

# CITY OF PACIFICA ACCOMPLISHMENTS

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SIGNIFICANT CITYWIDE ACCOMPLISHMENTS

FISCAL YEAR 2018-19



*The following is a randomized list of notable accomplishments by City Departments over the most recent fiscal year. Many of these accomplishments reflect progress towards the City Council Goals, which include Fiscal Sustainability, A Connected Community, Stewardship of City Infrastructure, A Healthy and Compassionate Community, Preserve and Enhance Natural Resources, A Strong Workforce Infrastructure, and Maintaining a Safe Community. Other accomplishments are related to the City Council Prioritized Projects and Initiatives for the year. And many of these accomplishments reflect the day-to-day programs and services provided by the City.*

- Completed the Linda Mar and Oceana Boulevards Pavement Rehabilitation Project, Phase I and II.
- Developed and adopted a balanced budget for FY2019-20.
- Completed the Home for All (aka “Pacifica Connects, Let’s Talk Housing!”) community engagement program, with a grant from San Mateo County to engage the community on the topic of housing, including two community meetings that attracted 80-90+ participants at each meeting.
- Completed the Pacifica Libraries Conceptual Design Report, presented to and accepted by the City Council, and completed a survey of likely voters to help inform continued community outreach for this project.
- Entered into a Voluntary Collection Agreement with Airbnb for the collection of Transient Occupancy Taxes (TOT) from Airbnb short-term rental operators in Pacifica.
- Successfully responded to a California Voter Rights Act challenge and completed proceedings to establish District elections for City Council.
- Enhanced community engagement strategies for important Planning Department initiatives like “Plan Pacifica,” and continued participation in events such as Fog Fest, the Tree Lighting, Farmers Market, and more.
- Awarded the Citywide Curb Ramp Project, which will complete 100 curb ramp reconstructions throughout the City with grant funding.
- Successfully advocated through state legislators for state funding related to the Beach Boulevard Seawall and Promenade.
- Completed the ‘Keep Pacifica Beautiful Through Public Art Program’ Policy and Program Implementation Guidelines.
- Commenced the public engagement and update to the City’s Bicycle and Pedestrian Plan with completion expected in early 2020.
- Coordinated and participated in a Community Wildfire Awareness and Education Day event for the public.
- Developed a Sustainable Food Service Ware ordinance for Council adoption and initiated voluntary compliance with businesses.
- Selected as one of the first three cities in San Mateo County to be considered for the Age Friendly Cities certification and formed a task force of community members and City staff, conducted

community focus groups, and identified three projects that were proposed to the World Health Organization as part of the application process.

- Continued progress on the Wet Weather Equalization Basin Project, an underground storage basin with gravity inflow and pumped discharge to prevent sanitary sewer overflows while allowing existing above-ground uses to remain and minimizing aesthetic impact.
- Continued participation in the League of California Cities Coastal Cities Group and advocated city local control on issues related to the California Coastal Commission.
- Processed amendments to the Cannabis Business Regulatory Ordinances per City Council direction.
- Assisted and participated in the Statewide Fire Mutual Aid by deploying fire engine companies and chief officers to the many major wildfire incidents throughout California.
- Completed preparation of Sea Level Rise Hazard Policies, including 12 public meetings, with the City Council approving draft policies for inclusion in the Local Coastal Plan update to be completed by February 2020.
- Continued work to update and implement the Climate Action Plan and participated in the Regional Climate Action Planning Program, through which staff was able to leverage access to grant funding and resources to assist with this initiative.
- Initiated a process under the City Manager’s direction for the formation of a community task force to address challenges related to unhoused persons in Pacifica and the proliferation of mobile homes on City streets.
- Completed significant Waste Water maintenance and operations activities, including:
  - Cleaned out over 100 miles of sewer main lines.
  - Completed 12 miles of sewer main CCTV inspections.
  - Completed chemical treatment of 11,652 linear feet of sewer main pipeline
  - Completed replacement of over 16,000 linear feet of damaged sewer main pipeline.
  - Completed 48 repairs to main lines and manholes.
  - Inspected 277 private sewer lateral installations.
  - Issued 277 sewer lateral compliance certifications.
  - Remained in compliance with State and Federal regulations.
- Completed City Council goal-setting workshop and adoption of goals and priority projects in preparation for FY2019-20.
- Received an unmodified opinion in the 2017-2018 Comprehensive Annual Financial Report.
- Presented classes throughout the year on Basic Emergency Preparedness, Individual and Family Preparedness, and Community Emergency Response Team (CERT), full instruction and certification training for the public in “Cardio Pulmonary Resuscitation” (CPR) and basic First Aid, and continued presenting and providing instruction for “Hands Only CPR” at multiple events to residents, schools and businesses, as well as “How to Stop Bleeding” instruction.
- Completed a Council-approved work plan and budget for the Economic Development Committee.
- Installed new safety signage along beaches.

- Negotiated and agreed to general terms with a property owner for a future property transaction east of, and adjacent to, the Community Center.
- Completed for City Council adoption the FY 2019-2024 Capital Improvement Program.
- Held two Community Emergency Response Team (CERT) courses, as well as a mass casualty CERT exercise, called “Exercise Pac-2.”
- Completed installation of a new Citywide Wide Area Network, improving IT infrastructure reliability.
- Hosted two active shooter training sessions involving North County Fire Authority and allied police agency personnel.
- Completed the Sanitary Sewer Collection System Capacity Improvement Oddstad and Terra Nova Trunkline Project, which completed the remaining outstanding capacity deficient sewer mains identified by the Collection System Master Plan.
- Removed over 16 hazardous trees on city right-of-ways and open space.
- Created the “Cannabis Enforcement Team” within the Police Department, a team of officers who will specialize in cannabis law and work to assure the safety/success of the cannabis business program in Pacifica.
- Kicked-off the “Plan Pacifica” project including the General Plan/Local Coastal Plan Update and Sharp Park Specific Plan initiatives by reengaging the City’s consultant team and beginning community workshops at the end of June 2019.
- A total of 17,611 participants attended recreation swim, 13,688 participated in lap swimming, and approximately 4,500 took part in water aerobics at Brink Pool.
- Continued code enforcement efforts to implement the City’s Property Maintenance Ordinance and other regulations.
- Implemented Phase 3 of the Cannabis Ordinances, including use permits and appeal processing, and the official opening of Pacifica’s first permitted cannabis storefront.
- Senior Services provided a record high 12,209 meals for Congregate Lunch, 17,112 Meals on Wheels, and 4,500 Senior Transportation one-way trips to/from the Community Center and for local shopping trips.
- Prosecuted a case involving a serial sex offender resulting in a 36 year prison sentence.
- Completed the Francisco/Salada Parking Lot Re-Paving Project.
- Safety Inspectors from the North County Fire Authority Fire Prevention Services Bureau completed annual life safety and fire code compliance inspections and re-inspections of all state mandated occupancy types.
- Improved digestion efficiency and odor control at the Calera Creek Water Recycling Plant by completing ATAD (Autothermal Thermophilic Aerobic Digestion) Modification Project Phase 2.
- Assisted in location placement of Automated External Defibrillators (AEDs), as well as providing training for city employees on the use and implementation an AED.

- Maintained Beach Boulevard during winter storm season and graded beach sand along Sharp Park Beach for high surf protection.
- Developed and adopted an administrative policy for the installation of street banners in the public right-of-way.
- Hosted many free and low-cost community special events, including the Family Fun Fest, 4th of July Celebration, Halloween Spooktacular, Junior Olympics, Holiday Extravaganza, Elf Market, Spring Egg Hunts, High School Faire and Spelling Bee.
- Completed the Pedro Point Sewer Main Rehabilitation Project, which rehabilitated, repaired, and replaced existing sewer mains to reduce inflow and infiltration.
- Child Care's subsidized enrollment increased by 26% from the previous year, helping families continue to work or attend school while their children participate in our program.
- Began design of the Jean F. Fassler parking lot at the Cattle Hill trailhead at the end of Fassler Avenue.
- Completed numerous American's With Disabilities Act accessibility projects, including the Magellan Drive Curb Ramp Project, the Hickey Boulevard Sidewalk Project, and building retrofits at the Parks, Beaches, and Recreation Department Office on Francisco Blvd.
- Commenced the public engagement and Planning Study for the Highway 1/Manor Drive Overcrossing Improvement Project to widen the structure and install new traffic signals at the Palmetto Avenue/Manor Drive and Oceana Drive/Manor Drive intersections.
- Began coordinating and communicating with community Bike Park committee representatives for further research and feasibility evaluation to be conducted during FY2019-20.
- Maintained all city generators to ensure proper operation during emergencies.
- Placed over 30 tons of asphalt concrete to repair potholes citywide, excavated and repaired numerous sinkholes, and placed over 165 tons of asphalt concrete for various pavement rehabilitation and patches throughout the City.
- Equipped police patrol vehicles with additional ballistic vests and helmets for use at active shooter scenes.
- Held Active Shooter/Violent Intruder courses for the community.
- Provided pre-hospital care paramedic lifesaving medical interventions for residents, businesses and visitors through firefighter paramedics staffed engine and truck companies.
- Supported efforts of the San Pedro Creek Watershed Coalition in applying for grant funding to study creek issues related to flooding and future replacement of the Adobe Drive Culvert Replacement project.
- Achieved for North County Fire Authority an overall "Customer Satisfaction" rating of 98% in the delivery of emergency and non-emergency services.
- Completed purchase of 18 vehicles from numerous vendors and completed the setup of these vehicles from several other vendors.

- Held a “Fire Service Day” event whereby fire stations were open with public education and safety information available, with firefighters demonstrating specialized services, apparatus, and equipment.
- Completed the City Council HVAC and Lighting Retrofit Project, improving energy efficiency in this building.
- Initiated improvements to the Building Permit process by hiring an additional Permit Technician, adjusting front counter duties and responsibilities, launching an on-line customer survey, and customer interviews.
- Analyzed and updated 35 reported traffic engineering issues including additional signage, additional crosswalks, and speeding issues.
- Issued 1,413 building permits and performed 5,143 building inspections.
- Approximately 150 volunteers donated 13,728 hours of their time towards Senior Center programs and activities.
- Completed construction of the Frontierland Parking Lot Improvement Project.
- Began the Calera Creek Water Recycling Plant Supervisory Control and Data Acquisition (SCADA) and Programmable Logic Controller (PLC) Systems upgrades.
- Completed 136 building permit engineering division reviews, issued 167 encroachment permits, and performed over 300 engineering inspections.
- Developed and implemented the Short-Term Rental and Sidewalk Vendor programs, and began development of additional Litter Reduction programs.
- Coordinated and participated in the North County “Silver Dragon” emergency response exercise.
- Trained 106 people (staff and members of the public) in lifesaving CPR/AED/First Aid skills, and trained 40 additional participants in Lifeguarding.
- Installed fiber-optics to the Community Center and a share drive for the entire PB&R Department in addition to work station and internet connectivity improvements throughout the City.
- Processed and responded to hundreds of Public Records Act Requests.
- Continued efforts to communicate the City positions regarding aircraft noise and advocate for improvements.
- Completed collective bargaining contract negotiations for eight out of nine units.
- Successfully completed legal/ enforcement proceedings to close illegal marijuana operations to allow for lawfully permitted operations.
- Provided monitoring and stewardship of the snowy plover bird population at Pacifica State Beach.
- Kept all fire department frontline and reserve vehicles and OES engine ready for any state or local disasters.
- Collaborated with school superintendents in a North San Mateo County program to increase communication between law enforcement and schools.

- Continued conversations with the Quarry Site property owner regarding the prospect of pursuing a Specific Plan for this site.
- Began development of a Continuity of Operations Plan for City operations to be prepared for continuing City operations in the event of an emergency.
- Senior in Action membership reached a new all-time high of 960 members (7% increase from previous fiscal year).
- Adopted updates to the Accessory Dwelling Unit Ordinance in order to comply with changes in State law.
- Calera Creek Water Recycling Plant treated over 880 million gallons of wastewater and received zero violations in 2018, with the majority of treated wastewater discharged to Calera Creek wetland habitat.
- Developed and executed a storage license agreement for the Pacifica Historical Society Ocean Shore Railcar #1409.
- Developed and released a new RFQ/RFP for the 2212 Beach Blvd hotel site, followed by developing a new project schedule after receiving insufficient responses to the solicitation.
- Updated the City's Pavement Condition Index report through grant funding, and completed Surveying and Budget Options Report on approximately 90 centerline miles of the City's road network.
- Completed hiring in critical administrative service positions in IT and Human Resources to improve operations in these divisions.
- Maintained the public restrooms and showers at Pacifica State Beach.
- Implemented the updated Structure Fire Standard Operating Guidelines, which incorporate nationally recognized modern structural firefighting techniques.
- Attended the Institute for Local Government TIERS Public Engagement Training Program to train an interdepartmental cohort on enhanced public engagement strategies.
- Provided timely and high-quality plan check reviews for fire safety/codes for proposed new development and building construction, remodeling and tenant improvement projects, as well as follow-up inspections.
- Achieved 96% "Excellent" and 4% "Good" ratings during supervisor surveys of community members regarding calls for service.
- Purchased a new fire engine for the North County Fire Authority for use in Pacifica.
- Partnered with San Mateo County law enforcement agencies at the "Police Day" community event at Tanforan Mall in San Bruno.
- Substantially completed an organization assessment of the Public Works Department using outside consultant expertise.
- Prevented Sanitary Sewer Overflows during the wet weather period from December 2018 to May 2019.

- Averaged 240 hours per firefighter over the year of in-service recurrent and mandated training through the efforts of the Operations Bureau, Division of Training, and Special Operations Division.
- Continued efforts to update the Sewer System Master Plan Phase 2.
- Continued distributing and providing educational information on Senior Citizen Fall Prevention, as well as Home Safety Checklists.
- Completed a fire “cause and origin” analysis for all fire incident investigations.
- Prepared a Development Agreement Ordinance for City Council adoption.
- Provided code enforcement and outreach at the Pier, public beaches, and trails throughout the City.
- Completed Biennial Inspection of Terminals inspection of all large vehicles as required by Department of Transportation and California Highway Patrol regulations.
- Held the first annual Aquatic Pumpkin Patch at Brink Pool, answering the question, “Do pumpkins sink or float?”
- Reconstituted the police bicycle patrol program for use at special events.
- Held community outreach “Coffee with a Cop” events.
- Processed, and brought to hearing, 35 development applications and study sessions.
- Completed Line Clearance Arborist and Bucket Truck Certifications.
- Provided free flu shots to residents within the North County Fire Authority area, utilizing a drive thru fire station model to simulate a mass vaccine event.
- Removed outdated play structures at Edgemar and Oddstad parks and reconfigured the layout of existing play equipment at Imperial Park for safety.
- Commenced the City of Pacifica Green Infrastructure Plan.
- Regularly attend regional meetings such as the San Mateo County and Bay Area Planning Directors meetings; 21 Elements; Regional Integrated Climate Action Planning Suite; Home for All Learning Network; Climate Ready Collaborative; and San Mateo County Wide Water Pollution Prevention Program.
- Maintained of over 5 miles of coastal trails.
- Youth members of Leaders in Training Education (LITE), Swimmer Aides, and the Youth Advisory Board (YAB) volunteered close to 5,000 hours at Parks, Beaches, and Recreation (PB&R) programs.
- Hosted monthly J-Teen dances throughout the school year for over 1,500 middle school participants.
- Organized and held the 2019 Public Works Week and Open House at the City’s Public Work’s Corporation Yard.
- Completed two Firefighter Recruit Academies, providing necessary training and education to begin work assignments.
- Continued the Linda Mar Pump Station Upgrade Project, completing replacement of the aging stairs and repairing the roof.



- Completed the Asset and Infrastructure Management Software Request for Proposals for Public Works.
- Maintained and repaired all City emergency vehicles.
- Completed various storm drainage repairs at Kent Road/Danmann Avenue, Pacific Avenue/Kohala Avenue and Pacific Avenue/Palmetto Avenue.
- Held community pre-development meeting on a proposed hotel development at 699 Oceana Blvd.
- Completed design for the Capistrano Fish Ladder Repair Project.
- Completed 30% Design plans for the 310-330 Esplanade Infrastructure Preservation Project to protect vital infrastructure along Esplanade Avenue.
- Offered 40 weekly classes, games and groups for 14,779 Senior participants.
- Developed a screening protocol and documentation process in compliance with Regional Water Quality Control Board requirements to keep PCBs (Polychlorinated Biphenyls) from building materials out of the storm drain system during building demolition projects.
- Facilitated the AARP free Tax Assistance Program, with over 240 returns completed.
- Provided hands on fire extinguisher training to businesses, agencies and the general public.
- Developed and adopted the renewal of the Pacifica Hotel Business Improvement District assessments for FY2019-20.
- Implemented a “social media team” at the Police Department to increase responsiveness to the community through social media presence.
- Began the Calera Creek Water Recycling Plant Roof Improvement Project to re-roof the building.
- Successfully closed a number of outstanding code enforcement legal complaints and appeals.
- Partnered and participated in the ‘Operation Santa Claus’ program, as well as other toy and assistance drive initiatives within each North County Fire Authority community.
- Removed over 200 yards of debris and trash from multiple homeless camps and illegal dumping throughout the City.
- Commenced the Calera Creek wetlands and pond vegetation maintenance activities.
- Completed the Calera Creek Water Recycling Plant and Pump Stations Condition Assessment Project.
- Issued over 1500 parking violation citations at Pacifica State Beach.
- Identified and corrected problems related to the newly installed reclaimed water irrigation system along Palmetto Avenue.
- Commenced redesign of the Fuel Management System.
- Coordinated a successful Adventure Camp summer program, with close to 500 participants.
- Established a process for receipt and distribution of commercial vacancy updates with Pacifica commercial real estate brokers.

- Prepared and submitted the FY2016-17 and FY2017-18 California Coastal Commission Beach Parking reports, and submitted the Coastal Development Permit renewal application for the Pacifica State Beach Parking.
- Achieved 100% staffing of police officer positions for the first time in five years.
- Held Wet and Wild Water Camps for nearly 100 youth learning different swim strokes through relays and games, enjoyed “dry land” activities, and took local field trips highlighting safety, tide pools, and how litter impacts our water and the ocean.
- Completed the FY2018-19 City Buildings Roof Project.
- Completed all required annual training, continuing education, and certifications for firefighter-paramedics and firefighter-EMT’s while on duty, saving the expense and time associated with off-duty instruction.
- Reconstituted the police motorcycle program for traffic safety/enforcement purposes.
- Began an Economic Development Mentoring Program in conjunction with the Silicon Valley Economic Development Alliance (SVEDA).
- Installed 1100 yards of new safety surface material in 11 parks citywide.
- Implemented online scheduling for police patrol staff, improving efficiency of staff scheduling time.
- Collaborated with San Bruno and South San Francisco Police Departments in administering a \$40,000 Department of Alcoholic Beverage Control enforcement/education grant.
- Completed and submitted the National Flood Insurance Program Community Rating System update.
- Completed volunteer painting efforts at several areas of the Community Center.
- Continued free recreation swim on Wednesdays and Two-For-One Tuesdays during the summer with the financial assistance of local businesses and organizations.
- Completed and distributed public information through “Media Releases” for all significant emergencies and public service messages during the year.
- Successfully completed handling through rescue, hauling, or burial of beached sea animals such as whales and sea lions.
- More than 210 youth participated in outdoor sports camps and activities and contractors facilitated enrichment classes for close to 200 youth.
- Completed the Thermoplastic Striping Rehabilitation Project that began in FY2017-18.
- Approximately 550 adults participated in enrichment classes such as exercise, dance, tai chi, as well as arts and crafts.
- Began recruitment of five new full-time childcare positions (1 Site Coordinator, 4 Teachers) to bolster staffing and accommodate an increased demand for Child Care services as part of an expansion for the FY2019-20 school year.
- Purchased and installed a new electronic marquee at the Community Center using Giving Tree donated funds.

- Presented at four Pacifica schools and provided information about conservation and career opportunities in the ranger program.
- Maintained and operated large 6” pumps for winter storms to keep areas from flooding.
- Remodeled the Senior Services “Golden Treasures Gift Shop” with new flooring, paint, light fixtures, and furnishings/shelving.
- Monitored California Coastal Commission activity and engaged Commission staff on behalf of the City when necessary.
- Prepared relevant sections of the Municipal Regional Permit Stormwater Annual Report.
- Completed over 300 food service establishment inspections.
- Successfully completed 40 recruitments, entailing review of over 1,400 applications, and on-boarded new employees and provided separation/retirement assistance to separating/retiring employees.
- Coordinated the Police Department National Night Out event in local neighborhoods.
- Participated in National Red Ribbon Week to promote anti-drug messages for students in local schools.
- Grew Police Next Door membership to over 12,000 members.
- Operated the Planning and Building counter and provided information and services to an average of 40 – 120 customers per week, in-person and on the phone.
- Continued work to replace old process pumps and blowers and rebuild existing centrifuges at the Calera Creek Water Recycling Plant.
- Removed large and dense brush behind Oddstad Park and the Spindrift Players theatre to reduce fire risk.
- Prepared and submitted the Annual Housing Element Progress Report to the California Department of Housing and Community Development, and presented the report to the City Council in March 2019.
- Held Earthquake Preparedness courses for the community.
- Conducted Fire Prevention Week in October, which is full of events and activities, including visiting each school classroom in all North County Fire Authority cities.

## GRANTS, OTHER OUTSIDE FUNDING, AWARDS, & RECOGNITIONS

- Received a funding commitment of \$1,500,000 in the FY2019-20 California budget for the planning and design phase of the Beach Boulevard Seawall and Promenade Project.
- Received a funding commitment of \$250,000 from the San Mateo County Board of Supervisors from Measure K funding for the Cattle Hill Parking Lot and Trailhead Improvement Project.
- Received \$20,000 from San Mateo County Energy Watch Municipal Energy Efficiency Program for the City Council Chambers HVAC and Lighting Retrofit.
- Received an \$80,000 grant from the California Office of Traffic Safety for traffic and DUI enforcement operations.
- Received a bequest of approximately \$2 million from the Sirkka Niukkanen estate for Senior Services.
- Received more than \$1,550,000 in local, county, state, and federal grant dollars used to offer quality free and reduced-cost Child Care programs for Pacifica youth.
- Received more than \$6,000 in Quality Rating Improvement System (QRIS) funding for Child Care, allowing all sites to purchase new furniture and supplies, as well as attend additional new and exciting field trips.
- Pacificans Care donated \$20,000 for general Senior Services Support, and also sponsored summer swim lessons and field trip scholarships for qualified income-eligible families.
- Received more than \$225,000 (highest to date) in inter-governmental funding to combine with City support to provide nutrition/lunch, Meals on Wheels, and transportation programming for seniors.
- Received Project of the Year Award from American Public Works Association for Pedro Point Sewer Rehabilitation Project under the Utilities category for projects between \$2 Million to \$5 Million.