

CITY OF MILLBRAE LANGUAGE ASSISTANCE PLAN

June 2019

Prepared by:

City of Millbrae
621 Magnolia Avenue,
Millbrae, CA 94030

I. INTRODUCTION

About the City of Millbrae

The City of Millbrae is a California general law city. The City has [five departments and 150 employees] servicing approximately 23,000 residents. The City provides numerous services, including recreation, utilities, planning and building, and maintains capital facilities that include a wastewater treatment plant, parks, and roads.

The City department receiving federal funding is the Department of Public Works. While the City's policy is to provide language access to Limited English Proficient individuals citywide, this Language Access Plan focuses on programs and activities within and relating to the Department of Public Works.

Overview of Language Access Plan

The first section in this document provides an overview of the City's Language Assistance Plan (LAP) and its purpose. The second section in this document provides the four-factor Limited English Proficient (LEP) analysis (as outlined by the Department of Transportation (DOT)) used to identify LEP needs and assistance measures. The four-factor LEP analysis includes:

- **Factor 1:** The number or proportion of LEP persons in the service area who may be served or are likely to encounter a City program, activity, or service.
- **Factor 2:** The frequency with which LEP persons come in contact with City programs, activities, or services.
- **Factor 3:** The nature and importance of programs, activities, or services provided by the City to the LEP population.
- **Factor 4:** The resources available to the City and overall cost to provide LEP assistance.

The third and final section discusses the implementation of the Language Assistance Plan, which includes methodologies for identifying LEP individuals, providing services, establishing policies, monitoring the LAP, and recommendations for future LAP implementations.

Purpose of Language Access Plan

The purpose of the City's language access plan is to assess the non-English language resources necessary for the City to provide services to LEP populations within its jurisdiction in a nondiscriminatory manner, and to outline the ways in which the City provides those services. A LEP person is one who does not speak English as their primary language and who has a limited ability to read, speak, write or understand English. In doing so, the City seeks to comply with the following authorities:

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. One critical concern addressed by Title VI is the language barrier that Limited English Proficiency (LEP) persons face with respect to accessing information about and using transit service. Transit operators must ensure that this group has adequate access to the agency's programs and activities, including public participation opportunities.

Executive Order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," forbids funding recipients from "restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under the program," or from "utilize[-ing] criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program as respects to individuals of a particular race, color, or national origin."

The United States Department of Transportation (DOT) published guidance that directed its recipients to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for LEP residents. Given the diversity of the City's population, it is critical to provide language assistance. The City's language assistance plan (LAP) includes a four factor analysis and implementation plan that complies with the requirements of DOT LEP guidance.

II. FOUR FACTOR ANALYSIS

FACTOR 1:

The number or proportion of LEP persons in the service area who may be served or are likely to encounter a City program, activity or service.

To identify the concentrations of LEP populations within the City who do not speak English fluently and would benefit from the Language Assistance Plan, staff analyzed Census data from the American Community Survey (ACS) 2017 Five-year Estimates. Exhibit 1 illustrates the breakdown – by language – of the estimated number of San Mateo County residents who speak English “very well” or less than “very well.” For the purposes of this analysis, staff focused on those residents indicating the spoke English less than “very well.” There are approximately 4,386 residents in the City who indicated they speak English less than “very well,” representing 20.2% percent of the populace.

In developing this Language Assistance Plan, the City has paid particular attention to the federal Department of Justice (DOJ) guidelines regarding the “Safe Harbor Provision” for translation of written materials. The US Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons states that providing "written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered" constitutes "strong evidence of compliance with the recipient's written translation obligations."

These safe harbor provisions apply to the translation of written documents only. They do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language services are needed and are reasonable. A recipient may determine, based on the Four Factor Analysis, that even though a language group meets the threshold specified by the Safe Harbor Provision, written translation may not be an effective means to provide language assistance measures.

Based on these guidelines, one language group has more than 1,000 persons in the City of Millbrae who speak English less than “very well” and thus require translation of vital documents, Chinese.

FACTOR 2:

The frequency with which LEP persons come in contact with City programs, activities or services.

The City comes into contact with LEP individuals through a variety of services. The City maintains service desks at City Hall for its departments where individuals, including LEP individuals, seek services from the City. City employees and contractors also come into contact with LEP individuals when conducting public works projects throughout the City, and at public meetings. Additionally, the City promulgates notices and other communications to residents and businesses both electronically and in hard copy.

The City does not keep official records of the number of contacts, though anecdotally the City receives requests for translation and interpretation services only sporadically. The City's experience with LEP individuals has been primarily with Chinese language speakers. Most of the LEP individuals speak Cantonese, with some requesting Mandarin interpretation.

FACTOR 3:

The nature and importance of programs, activities or services provided by the City to the LEP population.

The City administers a number of programs, activities, and services to LEP populations. These services range in importance.

Public Meetings:

The City holds a variety of public meetings, including City Council meetings, Planning Commission meetings, and other meetings of official city bodies. These meetings are where the City and its elected officials and appointed conduct public business, and opportunities for residents to communicate with their government. Attendance at these meetings by LEP individuals is rare.

Public Works Projects:

The City maintains various property and infrastructure, including roads, sidewalks, public facilities, utility lines, libraries, wastewater treatment plant, and others that provides services to residents ranging from water, wastewater treatment, and transportation. The City regularly conducts work to maintain and expand this infrastructure. Public works projects affect LEP individuals residing near the work or using the infrastructure.

The planning process for infrastructure maintenance and upgrades takes place through the City's Capital Improvement Program (CIP). The Public Works Department presents the CIP to the City Council for approval on an annual basis at a publicly noticed meeting. The public has the opportunity to comment on the CIP, and the Council may amend the CIP in response to those comments.

Service Desks:

The City maintains several service desks at City Hall where the public can interface with City staff. This includes a Public Works desk, a Planning/Building desk, and a Finance desk. The public, including LEP persons, use these service desks to pay bills, obtain information about city projects, apply for permits, register for programs, and other activities.

FACTOR 4:

The resources available to City and overall cost to provide LEP assistance.

Bilingual City staff provides basic translation and interpretation. The City also contracts for language translation and interpretive services as needed. The City also publishes some media notices in Chinese. The costs for marketing materials and translation of documents have not been quantified.

The City's budget does not have a specific line item for providing language access and outreach; costs for translators and outsourcing translation needs are split among several different departments depending on which department is responsible for the outreach project being undertaken.

III. LANGUAGE ASSISTANCE IMPLEMENTATION PLAN

IDENTIFYING LEP INDIVIDUALS

As indicated in the analyses provided in Factors One and Two in the previous section, there is substantial evidence that there is a significant LEP population within the City.

The City analyzed Census data from 2017 and found that approximately 4,386 residents in the city indicated that they speak English less than “very well,” or 20.2 percent of the total city population. One language group, Chinese, has more than 1,000 persons who speak English less than “very well” and require a translation of vital documents. The City is working to translate vital documents into Chinese.

PROVISION OF SERVICES

The City is committed to providing meaningful access to information and services to its LEP residents and customers. Many of these LEP populations rely heavily on the City for essential services. The City uses various methods to accomplish this goal. The City also maintains the list of community-based organizations serving LEP populations in and around Millbrae in Exhibit 2 as a resource for outreaching to LEP populations and assessing their needs. More methods pertaining to outreach are discussed in the City’s Public Participation Plan.

Translation of Vital Documents

Currently the City disseminates all information in English, with some “vital documents” available in Chinese. “Vital” written documents include complaint forms, written notices of important legal rights, documents that are critical for obtaining services and benefits, documents identifying upcoming fare and service changes, and notices advising LEP individuals of free language assistance. [Translated documents include direct mailers, permit application instructions, and other customer outreach materials like construction-related notices and information pieces.] The City is working to expand its translation of vital documents, and other documents as appropriate.

Multilingual Staffing

Customer service personnel all speak English. Currently, there are multiple full time City employees at City Hall that provide bilingual services on an as-needed basis in Chinese, Tagalog, Spanish, and Greek during business hours. If City staff is not available to provide interpretation, the City also contracts with Language Line for instant translation services in multiple languages. Staff are equipped with “I Speak” cards to help identify language needs.

Public Meetings

The City publishes agendas for its public meetings 72 hours in advance. Each agenda includes a notice that translation and interpretation is available upon request with specified advance notice. For select

meetings anticipated to be of interest to LEP persons, the City provides interpretation and translation services without receiving a request.

MONITORING

The City will monitor on an ongoing basis activities and information that require LEP accessibility.

Monitoring methods include:

- Assess new customer information documents prior to production to determine whether the document is “vital” and what level of translation is needed.
- Assess and analyze outreach efforts pertaining to LEP populations.
- Analyze newly available demographic data from the U.S. Census, the ACS, and customer survey.
- Gather information from CBOs and regional agencies and partners to stay current on needs of LEP populations in the City.
- Track interactions with LEP individuals to assess common needs.

OPPORTUNITIES FOR IMPROVEMENT

The City continually seeks to improve access to its programs and activities for LEP individuals. Key improvements that can be made include:

- Translate more information on City services and projects into Chinese.
- Provide complaint forms in multiple languages.
- Listing Google Translate options on the City's website in each respective language rather than listing them all in English.
- Translate printed information disseminated to the public into more languages (currently only translated into Chinese).
- Improve communication with targeted organizations (such as CBOs) to ensure that more LEP individuals participate in outreach efforts.
- Make more multilingual social media posts
- Review existing customer information documents to determine whether the document is “vital” and what level of translation is needed.
- Review current translation and language assistance efforts to determine whether they are adequate and/or effective.

Exhibit 1: City-wide LEP Populations by Language

	Millbrae city, California	
	Estimate	Margin of Error
Total:	21,714	+/-178
Speak only English	10,932	+/-571
Spanish:	1,497	+/-347
Speak English "very well"	917	+/-235
Speak English less than "very well"	580	+/-197
French, Haitian, or Cajun:	79	+/-59
Speak English "very well"	49	+/-31
Speak English less than "very well"	30	+/-48
German or other West Germanic languages:	73	+/-42
Speak English "very well"	73	+/-42
Speak English less than "very well"	0	+/-23
Russian, Polish, or other Slavic languages:	135	+/-67
Speak English "very well"	64	+/-43
Speak English less than "very well"	71	+/-54
Other Indo-European languages:	846	+/-230
Speak English "very well"	519	+/-149
Speak English less than "very well"	327	+/-148
Korean:	635	+/-262
Speak English "very well"	342	+/-197
Speak English less than "very well"	293	+/-114
Chinese (incl. Mandarin, Cantonese):	5,591	+/-443
Speak English "very well"	3,001	+/-300
Speak English less than "very well"	2,590	+/-286
Vietnamese:	176	+/-114
Speak English "very well"	167	+/-112
Speak English less than "very well"	9	+/-13
Tagalog (incl. Filipino):	896	+/-265
Speak English "very well"	677	+/-214
Speak English less than "very well"	219	+/-99
Other Asian and Pacific Island languages:	623	+/-160
Speak English "very well"	409	+/-136
Speak English less than "very well"	214	+/-90
Arabic:	200	+/-81
Speak English "very well"	157	+/-60
Speak English less than "very well"	43	+/-47
Other and unspecified languages:	31	+/-36
Speak English "very well"	24	+/-28
Speak English less than "very well"	7	+/-13

Exhibit 2: List of CBO Contacts

<p style="text-align: center;">Public Advocates 131 Steuart Street, Suite 300, San Francisco, CA 94105 – 415-431-7430 http://www.publicadvocates.org</p>
<p style="text-align: center;">Urban Habitat 1212 Broadway, Suite 500, Oakland, CA 94612 – 510-839-9510 http://urbanhabitat.org/uh/newfront</p>
<p style="text-align: center;">Transform 436 14th Street, Suite 600, Oakland, CA 94612 – 510-740-3150 http://www.transformca.org</p>
<p style="text-align: center;">San Mateo County Hispanic Chamber of Commerce 475 El Camino Real, Suite 100A, Millbrae, CA 94030 http://smchcc.com</p>
<p style="text-align: center;">Japanese Chamber of Commerce 1875 South Grant Street, Suite 760, San Mateo, CA 94402 - 650-522-8500 http://www.jccnc.org</p>
<p style="text-align: center;">Organization of Chinese Americans (Peninsula Chapter of San Mateo) P.O. Box 218, San Mateo, CA 94401 – 650-533-3065 http://www.ocasanmateo.org</p>
<p style="text-align: center;">San Bruno Chinese Church/Chinese School 250 Courtland Dr., San Bruno, CA 94066 – 650-589-9760 http://www.sanbrunochinesechurch.org</p>
<p style="text-align: center;">Chinese Progressive Association 1042 Grant Ave., 5th Floor, San Francisco, CA 94133 – 415-391-6986 http://www.cpasf.org</p>
<p style="text-align: center;">Northern Peninsula Mandarin School 3115 Del Monte Street, San Mateo, CA 94403 – 650-762-8189 http://www.npms.org</p>
<p style="text-align: center;">Filipino Community Center San Francisco 4681 Mission St., San Francisco, CA 94112 – 415-333-6267 http://filipinocc.org</p>
<p style="text-align: center;">Liwanag Kultural Center 222 Lausanne Avenue, Daly City, CA 94014 http://liwanag.org</p>
<p style="text-align: center;">College of San Mateo 1700 W. Hillsdale Blvd., San Mateo, CA 94402 – 650-457-6161 http://www.collegeofsanmateo.edu</p>
<p style="text-align: center;">Asian Pacific Islander American Public Affairs Association Bay Area Chapter 1963 Sabre Street, Hayward, CA 94545 – 510-538-2791 http://apapa.org</p>
<p style="text-align: center;">Indo American Chamber of Commerce 1616 University Ave., Berkeley, CA 94703 – 510-841-1513 http://www.iccchamber.org</p>

<p>Korean American Professional Society</p> <p>www.kaps.org</p>
<p>Chicana Latina Foundation</p> <p>1419 Burlingame Ave. Suite W2, Burlingame, CA 94010 – 650-373-1083</p> <p>www.chicanalatina.org</p>
<p>Gujarati Cultural Association of Bay Area</p> <p>46560 Fremont Blvd., #109, Fremont, CA 94538</p> <p>http://www.gcabayarea.com</p>
<p>Zawaya</p> <p>311 41st Ave., San Mateo, CA 94403 – 650-504-5965</p> <p>www.zawaya.org</p>
<p>Sikh Gurdwara of San Francisco</p> <p>P.O. Box 25493, San Mateo, CA 94402</p> <p>www.sfgurdwara.org</p>
<p>India Community Center</p> <p>525 Los Coches St., Milpitas, CA 95035 – 408-934-1130</p> <p>http://www.indiacc.org</p>
<p>Pars Equality Center</p> <p>P.O. Box 1383, Menlo Park, CA 94026 – 650-321-6400</p> <p>http://www.parsequalitycenter.org</p>
<p>Persian Center</p> <p>2029 Durant Ave., Berkeley, CA 94704 – 510-848-0264</p> <p>http://www.persiancenter.org</p>
<p>Youth United for Community Action (YUCA)</p> <p>2135 Clarke Ave., East Palo Alto, CA 94303 – 650-322-9165</p> <p>http://youthunited.net</p>
<p>Peninsula Interfaith Action</p> <p>1336 Arroyo Ave, San Carlos, CA 94070-3913 – 650-592-9181</p> <p>http://www.piapico.org</p>
<p>Catholic Charities Resettlement Program</p> <p>36 37th Avenue, 2nd Floor, San Mateo, CA 94403 – 408-325-5100</p> <p>http://community.cccyo.org</p>
<p>Arab Resource & Organizing Center</p> <p>522 Valencia St., San Francisco, CA 94110 – 415-861-7444</p> <p>http://araborganizing.org</p>
<p>Moon Ridge Apartments</p> <p>2001 Miramontes Point Rd, Half Moon Bay, CA 94019 – 650-560-4872</p>
<p>Mid-Peninsula Housing</p> <p>303 Vintage Park Drive, Suite 250, Foster City, CA 64404 – 650-356-2900</p> <p>www.midpen-housing.org</p>

<p>Coastside Hope 99 Avenue Alhambra, El Granada, CA 94018 – 650-726-9071 www.coastsidehope.org</p>
<p>Puente De La Costa Sur 620 North Street, Pescadero, CA 94060 – 650-879-1691 www.mypuente.org</p>
<p>Lady of Pillar Catholic Church 400 Church Street, Half Moon Bay, CA 94019 – 650-726-4674 http://www.ourladyofthepillar.org/home</p>
<p>Shared Housing Program/Human Investment Project 264 Harbor Blvd, Bldg.A, Belmont, CA 94402 – 650-802-5050 http://www.co.sanmateo.ca.us</p>
<p>Bayshore Child Care Services 45 Midway Drive, Daly City, CA 94014 – 650-403-4708 http://www.bayshorechildcare.org/BCCS/Welcome.html</p>
<p>Family Crossroads/Shelter Network of San Mateo County 181 Constitution Drive, Menlo Park, CA 94025 – 650-685-5880 http://www.ivsn.org/</p>
<p>Daly City Friendship Center/Mental Health Association of San Mateo County 2686 Spring St., Redwood City, CA 94036 – 650-368-3345 http://www.mhasmc.org/prog/friendshipcenter.shtml</p>
<p>Daly City Youth Health Center 2780 Junipero Serra Blvd., Daly City, CA 94015 – 650-985-7000 http://www.dalycityyouth.org</p>
<p>Our Second Home 725 Price Street, Daly City, CA 94014 – 650-301-3300 http://www.oursecondhome.org/index.htm</p>
<p>Daly City Community Service Center 333 90th Street, Daly City, CA 94015 – 650-991-8007 http://www.dalycity.org/Residents/Community_Service_Center.htm</p>
<p>Skyline College Language and Arts Division 3300 College Drive, San Bruno, CA 94066 – 650-738-4100 http://www.skylinecollege.edu</p>
<p>Samaritan House 4031 Pacific Blvd., San Mateo, CA 94403 – 650-341-4081 http://samaritanhousesanmateo.org</p>
<p>North Peninsula Neighborhood Services 600 Linden Ave., South San Francisco, CA 94080 – 650-583-3373 http://npnsc.net</p>
<p>College Track East Palo Alto 1877 Bay Road, East Palo Alto, CA 94303 – 650-614-4875 www.college-track.org</p>

<p>Japanese American Community Center 415 South Claremont St., San Mateo, CA 94401 – 650-343-2793 http://www.smjacc.org</p>
<p>Language Pacifica 585 Glenwood Avenue, Menlo Park, CA 94025 – 650-321-1840 http://www.languagepacific.org</p>
<p>Pilipino Bayanihan Resource Center 2780 Junipero Serra Blvd., Daly City, CA 94015 – 650-992-9110 http://www.pilipinobayanihan.org</p>
<p>SparkPoint Center at Skyline College 3300 College Drive, Building 1 Floor 2, San Bruno, CA 94066 – 650-738-7035 http://www.skylinecollege.edu/sparkpoint</p>
<p>Fair Oaks Community Center 2600 Middlefield Rd., Redwood City, CA 94063 – 650-780-7500 http://www.redwoodcity.org/parks/cc/fairoaks.html</p>
<p>Jordanian American Association 305 Linden Ave., South San Francisco, CA 94080 – 650-583-0132</p>
<p>Pillar Ridge Manufactured Home Community 164 Culebra St, Moss Beach, CA 94038 – 650-728-3389 http://www.pillarridge.com</p>
<p>First Filipino American United Church of Christ 461 Linden Ave., San Bruno, CA 94066 – 650-952-7130</p>
<p>Yaseen Foundation 621 Masonic Way, Belmont, CA 94002 – 650-591-3690</p>
<p>Filipino American Democratic Club of San Mateo County mark4life@hotmail.com</p>
<p>Persian American Society P. O. Box 25005, San Mateo, CA 94402 – 650-568-7922 1988PAS@gmail.com</p>
<p>Vietnamese Community Center 766 Geary Street, San Francisco, CA 94109 – 415-351-1038 http://vietccsf.org</p>
<p>Filipino-American Chamber of Commerce 1415 Rollins Road, Suite 202, Burlingame, CA 94010 – 650-228-3533 http://faccsanmateo.com</p>
<p>San Mateo County Commission on Disabilities, Aging and Adult Services 225 37th Ave., San Mateo, CA 94403 – 650-573-2480 http://smchealth.org/smccod</p>

City of Millbrae

HOW TO ACCESS AN INTERPRETER

■ When Receiving a call:

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your Client ID # **5 0 1 7 5 7**
4. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need
*** Press 0 for agent assistance if you do not know the language*

You will be connected to an interpreter who will provide his/her ID number.

5. Brief the interpreter.
Summarize what you wish to accomplish and provide any special instructions.
6. Add the LEP onto the call.
7. Say "End of Call" to the interpreter when your call is completed.

■ Note:

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, Please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

IMPORTANT INFORMATION:

INTERPRETER IDENTIFICATION - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English speaking speaker, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

CUSTOMER SERVICE– To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.languageLine.com, and click on the "Customer Service" tab to complete a Voice of the Customer form.

FEMA Flood Insurance Community Workshop

On Thursday, March 21st, the City of Millbrae and FEMA will host a joint workshop to explain the new FEMA flood map, flood insurance requirements for property owners in high risk areas, and what the City is doing to reduce flood risks.

The workshop will take place in the Millbrae City Council Chamber (621 Magnolia Ave.) with an open house at 6 p.m.

FEMA's presentation will begin at 7 p.m. followed by a question and answer session with attendees at 8 p.m.

This workshop is presented by



FEMA



Workshop attendees will learn where flood insurance will be required, how purchasing before April 5th will save them money, and what the City is doing to reduce flood risks.

WHERE:

City Council Chamber
621 Magnolia Avenue

WHEN:

Thursday, March 21, 2019
Open House at 6 p.m.
FEMA Presentation at 7 p.m.
Q&A Session at 8 p.m.

Dear Millbrae Business Owners,

On **October 8, 2018**, the City of Millbrae's Department of Public Works will begin work along Broadway to modernize and repair the street's sanitary sewer system. During the project period, the City will replace 7,900 linear feet of existing 6", 12" and 18" sanitary sewer main pipes that run along the street and its easements.

The scope of work for this project will include:

- Replacing existing 6" clay sewer pipe with 8" HDPE sewer pipe between Victoria and La Cruz;
- Replace existing 12" clay pipe with 14" HDPE pipe between La Cruz and Hillcrest;
- Replace existing 6" clay pipe with 8" HDPE pipe between Hillcrest and Taylor;
- Replace existing 18" clay pipe with 18" HDPE along La Cruz from Broadway to the alleyway.

In addition, we will rehabilitate existing manholes, replace lamp holes with manholes, and upgrade lower sewer laterals at various locations. As will all work of this type, it will conclude with the installation of new street surfaces.

This work is expected to start on October 8, 2018, and will last for up to 50 days. The timeline for this project is dependent on work conditions and improvement needs. During construction, certain street blocks will need to be blocked off.

We understand that work like this negatively impacts your business and thank you for your patience as we undertake this critically important work. If you have any questions regarding this project, please contact the City's Department of Public Works at (650) 259-2339.

Sincerely,

Khee Lim
Deputy City Manager / Public Works Director
City of Millbrae

親愛的 Millbrae 商業業主,

在 2018 年 10 月 8 日, 密爾布瑞市公務局公共工程部將開始沿著百老匯工作, 以現代化和修復街道的衛生下水道系統。在專案期間, 城市將替換現有的 6 英寸, 12 英寸和 18 英寸, 衛生下水道主要管道的 7900 條線腳沿街道和它的地役權。

該項目的工程範圍將包括:

- 在維多利亞 (Victoria) 和克魯斯 (La Cruz) 之間更換現有的 6 英寸粘土下水道管道, 8 英寸高密度聚乙烯下水道管;
- 在克魯茲 (La Cruz) 和希爾克雷斯 (Hillcrest) 之間更換現有的 12 英寸粘土管, 14 英寸高密度聚乙烯管;
- 在希爾克雷斯 (Hillcrest) 和泰勒 (Taylor) 之間更換現有的 6 英寸粘土管, 8 英寸 HDPE 管;
- 從百老匯 (Broadway) 沿著克魯茲 (La Cruz) 到小巷, 將現有的 18 英寸的粘土管替換為 18 英寸高密度聚乙烯。

此外, 我們會修復現有的沙井, 用沙井代替燈孔, 並在不同地點升級較低的下水道分支。正如其他類似工程一樣, 安裝結束後, 所有街道將會全部更新。

這項工程預計將於 2018 年 10 月 8 日開始, 將持續 50 天。此專案的時間表取決於工作條件和改進需要。在建造過程中, 某些街區將需要封鎖。

我們理解這樣的工作會對您的業務產生負面影響, 並感謝您在我們進行這項極其重要的工作時的耐心。如果您對此專案項目有任何疑問, 請聯繫城市公務局公共工程部 (650) 259-2339。

謹此致,

Khee Lim
Deputy City Manager / Public Works Director
City of Millbrae



City of Millbrae
621 Magnolia Avenue, Millbrae, CA 94030

REUBEN D. HOLOBER
Mayor

GINA PAPAN
Vice Mayor

ANN SCHNEIDER
Councilmember

WAYNE J. LEE
Councilmember

ANNE OLIVA
Councilmember

August 24, 2017

Owner/Manager
Address
Millbrae, CA 94030

SUBJECT: City of Millbrae Cleanup Efforts and Regulations

Dear Business Owner and Manager:

The City of Millbrae is reaching out to all its businesses in an effort to clean up downtown Millbrae and other business areas. Our goal is to eliminate litter on sidewalks and in the streets, including cigarette butts, and to improve the cleanliness of areas in the front and back of businesses. We hope to work with you to improve the visual appearance of the City. This cleanup effort will also help prevent health and safety issues. Please share this information with your staff. By working together, we can make a difference!

Please see the reverse side of this letter for a list of business practices your business must follow.
The list includes Municipal Code regulations that apply to all businesses in the City of Millbrae. The City will enforce these regulations through its Code Enforcement Officer in an effort to proactively clean up the City.

We recognize and appreciate the service your business provides to our community. In addition to cleaning up the City, this effort will also improve your business image and customer relations. If you have questions or concerns, please call Shelly Reider at (650) 259-2444, or e-mail sreider@ci.millbrae.ca.us.

We truly appreciate having your business in Millbrae. Thank you for your cooperation. We look forward to working with you to create a cleaner and more vibrant Millbrae!

Sincerely,

Alan Shear
Administrative Services Director

➔ **Please see reverse side of this letter**

Page 1 of 2

City Council/City Manager/City Clerk
(650) 259-2334

Fire
(650) 558-7600

Building Division/Permits
(650) 259-2330

Police
(650) 259-2300

Community Development
(650) 259-2341

Public Works/Engineering
(650) 259-2339

Finance
(650) 259-2350

Recreation
(650) 259-2360

Business Practices and Regulations

1. All businesses are required to have garbage service and many are also required to have recycling services. If your business does not have service, please set it up within the next 7 days by calling South San Francisco Scavenger Company at 650-589-4020. You can also sign up for recycling services at no extra charge. The more you recycle, the less you pay for garbage. **Municipal Code, Section 6-15.130**
2. All garbage dumpsters and carts must be kept closed at all times. This will eliminate wind-blown litter and prevent dumpsters from becoming a breeding place for insects and pests. Dumpsters and carts may not overflow with garbage or recyclables; lids must be able to fully close. Please either increase the size of your container(s) or increase frequency of pick-ups to eliminate overflowing containers. We encourage you to lock your containers, which can be arranged by contacting SSF Scavenger. **Municipal Code, Section 6.25.050**
3. Garbage and recycling containers cannot be placed in front of a business more than twelve hours prior to the time of collection and must be removed no later than twelve hours after collection. It is preferred that the containers are pulled in after collection. **Municipal Code, Section 6.15.100**
4. Businesses should never use the public garbage cans that are located on the sidewalks throughout the City. These containers are intended for walk-by traffic only. Please only use the containers at your business for garbage disposal.
5. No littering is allowed. This includes cigarette butts from smokers both in the front and behind your business. **Municipal Code, Section 6.15.020.** Please maintain and clean up the area in front of and behind your business at least once a day. This will reduce litter, help the environment, and improve the appearance of the City. **Municipal Code, Section 6.25.050**
6. Tallow bins must be properly contained and stored. Grease may not spill out of the bin and onto the ground. After indoor use, grease containers may not be thrown outdoors on the ground where oil may spill out. Instead, they must be placed in the proper disposal cart or dumpster. Spilled grease and litter that ends up in the storm drains pollutes our local waterways. **Municipal Code, Section 8.20.410**



City of Millbrae

621 Magnolia Avenue, Millbrae, CA 94030

REUBEN D. HOLOBER
Mayor

GINA PAPAN
Vice Mayor

ANN SCHNEIDER
Councilmember

WAYNE J. LEE
Councilmember

ANNE OLIVA
Councilmember

24 de Agosto del 2017

Propietario/Administrador
Address
Millbrae, CA 94030

ASUNTO: Reglamentos y Campaña de Limpieza de la Ciudad de Millbrae

Estimados propietarios y gerentes de negocio:

La Ciudad de Millbrae se está dirigiéndose a todos los comercios con el intento de limpiarla zona céntrica y otras áreas comerciales de nuestra Ciudad. Nuestra meta es eliminar la basura que afea las banquetas y las calles, incluyendo las colillas de cigarrillos, y para mejorar la limpieza de las áreas delanteras y traseras de los locales comerciales. Nos gustaría contar con su cooperación para mejorar el aspecto visual de la Ciudad. Este esfuerzo por mantener una Ciudad más limpia ayudará también a prevenir problemas de la salud y la seguridad. Le agradeceremos que comparta esta información con sus empleados. ¡Trabajando juntos podremos lograr cambios!

Encontrará en el dorso de esta carta una lista de las prácticas comerciales que su empresa tendrá que seguir. La lista incluye las reglas del Código Municipal que se aplican a todos los negocios de la Ciudad de Millbrae. La Ciudad hará cumplir estas reglas por medio de su oficial de Cumplimiento de Códigos, en un intento para limpiar la Ciudad en forma proactiva.

Reconocemos y les agradecemos el servicio que su negocio le provee a nuestra comunidad. Además de embellecer la Ciudad, esta campaña también mejorará la imagen de su negocio y sus relaciones públicas. Si tiene preguntas o inquietudes, puede llamar a Shelly Reider, teléfono (650) 259-2444, o enviar un correo electrónico a sreider@ci.millbrae.ca.us.

Sinceramente apreciamos su negocio en Millbrae. Gracias por su cooperación. Anticipamos con entusiasmo poder trabajar con usted para crear una ciudad más limpia y vibrante.

Cordialmente,

Alan Shear
Director de Servicios Administrativos

➔ **Por favor lea al dorso de esta carta**

Prácticas y Reglamentos Empresariales

1. Todos los negocios tienen que contratar con servicio de recolectar basura y a muchos se les requiere tener servicios de reciclaje. Si su negocio no tiene servicio, tiene que contratarlo antes de que pasen 7 días, llamando al South San Francisco Scavenger Company al 650-589-4020. También puede contratar servicio de reciclaje sin cargo extra. Cuanto más material recicle, menos pagará por la basura. **Código Municipal, Sección 6-15.130**
2. Todos los contenedores y carritos de basura se tienen que mantener cerrados en todo momento. Esto eliminará la basura soplada por el viento y prevendrá que los contenedores se vuelvan criadero de insectos y plagas. Los contenedores y carritos no podrán desbordarse de basura o reciclables; las tapas tienen que cerrar completamente. Para evitar que los desechos se desborden, aumente el tamaño de su/s contenedor/es o aumente la frecuencia del vaciado. Áltamente le sugerimos que cierre sus contenedores con seguro, lo cual se puede arreglar contactando a SSF Scavenger. **Código Municipal, Sección 6-25.050**
3. Los contenedores de basura y reciclables no pueden colocarse al frente de un negocio por más de doce horas antes de que pasen a vaciarlos y tienen que guardarse no más de doce horas después de ser vaciados. Se prefiere que los contenedores se retiren inmediatamente después de ser vaciados. **Código Municipal, Sección 6-15.100**
4. Los negocios jamás deben usar los recipientes de basura ubicados en las aceras por toda la Ciudad. Dichos recipientes de basura están allí sólo para los transeúntes. Utilice solamente los contenedores de basura de su propio negocio para desechar sus desperdicios.
5. No se permite arrojar desperdicios en la vía pública. Esto incluye las colillas de cigarrillos, tanto al frente como detrás de su negocio. **Código Municipal, Sección 6-15.020.** Favor de mantener y limpiar las áreas al frente y detrás de su negocio por lo menos una vez al día. Esto reducirá los desperdicios sueltos, ayudará al medio ambiente y mejorará el aspecto de la Ciudad. **Código Municipal, Sección 6-25.050**
6. Los recipientes de sebo se deben contener y almacenar como corresponde. La grasa no puede derramarse fuera del recipiente y caer al suelo. Después de usarse en el interior del local, los contenedores de grasa no se pueden arrojar afuera sobre el suelo donde el aceite podría derramarse. Al contrario, se tienen que colocar en el carrito o contenedor de basura que corresponda. Los derrames de grasa y la basura suelta que acaben en las alcantarillas de lluvia contaminan nuestras vías fluviales. **Código Municipal, Sección 8-20.410**



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Councilmember

WAYNE J. LEE
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ANNE OLIVA
Councilmember

2017年8月24日

業主/經理
Address
Millbrae, CA 94030

主題：密爾布瑞市政府清理工作及條例

尊敬的業主以及經理：

密爾布瑞市政府向所有本市業主發出清理市中心及周邊商業區的通知。我們的目標是清除在街道和人行道上的殘留烟蒂以提高店面前門和後門的市容整潔。我們希望與您攜手，共同改善市容。這項清理工作也將有利於預防健康和預防安全。請向您的員工傳遞這項訊息，在我們共同努力下，就會達成目標。

請閱讀此信的反面，幾項您需實施達到的事宜。這單子內的多項條例規定適用於所有密爾布瑞市的商家。市府將通過條例執法人員來嚴格執行以完成清理城市任務。

我們非常讚賞您為社區提供的商業服務。清理市容，另一方面也將提升您的商業形象以及您和客戶的關係。如果您有問題，請打電話與Shelly Reider 聯繫650-259-2444，或電郵至 sreider@ci.millbrae.ca.us。

我們誠摯地感謝密爾布瑞市擁有像您這樣的商家，感謝您的鼎力合作。我們期望與您共同建立清潔且具活力的密爾布瑞市！

此致，

Alan Shear
行政服務部主任



請看此信的反面

業主操練規定

1. 所有商家須具備處理垃圾的服務，許多商家甚至需要回收服務。如果商家還沒有具備垃圾處理服務，請在今後的7日之內打電話650-589-4020到South San Francisco Scavenger Company開通服務。您也可以註冊免費的回收服務。您回收物品提供得越多，垃圾費就付得越少。**Municipal Code 6-15.130。**
2. 所有的垃圾箱和垃圾車任何時候都必須蓋緊蓋子。這將減除垃圾遭大風刮散，也可防止垃圾箱成為昆蟲和害蟲的繁殖地。垃圾箱或垃圾車不可有溢滿垃圾或是回收品，蓋子應完全蓋好。請加大垃圾箱容量或增加倒垃圾次數來去除垃圾滿溢現象。我們鼓勵您鎖住垃圾箱，您可以向South San Francisco Scavenger提出，他們可以辦到。**Municipal Code 6-25.050。**
3. 垃圾在被收集前，垃圾箱和回收容器不可在店家門口滯留超過12小時以上。垃圾在被收集後，垃圾箱和回收容器必須被移走而不得滯留在原地超過12小時以上。倒完垃圾，容器最好是可被拉回店家去的。**Municipal Code 6-15.100。**
4. 商家不應使用市內人行道上的垃圾桶丟棄廢物。這些垃圾桶是專為過路行人準備的。請使用您商家的垃圾箱承載廢棄物。
5. 不可有丟棄物在店門前或店門後，這也包括煙蒂。**Municipal Code 6-15.020。**請每天至少打掃商家前/後門一次，這可以減少垃圾，保護環境以及提升城市容貌。**Municipal Code 6-25.050。**
6. 盛裝油脂的器皿必須妥善安放和儲存，油就不會溢到容器外或地面。在室內用完油之後，盛油器皿不可丟棄在室外因會導致油流到地面。相反，應將盛油器皿妥善放置在處理車或是垃圾箱內。溢出的油脂和垃圾，最終會在風雨中使水渠受污染以致影響我們當地的水路系統。**Municipal Code 8-20.410。**