

**San Mateo Clean Water Program:
In-System Storage
Community Meetings
August 2016**

Public Outreach Summary Report



Introduction

On August 23, 2016 and August 25, 2016, the San Mateo Clean Water Program’s Basins 2 & 3 Collection System Improvement Project team facilitated the first of two rounds of Community Meetings in San Mateo to discuss the In-System Storage location alternatives and the selection process. The discussions provided an overview and update on the Clean Water Program, including a review of sanitary sewer overflows (SSOs), the City’s regulatory requirements (Regional Water Quality Control Board’s Cease and Desist Order and the National Pollutant Discharge Elimination System (NPDES) Permit, the criteria used to narrow down the list of site alternatives, the five storage alternatives, and the opportunities for public input. As the August meetings were the first in a series of opportunities to engage the public, the project team specifically sought public input to inform further selection among the five site alternatives currently under consideration.



Attendees at the Tuesday, August 23 Community Meeting

Meeting Dates

Meeting Location	Meeting Date/Time	Estimated Attendees
San Mateo Police Department Emergency Operations Center 200 Franklin Parkway, San Mateo	Tuesday, August 23, 2016 6:30pm to 8:30pm	30
San Mateo City Hall Council Chambers 330 West 20 th Avenue, San Mateo	Thursday, August 25, 2016 6:30pm to 8:30pm	80

Meeting Format

The Community Meetings utilized a combined open house and presentation format, with handouts (fact sheets, comment cards) and informative, interactive exhibit displays at multiple stations. During the open house, attendees were invited to view the exhibits and to discuss alternatives in detail with project team members. A formal presentation and a Q&A session provided attendees the platform to ask questions and comment on the proposed alternatives and were followed by a second open house interval. Light refreshments were provided.



Attendees at the Thursday, August 25 Community Meeting

The following informational materials were provided at the Community Workshops:

- **Handouts:** The meeting agenda; comment form; and Clean Water Program Frequently Asked Questions (FAQs) in English, Spanish, and Traditional Chinese
- **Exhibit boards:** Exhibit boards showing an overview of the Program, details about the proposed alternatives, and schedule of public input opportunities
- **Presentation:** A PowerPoint presentation – delivered by representatives from the City of San Mateo, CH2M, MWH, and Circlepoint – providing an overview of the Program, and the Basin 2 & 3 Collection System Improvement Project, a walkthrough of how in-system storage works, examples of existing successful implementation of storage facilities, and the five alternatives.

The presentations of both community meetings were made available for download on the Program website (www.cleanwaterprogramsanmateo.org) following the meetings.

Public Comments

At the community meetings, attendees had two primary methods to provide comments and express their interests:

- Comment forms
- Filling out a speaker card and expressing their comments publically

Meeting attendees were also invited to submit feedback via email at info@cleanwaterprogramsanmateo.org and via telephone at 650-727-6870.

Key Themes

In general, although the team noted a wide range of issues and concerns at the Community Meetings, several key themes emerged consistently through attendees' oral comments and questions.

Selection Process (17 comments)

- Questions on original 55 alternatives and how they were narrowed to current preferred subset
- Questions on triple-bottom-line analysis: Weight and consideration of community feedback
- Rejection of all five presented alternatives (primarily at the August 25 public meeting)
- Some support for Tunnel alternative and for non-park alternatives (at the August 23 public meeting)

Facility Specifications and Function (17 comments)

- Questions on actual function of each alternative ("how it works")
- Questions on general operation of wastewater treatment plant
- Concerns about odors and noise: Frequency and strength, including the cleaning chemicals
- Questions on projected facility lifespans and physical dimensions
- Concerns about structural integrity and seismic assurance of all alternatives
- Questions on differences between tunnel alternative and other alternatives

Recreation Impact (12 comments)

- Concerns about temporary loss of park spaces that are community assets
- Willingness to pay reasonable additional fees to position facility farther away

Property Impact (12 comments)

- Concerns about declining property values with construction and operation of nearby storage facility
- Questions as to why this project was not disclosed to new homeowners prior to purchase
- Frustration that Bay Meadows homeowners already pay a premium to live in a nice area

Notification and Outreach Process (8 comments)

- Concerns that outreach mailers did not clearly state the purpose of the community meetings and were not delivered in a timely manner
- Disappointment in outreach process and assertions that process must be improved
- Concerns around the misleading nature of “Clean Water Program” name
- Presentation at Aug. 25 of a Change.org petition signed by 362 residents in less than 24 hours calling for at least one additional community meeting as well as improved notification



Attendees at the Tuesday, August 23 Community Meeting

Costs and Funding (6 comments)

- Questions on cost estimates for all presented alternatives
- Questions on funding sources for storage facilities
- Requests to factor intangible costs – loss of recreational use of park(s) and other community concerns – into cost equation

Construction (5 comments)

- Questions on timeline for construction and impact on traffic for all presented alternatives
- Concerns about soil structure and liquefaction during and resulting from construction

Programmatic Environmental Impact Report (PEIR) and Regulatory Considerations (5 comments)

- Questions as to the preferred alternative specified in PEIR (i.e. Why In-System Storage?), how the list of alternatives was narrowed down from 55 to the five presented to the public on August 23 and 25, as well as general regulatory compliance
- Questions on factoring of projected sea level rise into facility designs

Health and Safety (2 comments)

- Questions on toxicity of wastewater leakage especially given proximity to children at parks and in schools

Notification Methods

City of San Mateo Communications

The project team leveraged existing communication channels at the City of San Mateo to assemble and deploy informative messaging as a means of ensuring broad public notification. The team developed tailored notification materials for efficient email distribution among the Clean Water Program's partners to make it as easy as possible for City partners to assist with publicizing the community meetings to constituents. The notification content was also posted to the Program website.

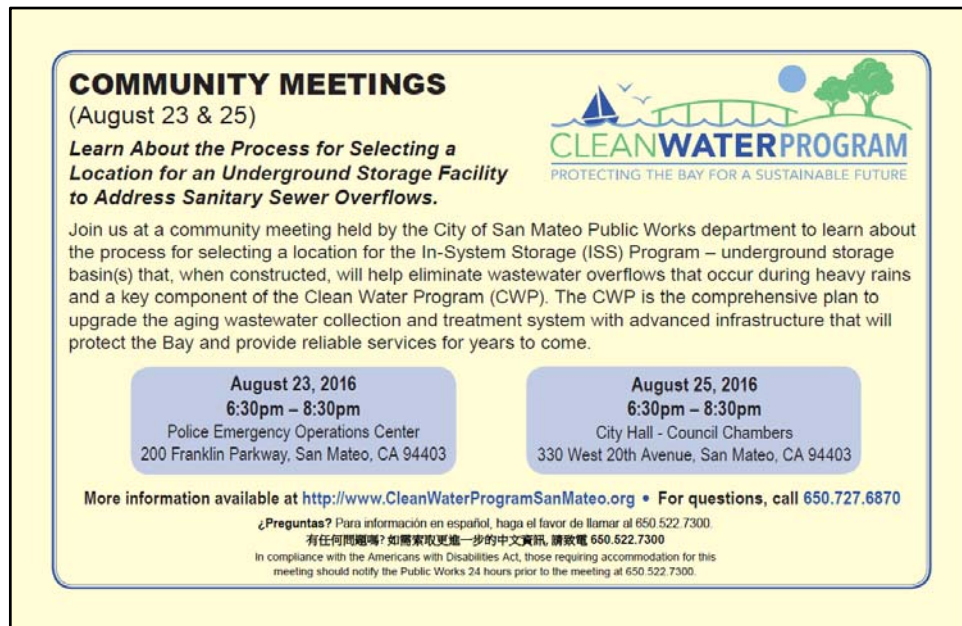
City staff distributed electronic communications to the following:

- City Council
- Public Works Commission
- Sustainability Commission
- Parks and Recreation Commission
- Planning Commission
- San Mateo Homeowners Associations
- San Mateo Neighborhood Associations

The content of the notice was also synthesized into a posting on Nextdoor.com, the leading private social network platform for specific neighborhood communities.

Citywide Mailer

To broaden the reach of the electronic notifications, the project team developed and deployed printed mailer notices that introduced the focus of the upcoming community meetings with an invitation to attend. In total, approximately 48,000 mailers were distributed via US Postal Service to be delivered throughout the City of San Mateo, three weeks in advance of the scheduled community meetings.



COMMUNITY MEETINGS
(August 23 & 25)

Learn About the Process for Selecting a Location for an Underground Storage Facility to Address Sanitary Sewer Overflows.

Join us at a community meeting held by the City of San Mateo Public Works department to learn about the process for selecting a location for the In-System Storage (ISS) Program – underground storage basin(s) that, when constructed, will help eliminate wastewater overflows that occur during heavy rains and a key component of the Clean Water Program (CWP). The CWP is the comprehensive plan to upgrade the aging wastewater collection and treatment system with advanced infrastructure that will protect the Bay and provide reliable services for years to come.

August 23, 2016 6:30pm – 8:30pm Police Emergency Operations Center 200 Franklin Parkway, San Mateo, CA 94403	August 25, 2016 6:30pm – 8:30pm City Hall - Council Chambers 330 West 20th Avenue, San Mateo, CA 94403
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More information available at <http://www.CleanWaterProgramSanMateo.org> • For questions, call 650.727.6870

¿Preguntas? Para información en español, haga el favor de llamar al 650.522.7300.
有任何問題嗎? 如需要取更進一步的中文資訊, 請致電 650.522.7300

In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting should notify the Public Works 24 hours prior to the meeting at 650.522.7300.

Mailer for August Community Meetings

Press Release

In addition to the notifications distributed by partners and via US mail, the project team developed a press release that was distributed to local and regional media, including the Bay City News, which serves as a wire service for Bay Area media outlets.

Press Coverage

The media coverage of the community meetings and/or of the In-System Storage project includes the following:

- San Mateo Daily Journal
 - San Mateo considers underground sewage tanks: Public concerned about parks, city strives to meet state mandates – Thursday, August 25, 2016
 - <http://www.smdailyjournal.com/articles/news/2016-08-25/san-mateo-considers-underground-sewage-tanks-public-concerned-about-parks-city-strives-to-meet-state-mandates/1776425167209.html>
- NBC Bay Area
 - Smell of Fear in the Air, As San Mateo Proposes to Build Sewage Basin – Thursday, September 1, 2016
 - <http://www.nbcbayarea.com/news/local/Smell-of-Fear-in-the-Air-As-San-Mateo-Proposes-to-Build-Sewage-Basin-392098401.html>