

9. Infrastructure, Services, and Facilities

Overview

This chapter encompasses the physical infrastructure, city-owned facilities, and civic services of the City of East Palo Alto. It includes goals, policies and service standards for city-owned properties, public services (police and emergency response), and schools.

Statutory Requirements

While an Element addressing infrastructure, services, and public facilities is not required, this Element provides vital policy basis to guide shorter-term documents, such as the capital improvements program and the annual capital budget. The Element offers generalized long-term policies grounded in realistic analyses of existing capacity, future demand, and financing options. The element should discuss the location of future facilities and improvements, acceptable levels of service, funding priorities, and the timing of facility or service availability.

Specifically, this chapter addresses the goals and policies relating to stormwater drainage, water supply and demand, utilities & telecommunications, and recycling/solid waste. This chapter also addresses other topics related to infrastructure, public facilities, and public services. The Circulation Element includes additional content related to transportation and street infrastructure.

Issues and Opportunities

Stormwater System

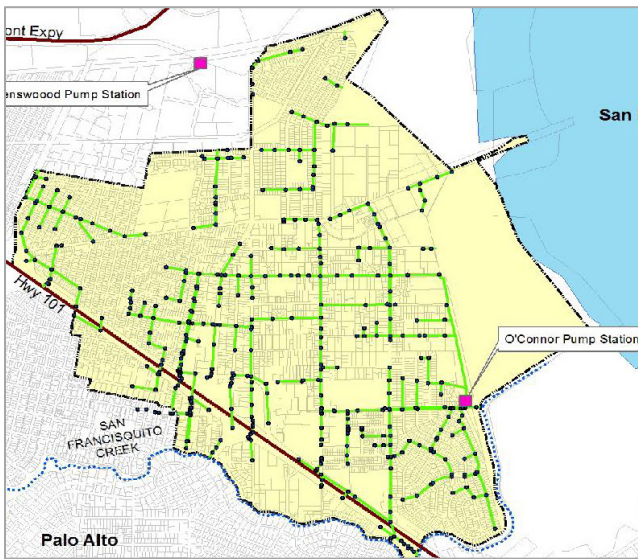
The storm drainage system in the City is composed of networks of pipes, channels, storage ponds and pump stations which outlet to San Francisquito Creek, and the San Francisco Bay. Figure 9-1 shows the existing system layout. Stormwater in East Palo Alto drains into two major drainage systems: the Runnymede Storm Drain System and the O'Connor Storm Drain System. Due to its proximity to the San Francisco Bay, portions of the drainage system are influenced by tide. The majority of East Palo Alto is low lying and over half of the drainage area is reliant on pumping from the O'Connor pump station.

As several storms have demonstrated, much of the City is vulnerable to flood damage during even regular storm events. Since 1940 there have been eight major flood events, and over half of the City (56%) is located in areas designated for an elevated risk for flooding. The City has a Storm Drain Master Plan, adopted in 2015, that guides the development of a comprehensive approach to storm drain facilities. As of 2015, many of the streets in East Palo Alto lack storm drains. Where storm drains exist, they lack the capacity to handle stormwater during heavy rain events. During 10 and 20 year storm events in East Palo Alto, storm drains can overflow, flooding the streets, and in the case of the 1998 floods, parts of the City were effectively stranded. A heavy rain event in 2012 led to significant flooding in multiple parts of the City. Low-lying areas face extra risk of floods related to levee breaks, ruptures or overtopping. Additionally, the other infrastructure, such as pump stations, are in need of replacement. This, combined with the overtopping

spills from San Francisquito Creek, present significant flooding issues in the City.

A recent study of the drainage system indicated several drainage system issues. The cost of the needed capital improvements is approximately \$37.5 million and consists of pipe improvements, system cleaning, drainage system expansion and realignments, monitoring and data collection, a pump station retrofit, and two projects that will require coordination with the City of Menlo Park. An evaluation of the O'Connor Pump Station indicated that several near term improvements are necessary to maintain the pump station's existing capacity, and several other improvements are necessary to rehabilitate the pump station for future conditions.

Figure 9-1: Existing Storm Drain System



Potable Water Quality and Supply

The City's potable water system is operated by California American Water under contract with the City. The majority of the City's water supply is supplied by the San Francisco Public Utilities Commission (SFPUC) Bay Division Pipelines 1 and 2, as well as two small independent systems: the Palo Alto Park Mutual Water Company and the O'Connor Tract Co-Op Water Company. There are no water storage reservoirs or potable groundwater sources in the City at this time (with the exception of small private water storage at the Home Depot and IKEA for fire flow needs). To provide

additional future water supply and supplement the SFPUC supply, the City is working to upgrade the Gloria Way Well and develop a second groundwater well at Pad D, a City-owned parcel near the Gateway 101 Shopping Center.

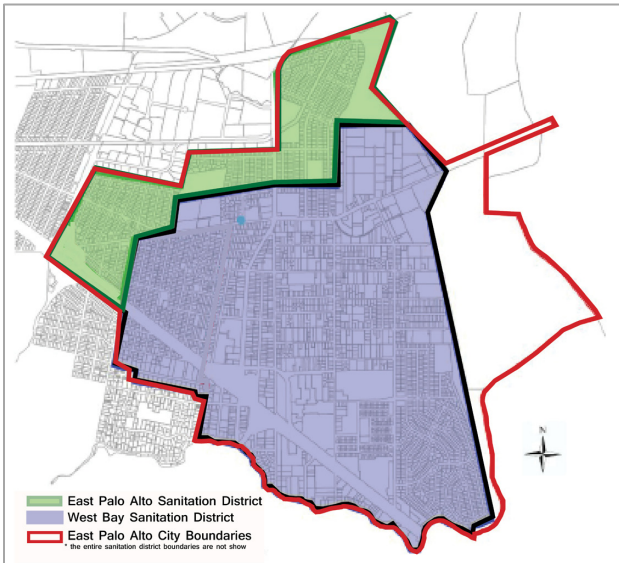
According to the existing infrastructure analysis performed by Schaaf & Wheeler for this General Plan Update, East Palo Alto has a significant water supply challenge. The City has a fixed supply guarantee from the SFPUC of 2,199 acre-feet per year (AFY). The City's 2010 Urban Water Management Plan (UWMP) shows a current demand of 2,200 AF, rising to 2,658 AF by 2015 and 3,400 AF by 2035. A shortfall was expected in 2015, however, due to extraordinary conservation efforts by residents, no shortfall occurred. Overall, there has been three exceedances in the last five years. By 2030, the water shortfall was projected to increase unless other sources are found. The primary cause of this anticipated shortfall is due to flat supply (no anticipated increase in the SFPUC allotment), and a gradually increasing population (2,400 additional units). Potential solutions to this problem include re-negotiating the water supply agreement with SFPUC, water transfers or exchanges with neighboring cities, new groundwater wells, and advances in recycled water and increased water conservation. This lack of water supply is a major constraint on all new development in East Palo Alto – for instance, the Ravenswood TOD Specific Plan projected that an additional water demand of 820 AFY would be required at full plan build-out.

Sewer System

The sanitary sewer system within East Palo Alto is composed of systems managed by the West Bay Sanitary District (WBSD) and the East Palo Alto Sanitary District (EPASD), which are both independent districts not maintained by the City of East Palo Alto. Figure 9-2 shows the boundaries of the two sanitary district service areas within the city limits. The EPASD provides sanitary sewer services for the majority of East Palo Alto and completed a Sewer Master Plan in March, 2015. Sewage within the EPASD service area is conveyed by gravity to a 24 inch trunk line that flows to the Palo Alto Regional Water Quality Control Plant (PARWQCP). The master plan has determined the majority of this trunk line to be properly

sized. The remaining areas of East Palo Alto are served by WBSD, with sewerage conveyed to the South Bayside System Authority (SBSA), now called Silicon Valley Clean Water (SVCW) treatment plant located in Redwood City. SVCW is currently upgrading system infrastructure to meet operational and capacity goals.

Figure 9-2: Sewer/Sanitation Districts



Solid Waste and Recycling

East Palo Alto’s solid waste operations are operated by South Bay Waste Management Authority (SBWMA). The region is serviced by the Shoreway Environmental Center (SEC) and receives, handles, and transfers solid waste and recyclables collected from SBWMA to offsite shipment into the Ox Mountain Landfill. The Ox Mountain Landfill has a maximum capacity of 48.3 million cubic yards, and is expected to reach capacity in 2028¹¹. The SBWMA has a permitted a capacity of 3,000 tons per day (TPD). East Palo Alto contributes 40 TPD, of which 13 TPD are diverted for recycling. The current solid waste generated from East Palo Alto does not exceed allotted capacity for the SBWMA, SEC, or Ox Mountain Landfill. The City is currently undertaking efforts to increase the amount of solid waste recycling and recycling capacity.

Climate Change Adaptation and Mitigation

Climate change is a threat to the health and safety of East Palo Alto residents, as well as those in other parts of the region, the state, and the globe. Concerned about the impact of climate change, California has adopted a wide variety of legislation policies aimed at reducing the state’s greenhouse gas emissions. These include the California Global Warming Solutions Act of 2006 (AB 32), which requires statewide climate planning; SB 375, which requires and encourages sustainable land use and transportation patterns at the regional and local level; and various actions by the State Attorney General’s office. Concern about climate change also resulted in a June 4, 2015 Grand Jury report entitled, “Flooding Ahead: Planning for Sea Level Rise”. The report states that “of all the counties in California, San Mateo County is by far the most exposed to Sea Level Rise (SLR), in terms of both the resident and economic value at risk”.

The City completed a Climate Action Plan in 2010, outlining strategies at both the municipal and community-wide level to mitigate and adapt to climate change. In addition to energy-related topics like energy efficiency and use of renewable energy, the climate action plan also points to material re-use and recycling, public transportation, bicycle and pedestrian facilities, urban green spaces, and compact development patterns as important strategies in reducing greenhouse gas emissions. Mitigation topics such as reducing flooding and sea surges, particularly in low-lying areas of East Palo Alto, will continue to be important over the time horizon of the general plan.

| Table 9-1: Public Schools Within East Palo Alto | | | |
|---|-----------------------|----------------|--------|
| School | Address | City | Grades |
| Preschool | | | |
| Ravenswood Child Development Center | 951 O’Connor Street | East Palo Alto | Pre-K |
| Elementary Schools | | | |
| Green Oaks Academy | 2450 Ralmar Avenue | East Palo Alto | K-4 |
| Edison Brentwood Academy | 2086 Clarke Street | East Palo Alto | K-5 |
| East Palo Alto Charter School (<i>Charter</i>) | 1286 Runnymede Street | East Palo Alto | K-5 |
| Combined Elementary & Middle Schools | | | |
| Costaño Elementary School & 49ers Academy | 2695 Fordham Street | East Palo Alto | K-8 |
| Middle Schools | | | |
| Cesar Chávez Academy | 2450 Ralmar Avenue | East Palo Alto | 5-8 |
| Ronald McNair Academy | 2033 Pulgas Avenue | East Palo Alto | 6-8 |
| High Schools | | | |
| Aspire Phoenix Academy (<i>Charter</i>) | 1039 Garden Street | East Palo Alto | 6-12 |
| East Palo Alto Academy High School (<i>Charter</i>) | 1050 Myrtle Street | East Palo Alto | 9-12 |

Schools

The public schools in East Palo Alto are shown in Table 9-1 below. From kindergarten through eighth grade, East Palo Alto students attend school in the Ravenswood School District (RCSD), which includes schools within and outside the City of East Palo Alto. Most students attend RCSD schools in East Palo Alto, but many also attend one of the two RCSD elementary schools in Menlo Park (Willow Oaks and Belle Haven). Elementary and middle schools are distributed throughout the City, with a cluster of several adjacent schools concentrated along Pulgas Avenue.

Most of the City’s public high-school students are served by Sequoia Union High School District (SUHSD). Beginning in Fall 2015, all students in the Sequoia Unified School District from East Palo Alto will go to Menlo-Atherton High School (Atherton), unless they choose to go to a different school in the district. School selection will no longer be address-based (previously, EPA students were divided amongst several high schools). The former high school in East Palo Alto burned down in the early 1970s.

Alternatively, high school-age students may apply to one of two public charter schools in the City – Phoenix Academy or EPA Academy – or the private high school, Eastside Preparatory, located at 1041 Myrtle Street (not shown in the table).

All the local school districts are bound by the 1986 Voluntary Transfer Plan (VTP), wherein the school districts agreed to reduce racial isolation. The Tinsley Voluntary Transfer Plan allows minority students in the RCSD to transfer to one of seven local school districts: Belmont-Redwood Shores, Las Lomas, Menlo Park, Palo Alto, Portola Valley, San Carlos and Woodside. Conversely, non-minority students in those seven local school districts may transfer into Ravenswood.

City-Owned Facilities

The City of East Palo Alto owns and operates a number of facilities throughout the City, including City Hall and City offices, the David Lewis Re-entry Program, the Senior Center, the Police Station, and the Corporation Yard (see Table 9-2 for a full list).

The City does not own its own City Hall or space for many of its offices. City Hall is currently located at 2415 University Avenue in space leased from San Mateo County. The City Hall building includes City Council Chambers and many of the City offices, as well as the East Palo Alto branch of the San Mateo County Library System. The library includes a homework center for after-school tutoring, story times, and computer classes. The current 8,000 square foot library equates to 275 square feet per 1,000 residents.

The City owns the David Lewis Community Re-entry Program building at 2277 University Avenue, as well as the building at 1960 Tate, which currently houses the Community Development Department. The City leases the Public Works Maintenance Division's Corporation Yard at 160 Tara Road. The Senior Center on University Avenue and Bell Street is owned by the City but managed by the East Palo Alto Senior Center, Inc., a non-profit organization with an executive director and a board of directors.¹ The City provides an on-site nutrition supervisor for the Congregate Lunch Program, and security and transportation services to the Senior Center.

Emergency Services and Preparedness

The East Palo Alto Police Department is led by the Chief of Police who manages a staff of 44 within three major units: Operations; Investigation; and Administration. There are a total of 29 employees in the Operations Division: 21 officers, four sergeants, one commander, and 3 non-sworn staff to fulfill code enforcement and community service functions. The Investigations Division includes a commander and 7 police officers/detectives. In addition, the Administration Division, which is staffed by the Police Chief, a sergeant, and 6 non-sworn staff,

oversees crime analysis and records, among other duties. Some large property owners – such as Equity Residential on the Westside – provide their own private security services, but most of the public rely on City police services. Even with the presence of private providers, EPAPD continues to police the Westside and respond to calls for service at all Equity properties.

Overall, crime rates are higher in the City of East Palo Alto than in the surrounding cities and the State, though some crime indicators have shown a decline in recent years (overall crime in the City has dropped by 33 percent since the beginning of 2015 and murders have dropped by 63 percent). In particular, East Palo Alto had a noticeably higher rate of violent crime than its neighbors. The City's rate of 115.8 violent crimes per 10,000 people was more than ten times higher than its neighbors Palo Alto and Menlo Park, and similar to the rates in Richmond, CA (109.3) and Compton (124.2).

The City of East Palo Alto receives fire and emergency services through the Menlo Park Fire Protection District, which has seven stations and also serves the Cities of Atherton and Menlo Park and other portions of unincorporated San Mateo County. The City's fire station, Station #2, is located at 2290 University Avenue. Station #2 is considered by the Fire District to be the busiest station in the District.



Flooding along San Francisquito Creek.

¹ 2003 East Palo Alto Recreation and Community Services Strategic Plan

In addition, the City plays a crucial role in emergency preparedness and direct response in the case of a natural disaster.

| Table 9-2: City Facilities | |
|---|----------------------------------|
| Facility Name | Operator/Facility Type |
| Facilities Operated and Owned: | |
| Jack Farrell Park | City Park |
| MLK Park | City Park |
| O’Connor Pump Station | Drainage Distribution Pump House |
| Facilities Operated, but not Owned (Lease): | |
| 141 Demeter Street | Police Department |
| 219 Demeter Street | Police Department |
| 160 Tara Road | Corporation Yard |
| Facilities Occupied, Not Operated or Owned (Lease): | |
| 2415 University Avenue | City Administration/Housing |
| Facilities Owned, Not Operated: | |
| 550 Bell Street Land and Pool, Pool House | Operated by YMCA |
| 550 Bell Street Senior Center | Operated by Senior Inc. |
| 2277 University Avenue | Operated by SMC, Reentry |
| Former RDA Facilities in Dissolution Trust - To be Transferred to City (Owned /Operated) | |
| Cooley Landing | City Park |
| Pad “D” Well | Groundwater Well |
| Rail Spur | Trail |
| 1960 Tate Street | CEDE/PW |
| 1798 Bay Road | Former Clinic |

Goals and Policies

Goal ISF-1. **Manage stormwater safely, efficiently, and sustainably.**

Intent: To reduce dangers from flooding, protect community safety and property, and provide well-maintained infrastructure to the community while reducing the negative environmental impacts of storm run-off on creeks and the Bay.

Policies:

- 1.1 NPDES compliance.** Ensure compliance with all NPDES requirements for litter control, dumping, pollutants of control, business operations, and new/re- development.
- 1.2 On-site stormwater management.** Encourage development projects to manage stormwater on site to reduce burdens on the City’s stormwater system. Whenever possible, stormwater should be infiltrated, evapotranspirated, reused or treated on-site in other ways that improve stormwater quality and reduce flows into the storm drain system.
- 1.3 Stormwater infrastructure for new development.** Require development projects to pay for their share of new stormwater infrastructure or improvements necessitated by that development.
- 1.4 Stormwater re-use and recycling.** Encourage innovative ways of capturing and reusing stormwater for non-drinking purposes to reduce the use of potable water, including the creation of a recycled water system and installation of purple pipe in private and public projects.
- 1.5 Collaborative stormwater management.** Encourage collaborative, integrated stormwater management between multiple property owners and sites.
- 1.6 Green infrastructure in public rights of way.** Encourage green streets with in-street bio-retention and other forms of stormwater retention and infiltration in streets and public rights-of-way.
- 1.7 Regional and local collaboration.** Collaborate with Palo Alto, Menlo Park, the San Francisquito Creek Joint Powers Authority and other jurisdictions and agencies in the watershed to reduce and remove contaminants from stormwater runoff.
- 1.8 Stormwater best practices.** Encourage the use of best practices in stormwater treatment, retention, and quality and quantity control into flood control efforts, ensuring that flood control measures do not have negative ecological impacts on stormwater runoff.
- 1.9 Stormwater and flooding.** Integrate stormwater management efforts with flood control efforts, seeking synergies and innovative strategies for stormwater treatment to reduce flood risks and volumes.
- 1.10 Storm Drain Master Plan.** Implement the adopted East Palo Alto Storm Drain Master Plan. Seek funding sources to complete the identified capital improvements.
- 1.11 Assessment district.** Consider avenues for sustainable funding of landscaping and maintenance to fund the maintenance of the storm water conveyance and treatment systems.
- 1.12 Ravenswood stormwater management.** All new projects in the Ravenswood TOD Specific Plan Area must follow the stormwater policies established in Goal LU-9: Hydrological Context in the plan. Guidance in the Specific Plan supersedes policies from this General Plan.

Goal ISF-2. Ensure a sustainable, clean, long-term water supply.

Intent: To address the City's lack of water supply, and institute long-term strategies to sustainably manage limited water resources.

Policies:

- 2.1 Water planning.** Continue to maintain a Water System Master Plan, Urban Water Management Plan, and water supply blueprint. Prepare a Recycled Water Feasibility Study.
- 2.2 Water supply infrastructure.** Improve infrastructure to ensure the provision of a clean, reliable citywide water supply sufficient to serve existing and planned development.
- 2.3 New water sources.** Actively seek to secure additional water supply from SFPUC, groundwater sources, neighboring cities, or other available sources. Securing additional water supply and adding water storage facilities should be a City priority to ensure RHNA goals are being met.
- 2.4 Water supply planning and demand offset regulations for new or intensified development.** Consider and adopt a water offset ordinance or other policy to reduce the water demand and to ensure adequate water supply exists to meet the needs of new projects or intensified development. Allow the City the right to require a Water Supply Assessment of any development project. The policy will consider the type or size of projects that might be exempt, the water offset ratio, the method for analyzing the projected water demand and methods for offset demand, the types of demand reduction/mitigation implementation options (e.g., onsite or offsite design or building modification), including an in-lieu fee, that will be required, a method for estimating the savings from onsite or offsite efficiency measures, and the appropriate regulatory instruments to enforce, implement, and monitor the offset policy.
- 2.5 Priority improvement areas.** Prioritize water improvements in areas identified in the Land Use Element as areas of growth/change and economic activity generators, particularly the Westside, University Avenue and Bay Road, the Gateway 101 area, and the Ravenswood TOD Specific Plan area.
- 2.6 Water infrastructure for new development.** Require development projects to pay for their share of new water infrastructure or improvements necessitated by that development, including but not limited to water supply, storage, and conservation: and recycled water.
- 2.7 Water supply for new development.** Require new or intensified development to demonstrate that adequate water is available before project approval. Before new or intensified development projects are approved, the development proponent must provide the City with enforceable, verifiable proof that adequate water supply exists to supply the new or intensified development. The enforceable proof can take three forms:
- Depending on the location of the development, a will-serve letter or similar instrument from the City of East Palo Alto, the Palo Alto Park Mutual Water Company, or the O'Connor Tract Co-Operative Water Company.
 - A verifiable recordable water demand offset project or program that ensures that there is no net increase in new water demand.
 - Verifiable and enforceable proof that the developer has secured new water supplies necessary to serve the project.
- 2.8 Municipal water conservation and efficiency.** Seek to reduce municipal water use through the following strategies:
- Implement aggressive indoor and outdoor water efficiency measures in all new city developments, substantial rehabs and remodels.

- Prioritize water efficiency upgrades to existing buildings, such as water efficient fixtures.
- Reduce potable water used for parks, by planting drought-tolerant species and implementing other water saving practices.

2.9 Citywide water conservation and efficiency.

Encourage and promote community water conservation and efficiency efforts, including indoor and outdoor efforts that exceed CalGreen requirements.

2.10 Conservation partnerships.

Partner with the local water agency to create and promote water conservation rebates (such as for installing low-flow toilets in existing residences, high efficiency front load washing machines and distributing low-flow shower heads). Encourage residents to take advantage of the Bay Area Water Supply & Conservation Agency (BAWSCA) Lawn Be Gone Program (or other similar rebates).

2.11 Public education about water.

Educate the public regarding water conservation, water efficiency, graywater use, stormwater reuse, water-efficient planting and outdoor efficiency, and other efforts to conserve water.

2.12 Groundwater recharge.

Working with regional partners, explore options for groundwater recharge and prohibit new private groundwater wells.

2.13 Maximizing infiltration.

Consider requiring all new development to provide roof catchment systems, irrigated landscaping, and permeable pavements (where feasible), or other means to enhance on-site infiltration of stormwater runoff or landscape irrigation water.

Goal ISF-3. Provide a well-maintained sewer system for the community.

Intent: To protect human health, protect ecological resources and water quality, and provide well-maintained services for new and existing development.

Policies:

3.1 Sewer system maintenance. Work with the East Palo Alto Sanitary District and the West Palo Alto Sanitary District to ensure sewers are operational and in good working order.

3.2 Sewer infrastructure for new development. Require development projects to pay for their share of new sewer infrastructure or improvements necessitated by that development.

Goal ISF-4. Use best practices to reduce and manage solid waste.

Intent: To provide high-quality waste management services to the community while reducing the negative health and environmental impacts of waste.

Policies:

4.1 Provide waste and recycling service. Provide solid waste, recycling, and green waste services to the community. If new funding sources are identified, consider building recycling centers in the City or partnering with Recology (or another service provider) to provide additional recycling services.

4.2 Waste reduction. Seek to reduce East Palo Alto's rate of waste disposal per capita, and to increase the diversion rate of recycling and green waste.

4.3 Zero waste government operations. Work towards zero waste government operations, modeling best practices in solid waste management and recycling for the rest of the community.

- 4.4 **Construction waste.** Encourage all construction projects to divert 80% of their construction waste away from landfills, exceeding CalGreen requirements.
- 4.5 **Hazardous waste disposal.** Work with regional agencies to educate residents about available drop-off and/or pickup points for e-waste and hazardous materials and chemicals such as paints, lubricants, motor oil, pharmaceuticals, fertilizers, pesticides, and other contaminants, to avoid their disposal into the sewer system, waste stream, or open space areas.
- 4.6 **On-street recycling.** Where feasible, provide streetside recycling containers alongside public trash receptacles.
- 4.7 **Recycled building material.** Encourage the use of recycled building and infrastructure materials in City operations and construction.
- 4.8 **Paper waste reduction.** Reduce paper waste and encourage the use of recycled paper in City operations.
- 4.9 **Packaging.** Work with local food vendors and farmer’s markets to promote the use of compost friendly packaging.

Goal ISF-5. Fund construction and maintenance of basic infrastructure and public facilities.

Intent: Pursue public and private funding for construction of infrastructure and public facilities, with a goal of addressing existing deficiencies and mitigating the additional impacts of new development.

Policies:

- 5.1 **Impact fees.** Collect nexus-based impact fees that mitigate the cost of providing infrastructure and public facilities to serve new development.
- 5.2 **Community benefits.** For large-scale projects, negotiate with developers to maximize the

potential for acquiring community benefits like new facilities and infrastructure.

- 5.3 **Grants and funding.** Pursue grants and funding sources that can be directed towards existing deficiencies in infrastructure and facilities, including regular maintenance.
- 5.4 **Special districts.** As feasible, work with other infrastructure providers (fire, water, sanitary) in East Palo Alto to provide more effective municipal services through improved coordination or consolidation.

Goal ISF-6. Ensure safe and well-maintained telecommunications services.

Intent: To provide citywide access to telecommunications services for residents, students, and businesses, enabling successful business operations and community connections within East Palo Alto and with the rest of the world.

Policies:

- 6.1 **Telecommunications services.** Work with utilities and agencies to ensure high-quality citywide access to utilities and energy.
- 6.2 **Collaboration with Silicon Valley.** Seek to establish relationships and solicit funding or capital investments from Silicon Valley technology companies to expand affordable community access to high-performing telecommunications and technology, including WiFi.
- 6.3 **WiFi hotspots.** Encourage the commercial marketplace to provide WiFi hotspots throughout the City.
- 6.4 **Fiber optics infrastructure.** Require new developments to install and ensure compatibility with the most-up-to-date and established broadband and telecommunications technology.

Goal ISF-7. Ensure high-quality educational opportunities for East Palo Alto students.

Intent: To invest in the education, personal betterment, and long-term success of East Palo Alto’s children, young people, and adults, and attract and retain residents by providing an excellent school system. To build and coordinate systems of support so that the most vulnerable residents succeed from cradle to career, and have a clear path to the middle class.

Policies:

- 7.1 Educational quality.** Collaborate with the Ravenswood School District, charter schools and private schools to maximize educational quality, maximize the use of existing school sites for educational purposes and improve the overall quality of the schools and to ensure that East Palo Alto residents are properly prepared for employment and have the skills and education levels needed to be competitive in current and future job markets.
- 7.2 New programs.** Encourage educational programs from existing educational providers in East Palo Alto that improve the educational outcomes for East Palo Alto residents.
- 7.3 Education hub.** Support and enhance the emerging education hub in Weeks near Myrtle Street and Pulgas Avenue. Site new schools or charter academies near existing schools as opposed to randomly throughout the city and encourage nearby schools to share facilities.
- 7.4 Student-community connections.** Encourage area businesses, professionals, universities, artists, city employees, or other community role models to provide mentorship, job training, and/or financial resources to local schools and students.
- 7.5 Early childhood education facilities.** Encourage childcare facilities in the City, including in public buildings and major employment campuses, to serve the needs of working families.

- 7.6 Cultural resources and facilities.** Preserve and encourage facilities, institutions, buildings, and organizations that enhance cultural awareness and education in East Palo Alto.
- 7.7 Education monitoring.** Monitor the educational attainment of East Palo Alto residents over time, compared to residents of other jurisdictions in the School District, and advocate for programs and educational materials that are culturally-sensitive and allow East Palo Alto residents to improve their educational attainment.
- 7.8 Adult education.** Support the creation of adult education programs in East Palo Alto, including English language classes, vocational training, and on-going educational activities.
- 7.9 After school programs.** Support after school programs that provide expanded educational opportunities and create a safe and affordable place for youth after school.
- 7.10 Libraries.** Coordinate with San Mateo County to provide library services for the community, aiming to provide approximately 750 square feet of equipped and staffed library space per 1,000 residents.

Goal ISF-8. Provide high-quality public and civic facilities for the community.

Intent: To provide the physical buildings, venues, and other facilities necessary to conduct civic activities and city business, while fostering community cohesion, vibrancy, and character.

Policies:

- 8.1 New City Hall and civic district.** Develop a civic district or city-owned facility to house City Hall and other City offices and facilities, providing a beautiful, publicly- accessible setting for civic life in East Palo Alto.

- 8.2 Community center on Westside.** Strive to locate a new community center on the Westside to serve the population in this area.
- 8.3 Community meeting facilities.** Take steps to expand the number and diversity of community meeting facilities, encouraging new development to construct such spaces as part of development projects.
- 8.4 Community center and facilities standards.** Strive to provide 2,000 square feet of publicly accessible community center space or community meeting space per 1,000 residents, either in a City facility or in coordination with other partners.
- 8.5 Civic and institutional uses.** Locate civic and institutional uses in central, walkable, and transit-served locations.
- 8.6 Role of civic buildings.** Require civic buildings to be distinctive, beautiful, and architecturally beneficial to the fabric of the City.
- 8.7 Family-friendly gathering spaces and businesses.** Encourage safe and family-friendly public gathering spaces and private businesses such as community centers, movie theaters, entertainment center and other uses focused on youth and families to locate in the City.
- 8.8 Equitable distribution of facilities and services.** Strive to equitably distribute public facilities, improvements and services throughout East Palo Alto, with priority given to remedying existing deficiencies in underserved areas of the City.

Goal ISF-9. Maintain and pursue services, programming, and humane social policies to serve the community and improve quality of life.

Intent: To foster community cohesion, vibrancy, and social connection. To provide comprehensive, integrated social services to vulnerable children and families. To recognize that families seeking assistance often face multiple, complex needs and that they typically require the services of more than one program.

Policies:

- 9.1 Coordination to provide services.** Work closely with local agencies and services providers to provide and coordinate social services.
- 9.2 Customer service.** Strive for a high level of customer service and accessibility to the community on the part of the City government.
- 9.3 Support community festivals and programming.** Maintain and support existing community festivals while seeking new opportunities to hold community events, encourage social gathering, and program public space.
- 9.4 Equitable distribution of services.** Ensure that City-sponsored social service programs are provided for all racial and ethnic groups in the City.
- 9.5 Alleviating homelessness.** Work with local service providers and agencies to alleviate homelessness and ensure services are available for those experiencing temporary or long-term homelessness.
- 9.6 Low-income residents and families.** Work with low-income families and residents to access various forms of assistance, access to jobs, social services, childcare services, and other assistance for those in need.

9.7 Regular analysis of staffing levels. Regularly study staffing needs to ensure East Palo Alto is providing competitive levels of service and meeting resident and business expectations.

9.8 Funding. Seek funding for social service programs from county, State and federal sources.

Goal ISF-10. Provide excellent emergency services to the community.

Intent: To increase safety, health, peace of mind, and quality of life through excellent police, fire, and EMS services, as well as emergency preparedness for natural disasters.

Policies:

10.1 Crime-prevention through Environmental Design (CPTED). Work with the police and planning departments to deter crime by encouraging CPTED strategies in new and existing development, including the following strategies:

- Active public space.
- Building design to promote “eyes on the street.”
- Clear delineation between private and public space.
- Natural access control between public and private space.
- Maintenance of public places.
- Removal or repair of vandalism or broken property.

10.2 Emergency preparedness. Work with MPFPD, EPAPD, City Staff, and East Palo Alto residents to ensure that sufficient emergency plans and resources are established and known by all stakeholders. Ensure that all City employees partake in yearly emergency drills and/or trainings.

10.3 Fire and emergency services. Continue to coordinate with the Menlo Park Fire Protection District (MPFPD) to ensure excellent fire and emergency services.

10.4 Excellent police service. Strive to continuously improve the performance and efficiency of the East Palo Alto Police Department.

10.5 Police-community relations. Continue to foster positive, peaceful, mutually supportive relationships between East Palo Alto residents and the police. Promote additional visibility of police throughout residential neighborhoods.

10.6 Data-driven policing. Monitor crime data and ensure sufficient crime prevention resources are deployed at effective times in areas with criminal activity.

10.7 Code enforcement. Work to ensure that buildings, homes, yards, businesses and public spaces are free from hazards. Maintain cooperation and communication between the Code Enforcement Division (within EPAPD), the Planning Division, and the Building Department on issues relating to neighborhood quality of life.

10.8 Community reentry. Encourage and support efforts that foster an inclusive community and help reintegrate formerly incarcerated persons into positions of employment and positive roles in the community (including working with local employers).

10.9 Policy refinement. Engage residents and businesses in processes to evaluate, refine, and establish laws that enhance public safety and quality of life.