



CITY OF FOSTER CITY

# COMMUNITY ANNUAL REPORT

## 2018-2019





# A MESSAGE FROM THE MAYOR



SAM HINDI  
*Mayor*

As your Mayor, I am pleased to present the Community Annual Report for Fiscal Year (FY) 2018-2019 that recounts a year of dedication by your City Council, City staff, residents, and businesses. Foster City continues to maintain a financially stable municipal organization while offering excellent public services to our community.

Over the past year, the City Council remained dedicated to smart land use, improving traffic, improving our infrastructure, and long-term sustainability. A few of our most significant accomplishments are highlighted below:

- **Financially Strong** - Foster City remains fiscally strong with a healthy operating reserve and a General Fund Balance of \$44.4 million at the end of June 2019, which represents 97.7% of the FY 2019-2020 operating budget.
- **San Mateo Consolidated Fire Department** - The Fire Departments in the Cities of Belmont, Foster City, and San Mateo joined together as a Joint Powers Authority (JPA) as of January 13, 2019. The new department will continue to provide integrated and comprehensive emergency response services to all three communities in a more cost-effective way while maintaining and improving the current level of fire suppression and emergency medical services within each community.

# MISSION STATEMENT

WE ARE COMMITTED TO ENSURING THE THE CITY AND PROVIDING SERVICES THAT WHO LIVE, WORK, AND PLAY IN FOSTER





# LONG-TERM FINANCIAL STABILITY OF ENHANCE THE QUALITY OF LIFE FOR THOSE CITY.



- **Economic Development** - We welcomed 97 businesses to Foster City. We also initiated the “Get It Here: Support Local Foster City” campaign to support the retention and expansion of independent and locally-owned businesses that serve our community.
- **Wastewater Treatment Plant Improvement Project (WWTP)** - Estero Municipal Improvement District and the City of San Mateo made significant progress in the Clean Water Program to upgrade the shared sewer infrastructure. After five years of planning and design, construction on an expansion to the WWTP will soon begin. Once completed, the WWTP will produce high-quality treated water that will protect human health and the environment while meeting water quality regulations.
- **Workforce Housing - Pilgrim Triton Phase 3 (PTIII)** - In September 2018, the City Council approved an Amendment to the General Development Plan to allow 70 townhouses and 22 workforce housing units as part of the Pilgrim Triton Master Plan development located at Pilgrim and Triton Drive in Foster City. Once constructed, the 22 workforce housing units will allow public safety personnel, teachers, and City workers to live close to where they work at an affordable rent.
- **Traffic Relief Pilot Program (TRPP)** - In December 2018, the City Council initiated the Traffic Relief Pilot Program to address traffic congestion from eastbound East Hillsdale Boulevard during peak afternoon commute hours. The TRPP reduced cut-through traffic by prohibiting left turns and U-turns onto Edgewater and Shell Boulevards, and increased the volume of traffic moving through each intersection. Due to the success of TRPP, the City Council voted to continue the program long-term.

I am honored to share with the community the Foster City 2018-2019 Annual Report. On behalf of the City Council, I would like to thank every member of our community for making this past year great.

Sincerely,

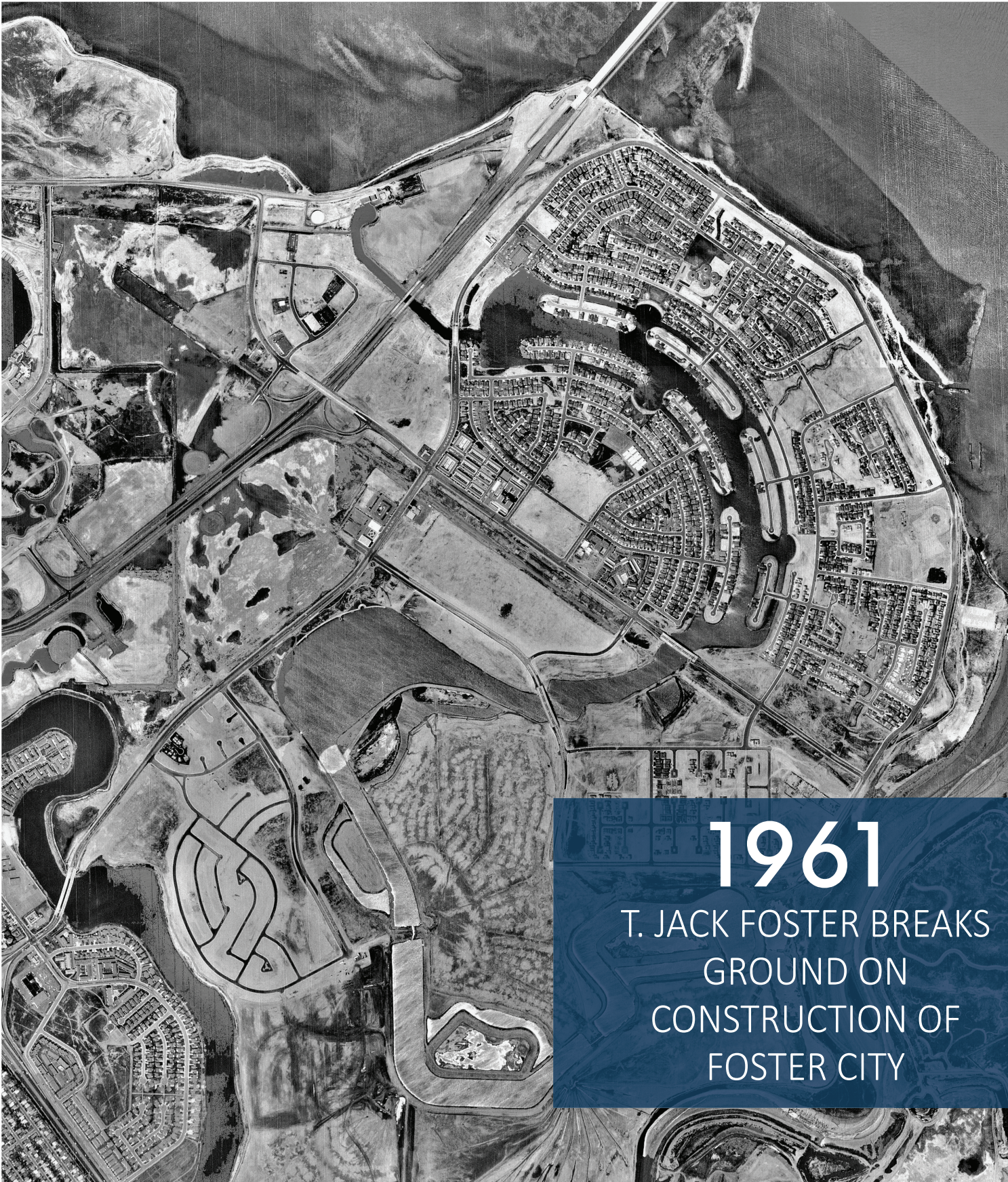
Mayor Sam Hindi



Left to right: Vice Mayor Herb Perez, Councilmember Richa Awasthi, Mayor Sam Hindi, Councilmember Catherine Mahanpour, and Councilmember Sanjay Gehani



# COMMUNITY PROFILE



1961

T. JACK FOSTER BREAKS  
GROUND ON  
CONSTRUCTION OF  
FOSTER CITY



Foster City was incorporated on

APRIL 27, 1971

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Our city has **THREE** public K-5 schools  
(**ONE** new elementary school underway),  
**ONE** public middle school, and  
**NUMEROUS** private K-5 and preschools

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Foster City has **ONE** Police Station,  
**ONE** Fire Station (No. 28),  
**THREE** Community Centers,  
**ONE** Public Library, and  
**TWO HUNDRED TWELVE** acres of Lagoon  
(**SIX** feet deep on average)

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**\$136,383**



ANNUAL MEDIAN  
HOUSEHOLD INCOME

**34,151**

POPULATION

**4**

SQUARE MILES

**24** PUBLIC PARKS

**102.72** PARK ACRES

**40.4**

MEDIAN AGE RANGE OF  
RESIDENTS

**58.3%**

HOMEOWNER RATE



# CITY MANAGER'S OFFICE



JEFF MONEDA  
*City Manager*

"We are proud to serve you and those who call Foster City home. As characterized by good stewardship, City staff is dedicated to providing excellent service to the community in a positive and caring manner. Staff works diligently to provide the high levels of service that our residents deserve. Governance happens every day, and everyday your Foster City government works for you." 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.



Implementation of TrakIT, an online permitting system to streamline services provided by Community Development, Public Works, and Finance



Celebrated Earth Day in collaboration with Gilead Sciences, local schools, and at Off the Grid



Installed electric charging stations on public property at the Library Parking Lot



Hosted Community Dialogue Series to gather public input on transportation challenges and solutions, including the Traffic Relief Pilot Program

Created Citizens Sustainability Advisory Committee to assist with developing a two-year Sustainable Foster City Plan

Promoted 14 local businesses through the Support Local campaign and the Local Business Spotlight Program

Explored the formation of a Transportation Management Association between the City, businesses, and other organizations to address commuter congestion



COLLABORATED WITH CONGRESSWOMAN JACKIE SPEIER'S OFFICE TO RELOCATE THE POST OFFICE, BRINGING A NEW 3,800 SQUARE FOOT FACILITY TO RESIDENTS IN A CENTRAL AND CONVENIENT LOCATION



# 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.

75

Public Records Act requests responded to

249

Ordinances, resolutions, and minute orders processed



8,817

SUBSCRIBERS TO THE CITY'S E-NEWSLETTER

406

Agenda items published

60

Agreements executed



20 VIDEOS PRODUCED

covering City events, employee positions, Support Local, and more

75%

NOVEMBER 2018 ELECTION VOTER TURNOUT

VIEWED

12,532

times across all social media platforms

CITIZEN ADVISORY COMMITTEES

4 recruitments and 6 committee vacancies were filled



3,370

FOLLOWERS ON THE CITY'S SOCIAL MEDIA PLATFORMS

# 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, which is responsible for ensuring that permitted construction projects comply with all codes and regulations.



**186**  
PLANNING  
APPLICATIONS  
PROCESSED



**3,179**  
BUILDING  
PERMITS  
ISSUED



**8,466**  
BUILDING  
INSPECTIONS  
CONDUCTED



**1,001**  
CODE  
ENFORCEMENT  
CASES HANDLED

# \$2,973,250

IN REVENUE GENERATED IN BUILDING PERMIT FEES

PLANNING COMMISSION TRANSITIONED TO ELECTRONIC AGENDA PACKETS,  
SUPPORTING THE CITY'S SUSTAINABILITY EFFORTS

PILGRIM TRITON PHASE C PROJECT RECEIVED PLANNING ENTITLEMENTS,  
INCLUDING 70 TOWNHOUSES AND 22 WORKFORCE HOUSING UNITS

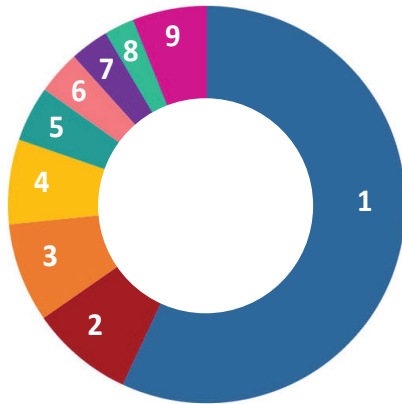


# FINANCIAL SERVICES

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

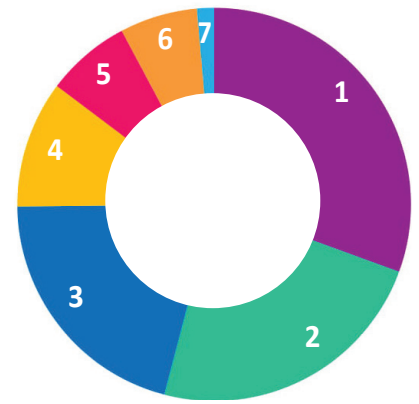
1	PROPERTY TAXES	56.96%
2	TRANSIENT OCCUPANCY TAX	8.37%
3	PROPERTY TAX IN LIEU OF VEHICLE LICENSE FEE	8.08%
4	SALES TAX	6.89%
5	CHARGES FOR CURRENT SERVICES	4.52%
6	BUS. LICENSE TAX	3.54%
7	PERMITS + FEES	3.17%
8	FRANCHISE TAX	2.43%
9	OTHER	6.04%



## WHERE THE MONEY GOES

1	POLICE	30.56%
2	FIRE	23.50%
3	PARKS & RECREATION	20.76%
4	GENERAL GOVERNMENT	10.47%
5	COMMUNITY DEVELOPMENT	6.92%
6	PUBLIC WORKS *	6.39%
7	OTHER	1.39%

\*EXCLUDES WATER AND WASTEWATER ENTERPRISE FUNDS



## 1,950 BUSINESS LICENSES PROCESSED

Passed Measure TT to increase the City's transient occupancy tax, generating estimated revenues of \$4.1 million in FY 2018-2019 and \$4.7 million in FY 2019-2020

Paid down the City's estimated \$78 million unfunded pension liability to lower the City's total long-term pension payment

Issued bonds in the amount of \$33.8 million to begin the upgrade of the Wastewater Treatment Plant, as part of the Clean Water Program



Reduced City's annual cost by over \$100,000 by implementing credit card convenience fees

Received Award for Excellence in Financial Reporting from Government Finance Officers Association



Adopted a balanced budget, Five-Year Financial Plan, and Master Fees and Service Charges Schedule

Updated City's travel, purchasing card, and capital asset policies to enhance efficiency



# FIRE

On January 13, 2019, the Belmont, Foster City, and San Mateo fire departments commenced operations as the San Mateo Consolidated (SMC) Fire Department, a Joint Powers Authority (JPA), providing integrated and comprehensive emergency response services to all three communities in a more cost effective manner, while maintaining and improving upon the existing level of fire suppression and emergency medical services within each of the three communities.



**4:47** AVERAGE RESPONSE TIME FOR PRIORITY ONE CALLS



**1,976**  
Calls for service



**900**  
Residents trained as CERT members

**12**  
Separate fire incidents responded to throughout the state (as part of California's Mutual Aid Response System)



PARTNERED WITH THE AMERICAN RED CROSS ON THE INSTALLATION OF **66** SMOKE DETECTORS IN FOSTER CITY HOMES



PERFORMED **346** INITIAL INSPECTIONS THROUGH THE FIRE PREVENTION BUREAU



# 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.

# 24

## FULL AND PART-TIME RECRUITMENTS CONDUCTED AND FULFILLED



1/3 of all City employees participated in leadership, supervision, management, and technical certification programs



Over 60 employees participated in the Wellness Fair and regularly participate in year-round wellness activities



Successfully concluded labor negotiations with all employee bargaining groups, implemented a new Compensation and Benefits Plan, and worked to form the San Mateo Consolidated Fire JPA which resulted in cost savings



231 agencies and over 1 million job seekers use and benefit from CalOpps.org, the Foster City-hosted site



# 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.



Synthetic turf installation began at Sea Cloud Park to save an estimated 2 million gallons of water



29 trees planted at Farragut Park



Completed resurfacing of 8 tennis courts & 6 basketball courts to ensure safety

804

Youth classes & programs

278

Adult classes & programs

56

Senior courses & programs

480

Senior meals served



## DOG PARK

REFURBISHMENT COMPLETED, INCLUDING ODOR-CONTROLLED SYNTHETIC TURF





# 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.



FOSTER CITY IS THE 12TH SAFEST CITY IN CALIFORNIA AND 98TH SAFEST CITY IN THE NATION

**3:59**

AVG RESPONSE TIME FOR PRIORITY CALLS

**40**

COMMUNITY POLICE ACADEMY GRADUATES

**31,557**

INCIDENTS RESOLVED



**900**

ELEMENTARY AND MIDDLE SCHOOL GRADUATES OF G.R.E.A.T. (GANG RESISTANCE EDUCATION AND TRAINING) PROGRAM, PRESENTED BY THE YOUTH SERVICES BUREAU FOR THE 27TH CONSECUTIVE YEAR



# 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.



3.4 MILES OF STREET RESURFACING COMPLETED

## 11 GREEN EVENTS

- 4 COMPOST GIVEAWAYS
- 3 SHRED EVENTS
- 2 E-WASTE RECYCLING EVENTS
- 2 HAZARDOUS WASTE EVENTS

**14** SOLAR REBATES AT \$1,000 EACH



Completion of the East Hillsdale Boulevard bicycle lanes



16 Climate Controlled Units purchased via Smart Controller Rebate



Completed crosswalk improvements at Metro Center Boulevard/Gateway Drive



5,822 square feet of lawn converted to synthetic turf



79 toilets replaced via Toilet Rebate program



22 street signs replaced and/or installed

## IMPROVED

approx. 500 feet of pipes

## MAINTAINED

- 3,529 pipe lines
- 49 lift stations
- 1 pump station

IMPLEMENTED THE TRAFFIC RELIEF PILOT PROGRAM TO SHORTEN RESIDENTS TRAVEL TIME AND DECREASE CUT-THROUGH TRAFFIC DURING AFTERNOON COMMUTES

138 Encroachment permits processed

For a list of major projects the City is currently working on, visit:

[fostercity.org/majorprojects](http://fostercity.org/majorprojects)

# LOOKING AHEAD

In February 2019, the City Council of Foster City met to reconfirm its mission and discuss the challenges and opportunities facing our community. City Council established 7 priority focus areas in which to devote attention and resources to over the next 2 fiscal years. This is a summary of the FY 2019-2021 City Council Strategic Focus Areas that will serve as guidance to continue providing quality services, developing quality spaces, and fostering a quality community for the future.



## STRATEGIC FOCUS AREA #1

IMPROVE AND MAINTAIN CITY FACILITIES AND INFRASTRUCTURE

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## STRATEGIC FOCUS AREA #2

TRAFFIC MANAGEMENT AND MOBILITY

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## STRATEGIC FOCUS AREA #3

SMART PLANNING AND DEVELOPMENT

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## STRATEGIC FOCUS AREA #4

DIVERSE AND RESILIENT LOCAL ECONOMY

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## STRATEGIC FOCUS AREA #5

ENVIRONMENTAL SUSTAINABILITY & SOCIAL EQUITY

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## STRATEGIC FOCUS AREA #6

FISCAL AND OPERATIONAL HEALTH

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## STRATEGIC FOCUS AREA #7

EXCELLENT PUBLIC SAFETY SERVICES





650.286.3200 | 610 Foster City Boulevard | [fostercity.org](http://fostercity.org)