. with respect to use of the Service or any related services, these Cloud Terms of Service will not apply to you.

These Cloud Terms of Service ("**Agreement**") govern your ("**Customer**") use of the Service and any related services. By clicking a box indicating your acceptance of this Agreement, (e.g., "I Agree," "Accept Terms," "I Understand and Agree") or similar button on the Service registration page, or executing an Order, as further described below, or by otherwise accessing the Service, you represent that (1) you have read, understand, and agree to be bound by this Agreement, (2) you are of legal age to form a binding contract with Abnormal AI, Inc., having its principal place of business at 8474 Rozita Lee Ave, Suite 420, Las Vegas, NV 89113, ("**Abnormal**," "we," "our," or "us"; Abnormal and Customer may each be referred to separately as, a "**Party**," or together as, the "**Parties**"), and (3) you have the authority to enter into this Agreement on behalf of the company or other organization you represent, and to bind that entity to this Agreement. In the event you are agreeing to this Agreement on behalf of a company or organization, "**Customer**," will refer to the entity you are representing. We may update this Agreement from time to time in accordance with Section 15.4 (Updates).

1. **DEFINITIONS**

1.1. **"Acceptable Use Policy"** or **"AUP"** means the Acceptable Use Policy available at legal.abnormalsecurity.com.

1.2. **"Affiliate"** means an entity that directly or indirectly controls, is controlled by, or is under common control with a Party, provided such entity will be considered an Affiliate for only such time as such control is maintained; where "control" means the ownership of greater than fifty percent (50%) of (a) the voting power to elect directors of the company, or (b) the ownership interests in the company.

1.3. **"Anomaly Determinations"** or **"ADs"** means the analysis, context, or determinations made by the Service as a result of processing Customer Data, which may incorporate Threat Intelligence and other proprietary Abnormal information.

1.4. **"Confidential Information"** means information disclosed by or on behalf of one Party (as "discloser") to the other Party (as "recipient") under this Agreement, in any form, which: (a) the discloser identifies to recipient as "confidential" or "proprietary"; or (b) should be reasonably understood as confidential or proprietary due to its nature and the circumstances of its disclosure. Without limiting the foregoing: (a) Abnormal's Confidential Information includes the Service, ADs, any technical, pricing or performance information about the Service, the terms and conditions of this Agreement, and any information conveyed to Customer in connection with Support; and (b) Customer's Confidential Information includes Customer Data and Customer Materials.

1.5. **"Customer Data"** means information, including Personal Data (as defined in the DPA), provided by Customer for processing by Abnormal via the Service or while providing Support.

1.6. **"Customer Materials"** means materials and resources that Customer makes available to Abnormal in connection with Technical Services.

1.7. **"Documentation"** means the Abnormal standard technical guides, policies, and documentation for the Service, including all additions and modifications made by Abnormal from time to time, that are made available on the dedicated 'Documentation' pages within the Service or on the dedicated 'Customer Support' pages of the Abnormal managed website.

1.8. **"Order"** means an order for Customer's access to the Service, Support, or Technical Services or related services that is: (a) either executed by the Parties and references this Agreement or entered into by Customer via self-service; or (b) entered into by Abnormal and a Channel Partner on behalf of Customer.

1.9. **"Product Specific Terms"** means any terms and conditions specific to an applicable Service that supplement, but do not replace, this Agreement and are available at legal.abnormalsecurity.com.

1.10. **"Service"** means Abnormal's proprietary software-as-a-service products, including its artificial intelligence and machine learning based detection and operational engine, which generates ADs andThreat Intelligence, and as identified in the relevant Order, including any modifications, updates, upgrades, and enhancements thereto that Abnormal makes generally available to its customer base. The Service includes the Documentation but not Technical Services or Third-Party Products.

1.11. "**Service Operations Data**" means Abnormal's technical logs, analytics, or other data and learnings related to Customer's use of the Service and Support, but excluding Customer Data.

1.12. **"Subscription Term"** means the term for Customer's use of the Service as set forth on the applicable Order.

1.13. **"Support"** means the customer support services set out on: (a) the dedicated 'Customer Support' page of the Abnormal website, and (b) the SLA; but excluding any Technical Services.

1.14. **"Technical Services"** means training, migration, enablement, or other technical services that Abnormal furnishes to Customer related to the Service.

1.15. **"Threat Intelligence"** means information collected, generated, derived, and/or analyzed by the Service that is related to security risks, fraud, loss, threat, or other harm detection and analysis identified by the Service, such as a third-party malicious actor's IP address, email address, name, and hashes of malware.

1.16. **"Third-Party Product(s)"** means any product, add-on, or platform not provided by Abnormal that Customer uses with the Service.

1.17. **"Trials and Betas"** means access to the Service (or Service features) on a free, trial, beta, or early access basis.

1.18. **"Users"** means individuals or entities that are authorized by Customer to use the Service under its account and on its behalf.

2. ACCESS OF THE SERVICE

2.1. The Service. Subject to this Agreement, Abnormal grants Customer a limited, revocable license to access and use the Service during a Subscription Term, solely for its internal business purposes, in accordance with the Documentation (including the right to copy and use the Documentation).

2.2. Affiliates. Customer's Affiliates may serve as Users. Customer shall be responsible for its Affiliates' use of the Service. Alternatively, Customer's Affiliates may enter into their own Orders as mutually agreed with Abnormal, which creates a separate agreement between each such Affiliate and Abnormal incorporating this Agreement with the Affiliate treated as "Customer." Neither Customer nor any Customer Affiliate has any rights under each other's separate agreement with Abnormal, and breach or termination of any such separate agreement affects only that agreement.

2.3. Support and Availability. Abnormal will provide Support and adhere to service level commitments described in the Support and Service Level Agreement Policy ("**SLA**") available at legal.abnormalsecurity.com.

3. DATA

3.1. Customer Data. Customer grants Abnormal a limited, revocable license during each Subscription Term to use Customer Data to provide the Service, Support, and Technical Services.

3.2. Security. Abnormal maintains industry-standard physical, technical, and administrative safeguards as described in the Security Exhibit available at legal.abnormalsecurity.com that are designed to prevent unauthorized access, use, alteration or disclosure of Customer Data. Abnormal will not materially decrease the overall level of security for the Service during a Subscription Term.

3.3. Data Processing Addendum. Abnormal will process Customer Data in accordance with, and each Party will comply with, the Data Processing Addendum ("**DPA**") available at legal.abnormalsecurity.com.

3.4. Anomaly Determinations. The Service may provide Customer with ADs which indicate a possibility or likelihood of security risks, fraudulent, malicious, or other loss causing activity occurring in Customer's environment. Customer acknowledges and agrees that the Service provides ADs for Customer's consideration, but that Customer is ultimately responsible for any actions taken or not taken in relation to such ADs, including any auto-remediation configuration which Customer may choose to set within the Service. Customer may export ADs from the Service, as described in the Documentation, during the Subscription Term. If Customer exports ADs, Abnormal grants to Customer a non-exclusive, non-sublicensable, non-transferable (except as permitted by the Agreement) license to reproduce, distribute, and prepare derivative works of ADs solely for its internal business purposes, including with Customer's use of Third-Party Products.

3.5. Artificial Intelligence Model Training

(a) Customer-Specific Models. Abnormal may use Customer Data solely for the benefit of Customer in training the Service for the purpose of identifying and addressing potential security risks, fraudulent, malicious, or other loss causing activities.

(b) Shared Models. Abnormal may incorporate any learnings from ADs, including any Customer subsequent action or inaction taken in response to ADs, into training its Service and Threat Intelligence for the purpose of identifying and addressing potential security risks, fraudulent, malicious, or other loss causing activities to customers. Any such ADs learnings will be: (i) de-identified so as to not identify Customer or its Users; and (ii) to the extent practicable, aggregated with data across other customers. Abnormal shall not use Customer Data to train or otherwise improve the LLMs of any third-party resource providers or to train any model that is federated across the Abnormal customer base.

3.6. Service Operations Data. Abnormal may collect Service Operations Data and use it to operate, improve, and support the Service and for other lawful business purposes, including business operations and product direction. However, Abnormal will not disclose Service Operations Data externally unless it is: (a) de-identified so that it does not identify Customer, its Users, or any other person; and (b) aggregated with data across other customers.

3.7. Third-Party Products. Customer may choose to enable integrations or exchange Customer Data with Third-Party Products. Customer's use of a Third-Party Product is governed by its agreement with the relevant provider, not this Agreement. Abnormal is not responsible for Third-Party Products or for the manner in which Customer Data may be managed by such products.

4. USE OF THE SERVICE

4.1. Customer Responsibilities. Customer is responsible for: (a) provisioning and managing User accounts, Users' actions through the Service, and Users' compliance with this Agreement, (b) using the Service in accordance with the Documentation, (c) complying with the Acceptable Use Policy and any applicable Product Specific Terms, and (d) obtaining all necessary rights and consents to grant Abnormal a license to use Customer Data with the Service as provided herein.

4.2. Restrictions. Customer will not and will not allow any User or third party to: (a) access or use the Service (in whole or part) for any competitive purposes, including to develop a similar or competing product or service (e.g., benchmarking); (b) conduct penetration testing on the Service, interfere with its operation, or circumvent its access restrictions; (c) market, sublicense, distribute, resell, lease, loan, transfer, or otherwise commercially exploit or make the Service available (in whole or part) to any third party, except to a third party that manages Customer's computing environment, grant non-Users or any entity that competes with or offers services similar to the Service access to the Service, or use the Service to provide a hosted or managed service to others; (d) obtain or attempt to obtain the Service by any means or device with intent to avoid paying the fees that would otherwise be payable for such access or use; or (e) modify, create derivative works of, decompile, reverse engineer, attempt to gain access to the source code of, or copy the Service, or any of its components, including any underlying artificial intelligence models and model data, except to the extent these restrictions are prohibited by Laws and then only upon advance notice to Abnormal.

5. TECHNICAL SERVICES. Abnormal may perform Technical Services as described in an Order, which may identify additional terms or milestones for the Technical Services. Customer will give Abnormal timely access to Customer Materials reasonably needed for Abnormal's provision of the Technical Services, and if Customer fails to do so, Abnormal's obligation to provide Technical Services will be excused until such access is provided. Abnormal will use the Customer Materials only for purposes of providing Technical Services. Abnormal may make use of service partners to provide the Technical Services. Subject to any limits in an Order, Customer will reimburse reasonable pre-approved travel and lodging expenses incurred by Abnormal in providing Technical Services. Customer may use the product of any Technical Services that Abnormal furnishes only in connection with Customer's authorized use of the Service under this Agreement.

6. FEES AND PAYMENT. If Customer purchases the Service directly from Abnormal, Section 6.1 (Payment), 6.2 (Taxes), 6.3 (Payment Disputes), and Section 6.5 (Records and Validation) shall apply. If Customer purchases the Service through an authorized Abnormal channel partner ("**Channel Partner**"), Section 6.4 (Channel Partner Service Subscriptions) and Section 6.5 (Records and Validation) shall apply.

6.1. Payment. Customer will pay the fees described in the applicable Order. Unless the Order states otherwise, all undisputed amounts are payable in U.S. dollars and due within 30 days from the start date of the initial Subscription Term shown in the Order ("**Due Date**"). For multi-year Subscription Terms, fees for each subsequent year of the Subscription Term will be due on the anniversary date of the initial Due Date. All fees and expenses are non-refundable and non-cancellable except as expressly set out in the Agreement and any applicable Order. In addition to any other remedies set forth in this Agreement, if any undisputed, invoiced amount is not received by Abnormal by the Due Date, then those charges may accrue late interest at the rate of one and a half percent (1.5%) of the outstanding balance per month or the maximum rate permitted by Law, whichever is lower.

6.2. Taxes. Customer is responsible for any sales, use, GST, value-added, withholding, or similar taxes or levies that apply to its Orders, whether domestic or foreign ("**Taxes**"), other than Abnormal's income tax. Fees and expenses are exclusive of Taxes. Unless Customer provides Abnormal with a valid exemption certificate, Customer is solely responsible for paying all Taxes associated with or arising from this Agreement. If any withholding is required by Law, Customer will pay Abnormal any additional amounts necessary to ensure that the net amount that Abnormal receives after any such withholding equals the amount Abnormal would have received if no withholding had been applied. Customer will provide documentation showing that the withheld amounts have been paid to the relevant taxing authority. Abnormal's failure to charge appropriate tax due to incomplete or incorrect information provided by Customer will not relieve Customer of its obligations under this Section 6.2 (Taxes).

6.3. Payment Disputes. If Customer disputes an invoice in good faith, it will notify Abnormal prior to the Due Date and the Parties will seek to resolve the dispute over a 15-day discussion period. Customer is not required to pay disputed amounts during the discussion period, but will timely pay all undisputed amounts. After the discussion period, either Party may pursue any available remedies.

6.4. Channel Partner Service Subscriptions. Customer will pay applicable amounts to the Channel Partner as agreed between Customer and the Channel Partner. Customer's order details (e.g., scope of use, Subscription Term) will be as stated in the Order placed by Channel Partner with Abnormal on Customer's behalf. Customer's Order will renew with Channel Partner in accordance with Section 7.1 (Term), unless Channel Partner notifies Abnormal that it is opting-out of auto-renewal on Customer's behalf as described in this Agreement or in the manner specified in the agreement between Channel Partner and Abnormal. If Customer is entitled to a refund under this Agreement, Abnormal will refund any applicable amounts to the Channel Partner and the Channel Partner will be solely responsible for refunding the appropriate amounts to Customer, unless otherwise specified. The amount paid or payable by the Channel Partner to Abnormal for Customer's use of the applicable Service under this Agreement will be deemed the amount paid or payable by Customer to Abnormal under this Agreement for purposes of Section 13 (Limitations of Liability). Abnormal is not responsible for any acts, omissions, products, or services provided by Channel Partner.

6.5. Records and Validation. Customer is responsible for providing complete and accurate billing and contact information to Abnormal or Channel Partner and notifying Abnormal or Channel Partner of any changes to such information. Abnormal may conduct verification checks on the usage of the Service during the Subscription Term. If it is determined that the usage of the Service exceeds the baseline quantity stated in an applicable Order by more than five percent (5%), Customer shall pay Abnormal or Channel Partner any over-usage at the same price per unit set forth in the applicable Order on a pro-rata basis for the remainder of the Subscription Term in a separate Order. If Customer fails to pay for the over-usage, Abnormal may terminate access to the Service within 30 days of Abnormal's or Channel Partner's written notice to Customer of non-compliance.

7. TERM, TERMINATION, AND SUSPENSION

7.1. Term. The term of this Agreement will commence on the date you accept this Agreement ("**Effective Date**") and continues until expiration or termination of all Subscription Terms, unless otherwise terminated as permitted by this Agreement (the "**Term**"). Each Subscription Term will renew for successive periods unless: (a) the Parties agree on a different renewal Order; or (b) either Party notifies the other (or Channel Partner notifies Abnormal, if applicable) of non-renewal at least 30 days prior to the end of the then-current Subscription Term. If no Subscription Term is in effect, either Party may terminate this Agreement for any or no reason with notice to the other Party.

7.2. Termination. Either Party may terminate this Agreement, including all Subscription Terms, if the other Party (a) fails to cure a material breach of this Agreement (including a failure to pay fees) within 30 days after notice, or (b) immediately on notice if the other party ceases operation without a successor or seeks protection under a bankruptcy, receivership, trust deed, creditors' arrangement, composition, or comparable proceeding, or if such a proceeding is instituted against that Party and not dismissed within 60 days. Customer shall receive a refund of any pre-paid, unused fees for the terminated portion of an applicable Subscription Term for such Customer-initiated terminations from Abnormal or Channel Partner, and Customer will promptly pay Abnormal or Channel Partner any and all outstanding fees and expenses due both as of the date of termination and for the terminated portion of the Subscription Term for any such Abnormal-initiated termination.

7.3. Data Export & Deletion. During a Subscription Term, Customer may export Customer Data from the Service (or Abnormal will otherwise make the Customer Data available to Customer) as described in the Documentation. After termination or expiration of this Agreement, Abnormal will delete Customer Data and each Party will delete any Confidential Information of the other in its possession or control. Abnormal may retain Customer Data and each Party may retain Confidential Information in accordance with its standard backup or record retention policies or as required by Laws, subject to Section 3.2 (Security), Section 8 (Confidentiality), and Section 3.3 (DPA).

7.4. Effect of Termination.

(a) Customer's right to use the Service, Support, and Technical Services will immediately cease upon any termination or expiration of this Agreement, subject to this Section 7 (Term, Termination, and Suspension).

(b) In no event will any termination or expiration relieve Customer of the obligation to pay any expenses and fees payable to Abnormal for the period prior to the effective date of termination or expiration.

(c) The following Sections will survive expiration or termination of this Agreement: 3.4 (Anomaly Determinations), 3.5 (Artificial Intelligence Model Training), Section 3.6 (Service Operations Data), Section 4 (Use of the Service), 6.1 (Payment) (for amounts then due), 6.2 (Taxes), 7.3 (Data Export & Deletion), 7.4 (Effect of Termination), 8 (Confidentiality), 9 (Proprietary Rights), 11.4 (Disclaimer), 12 (Indemnification), 13 (Limitations of Liability), and 15 (General Terms).

7.5. Suspension. Abnormal shall be entitled to suspend Customer's access to the Service and related services due to a Suspension Event, but where practicable will give Customer prior notice so that Customer may seek to resolve the issue and avoid suspension. Abnormal is not required to give prior notice in exigent circumstances or for a suspension made to avoid material harm or violation of Laws. Once the Suspension Event is resolved, Abnormal will promptly restore Customer's access to the Service in accordance with this Agreement. "**Suspension Event**" means: (a) Customer's account is 30 days or more overdue from Customer, if direct or from Channel Partner; (b) Customer is in breach of Section 4 (Use of the Service); or (c) Customer's use of the Service risks material harm to the Service or others.

8. CONFIDENTIALITY

8.1. Use and Protection. The recipient will: (a) use Confidential Information only to fulfill its obligations and exercise its rights under this Agreement; (b) not disclose Confidential Information to third parties without discloser's prior approval, except as permitted in this Agreement; and (c) protect Confidential Information using at least the same precautions recipient uses for its own similar information and no less than a reasonable standard of care.

8.2. Permitted Disclosures. The recipient may disclose Confidential Information to its employees, agents, contractors, Affiliates, subcontractors, and other representatives having a legitimate need to know (including, for Abnormal, any subprocessors referenced in the DPA or Service support providers as referenced in Section 15.7), provided recipient remains responsible for their compliance and they are bound to confidentiality obligations no less protective than this Section 8.

8.3. Exclusions. These confidentiality obligations do not apply to information that the recipient can document: (a) is or becomes public knowledge through no fault of the recipient; (b) it rightfully knew or possessed, without confidentiality restrictions, prior to receipt from the discloser; (c) it rightfully received from a third party without confidentiality restrictions; or (d) it independently developed without access to the Confidential Information.

8.4. Remedies. Breach of this Section 8 (Confidentiality) may cause substantial harm for which monetary damages are an insufficient remedy. Upon a breach of this Section 8, the discloser is entitled to seek appropriate equitable relief, including an injunction, in addition to other remedies.

8.5. Required Disclosures. The recipient may disclose Confidential Information (including Customer Data) to the extent required by Laws. If permitted by Laws, the recipient will give the discloser reasonable advance written notice of the required disclosure and reasonably cooperate, at the discloser's expense, to contest or seek to limit the disclosure or obtain confidential treatment for the Confidential Information. If no protective order or other remedy is obtained, the recipient will disclose only that portion of the Confidential Information that is legally required and agrees to exercise reasonable efforts to ensure that confidential treatment will be accorded to such Confidential Information.

9. PROPRIETARY RIGHTS

9.1. Abnormal Property. Abnormal owns and retains all right, title, and interest in and to the Service, Threat Intelligence, Service Operations Data, Technical Services, and any feedback or suggestions Customer provides to Abnormal with respect to the Service or Technical Services. All feedback is provided "AS IS" and Abnormal will not publicly identify Customer as the source of feedback without Customer's permission. Except for Customer's express rights in this Agreement, as between the Parties, Abnormal and its licensors retain all intellectual property rights in the Service, Technical Services and related Abnormal technology.

9.2. Customer Property. Except for Abnormal's express rights in this Agreement, as between the Parties, Customer owns and retains all right, title, and interest in and to the Customer Data and Customer Materials provided to Abnormal.

10. MUTUAL COMPLIANCE WITH LAW. Each Party will comply with all laws, regulations, court orders, or other binding requirements of a government authority that apply to its performance under this Agreement ("**Laws**").

11. REPRESENTATIONS AND WARRANTIES

11.1. Mutual Representations and Warranties. Each Party represents and warrants that:

(a) it has validly entered into this Agreement and has the legal power to do so; and

(b) it will use industry-standard measures to avoid introducing viruses, malicious code, or similar harmful materials into the Service.

11.2. Abnormal Warranties. Abnormal warrants that:

(a) the Service will materially perform as described in the Documentation and Abnormal will not materially decrease the overall functionality of the Service during a Subscription Term (the "**Performance Warranty**"); and

(b) any Technical Services will be provided in a professional and workmanlike manner (the "**Technical Services Warranty**").

11.3. Abnormal Warranty Remedies. Abnormal will use reasonable efforts to correct a verified breach of the Performance Warranty or Technical Services Warranty reported by Customer. If Abnormal fails to do so within 30 days after Customer's warranty report, then either Party may terminate the affected Order as it relates to the non-conforming Service or Technical Services, in which case Abnormal will refund to Customer any pre-paid, unused fees for the terminated portion of the Subscription Term (for the Performance Warranty) or for the non-conforming Technical Services (for the Technical Services Warranty). To receive these remedies, Customer must report a breach of warranty in reasonable detail within 30 days after discovering the issue in the Service or 30 days after delivery of the relevant Technical Services. This Section 11.3 sets forth Customer's exclusive remedies and Abnormal's sole liability for breach of the Performance Warranty or Technical Services Warranty.

11.4. DISCLAIMER. WITH THE EXCEPTION OF THE EXPRESS WARRANTIES SET FORTH IN THIS AGREEMENT, THE SERVICE, SUPPORT, AND TECHNICAL SERVICES ARE PROVIDED "AS IS" TO THE FULLEST EXTENT PERMITTED BY LAW. ABNORMAL AND ITS LICENSORS EXPRESSLY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF PERFORMANCE, MERCHANTABILITY, FITNESS FOR ANY PARTICULAR PURPOSE, AND TITLE AND NON-INFRINGEMENT. WITHOUT LIMITING ITS EXPRESS OBLIGATIONS IN THE SERVICE LEVEL AVAILABILITY COMMITMENT, ABNORMAL DOES NOT WARRANT RESULTS TO BE ACHIEVED FROM THE SERVICE, OR THAT THE SERVICE IS ERROR-FREE, WILL PERFORM UNINTERRUPTED, OR WILL MEET CUSTOMER'S REQUIREMENTS. THE WARRANTIES IN SECTION 11.2 (ABNORMAL WARRANTIES) DO NOT APPLY TO ISSUES ARISING FROM THIRD PARTY PRODUCTS OR MISUSE OR UNAUTHORIZED MODIFICATIONS OF THE SERVICE. THESE DISCLAIMERS APPLY TO THE FULL EXTENT PERMITTED BY LAW.

12. INDEMNIFICATION

12.1. By Abnormal. Abnormal, at its own cost, will defend Customer from and against any third-party claim that the Service, when used by Customer as authorized in this Agreement, infringes or misappropriates a third party's United States, United Kingdom, or European Union intellectual property rights and will indemnify Customer from and against any damages or costs finally awarded against Customer by a court of competent jurisdiction (including reasonable attorneys' fees) or agreed in settlement by Abnormal resulting from such claim.

12.2. By Customer. Customer, at its own cost, will defend Abnormal from and against any third-party claim arising from Customer Materials or Customer's breach or alleged breach of Section 4 (Use of the Service) and will indemnify Abnormal from and against any damages or costs finally awarded against Abnormal by a court of competent jurisdiction (including reasonable attorneys' fees) or agreed in settlement by Customer resulting from such claim.

12.3. Procedures. The indemnifying Party's obligations in this Section 12 (Indemnification) are subject to receiving from the indemnified Party: (a) prompt notice of the claim (but delayed notice will only reduce the indemnifying Party's obligations to the extent it is prejudiced by the delay); (b) the exclusive right to control the claim's investigation, defense and settlement; and (c) reasonable cooperation at the indemnifying Party's expense. The indemnifying Party may not settle a claim without the indemnified Party's prior approval if settlement would require the indemnified Party to admit fault or take or refrain from taking any action (except regarding use of the Service when Abnormal is the indemnifying Party). The indemnified Party may participate in a claim with its own counsel at its own expense.

12.4. Mitigation & Exceptions. In response to an infringement or misappropriation claim, if required by settlement or injunction or as Abnormal determines necessary to avoid material liability, Abnormal may, in its sole discretion: (a) procure rights for Customer's continued use of the Service; (b) replace or modify the allegedly infringing portion of the Service, without reducing the Service's overall functionality; or (c) terminate the affected Order or the Agreement and refund to Customer any pre-paid, unused fees for the remainder of the Subscription Term. Abnormal's obligations in this Section 12 (Indemnification) do not apply to claims resulting from (1) modification or unauthorized use of the Service or (2) use of the Service in combination with items not provided by Abnormal, including Third-Party Products, if such claim would not have occurred but for such combination. This Section 12 (Indemnification) sets out the indemnified Party's exclusive remedy and the indemnifying Party's sole liability regarding third-party claims of intellectual property infringement or misappropriation.

13. LIMITATIONS OF LIABILITY

13.1. CONSEQUENTIAL DAMAGES. TO THE EXTENT PERMITTED BY LAW, NEITHER PARTY WILL HAVE ANY LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT FOR INDIRECT, SPECIAL, INCIDENTAL, RELIANCE, EXEMPLARY (INCLUDING DAMAGE TO BUSINESS, REPUTATION, OR GOODWILL), CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF USE OR DATA, LOST PROFITS (DIRECT OR INDIRECT), COST OF COVER, OR REPLACEMENT OR INTERRUPTION OF BUSINESS, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF INFORMED OF THEIR POSSIBILITY IN ADVANCE.

13.2. GENERAL CAP. TO THE EXTENT PERMITTED BY LAW, EACH PARTY'S ENTIRE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL OR EQUITABLE THEORY, WILL BE LIMITED TO THE TOTAL AMOUNTS PAID AND PAYABLE BY CUSTOMER FOR THE SERVICE DURING THE 12 MONTHS IMMEDIATELY PRECEDING THE FIRST INCIDENT GIVING RISE TO A CLAIM FOR LIABILITY ("**GENERAL CAP**").

13.3. ENHANCED CAP. NOTWITHSTANDING SECTION 13.2 (GENERAL CAP), ABNORMAL'S ENTIRE LIABILITY ARISING OUT OF OR RELATED TO A BREACH OF SECTION 3.2 (SECURITY) OR EITHER PARTY'S OBLIGATIONS IN OR BREACH OF SECTION 3.3 (DPA) THAT RESULTS IN AN UNAUTHORIZED ACCESS OR DISCLOSURE OF CUSTOMER DATA, WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL OR EQUITABLE THEORY, WILL BE LIMITED TO **THREE (3)** TIMES THE TOTAL AMOUNTS PAID AND PAYABLE BY CUSTOMER FOR USE OF THE SERVICE DURING THE 12 MONTHS IMMEDIATELY PRECEDING THE FIRST INCIDENT GIVING RISE TO A CLAIM FOR LIABILITY ("**ENHANCED CAP**").

13.4. EXCEPTIONS. THE FOREGOING SECTIONS WILL NOT APPLY TO: (A) THE INDEMNIFYING PARTY'S OBLIGATIONS UNDER SECTION 12 (INDEMNIFICATION); (B) EITHER PARTY'S INFRINGEMENT OR MISAPPROPRIATION OF THE OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS; (C) CUSTOMER'S BREACH OF SECTIONS 4.2 (RESTRICTIONS); (D) ANY BREACH OF SECTION 8 (CONFIDENTIALITY), EXCLUDING BREACHES RELATED TO CUSTOMER DATA WHICH SHALL BE SUBJECT TO SECTION 13.3 (ENHANCED CAP); (E) CUSTOMER'S PAYMENT OBLIGATIONS; (F) A PARTY'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, SEPARATE AND DISTINCT FROM A CAUSE OF ACTION FOR BREACH OF THIS AGREEMENT; AND (G) LIABILITIES THAT CANNOT BE LIMITED BY LAW.

14. TRIALS AND BETAS. Abnormal may offer optional Trials and Betas. Use of Trials and Betas is permitted only for Customer's internal evaluation during the period designated on the Order (or if not designated in an Order or otherwise, 30 days). Either Party may terminate Customer's use of Trials and Betas at any time for any reason. Trials and Betas may be inoperable, incomplete, include features never released, or may process personal data with subprocessors not listed on Abnormal's Subprocessor Page. NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT, ABNORMAL OFFERS NO WARRANTY, INDEMNITY, SLA, OR SUPPORT FOR TRIALS AND BETAS AND ITS LIABILITY FOR TRIALS AND BETAS WILL NOT EXCEED $50,000.

15. GENERAL TERMS

15.1. Assignment. Neither Party may assign this Agreement without the prior consent of the other Party, except that either Party may assign this Agreement, with notice to the other Party, to an Affiliate or in connection with the assigning Party's merger, reorganization, acquisition, or other transfer of all or substantially all of its assets or voting securities. Any non-permitted assignment is void. This Agreement will bind and inure to the benefit of each Party's permitted successors and assigns.

15.2. Governing Law and Courts. This Agreement is governed by the laws of the State of California without reference to conflicts of law rules. For any dispute relating to this Agreement, the Parties consent to personal jurisdiction and the exclusive venue of the courts in San Francisco County, California.

(a) If Customer is located in the United Kingdom, this Agreement is governed by the laws of England and Wales without reference to conflicts of law rules. For any dispute relating to this Agreement, the Parties consent to personal jurisdiction and the exclusive venue of the courts in London, England.

(b) If Customer is located in Europe (excluding the United Kingdom), this Agreement is governed by the laws of Ireland without reference to conflicts of law rules. For any dispute relating to this Agreement, the Parties consent to personal jurisdiction and the exclusive venue of the courts in Dublin, Ireland.

(c) If Customer is located in Asia-Pacific region, this Agreement is governed by the laws of New South Wales, Australia, without reference to conflicts of law rules. For any dispute relating to this Agreement, the Parties consent to personal jurisdiction and the exclusive venue of the courts of New South Wales, Australia.

15.3. Notices.

(a) Except as set out in this Agreement, notices, requests, and approvals under this Agreement will be in writing to the addresses on the Order or in this Agreement and will be deemed given: (1) upon receipt if by personal delivery; (2) upon receipt if by certified or registered U.S. mail (return receipt requested); (3) one day after dispatch if by a commercial overnight delivery; or (4) upon delivery if by email. Either Party may update its address with notice to the other.

(b) Abnormal may also send operational notices through the Service, including to update the AUP, DPA, Security Exhibit, SLA, or other policies to reflect new features or changing practices ("**Referenced Policies**").

15.4. Updates. Abnormal may modify this Agreement from time to time. If a modification materially impacts this Agreement, Abnormal will use reasonable efforts to notify Customer through the Service, the website, and/or in accordance with Section 15.3 (Notices). Any changes to this Agreement posted on the website will be effective if Customer assents to such changes or upon Customer's renewal Subscription Term, except changes required by law or as necessary for new features will immediately become effective to the extent necessary to comply with such law or as required to use such new features. If Customer objects to the updated Agreement, as Customer's exclusive remedy and without penalty, Customer may choose not to renew by canceling any Subscription Term set to auto-renew in accordance with Section 7.1 (Term).

15.5 Waivers and Severability. Waivers must be signed by the waiving Party's authorized representative and cannot be implied from conduct. If any provision of this Agreement is held invalid, illegal, or unenforceable, it will be limited to the minimum extent necessary so the rest of this Agreement remains in effect.

15.6. Force Majeure. Neither Party is liable for a delay or failure to perform this Agreement due to an unforeseen event beyond a Party's reasonable control, such as a strike, blockade, war, pandemic, act of terrorism, riot, third-party Internet, telecommunications or utility failure, acts or orders of government, refusal of government license, or natural disaster, where the affected Party takes reasonable and customary measures to avoid or mitigate such event's effects ("**Force Majeure**"). If a Force Majeure materially adversely affects the Service for 30 or more consecutive days, either Party may terminate the affected Order upon notice to the other and Abnormal will refund to Customer any pre-paid, unused fees for the terminated portion of the Subscription Term. This Section 15.6 does not limit Customer's obligations to pay fees owed.

15.7. Service Support Providers. Abnormal may use Service support providers (e.g., third-party hosting and other service providers) in provision of the Service and Support and permit them to exercise Abnormal's rights and fulfill Abnormal's obligations, but Abnormal remains responsible for their compliance with this Agreement. This provision does not limit any additional terms for subprocessors under a DPA.

15.8. Independent Contractors. The Parties are independent contractors, not agents, partners, or joint venturers.

15.9. No Third-Party Beneficiaries. There are no third-party beneficiaries to this Agreement.

15.10. Anti-Corruption and Export. Each Party will, and will cause its employees, consultants, and agents to, comply with the US Foreign Corrupt Practices Act of 1977 and the UK Bribery Act 2010. Customer agrees to comply with all applicable laws administered by the U.S. Commerce Bureau of Industry and Security, U.S. Treasury Office of Foreign Assets Control, or other governmental entity imposing export controls and trade sanctions ("**Export Laws**"), including designated countries, entities, and persons ("**Sanctions Targets**"); and agrees not to directly or indirectly export, re-export, or otherwise deliver the Service to a Sanctions Target, or broker, finance, or otherwise facilitate any transaction in violation of any Export Laws. Customer represents that Customer is not a Sanctions Target or prohibited from receiving the Service. The Service will be used for non-prohibited, commercial purposes by non-prohibited Users and will not be exported or transferred to China or any Sanctions Target.

15.11. Entire Agreement. This Agreement, inclusive of any Product-Specific Terms, the Referenced Policies, and all applicable Orders, is the Parties' entire agreement and supersedes any prior or contemporaneous agreements regarding its subject matter. In this Agreement, headings are for convenience only and "including" and similar terms are to be construed without limitation. Excluding Orders, terms in business forms, purchase orders or quotes, online terms, or invoicing portal used by Customer will not amend or modify this Agreement; any such documents are for administrative purposes only. In the event of any conflict or inconsistency between the Order and this Agreement, the Order will prevail.

Abnormal AI Support and Service Level Agreement Policy

Effective May 12, 2025

ABNORMAL AI, INC. SUPPORT AND SERVICE LEVEL AVAILABILITY POLICY

This Support and Service Level Availability Policy ("**Policy**") describes Abnormal AI Inc.'s ("**Abnormal**") support offering ("**Support**") in connection with Customer-reported bugs, defects, or errors in the Service ("**Error(s)**"). Support shall be provided in accordance with the written subscription agreement under which Abnormal provides its Service as entered into by and between you ("**Customer**") and Abnormal ("**Agreement**"). Customer shall receive the level of Support set forth in this Policy or as designated in the applicable Order ("**Support Level**").

Abnormal may update this Policy from time to time, provided that any such update does not modify any provision of the Agreement except for this Policy. Any such updates will be posted to https://legal.abnormalsecurity.com/ or otherwise made available to Customer as set forth in the Agreement. Capitalized terms not defined in this Policy shall have the meanings given to them in the Agreement.

I. Support

1. **General Support Offering.** Abnormal shall provide English-speaking remote assistance to Customer Contacts (as defined below) for questions or issues arising from any Error, as further described in this Policy, including troubleshooting, diagnosis, and recommendations for potential workarounds for the duration of Customer's subscription to the applicable Service.

2. **Customer Contacts.** Customer shall inform Abnormal as to its approved contacts for Support, one of which must be designated as an account administrator (each, a "**Customer Contact**"). Customer is solely responsible for maintaining an accurate list of Customer Contacts with Abnormal, including names and contact information. Abnormal assumes no responsibility for Support Cases that cannot be addressed due to a lack of updated Customer Contact information.

3. **Submitting Support. Cases.** Customer Contacts must use reasonable diligence to ensure a perceived Error is not an issue with Customer's own equipment, software, or internet connectivity prior to requesting Support. Customer Contacts may contact Support by submitting a Support request (each, a "**Support Case**") to: (a) the support portal located at https://support.abnormalsecurity.com (or such successor URL as may be designated by Abnormal) (such website, the "**Support Portal**") or (b) the web interface as described in the Documentation. If Customer Contacts cannot access the Support Portal they may open a Support Case by emailing support@abnormalsecurity.com or, in the event Customer Contacts cannot access the Support Portal or email, they may contact Abnormal Support by phone solely for purposes of having the Support Case submitted on their behalf. All Customer Contacts must be familiar with the Documentation and be reasonably trained in the use and functionality of the Service. Customer Contacts will assist Abnormal to resolve Support Cases by complying with the Customer obligations set forth in Table 1.

4. **Support Cases.** Each Support Case shall: (a) designate the Severity Level of the Error in accordance with the definitions in Table 1; (b) identify the Customer account that experienced the error; (c) include information sufficiently detailed to allow Abnormal to attempt to duplicate the Error (including any relevant error messages, but **not** export-controlled data, personal data (other than as required herein), sensitive data, other regulated data, or Customer Data); and (d) identify the Customer Contact most familiar with the issue. The Customer Contact shall also give Abnormal any other important Support Case information requested by Abnormal in a timely manner. Unless Customer expressly designates the Severity Level, the Support Case will default to Severity Level 4. If Customer Contacts submit Support Cases related to enhancement or feature requests, Abnormal shall treat those tickets as closed once the request has been forwarded internally.

Table 1: Error Severity Level Definitions and Initial Response Times

Error Severity Level	Description	Initial Response Time Target	Customer Responsibility
Severity Level 1 (Urgent)	An Error that causes a (a) service disruption or (b) degraded condition that renders the Service inoperable.	One (1) Hour	Commit appropriate resources to provide additional information as needed. Make reasonable efforts to apply solutions quickly.
Severity Level 2 (High)	An Error that (a) causes the Service to operate in a degraded condition with a high impact to key portions of the Service or (b) seriously impairs Customer's use of material function(s) of the Service and Customer cannot reasonably circumvent or avoid the Error without the expenditure of significant time or effort.	Two (2) Business Hours	Commit appropriate resources to provide additional information as needed. Make reasonable efforts to apply solutions upon receipt.
Severity Level 3 (Normal)	An Error that has a medium-to-low impact on the Service. The Service is (a) running with limited functionality in one or more areas or (b) experiencing intermittent issues. Customer can access and use the material functionality of the Service.	Eight (8) Business Hours	Monitor and respond as necessary.
Severity Level 4 (Low)	How-to questions and Service issues with no Service degradation.	One (1) Business Day	Monitor and respond as necessary.
RFE	Requests for enhancements to the Service.	Two (2) Business Days	N/A

5. **Other Support; Automated; Training.** Abnormal also offers various support and training resources such as documentation, FAQs and user guides available on the Abnormal Community. Abnormal may also use automated systems, including but not limited to generative artificial intelligence, in connection with the provision of Support. The use of such systems is designed to assist in improving support quality and efficiency, will be in accordance with the standards for the usage and protection of Customer Data set out in the Agreement, and will not be used to train or improve the models of any third-party services.

6. **Error Response.** Abnormal Support will investigate Errors and assign the applicable Severity Level listed in Table 1. If Abnormal's Severity Level designation is different from that assigned by Customer, Abnormal will promptly notify Customer of such designation. If Customer notifies Abnormal of a reasonable basis for disagreeing with Abnormal's designated Severity Level, the parties each will make a good faith effort to discuss, escalate internally, and mutually agree on the appropriate Severity Level. Abnormal shall use commercially reasonable efforts to meet the Initial Response Time Target for the applicable Severity Level, as measured during the Support hours set forth in Table 2 below (with the total Business Hours in an in-region support day each a "**Business Day**").

Table 2: Support Hours

Region	Americas	EMEA	Asia Pacific
Severity 1	24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Severity 2-4	6AM-6PM PT Mon-Fri	8AM-5PM GMT Mon-Fri	8AM-5PM AEDT Mon-Fri
Exclusions (Severity 2-4)	U.S. Federal Holidays	United Kingdom Public and Bank Holidays	Australian National and Public Holidays

II. Service Level Agreement

The Monthly Availability Percentage for the Service is ninety-nine and nine-tenths percent (99.9%) ("**Service Level**"). If the Service does not meet the Service Level in a given month ("**Service Level Failure**"), then as Customer's sole and exclusive remedy, Customer shall be eligible to receive the applicable number of Service level credits set forth in Table 3 below ("**Service Level Credits**"), credited towards extending Customer's Subscription Term at no charge, provided that Customer requests Service Level Credits within thirty (30) days from the time Customer becomes eligible to receive Service Level Credits under this Policy by filing a Support Case. Failure to comply with this notification requirement will forfeit Customer's right to receive Service Level Credits. The aggregate maximum amount of Service Level Credits for a Service Level Failure will not exceed 15 days per month. Service Level Credits may not be exchanged for, or converted to, monetary amounts. Customer may request the Service Level attainment for the previous month by filing a Support Case.

Table 3: Service Level Credits

Monthly Availability Percentage	Service Level Credit
< 99.9% - ≥ 98.0%	3 Days
< 98.0% - ≥ 95.0%	7 Days
< 95.0%	15 Days

Policy Exclusions

Abnormal will have no liability for any failure to meet the Service Level to the extent arising from: (a) Planned Maintenance or Emergency Maintenance; (b) third-party platforms and networks, Customer or User application, equipment, software or other third-party technology; (c) Customer or its User's use of the Service in violation of the Agreement or not in accordance with the Documentation; (d) force majeure events — i.e., any cause beyond such party's reasonable control, including but not limited to acts of God, labor disputes or other industrial disturbances, systemic electrical, telecommunications, or other utility failures, earthquake, storms or other elements of nature, blockages, embargoes, riots, public health emergencies (including pandemics and epidemics), acts or orders of government, acts of terrorism, or war; or (e) any access to the Service (or Service features) on a free, trial, beta or early access basis, or due to suspension, limitation, and/or termination of Customer's access or use of the Service in accordance with its Agreement.

Definitions:

"**Calendar Minutes**" is defined as the total number of minutes in a given calendar month.

"**Emergency Maintenance**" means circumstances where maintenance is necessary to prevent imminent harm to the Service, including critical security patching.

"**Monthly Availability Percentage**" is defined as the difference between Calendar Minutes and the Unavailable Minutes, divided by Calendar Minutes, and multiplied by one hundred (100).

"**Planned Maintenance**" means routine maintenance periods that continue for no more than four hours in any one instance, so long as Abnormal provides at least 48 hours prior notice (including by email) to Customer.

"**Unavailable**" means if Customer is unable to access the Service by means of a web browser and/or API as a result of failure(s) in the Service, as confirmed by Abnormal.

"**Unavailable Minutes**" is defined as the total accumulated minutes when the Service is Unavailable.

City Council Agenda Item
Staff Report

CITY OF SAN BRUNO

DATE: May 12, 2026

TO: Honorable Mayor and Members of the City Council

FROM: Alex D. McIntyre, City Manager

PREPARED BY: Joanne dela Cruz, Management Analyst

SUBJECT: Consider Introducing, Reading By Title Only, and Waiving Further Reading of an Ordinance Entitled "An Ordinance of the City Council of the City of San Bruno Adding Chapter 3.41 to Article III (Fees) of Title 3 (Revenue and Finance) of the San Bruno Municipal Code, Relating to Driving Under the Influence (DUI) Emergency Response Cost Recovery and Finding Such Action to be Exempt from the California Environmental Quality Act

BACKGROUND:

Driving under the influence (DUI) of alcohol and/or drugs remains a significant public safety concern, often resulting in traffic collisions, injuries, property damage, and loss of life. Emergency response to incidents involving DUIs requires a substantial deployment of City resources, including police officers, fire personnel, and, in some cases, public works staff. Currently, the City of San Bruno fully absorbs these costs. From 2023 to 2025, the San Bruno Police Department responded to 117 DUI-related accidents, averaging approximately 39 DUI-related accidents per year with an average total on scene time of seven hours per accident.

California Government Code Sections 53150 through 53159 authorize local agencies to recover reasonable costs of emergency response services from individuals who, while under the influence, negligently operate a vehicle and cause an incident requiring an emergency response. Many jurisdictions across California have implemented DUI emergency response cost recovery programs to shift the financial burden to the individuals whose actions necessitate the emergency response. Although this practice is well established in the public safety field, the City has not implemented a DUI emergency response cost recovery program, nor does it have a municipal code provision establishing a formal process for recovering costs associated with DUI-related emergency responses.

The San Bruno Police Department has made reducing impaired driving a key priority, and the introduction of this ordinance would support that goal by strengthening deterrence and reinforcing accountability. By holding intoxicated drivers financially responsible for the emergency response costs their actions generate, the ordinance serves as both a preventive measure and a tool to mitigate the public safety and fiscal impacts of incidents involving DUIs.

DISCUSSION:

The proposed ordinance would add Chapter 3.41 to the San Bruno Municipal Code to establish a DUI emergency response cost recovery program.

The ordinance would:

- Define key terms related to incidents involving driving under the influence (DUI incidents) and emergency response
- Authorize the City to recover emergency response costs incurred by personnel responding to DUI-incidents
- Clarify that certain costs are not recoverable, including charges from City-contracted ambulance providers and police responses to DUI incidents not initiated through an emergency call for service
- Establish a methodology for calculating recoverable costs, including personnel time, equipment use, repair or replacement of damaged equipment, chemical testing and investigative efforts
- Provide clear, transparent and consistent procedures for billing, collection, and appeals

The proposed ordinance would authorize the City of San Bruno to recover emergency response costs directly associated with DUI incidents. This would help offset the financial burden placed on the City of San Bruno and its taxpayers by DUI incidents, while ensuring that responsible individuals are held accountable for the costs of their actions.

FISCAL IMPACT:

The proposed ordinance is expected to result in cost recovery revenues for the City of San Bruno from eligible DUI-related emergency responses. Actual revenue will vary based on the number and nature of incidents and the City of San Bruno's ability to collect on billed costs.

Initial administrative costs may include staff time to establish billing procedures, process workflow, and systems. These costs are expected to be minimal and recoverable over time.

There are no significant upfront costs associated with adopting the ordinance.

ENVIRONMENTAL IMPACT:

The proposed action is not a project subject to CEQA pursuant to CEQA Guidelines Section 15378(b)(4), as it establishes a funding mechanism, the recovery of costs incurred by the City in responding to DUI-related emergencies, that does not involve any commitment to a specific project that may result in a potentially significant physical impact on the environment.

RECOMMENDATION:

Staff recommends that the City Council Consider Introducing, Reading By Title Only, and Waiving Further Reading of an Ordinance Entitled "An Ordinance of the City Council of the City of San Bruno Adding Chapter 3.41 to Article III (Fees) of Title 3 (Revenue and Finance) of the San Bruno Municipal Code, Relating to Driving Under the Influence (DUI) Emergency Response

Cost Recovery and Finding Such Action to be Exempt from the California Environmental Quality Act

ALTERNATIVES:

1. Do not introduce the ordinance and continue to absorb all DUI-related emergency response costs through existing City resources

2. Provide an alternative direction to staff regarding the scope or structure of the DUI Emergency Response Cost Recovery Program

ATTACHMENTS:

1. Ordinance Adding Chapter 3.41 to the San Bruno Municipal Code Relating to DUI Emergency Response Cost Recovery

ORDINANCE NO. ____

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF SAN BRUNO ADDING CHAPTER 3.41 TO ARTICLE III (FEES) OF TITLE 3 (REVENUE AND FINANCE) OF THE SAN BRUNO MUNICIPAL CODE, RELATING TO DRIVING UNDER THE INFLUENCE (DUI) EMERGENCY RESPONSE COST RECOVERY AND FINDING SUCH ACTION TO BE EXEMPT FROM THE CALIFORNIA ENVIRONMENTAL QUALITY ACT

WHEREAS, the City of San Bruno provides emergency response services, including police and fire services, within its jurisdictional limits; and

WHEREAS, pursuant to Section 7 of Article XI of the California Constitution, the City of San Bruno has the authority to "make and enforce within its limits all local, police, sanitary, and other ordinances and regulations not in conflict with general laws;" and

WHEREAS, pursuant to California Government code Sections 53150 through 53159, a City may recover costs incurred in connection with an appropriate emergency response from any person who, while under the influence of an alcoholic beverage, any drug, or the combined influence of an alcoholic beverage and any drug, negligently operates a motor vehicle, boat, vessel, or aircraft in a manner that proximately causes an incident requiring such emergency response, and from any person whose intentionally wrongful conduct proximately causes any incident requiring an appropriate emergency response; and

WHEREAS, the City Council desires to establish a program and schedule of fees for the recovery of costs incurred by the City in connection with DUI-related emergency responses, consistent with the authority granted under the California Constitution and Government Code.

NOW, THEREFORE, the City Council of the City of San Bruno does ordain as follows:

SECTION 1. **Recitals.** The facts set forth in the Recitals of this Ordinance are true and correct.

SECTION 2. **Findings.** The City Council hereby finds that:

a. The persons who drive a vehicle while under the influence of alcohol or any drug create a serious hazard to themselves and others;

b. The City's Police and Fire Departments are required to spend a significant amount of time in the response to DUI-related incidents;

c. Costs for emergency response relating to DUI cases are extraordinary expenses that burden taxpayers; and

d. Enacting an ordinance to recover DUI emergency response costs will offset the cost of providing emergency services.

SECTION 3. **Amendment.** Chapter 41 of Article III (Fees) of Title 3 (Revenue and Finance) of the San Bruno Municipal Code is hereby added as follows:

Chapter 3.41 EMERGENCY COST RECOVERY, DRIVING UNDER THE INFLUENCE

3.41.010 Purpose

The purpose of this chapter is to assist the City in offsetting the cost of emergency response personnel and equipment responding when a person, under the influence of an alcoholic beverage, drug, or a combination of an alcoholic beverage and any drug, proximately causes an incident by the negligent operation of a motor vehicle, vessel, or aircraft, resulting in an appropriate emergency response.

3.41.020 Definitions

A. "Driving under the influence" or "DUI" shall have the meaning assigned to it in California Vehicle Code Section 23152.

B. "Emergency response" shall mean the dispatch of emergency personnel, as defined in Section 3.41.020(C), and any equipment to an incident, as defined in Section 3.41.020(D), where such response requires services beyond those associated with a routine traffic stop and arrest.

C. "Emergency personnel" shall mean any employee of the City's Police Department or Fire Department, including, but not limited to, police officers, firefighters, paramedics, and any other personnel, who are dispatched in response to an incident as defined in Section 3.41.020(D).

D. "Incident" shall mean an event involving any person who is under the influence of an alcoholic beverage, drug, or a combination of an alcoholic beverage and any drug, whose negligent operation of a motor vehicle, vessel, or aircraft due to the influence, proximately causes an event requiring an emergency response as defined in Section 3.41.020(B).

E. "Motor vehicle" shall have the meaning assigned to it in California Vehicle Code Section 415.

F. "Responsible person" shall mean the person who was under the influence of an alcoholic beverage, drug, or combination of an alcoholic beverage and any drug, and who proximately caused an incident by the negligent operation of a motor vehicle, vessel, or aircraft, resulting in an appropriate emergency response.

3.41.030 Emergency Response Cost Recovery

Emergency response costs, as outlined in Section 3.41.040, shall be recoverable whenever emergency personnel and equipment respond to an incident. Emergency response costs may be recovered up to the maximum dollar amount set by Government Code Section 53155.

3.41.040 Calculation of Emergency Response Costs

Calculation of the amount due for an emergency response shall include all actual costs incurred by the City in responding to the incident, including but not limited to the following:

A. The salary and benefits for emergency personnel responding to the incident, calculated by dividing each responding employee's annual salary and benefits by the employee's total actual working time, excluding paid time off for holidays, vacations, and other leave;

B. The cost of equipment used on the scene;

C. The cost of repairing or replacing equipment damaged at the scene;

D. The cost of obtaining medical assistance and removing vehicles;

E. The cost of investigating the cause of the incident, conducting field sobriety tests, and arresting and detaining the responsible person;

F. Time spent traveling to and from the scene of the incident;

G. The cost of transporting the responsible person from the incident scene and booking the responsible person;

H. The cost of conducting chemical tests; and

I. The cost of writing customary reports, including all accident and DUI-related reports that must be completed as a consequence of the incident, and any follow-up investigation necessary to complete those reports.

3.41.050 Costs Not Recoverable

Time spent by responding personnel on activities that are not customarily required as a consequence of investigating and mitigating an incident is not eligible for reimbursement. Recoverable costs are restricted to those directly arising from a response to a particular incident. Unrecoverable costs include, but are not limited to: salary costs incurred after a subject is booked; an officer's time testifying against a DUI defendant; and charges assessed by an ambulance company contracted by the City.

3.41.060 Collection of Charges

A. The City Manager, or his or her designee, shall calculate the charges payable under this Chapter and shall cause a bill to be prepared within thirty (30) days of the incident. The bill shall be sent to the responsible person's address that is listed with the Department of Motor Vehicles and transmitted through certified mail, return receipt requested.

B. If the responsible person is a minor, then the parents or guardians of such minor shall be liable for the cost of the emergency response.

C. In the event that the bill is not paid in full within thirty (30) days of its issuance, the City Manager, or his or her designee, may pursue any and all legal and equitable remedies for the collection of unpaid amounts.

D. Any bill that remains unpaid after the thirty (30) day period specified in Section 3.41.060(C) shall accrue interest at the rate provided in California Civil Code Section 3289, beginning on the thirty-first day after issuance of the bill and continuing until the bill is paid in full.

3.41.070 Appeal

A. Any responsible person, or the parents or guardians of a responsible person who is a minor, may appeal the emergency response cost in accordance with the procedures set forth in Chapter 1.32 of this code.

B. A responsible person's liability for DUI emergency response costs shall not be contingent on the responsible person's conviction for driving under the influence.

C. The bill for the emergency response cost and any additional documents submitted by the City Manager, or his or her designee, shall constitute prima facie evidence of the respective facts contained in those documents.

D. The failure of the appellant to appear at the hearing shall constitute acceptance of the charges and shall be considered a concession that the emergency response cost was properly issued.

E. The recovery of DUI emergency response costs is a civil cost recovery measure independent of any criminal prosecution or penalties imposed on the responsible person.

SECTION 4. CEQA Exemption. This Ordinance has been reviewed for compliance with the California Environmental Quality Act (CEQA), the CEQA Guidelines (Title 14, Division 6, Chapter 3 of the California Code of Regulations), and the City's environmental procedures. The City has determined that this action is not a project subject to CEQA pursuant to CEQA Guidelines Section 15378(b)(4) because it establishes a government funding mechanism, the recovery of costs incurred by the City in responding to DUI-related emergencies, that does not involve any commitment to a specific project that may result in a potentially significant physical impact on the environment. The Ordinance does not authorize any new emergency response activity. Rather, it provides a fiscal mechanism for recovering costs of emergency responses that the City's Police and Fire Departments already provide. Alternatively, even if the Ordinance were considered a project under CEQA, the City finds it exempt from CEQA review under CEQA Guidelines Section 15061(b)(3) because it is an organizational and administrative activity of the government that will not result in a direct or reasonably foreseeable indirect physical change in the environment. The establishment of an administrative billing and collection procedure for existing emergency response services has no possibility of a significant effect on the environment.

SECTION 5. Severability. If any provision, clause, sentence or paragraph of this chapter or the application thereof to any person or circumstances shall be held invalid, such invalidity shall not affect the other provisions of this chapter which can be given effect without the invalid provision or application, and to this end the provisions of this chapter are declared to be severable.

SECTION 6. Applicability. This ordinance shall apply to all incidents occurring on or after its effective date.

SECTION 7. Effective Date. The City Clerk shall certify to the adoption of this ordinance and shall cause a summary thereof to be published in a newspaper of general circulation at least five (5) days prior to the meeting at which the proposed ordinance is to be adopted and shall post a certified copy of the proposed ordinance in the office of the City Clerk, and within fifteen (15) days of its adoption, shall cause a summary of it to be published, including the vote for and against the

same, and shall post a certified copy of the adopted ordinance in the office of the City Clerk, in accordance with California Government Code Section 36933.

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Rico E. Medina, Mayor

ATTEST:

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Lupita Huerta, City Clerk

APPROVED AS TO FORM:

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Trisha A. Ortiz, City Attorney

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I hereby certify that foregoing **Ordinance No.** ____
was introduced at a regular meeting of the San Bruno City Council on
May 12, 2026 and adopted by the San Bruno City Council at a regular meeting on
_____, 2026, by the following vote:

AYES: Councilmembers:

NOES: Councilmembers:

ABSENT: Councilmembers:

_____
Lupita Huerta, City Clerk