

Community Annual Report 2017-2018

CITY HALL



Foster City



Message from the Mayor



As your Mayor, I am pleased to present the Community Annual Report for Fiscal Year 2017–2018 that recounts a year of dedication by your City Council, Commissions, Committees, City employees, and residents. Foster City continues to maintain a financially strong municipal organization, while offering excellent public services to our residents.

For FY 2017–2018, the City Council and I remained dedicated to the policy focus areas we adopted last year, which include smart land use, improving traffic, improving our infrastructure, and long-term sustainability. In June, an overwhelming majority of our community supported the Levee Bond Measure to fortify our levee system to protect our homes, schools, businesses, and roads from flooding. City staff will now work diligently on designing, permitting, and constructing the improvements. Some of our other proud accomplishments include the following:

- Awarded the conceptual design contract for the new Recreation Center Master Plan to create a multipurpose center to meet our current and future needs
- Approved a Rental Assistance Program to assist with the retention of emergency and public service employees
- Awarded a Transportation Development Act Grant in the amount of \$400,000 for the Bicycle and Pedestrian Improvements along East Hillsdale and Beach Park Boulevards
- Approved the construction of two turf fields at Sea Cloud Park
- Established the LimeBike pilot program to help reduce traffic congestion and promote healthy mobility
- Established the City Council Long-Term Strategic Planning Subcommittee to discuss long-term strategic initiatives to be studied for City Council consideration and policy direction
- Through the work of our police and firefighters, Foster City continues to be one of the safest cities in the bay area, state, and nation

We have had a successful year in FY 2017–2018, and I look forward to another excellent year in FY 2018–2019. I would like to thank all members of City Council, City staff, and the community. You are all a part of what makes Foster City uniquely beautiful, dynamic, and truly world-class.

Sincerely,

A handwritten signature in black ink that reads "Sam Hindi".

Sam Hindi



Councilmember Charlie Bronitsky, Vice Mayor Gary Pollard, Mayor Sam Hindi, Councilmember Catherine Mahanpour, and Councilmember Herb Perez

As City Manager, it is my honor to serve our community as a member of the Foster City Family. We, the City Council and our dedicated City employees, work hard together as a team to enhance the quality of life for all who live, work, visit, and play in our community.

This past year, our City moved forward in many ways and we expect that FY 2018–2019 will again bring great things to Foster City. Our 2017–2018 Community Annual Report highlights many of our achievements from the past year and celebrates the progress we all have made to address many of the challenges we face.

In 2017–2018, we celebrated many major accomplishments, including:

- Adopted FY 2018–2019 Budget
- Made significant progress on the formation of the San Mateo Consolidated Fire Department, a new Fire Joint Powers Authority (JPA) with the City of San Mateo and the Belmont Fire Protection District
- Established 92 Corridor Alliance to address traffic congestion
- Developed a new City Website
- Held four Community Dialogue Series Meetings to discuss important community concerns

Moving forward, we will continue to find ways to address some of our major challenges, including:

- Address Structural Deficit of our Budget
- Address Pension Liability
- Reduce Traffic Congestion in Foster City
- Maintaining Reliable Infrastructure
- Facility Maintenance Rehabilitation Costs at Age 50
- Affordable Housing

I am convinced, that with the guidance of our City Council, we will find solutions to these challenges and ensure that Foster City remains a great City. I am committed to ensuring our City is well-run and that we continue our tradition of providing excellent services and high levels of service to our residents, businesses, and visitors.

Best Regards,



Jeff Moneda

Message from the City Manager



Visit us on the web at www.fostercity.org or follow us on **social media**



Blog



Facebook



Instagram



Nextdoor



Twitter



Youtube

What an amazing year!

Look at what we did together...

2017-2018 At-a-Glance

569

Foster City Access
(citizen reporting system)
tickets resolved

21

Handicap access
ramps installed

4.7

Miles of street
resurfaced

253

Government agencies
who use Foster City's
job site CalOpps.org

103

New businesses
welcomed to Foster City

1,119

Code enforcement
cases addressed

389

Recreation classes
offered to residents

120

Potholes
were filled

15,680

Police Department
calls for service

176

Planning applications
approved by the City

Began work on the
**Recreation Center
Master Plan**—
remodeling the Rec
Center and Leo J.
Ryan Park

In 2017-2018...

118 Volunteers
completed a total of
2,514 hours

**San Mateo
Consolidated Fire
Department Joint
Powers Authority**
nearing completion -
combining Foster City,
San Mateo, & Belmont
Fire Departments

\$400,000

Grant awarded for the
Bicycle & Pedestrian
Improvements along
E. Hillsdale/Beach Park

822

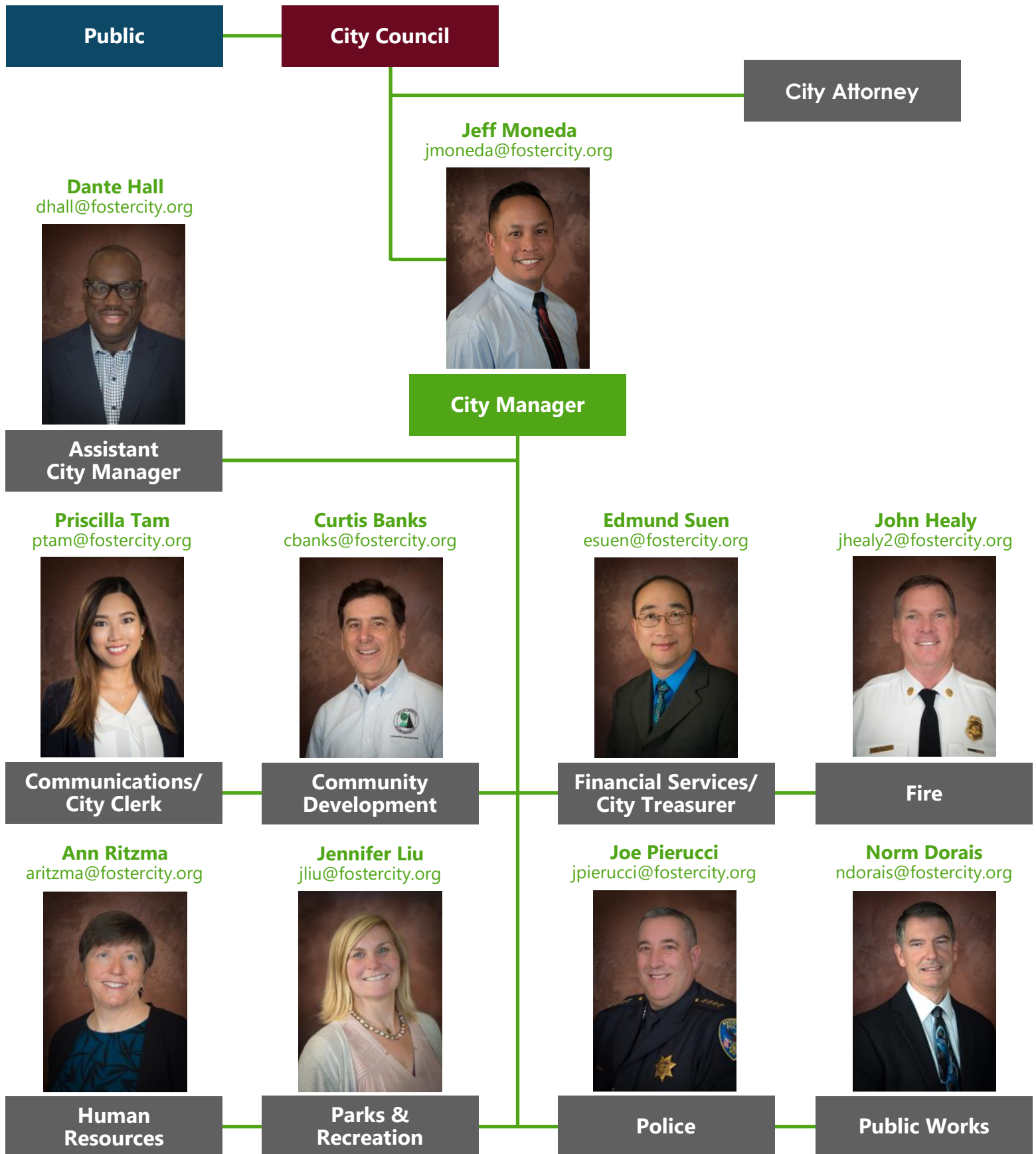
Yards of debris
cleaned up from
roads and curbs

6th

Foster City's rank of
Safest Cities in California

City Departments

There are nine City Departments, including the City Manager Department, which support the residents of Foster City. Each City Department has a department head who manage staff that ensure the high-quality of life enjoyed by the Foster City community.



City Manager

The City Manager Department supports the City Council, provides general oversight of all City operations and specific Citywide oversight in the areas of Budget, Economic Development, Environmental Sustainability, Information Technology, Animal Control, Transportation, Public Information, and Capital Projects.



Mayor Hindi, Councilmembers Mahanpour and Bronitsky, EV Ellington from LimeBike, and Assistant City Manager Dante Hall at the LimeBike Launch in June 2018

- **City Manager Staff** worked with the Office of Congresswoman Jackie Speier to assist with the post office relocation
- Signed an agreement with EVGo to install high-capacity electric vehicle chargers at the library / community center
- Partnered with microlender Kiva to offer Foster City businesses 0% interest loans
- Established the 92 Corridor Alliance — a public-private partnership working on ways to improve congestion related to Highway 92 traffic
- Presented the Community Dialogue Series on topics ranging from transportation, land use, retail, and workforce housing
- Coordinated annual Business Roundtable to help the Business Community learn about the Economic State of the City
- Launched sustainable.fostercity.org to benefit the community learn about environmental, economic, and social initiatives and connectfostercity.com to help the community make better transportation choices



50

Businesses visited by
City Manager
Department Staff



220

Community members
attended the Community
Dialogue Series



150

Staff hours assisting Foster
City Businesses as part of the
City's Ombudsman Program

The City of Foster City was awarded with a **2017 Silver Beacon Award** from the Institute for Local Government for outstanding achievements in sustainability, greenhouse gas reductions, and energy savings

Communications/City Clerk

The Communications Division is responsible for external communications, video services/FCTV, and social media. The City Clerk Division manages legislative administration, City records, and administering local elections and acts as the Elections Official for the City.



Residents celebrated Fourth of July and their love of Foster City—the “I love Foster City” campaign was widely-shared on Foster City’s social media

- **Communications/City Clerk Staff** conducted outreach for the June Election—Foster City had 50.5% voter turnout compared to 27% in San Mateo County
- Helped launch Foster City’s new and improved website with enhanced navigation to help the community easily access information
- Conducted extensive outreach regarding the Levee Protection Planning and Improvements Project and Measure P prior to the June 2018 Special Election
- Recruited for Citizen Advisory Committee and Planning Commission vacancies
- Created and produced 12 original videos covering topics ranging from: Transportation, Bike Safety, Community Dialogue Series, and Holiday Greetings
- Increased number of followers by 579 on the City’s various social media platforms
- Continued monthly distribution and management of the *Foster City Current*, the first Foster City eNewsletter with 8,835 subscribers
- Provided outreach and marketing for successful community events such as City Finances 101, Town Hall Meeting, and the Community Dialogue Series

8,835

Subscribers to the City’s eNewsletter “The Current”



12

Videos were produced & created for the City’s YouTube channel



2,476

Followers on the City’s various social media platforms



Check out Foster City’s updated, user-friendly website at
www.fostercity.org

Community Development

The Community Development Department is comprised of the Planning/Code Enforcement Division, which is responsible for long-term City planning and maintaining community appearance, and the Building Inspection Division, responsible for ensuring that permitted construction projects comply with all codes and regulations.



The newly completed Triton development

- **Community Development Staff** interact with customers an average of 4,000 times monthly!
- Approved 176 planning applications
- Completed the Environmental Impact Report for the Levee Protection Planning and Improvements Project
- Handled 1,199 code enforcement cases
- Assisted 103 new businesses to open in Foster City
- Completed 59 Express Plan Checks
- Over 1,600 inspections and 244 plan checks were performed at the Gilead Campus, for tenant improvements throughout and at two new lab buildings and a parking garage
- Updated the Municipal Code including:
 - Fence and wall zoning
 - Secondary residential unit regulations
 - Cannabis ordinance
 - Commercial wireless communications facilities ordinance
 - Electric vehicle charging stations building amendment



7,853

Building inspections conducted



3,739

Building permits issued between July 2017 and June 2018



\$5,035,502

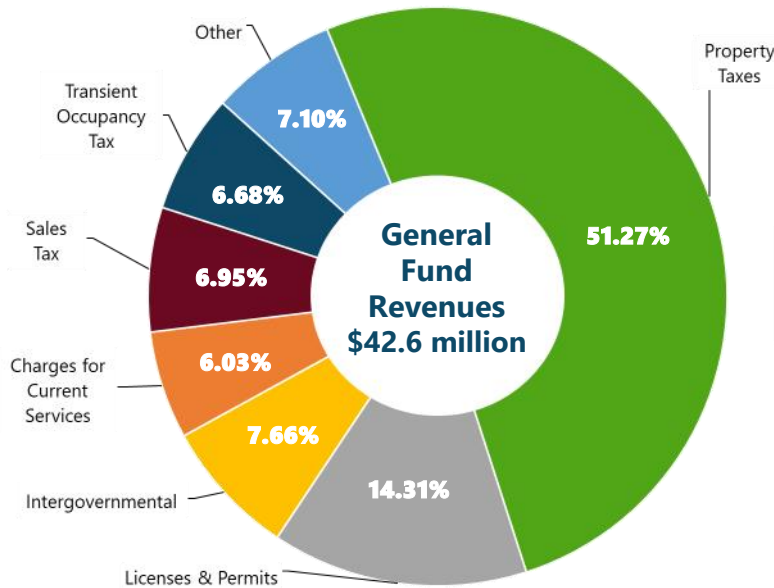
In fees were collected by the Community Development Department

Digital Electronic Plan Review (Permitting Software System) was implemented in February 2018 and online permitting and inspection scheduling will be implemented by the end of 2018!

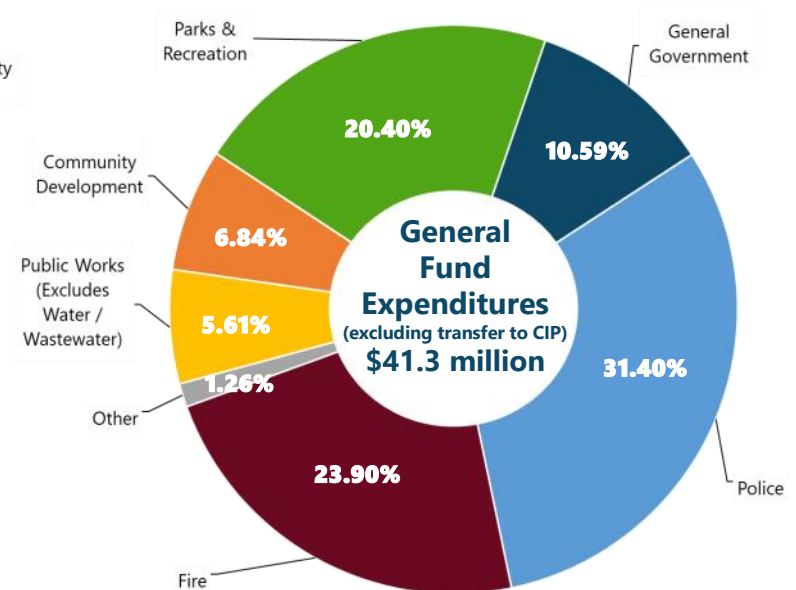
Financial Services

The Financial Services Department provides timely and accurate financial information, reports, and services to the community and all operating departments, and controls all financial activities of the City/District including the disbursement of financial resources and ensuring that adequate resources are available.

Where the Money Comes From



Where the Money Goes



- **Financial Services Staff** prepared the City's annual budget in collaboration with all City Departments
- The City is fiscally strong with a General Fund Balance of \$43.6 million at the end of June 2018
- General Fund reserves are expected to remain healthy, with a projected \$40.77 million or 91.1% reserve level at the end of FY 2018-2019
- Collaborated with other City Departments to place a General Obligation Bond Ballot Measure on the June 2018 election to finance the Levee Protection Planning and Improvements Project
- Assisted Public Works in implementing a customer consumption portal, which allows customers to view daily, weekly, and monthly usage
- Evaluated tax revenue options for a November 2018 ballot measure
- Presented "City Finances 101," an educational workshop to help the community gain an overview of municipal finance
- Established a new Discretionary Pension Liability Stabilization Fund

25

Residents attended City Finances 101 Community Workshop



51%

Percentage of City revenue derived from property taxes



443

Number of new business licenses issued in 2017-2018



The City of Foster City received an Award for **Excellence in Finance Reporting** for its **Fiscal Year 2016-2017** CAFR from the Government Finance Officers Association. This marks 25 consecutive years the City has received this award!

Fire

The Fire Department consists of: the Administration Division, which provide budget and departmental oversight; the Fire Prevention Division, which educates citizens and businesses about emergency preparedness, issues permits, checks plans, and inspects for fire code compliance; and the Operations Division, which respond to fire, medical, rescue, hazardous materials, and citizen assist calls for service.



Engine 28 on assignment at the Ventura fire in Southern California

- **Fire Department Staff** responded, as part of the California's Mutual Aid Response, to 14 fire incidents throughout the state
- Maintained an Insurance Services Office (ISO) rating of Class 2 which places the Fire Department in the top 3.42% of all fire departments rated in the U.S.
- Trained over 850 Community Emergency Response Team (CERT) members since 2006, with over 250 members staying active in their community
- Over 1,000 community members attended the Annual Fire and Police Open House
- Partnered with the American Red Cross to deliver a successful smoke alarm installation event helping to install 191 smoke detectors in 40 Foster City homes
- Continues to train all employees on the Incident Command System and National Incident Management System to meet federal and state law
- Passed resolutions by the City Councils of Foster City, San Mateo, and Belmont to begin formation of the San Mateo Consolidated Fire Department
- Performed 37 inspections by the Fire Department Bureau of Fire Protection & Life Safety



2,082

Fire Department
calls for service



98%

Compliance rate—
responding to medical
calls within 6:59 seconds



5:08

Average response time
for Priority One calls

Firefighter Jobee Farrer received the **Lion's Club Heroism Award** for his efforts in rescuing a burn victim during the Santa Rosa Fires

Human Resources

The Human Resources Department is responsible for developing the “human capital” of the City and managing the City’s recruitment and selection process, workers’ compensation, labor relations, compliance with State and Federal employment laws and regulations, and is responsible for Citywide risk management initiatives.



City employees participating in City Hall Selfie Day on August 15, 2017

- **Human Resources Staff** assisted in the development of the San Mateo Consolidated Fire Department Joint Powers Authority by providing help with labor negotiations, legislative support, and human resource management
- Developed and launched the redesigned, Foster City -provided CalOpps.org, the recruitment and applicant tracking site used by over 200 agencies and over 1 million job seekers
- Conducted 34 recruitments, resulting in the hiring of 17 new full-time and 25 part-time employees
- Supported the mid-management employee development group, “Analyst Cohort” that provides education, support, and mentorship to 25 “up and coming” employees
- Encouraged employee recognition events throughout the year, including service recognition and departmental “open houses”
- Utilized rotational and “acting” assignments to develop and prepare employees for promotions
- Revised job classifications to reflect more flexible staffing assignments

110

Employees participated in the City’s Wellness Fair



1,043

Applications were received by the City to fill 34 openings



253

Local government agencies who use Foster City’s job site CalOpps.org



One-third of all City employees participated in leadership, supervision, management, and technical certification programs

Parks & Recreation

The Parks and Recreation Department consists of four different divisions: Parks, Recreation, Building Maintenance, and Vehicle Maintenance. The Department exists to build and create community through people, parks, and programs.



Foster City residents enjoy the Annual Community Bike Ride Event

- **Parks and Recreation Staff** engaged residents in local parks with dinner and family games through the Neighbor Night Program – a fully funded program
- Installed new playgrounds at Port Royal, Erckenbrack, Sea Cloud, and Turnstone parks
- Received a grant to place two pieces of artwork and a shade structure at Shorebird Park
- Installed LED lights on the exterior of the Corporation Yard Pumpouses, Library/Community Center, and the interior Fire Station
- Installed security cameras at the Corporation Yard
- Processed over 2,000 facility and park permits
- Conducted over 360 regularly scheduled vehicle services
- Offered 11 Senior Trips, including the Golden Gate Bridge and Muir Woods
- Received \$20,000 Energy Efficiency Commitment Grant for HVAC replacement for City Hall and the Council Chambers
- 389 recreation classes were offered to residents



236

Free senior meals were served by Second Harvest Food Bank



1,112

Campers participated in Summer, Fall, and Winter Camps



3,470

Participants took classes through the Foster City Recreation Center

Recreation Center Master Plan: The current need for significant structural upgrades to this aging facility has dictated the timing for a conversation about achieving the best and highest use of the Recreation Center facility and its surrounding park amenities

Police

The Police Department is comprised of two divisions to support the mission of maintaining the highest quality of life for those who live, work, and play in Foster City: the Field Operations Division includes all uniformed personnel who patrol the streets and respond to crimes and the Administrative Services Division is comprised of the Detective Bureau, Youth Services Bureau, Recruitment, Crime Prevention, Property & Evidence, Dispatch, and Records Bureau personnel.



The Foster City Police Department helps keep the Annual Holi Festival safe at Leo J. Ryan Park

- **Police Department Staff** held three Cop-for-a-Day and two Coffee-with-a-Cop events
- Reinitiated the Community Police Academy Program with the course consisting of 8 sessions relating to Law Enforcement transparency
- Vehicle collisions were reduced by a total of 25 fewer than the previous year
- Deployed new body-worn-cameras now being worn and used by all FCPD officers
- Continued conducting daily safety patrols of the schools during pick-up and drop-off times
- Initiated an "Exchange Zone," in front of the Police Department as a safe place for private party, face-to-face transactions
- 2,113 crimes were reported in Foster City, with 539 arrests made
- Continued to use social media platforms to engage the community
- Supported community events, including: the Fourth of July Celebration, Cityfest, the Take-Back-the-Meds-Event, Head of the Lagoon Regatta, Diva's Marathon, Community Bike Ride, and High-Holy Days at Peninsula Synagogue

15,680

Police Department calls for service



6th

Foster City's rank of Safest Cities in California



5:09

Average response time for priority calls



Corporal Mike Shaffer received an **award for exemplary service** from the **Peninsula Council of Lions** for his sustained and excellent service to the community and department

Public Works

The Public Works Department manages infrastructure construction, operations/maintenance for streets (traffic signals, lighting, sweeping, signage, pavement markings), lagoon and levees, drainage, water and sewer facilities, the Capital Improvement Program, and reviews infrastructure improvements for private developments.



Foster City Public Works - Water Division Staff finishing up a water repair and celebrating with smiles

- **Public Works Staff** performed engineering review, plan checking, and inspection services for development projects including: Gilead, The Triton, Foster Square, TownePlace Suites, and Illumina
- Worked with the City of San Mateo to continue delivery of a 10-year Wastewater Treatment Plant Master Plan Improvements project called the Clean Water Program
- Processed and inspected 93 encroachment permits
- Completed two new signalized intersections at East Third at Lincoln Centre & Vintage Park at Lakeside
- Held four compost giveaways, two e-waste collection events, three document destruction events, and one coats for kids collection
- 16,498 square feet of lawn was converted to synthetic turf as part of the Synthetic Turf Rebate Program
- Purchased a new CCTV Van for more reliable and proactive wastewater inspections of the sanitary sewer system
- Improvements were made or hazards were removed at 50 sidewalk locations



77

Units were replaced as part of the High Efficiency Toilet Rebate Program



13

Rebates at \$1,000 each were granted as part of the Solar Rebate Program



822

Yards of sweeper debris cleaned up from roads and curbs

Public Works received a **Transportation Development Act Grant** in the amount of \$400,000 for Bicycle and Pedestrian Improvements along East Hillsdale and Beach Park Boulevards

Major Projects

The Capital Improvement Program (CIP) consists of projects to maintain and enhance the City's infrastructure of roadways, sidewalks, utilities, structures, and facilities. The primary objective of the CIP is to develop and implement projects to ensure continued and reliable delivery of service to meet the City's needs.



Mayor Sam Hindi and Vice Mayor Gary Pollard “break ground” for the bike sharrows as part of the Bicycle and Pedestrian Improvements along East Hillsdale Boulevard and Beach Park Boulevard Project

The following projects were completed in fiscal year 2017-2018 or will be ongoing in 2018-2019:

- *Sewer System Rehabilitation*—perform needed repairs to the sanitary sewer collection system
- *Sanitary Sewer Lift Station Improvements*—maintenance/upgrades of the lift stations
- *Road Improvements at Foster City Boulevard and Chess Drive*
- *Wastewater Treatment Plant Master Plan Improvements*—replace the jointly owned (with the City of San Mateo) Wastewater Treatment Plant
- *Levee Protection Planning and Improvements Project*
- *Soccer Fields S1, S2, and Baseball Field B1 Synthetic Turf Installation at Sea Cloud Park & Synthetic turf Installation at Catamaran Park*
- *Corporation Yard Facility Improvements*
- *Tennis and Basketball Courts Resurfacing*
- *Two Natural Gas Powered Engines and Pumps Replacement*
- *Wastewater Collection System Master Plan Study*—strategize future planning/budgeting to maintain wastewater collection reliability and efficiency under current demands and future growth
- *Water Distribution System Master Plan Study*—strategize future planning/budgeting to maintain distribution reliability and efficiency under current demands, future growth, and emergencies
- *Tennis Court Resurfacing at Boothbay and Edgewater Parks and the Recreation Center*
- *Basketball Court Resurfacing at Shad, Sunfish, Turnstone, Boothbay, Port Royal, and Ketch Parks*
- *Bicycle, Pedestrian, and Intersection Evaluation Study*
- *Road Improvements at Metro Center Blvd. and SR-92 On-Ramp*
- *Bicycle & Pedestrian Improvements along E. Hillsdale Blvd. and Beach Park Blvd. Project Improvements*
- *Dog Park Synthetic Turf Refurbishment*
- *Edgewater Park Concrete Walkway Replacement*
- *Playground ADA compliance Projects - Gull and Marlin Parks*
- *Recreation Center Master Plan Conceptual Design Plans for Multi-use Recreation/Community Facility and Adjoining Park Site*
- *Dredging at the Lagoon Intake Structure*
- *Traffic Improvements at Lincoln Center Drive and 3rd Avenue*

Community Profile

The City of Foster City is located midway between San Francisco and San Jose on the western shoreline of the San Francisco Bay. Foster City enjoys a marine-like climate characterized by mild and moderately wet winters and by dry, cool summers. With a diverse population, Foster City is also listed in the top 10 safest California cities. Civic-minded residents and business community members, dedicated local elected officials and responsive City employees all contribute to the distinctive spirit that residents, businesses, and visitors to Foster City enjoy.

34,412

Residents call
Foster City
their home

57.7%

Homeownership
rate

41

Median age of
Foster City
residents

\$129,733

Estimated median
household income

28 Minutes

Average commute for Foster
City employees

(2% of commuters have a "super
commute" in excess of 90 minutes)

16,878

Number of employees
in Foster city

61%

of population
have a Bachelor's
or Graduate
Degree

1971

Year of City's
Incorporation

102.72

Acres of park
space in
Foster City