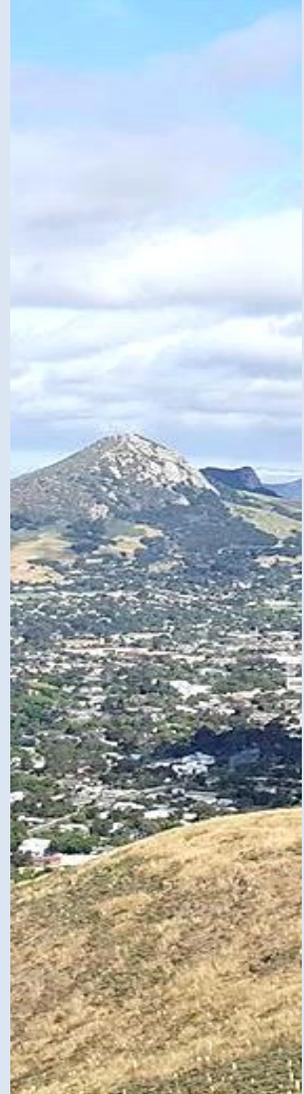


General Plan Annual Report



2019



www.slocity.org

Community Development Department

Our Mission Statement

Our mission is to serve all persons in a positive and courteous manner and help ensure that San Luis Obispo continues to be a healthy, safe, attractive, and enjoyable place to live, work, or visit. We help plan the City's form and character, support community values, preserve the environment, promote wise use of resources, and protect public health and safety.

Our Service Philosophy

The City of San Luis Obispo Community Development Department (CDD) staff provides high quality service when you need it. We will:

- Listen to understand your needs;
- Give clear, accurate and prompt answers to your questions;
- Explain how you can achieve your goals under the City's rules;
- Help resolve problems in an open, objective manner;
- Maintain high ethical standards; and
- Work to improve our service.



Acknowledgements

City Council

Heidi Harmon, Mayor
Aaron Gomez, Vice Mayor
Carlyn Christianson
Andy Pease
Erica A. Stewart

Planning Commission

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Doug Carscaden, Recreation Supervisor

The 2019 General Plan Annual Report was prepared by the Community Development Department for review by the Planning Commission and acceptance by the City Council. The Community Development Department's Long-range Planning Division often takes the lead for staff work involving the General Plan. However, all City departments and advisory bodies are involved in General Plan implementation and have contributed to the 2019 General Plan Annual Report.

General Plan Annual Report 2019

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Introduction

The General Plan is a comprehensive statement of the City's goals and how those goals will be achieved over the long-term. Policies and programs in the General Plan provide guidance to the public, staff and decision-makers on development-related issues. The General Plan is adopted and amended by the City Council, after considering recommendations by citizens, appointed advisory bodies, other agencies, and City staff.

Each year, the City publishes an Annual Report on the status of its General Plan and provides an overview of actions taken to implement the Plan during the past year, as provided by California Government Code Section 65400. This report is provided to help citizens and City officials gauge progress towards achieving the City's stated goals and objectives. It is also an opportunity to review how well the Plan's programs are being implemented. The Annual Report fulfills the requirements of State law, and the General Plan itself. According to Land Use Element Policy 11.3 the City shall prepare an annual report on the status of the General Plan, which is to include the following items:

- A) A summary of private development activity and a brief analysis of how it helped meet General Plan goals;
- B) A summary of major public projects and a brief analysis of how they contributed to meeting General Plan goals;
- C) An overview of programs, and recommendations on any new approaches that may be necessary;
- D) A status report for each General Plan program scheduled to be worked on during that year, including discussion of whether that program's realization is progressing on schedule, and recommendations for how it could better be kept on schedule if it is lagging;
- E) A status report on how the City is progressing with implementing its open space preservation policies and programs;
- F) Updated population or other information deemed important for the plan.

Background

State law requires each city and county to adopt a general plan that addresses seven topics, typically referred to as “elements.” Additional topics, or general plan elements, may be included. The law also requires general plans to be comprehensive, internally consistent and provide a long-term perspective. The Governor’s Office of Planning and Research publishes General Plan Guidelines, which includes the following basics:

Geographic Comprehensiveness: The general plan must cover all of the territory in the jurisdiction’s boundaries.

Regionalism: The general plan must take into account regional plans for transportation, air quality and water quality, and must spell out measures needed to meet federal or state standards for the region.

Issue Comprehensiveness: General plans must address the jurisdiction’s physical development over the long term, but because the general plan is the most comprehensive expression of the general welfare, it should also recognize social and economic concerns.

Internal Consistency: All of the general plan elements must be internally consistent. Each element’s data, analyses, goals, policies and programs must be consistent and complement one another. This includes consistency with area and specific plans.

Long-Term Perspective: The general plan must address the welfare of current & future generations, although the time-frames may vary between elements. The Housing Element, for instance, must be updated every five to eight years.

State law says a City’s general plan should be kept current. The City of San Luis Obispo does this through this annual review process, comprehensive updates, and through amendments. Updates to entire elements are done as needed and include a look at underlying conditions and preferences. Amendments are typically smaller in scope and involve changing one part in a way that fits within the overall framework. Consideration of amendments are triggered by private applications or by direction from the City Council.

City of San Luis Obispo General Plan Elements

Land Use
*Update Adopted
December 2014*

Circulation
*Update Adopted
December 2014*

Housing
*Update Adopted
January 2015*

Conservation and
Open Space
Revised 2014

Safety
Revised 2012

Parks and
Recreation
Adopted 2001

Water and
Wastewater
Revised 2018

Noise
Adopted 1996

Changes to the City of San Luis Obispo General Plan require hearings by the Planning Commission and by the City Council. The type of notice provided for the hearings depends on the type of proposed change, but always includes a descriptive item on the meeting agenda, which is published in the newspaper. The City's website and public access television channel provide additional information.

General Plan Element Updates

Parks and Recreation Element Update

In 2018, the City Parks and Recreation and Community Development Departments engaged consultant services, WRT, for the purposes of the Parks and Recreation Element and Master Plan Update. The Parks and Recreation Commission (PRC) is serving as the primary advisory body for this work effort.

The purpose of the update of the City's Parks and Recreation Element and Master Plan is to address current and future needs for the City of San Luis Obispo's parks, recreation facilities, programs and services consistent with the objectives outlined in the adopted 2017-2019 and 2020-2021 financial plans. The foundational stages of the Project Plan were initiated by conducting extensive initial community outreach pursuant to the approved Community Engagement Plan and as summarized in the Community Needs Assessment Engagement Memorandum approved by the PRC in December 2018. In addition, the results from the statistical survey conducted by ETC Institute are available for review in the Needs Assessment Survey Findings Report. In 2019, a proposed action plan was presented to the PRC and the public for initial feedback, and this prioritized plan will continue to be developed to ensure the most effective use of future community resources. The public will continue to be engaged in a positive and creative way so that the results are representative of community values, desires, and needs. In summer 2020, Parks and Recreation staff and consultant WRT, will release the Public Review Draft General Plan Element and Master Plan Update and host public meeting workshops in fall 2020. Parks and Recreation and Planning Commission recommendations will go to City Council December 2020 and final adoption.

This General Plan Annual Report falls between a transitional Financial Plan period, thus the Major City Goals for both FY 2017-19 and FY 2019-21 include:

FY 17-19 Major City Goals:

Housing – *Facilitate increased production of all housing types designed to be economically accessible to the area workforce and low and very low-income residents, through increased density and proximity to transportation corridors in alignment with the Climate Action Plan.*

Climate Action – *Implement Climate Action Plan, assess requirements to achieve a “net-zero carbon City” target, and implement cost-effective measures, including implementation of a Sustainability Coordinator and formation of a Green Team.*

Multi-Modal Transportation – *Prioritize implementation of the Bicycle Master Plan, pedestrian safety, and Short-Range Transit Plan.*

Fiscal Sustainability & Responsibility - *Continue to implement the City's Fiscal Responsibility Philosophy with a focus on economic development and responsiveness, unfunded liabilities, and infrastructure financing*

Housing Element Update

In 2019, the City began work on updating the Housing Element. The update process is a tool to modify housing policies and programs to reflect the changing needs, resources and conditions in the community, and to respond to changes in state and federal housing law. The Housing Element is the only element that must be updated on a set schedule and then certified by the State. The City does not construct housing but is required by the State to demonstrate that it can accommodate a specific number of units that meet specific income categories within a specific time frame known as the Regional Housing Needs Allocation (RHNA). RHNA is produced by the California Department of Housing and Community Development (HCD) and identifies the projected housing needs in the region as part of the periodic updating of local Housing Elements of the General Plan. HCD finalized its RHNA allocation determination for the San Luis Obispo region at 10,810 units for the 10-year production period (December 31, 2018 to December 31, 2028) and the number of housing units allocated to the City has been identified as 3,354.

Work on the update began with hosting a Housing Forum Workshop and City Council and Planning Commission Housing Update in April 2019. Since the kickoff, staff has been working on several components of the Housing Element including:

- Collecting background information
- Public Outreach Event on December 10, 2019
- Online Public Survey (December 2019)
- Presentations to stakeholders
- Updating the Residential Development Capacity Inventory

Completion of the Housing Element is anticipated by the fall of 2020.

FY 19-21 Major City Goals:

Housing – Facilitate the production of housing with an update of the Housing Element, including an emphasis on affordable housing (including unhoused people) and workforce housing through the lens of climate action and regionalism.

Climate Action – In response to the climate crisis, continue to update and implement the Climate Action Plan for carbon neutrality, including preservation and enhancement of our open space and urban forest and planning for resilience.

Sustainable Transportation – Enhance accessible regional transit, bicycle, and pedestrian mobility to promote a transition to a car-free or shared-car lifestyle and to reduce greenhouse gases.

Fiscal Sustainability & Responsibility - Continue to implement the City's Fiscal Responsibility Philosophy with a focus on efficiencies, strategic economic development, unfunded liabilities, and infrastructure financing (*Funding the Future*).

Downtown Vitality - Support the economic and cultural heart of the City with attention to safety, maintenance, infrastructure and amenities.

Safety Element Update

In 2019, the City was awarded a grant from Caltrans called “Resilient San Luis Obispo” in the amount of \$435,250 to be used to conduct a comprehensive assessment of the community’s vulnerability to climate change impacts. The City has partnered with the Local Government Commission (LGC), a 501(c)3 non-profit organization who has extensive experience in public engagement in climate change adaptation and in facilitation projects. Additionally, the City is currently participating with the CivicSpark, a statewide program through the LGC for a Fellow to work on the project. The project will also be supported with committed staff resources from the San Luis Obispo Council of Governments. Technical consultants secured through a competitive bid process complete the team. The project includes current and future hazards assessment, comprehensive vulnerability assessment, local and state policy audits, robust community outreach and education, a menu and prioritization of adaptation options and specific integration and work plans. Importantly, the scope of work also includes capacity building for City staff and dissemination to regional partners to ensure implementation. The study will begin in spring of 2020 and along with the 2019 Hazard Mitigation Plan update, will form the technical foundation for the comprehensive update to the Safety Element of the General Plan. The City anticipates that the Safety Element will be renamed as the Community Resilience and Public Safety Element and is targeted to be completed in 2022.

Community Development Department

Customer Service and Process Improvements

In 2019, the Community Development Department continued to monitor and improve procedures to ensure the utmost level of efficiency and customer service. In response, the Department launched the following programs throughout the year:

InfoSLO: The City originally launched the portal InfoSLO in 2018 that allows members of the public to search for a variety of information on properties citywide. InfoSLO allows you to search for parcel history including permits, plan cases, inspections and code cases. Parcels can be searched by address or Assessor's Parcel Number, or by an interactive map to browse parcel information across the City. In 2019, upgrades provided the opportunity to research and export permit and plan history for any address in the City. Efforts also continued for the provision to go live with online permit applications and online payment of fees for building and planning in the 2020 timeframe. Community Development also launched mobile apps for use in the field which will expedite the inspection process. Inspections can now also be automatically updated from the field. Staff also implemented the Laserfiche document management system which allows more efficient response to public records requests.

Coordination with Other Agencies

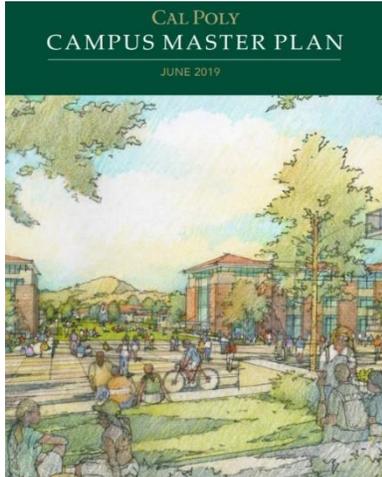
In addition to City-initiated efforts to implement the General Plan, City staff responded to development plans and applications from other agencies in 2019 and coordinated with other agencies on General Plan priorities. Some examples include:

County of SLO: City staff provided comments on several projects proposed in the County including an office project, cannabis delivery projects, tentative map proposals, and a proposed hillside development.

Amtrak-LOSSAN: Community Development staff coordinated with the Los Angeles-San Diego-San Luis Obispo Rail Corridor Agency (LOSSAN) for preliminary work which will lead to a Basis of Design Report (Feasibility Study) for expansion and/or relocation of the existing Amtrak layover facility in San Luis Obispo. The goal of the project is to increase overnight layover and storage capacity to support service goals and objectives outlined for the Amtrak Pacific Surfliner as outlined in the 2018 California State Rail Plan.

San Luis Obispo Council of Governments: The San Luis Obispo Council of Governments (SLOCOG) continued the multi-year process to concurrently prepare the 2019 Regional Transportation Plan (RTP), the Sustainable Communities Strategy (SCS), and the Regional Housing Needs Allocation (RHNA). The City participated in regional discussions facilitated by SLOCOG and negotiated allocating the region's 6th Cycle RHNA distribution of 10,810 housing units amongst all eight local jurisdictions (see further discussion on the 6th Cycle RHNA in Regional Housing Needs Allocation Progress Section below). The SLOCOG Board adopted the updated 2019 RTP/SCS on June 5, 2019.

Regional Housing Action Team: The City, along with the County, and the seven local Cities within the county are each updating their Housing Element for the new 6th Cycle RHNA. The County has taken a lead role in fostering collaboration among all the cities, SLOCOG, and County to develop the region’s first “regional chapter” common to all eight local agencies’ Housing Elements. The regional chapter will outline policies and programs that support housing at a regional level.



Cal Poly Master Plan Update 2035

Cal Poly Master Plan Update 2035: Throughout 2019, City staff continued to work with Cal Poly staff to address previous concerns raised by the City when a Draft EIR was published for the Cal Poly Master Plan Update in 2017. In December 2019, Cal Poly circulated the updated public draft of the Cal Poly Master Plan Update 2035 DEIR. The City DEIR comment letter noted significant concerns on the impacts of planned Master Plan update growth on City services, infrastructure, and potential fiscal impacts on City operations. City staff will continue to engage with Cal Poly to achieve a better outcome, consistent with the City Council’s policy direction for engagement in the Master Plan process.

The State Department of Transportation (Caltrans): Progress continues with preliminary engineering and environmental review for the Prado Road/US 101 Interchange Project and Prado Road Bridge Replacement over San Luis Obispo Creek, with construction anticipated to begin for both projects in 2022.

Local Agency Formation Commission (LAFCO): In November 2019, the City Council approved the filing of an application and request for LAFCO to initiate proceedings for annexation of the Fiero Lane-Clarion Court area. The annexation area consists of 30 parcels and approximately 39 acres of land within the Airport Area Specific Plan (AASP). Annexation of this area was anticipated in the City’s General Plan and AASP, and the area will continue to support existing development including a mix of industrial, manufacturing, commercial, and office uses.

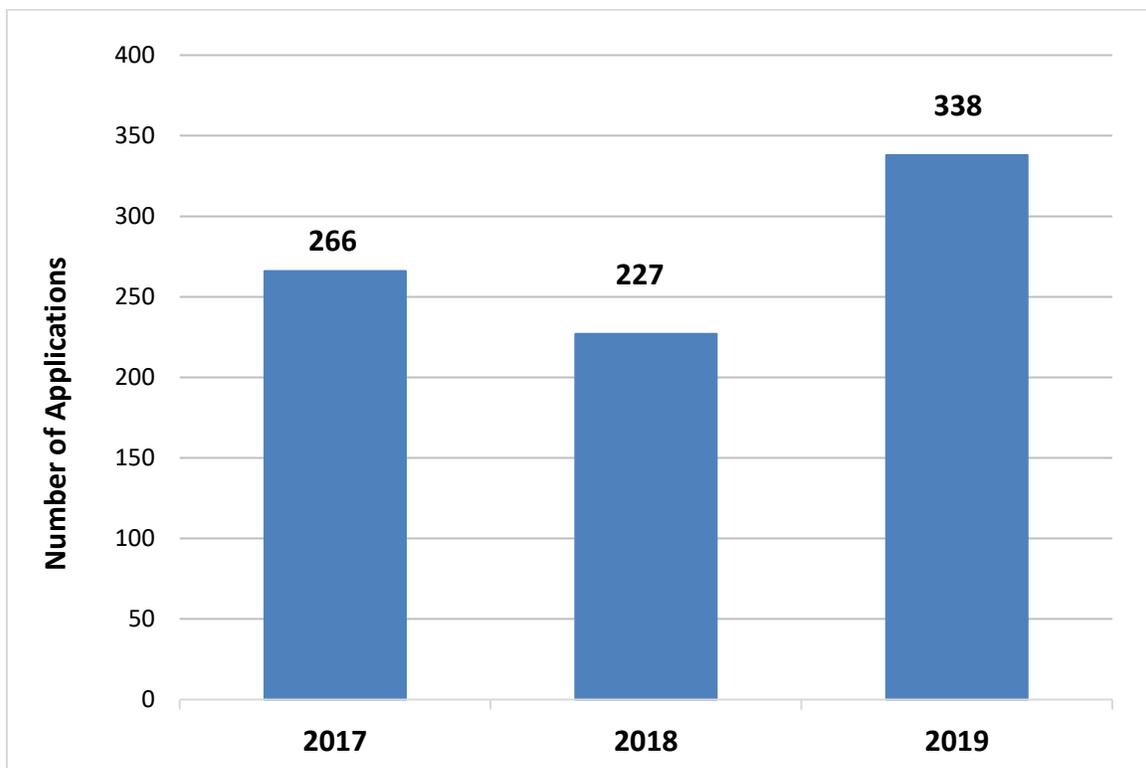
Planning and Building Activity

Application totals are tracked in real-time using live dashboards from our EnerGov permitting system. Tracking of applications and permits serve as an indicator of development trends and a tool for budget forecasting.

Yearly Planning Application Trends

Figure 1 indicates all planning applications received for each calendar year for 2017, 2018 and 2019. Some examples of the types of applications include use permits, architectural reviews, subdivisions, zoning amendments, specific plans and administrative actions. In 2019, the total number of planning applications increased by nearly 50% from 2018. Notable increases in application types were architectural reviews, increasing from 46 submittals to 78, and Homestay use permits, increasing from 19 applications to 48 in connection to an improved tracking and enforcement of unpermitted short-term rentals.

Figure 1 - Total Planning Applications Received per Calendar Year (2017-2019)



Source: Community Development Department, 2019

Building Permits and Plan Reviews

Building permits are issued for various projects ranging from the relatively simple (e.g. water heaters, window change outs, reroofing, etc.) to the more complex projects (e.g. additions and new buildings). Plan reviews are typically required for the more complex projects where it is necessary to review proposed design documents for code compliance.

Table 1 - Building Permits Issued 2016-2019 Comparison

BUILDING PERMITS ISSUED	2019		2018		2017		2016	
	permits	units	permits	units	permits	units	permits	units
Single Family	171	171	159	159	105	105	55	42
Multi Family	17	340	19	135	10	44	11	51
Commercial	12	0	15	0	5	1	10	11
Residential Additions / Alterations	369	0	252	0	190	2	0	3
Commercial Additions / Alterations	141	0	129	0	82	0	150	3
Motel Rooms	0	0	1	113	0	0	0	183
TOTAL	710	511	575	407	392	152	568	293

Source: Community Development Department, 2019

Table 1 depicts the number of building permits issued over the past 4 years. In 2019, 188 permits were issued for single-family and multi-family projects, representing 511 residential units.

Table 2 - Building Division Project Statistics, 2016-2019 Comparison

PROJECT STATISTIC	2019	2018	2017	2016
Plan Check Applications Submitted	1,883	1,468	1,301	1,273

Source: Community Development Department, 2019

Table 2 shows the number of plan check applications conducted by the Building Division over the last four years. Development activity remained strong in 2019, with a record high of Plan Check Application submittals, as compared to the previous three years, and are expected to remain strong throughout 2020.

Valuation of Construction

Construction valuation is a good indicator of the level of private investment in building construction. **Table 3** depicts the annual construction valuation over the past 4 years. The total valuation increased in 2019 from 2018 by \$38,936,475, which reflects the increased number of issued permits as displayed in Table 2 above.

Table 3 - Valuation of Construction, 2016-2019 Comparison

VALUATION OF CONSTRUCTION	2019	2018	2017	2016
Single Family	28,025,973	24,299,569	19,706,522	15,024,481
Multi Family	33,606,072	21,161,540	17,248,685	8,172,054
Commercial	16,980,878	20,430,385	6,248,150	51,109,620
Residential Additions / Alterations	42,924,804	14,780,483	8,167,839	10,138,220
Commercial Additions / Alterations	17,886,588	19,815,863	6,760,007	17,572,763
Total Valuation	\$139,424,315	\$100,487,840	\$58,131,203	\$102, 017,138

Source: Community Development Department, 2019

Regional Housing Needs Allocation (RHNA) Progress

Quantified Objectives

Under State law, each city and county in California is required to develop programs designed to meet their share of the surrounding region's housing needs for all income groups, as determined by the region's council of governments. The State Department of Housing and Community Development (HCD) identifies housing needs for all regions of the State. Councils of governments then apportion the regional housing need among their member jurisdictions. The Regional Housing Needs Allocation (RHNA) process seeks to ensure that each jurisdiction accepts responsibility, within its physical and financial capability to do so, for the housing needs of its residents and for those people who might reasonably be expected to move there. State housing law recognizes that housing need allocations are goals that jurisdictions seek to achieve; however, they are not intended as production quotas. The allocations are included in each jurisdiction's Housing Element so that plans, policies and standards may be created to help meet housing needs within the element's planning term.

The City's 5th Cycle Housing Element and RHNA Quantified Objectives ended on June 30, 2019. This was a 5-year period of housing planning, that began on January 1, 2014. In this 5th Cycle, the City issued a total of 1,272 building permits for the development of new residential units, as shown in **Table 4**. This included a total of 220 new deed-restricted affordable housing units, or housing available to Extremely Low, Very Low, and Low households, as well as 1,052 units of market-rate, or Above Moderate income housing.

Table 4 - Progress Towards Meeting 5th Cycle Quantified Objectives (1/1/14 to 6/30/19)

Income Level (% of County Median Income)	5th Cycle RHNA Allocation	Building Permitted Units Issued by Affordability						Total Units by Income Level	Total Units Remaining by Income Level
		Year 1 (2014)	Year 2 (2015)	Year 3 (2016)	Year 4 (2017)	Year 5 (2018)	Year 6a (01/01/19 - 06/30/19)		
Extremely Low & Very Low	285	35	1	19	41	70	0	166	119
Low	179	16	1	1	9	4	4	35	144
Moderate	202	8	2	3	0	0	6	19	183
Above Moderate	478	146	168	111	164	212	251	1,052	-574
Total Units	1,144	205	172	134	214	286	261	1,272	
Total Remaining for RHNA Period:									446

Source: Community Development Department, 2019

The City was in a unique position for housing planning during the 2019 calendar year because the 6th Cycle planning period also began. For this new 6th Cycle Housing Element, the City is transitioning towards a longer housing planning period, moving from a 5-year to an 8-year timeframe. The City participated in regional discussions facilitated by the San Luis Obispo Council of Governments (SLOCOG) and negotiated allocating the region's 6th Cycle RHNA distribution of 10,810 housing units amongst all 8 local jurisdictions, as shown in **Table 5** below.

Table 5 - 6th Cycle Regional Housing Needs Allocation (1/1/19 to 12/31/28)

Jurisdiction	Total Allocation	Very Low	Low	Moderate	Above Moderate
		24.6%	15.5%	18.0%	41.9%
Arroyo Grande	692	170	107	124	291
Atascadero	843	207	131	151	354
Grover Beach	369	91	57	66	155
Morro Bay	391	97	60	70	164
Paso Robles	1,446	356	224	259	607
Pismo Beach	459	113	71	82	193
San Luis Obispo	3,354	825	520	603	1,406
Unincorporated	3,256	801	505	585	1,365
Regional Total	10,810	2,660	1,675	1,940	4,535

Source: 2019 Regional Housing Needs Allocation Plan, SLOCOG

As shown in **Table 5** above, the City has a new total RHNA allocation of 3,354 housing units to plan for in the new 6th Cycle Housing Element. The transition from a 5-year to an 8-year cycle, HCD has allowed the City 10 years to meet the new 6th Cycle RHNA allocation. This means that the City is allowed to count all issued building permits from January 1, 2019 until December 31, 2028 as credit towards achieving the 6th Cycle RHNA allocation. Progress towards this 6th Cycle is shown in **Table 6** below.

Table 6 - Progress Towards Meeting 6th Cycle Quantified Objectives (1/1/19 to 12/31/28)

Income Level (% of County Median Income)	6th Cycle RHNA Allocation	Building Permitted Units Issued by Affordability			Total Units by Income Level	Total Units Remaining by Income Level
		Year 1 (2019)	Year 2 (2020)	Years 3 – 10 (2021 - 2028)		
Extremely Low & Very Low	825	0			0	825
Low	520	6			6	514
Moderate	603	8			8	595
Above Moderate	1,406	519			519	887
Total Units	3,354	533			533	
					Total Remaining for RHNA Period:	2,821

Source: Community Development Department, 2019

Affordable Housing

In 2019, the City continued to implement the Inclusionary Housing Requirement, and has six Affordability Agreements in process through long-term and equity-share programs. The City also has approximately \$300,000 available for assisting future affordable housing construction.

Table 7 below identifies affordable housing accomplishments for 2019:

Table 7 - Affordable Housing Project Highlights from 2019

Project	Affordable Units	Status	Special Notes
Bishop Street Studios	34	Major construction was completed in 2019 and the facility is up, running, and being leased to tenants.	The project received an AHF award of \$850,000 and serves as affordable rental housing for clients of Transitions Mental Health Association.
Courtyard at the Meadows	36	Construction on HASLO’s Courtyard at the Meadows continued in 2019 and is anticipated to be completed in 2020.	HASLO was awarded tax credits in Spring 2018 and additionally received an AHF award of \$630,000.
Real Property Acquisition	6	Transitions-Mental Health Association acquired and rehabilitated an existing 6-unit property for affordable housing for six of their clients.	The City Council awarded \$330,000 of AHFs to assist with the acquisition and rehabilitation of the six units.
Tiburon Place (Orcutt Area)	68	Peoples’ Self-Help Housing obtained entitlements in 2019 for Tiburon Place, which is being developed to satisfy the inclusionary housing requirement for three subdivisions in the Orcutt Area.	The City Council has made a commitment of \$700,000 of AHF dollars to support the construction of 14 units in the project being provided above the inclusionary requirement.
Broad Street Place	40	Peoples’ Self-Help Housing obtained entitlements at the end of 2019 for 40 new units located on Broad Street Place.	Ten of the 40 units in the project will be dedicated exclusively to extremely low income veterans. City Council also committed a total of \$1.3 million dollars of AHFs for this project’s construction costs.
San Luis Ranch	68	Large development proposing 580 residential units, a hotel, and commercial spaces	34 units are required to meet the residential component pursuant to the City’s Inclusionary Housing Ordinance. 26 of the units will be dedicated at the very low level. An additional 34 units are required for the commercial component, but can also be satisfied by paying in-lieu fees. Additionally, the project includes local preference provisions, owner occupancy restrictions, and down payment assistance to buyers that are teachers, first responders, nurses, public employees, or associated with the Military.
Avila Ranch	67	Large development proposing 720 residential units and commercial spaces	The project is required to provide 71 Inclusionary housing units that will be met through a combination of construction (67 units), dedicated land (1.2 acres for 24 low income units) and payment of in-lieu fees (4 units). In addition, the project includes 25 deed restricted workforce housing units, down payment assistance, local preference and owner-occupied restrictions.

Source: Community Development Department, 2019

Funding and Grant Programs for Housing-Related Programs

1. *Community Development Block Grant Program (CDBG)*: The CDBG program provides annual funding for eligible affordable housing projects and support for the homeless shelter. Over the past seven years the CDBG Program has allocated over \$2,400,000 towards affordable housing and approximately \$870,000 towards homeless services. Projects funded for the 2019 Program Year included homeless services and affordable housing land acquisition for new transitional housing to be owned & managed by Housing Authority of San Luis Obispo (HASLO).
2. *Affordable Housing Fund (AHF)*: In 2019, the City awarded a total of \$2,330,000 of AHF dollars to assist with three new 100% affordable housing projects, for a total of 114 new units. The three projects included Tiburon Place with an award of \$700,000, Broad Street Place with an award of \$1,300,000, and \$330,000 for real property acquisition by Transitions-Mental Health Association.
3. *Grants in Aid (GIA)*: The City's Human Relations Commission approved \$150,000 in grants to non-profit organizations whose focus is homeless prevention (including supportive services and transitional housing), hunger and malnutrition prevention, supportive physical and mental health services, and services for seniors and/or people with disabilities. Awards were approved by Council in August and distributed in October.
4. *San Luis Obispo County Housing Trust Fund (HTF)*: The HTF provides financing, technical assistance and advocacy to increase the supply of affordable housing in the City. HTF staff serve as a resource to City staff working with developers on affordable housing projects. The City continues to support the HTF with \$40,000 annually from the Affordable Housing Fund to help support ongoing operating costs.

Homeless Services Support

1. *40 Prado Homeless Services Center*: The 40 Prado Homeless Services Center celebrated its 1st birthday with the “Community in Concert” fundraising celebration in September of 2019. The facility, owned and operated by Community Action Partnership of San Luis Obispo County (CAPSLO), continues to be a highly valuable asset to the community, providing overnight shelter, meals, showers, and laundry services, to individuals and families working towards self-sufficiency.



Community in Concert - 40 Prado 1st Birthday Celebration



Community in Concert - 40 Prado 1st Birthday Celebration

2. *Safe Parking Program*: The program provides seven parking spaces located at the 40 Prado facility. This allows homeless persons with vehicles a safe place to temporarily park with the goal of eventually transitioning them into permanent housing. The City provides \$10,000 annually to CAPSLO for the program.
3. *Homeless Services Oversight Council (HSOC)*: Staff continues to participate in HSOC quarterly general meetings and provides input on grant opportunities for affordable housing development for the County’s most vulnerable, chronically homeless persons.

Residential Growth

The Land Use Element policy related to residential growth (LUE 1.11.2) states that the City’s housing supply shall grow no faster than one percent per year, on average, based on established thresholds shown in **Table 8** (Table 3 in the Land Use Element). This policy was modified in 2010 under Ordinance No. 1550 to an average of one percent per year over the five-year Housing Element planning period.

Table 8 - LUE Table 3, One Percent City Population Growth Projection

Year	Approximate Maximum Number of Dwelling*	Anticipated Number of People
2013	20,697	45,541
2015	21,113	46,456
2020	22,190	48,826
2025	23,322	51,317
2030	24,512	53,934
2035	25,762	56,686
Estimated urban reserve capacity:		57,200

Source: Land Use Element, City of San Luis Obispo General Plan, Table 3, page 1-37.

*2013 population based on CA Department of Finance data and projected based on 1 percent annual growth.

Based on the Community Development Department’s residential construction permit data, the City has maintained a five-year average annual growth rate of 0.47 percent per year, in compliance with the one percent maximum average annual growth rate over the planning period from 2015 to 2019, as shown in **Table 9**.

Table 9 - Residential Growth Rates, 2015-2019

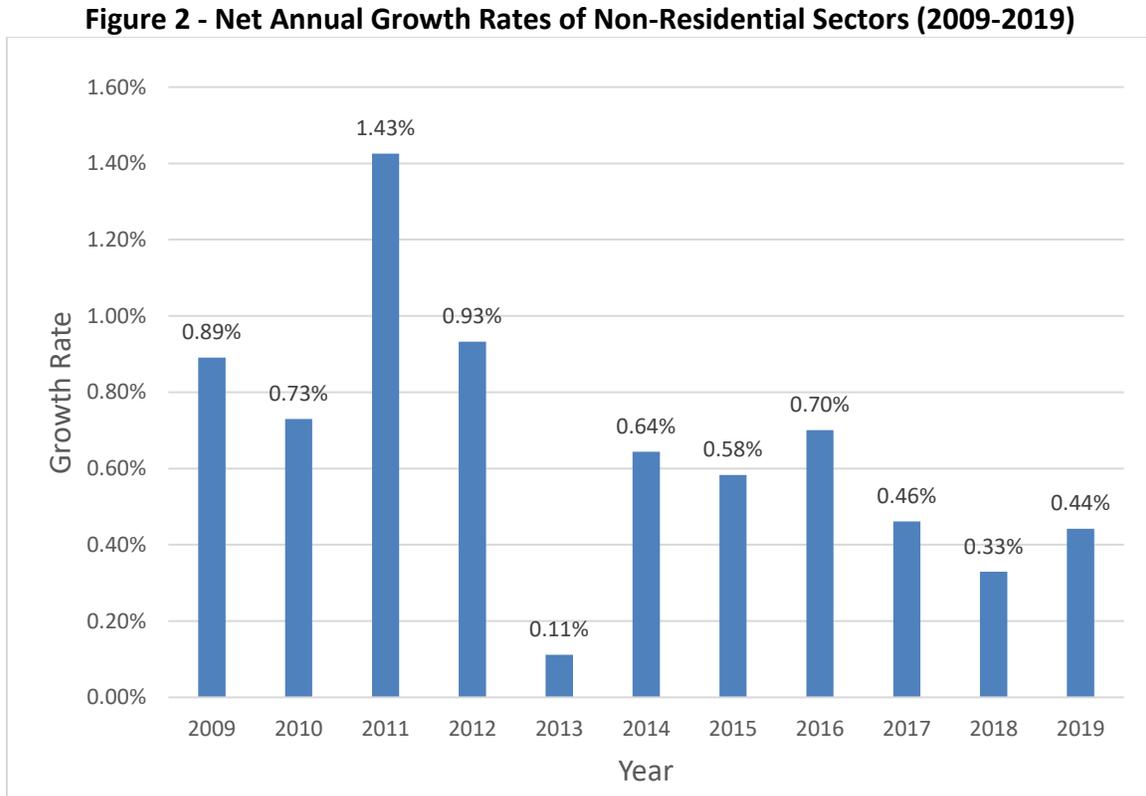
Year	New Units	Total Units	Growth Rate (%)
2015	53	20,946	0.25
2016	120	21,066	0.57
2017	92	21,158	0.43
2018	53	21,211	0.25
2019	180	21,391	0.84
Five-Year Average Annual Growth Rate			0.47

Source: 2019 Building Permits Finaled, Community Development Dept.

Non-Residential Growth

Based on final building permits, 51,694 square feet of net new non-residential floor area was added to the City in 2019, resulting in an annual growth rate of 0.44 percent.

Figure 2 illustrates the net annual non-residential growth rate from 2009 to 2019. Non-residential growth includes office, services and manufacturing, retail, hotel, and institutional uses.



Source: Building Permits Finaled, Community Development Department, 2019
 Note: Demolition of nonresidential square footage included in calculations.

Land Use Element Policy 1.11.4 states that each year, the Council will evaluate the actual increase in non-residential floor area over the preceding five years. The Council shall consider establishing limits for the rate of non-residential development if the increase in non-residential floor area for any five-year period exceeds five percent. The five-year net non-residential growth rate for 2015 through 2019 was 2.52 percent, and the five-year annual average growth rate was 0.5 percent.

Each year, City Council has considered whether or not to implement limits to new non-residential floor area and has decided against establishing limits. If limits are established, they would only apply to certain types of new commercial floor area, such as new offices or new retail establishments outside of the downtown core.

Specific Plan Implementation and Development

The General Plan requires approval of specific plans as a precursor to development of the City’s major expansion areas. Specific plans typically contain more detailed land-use and design standards than the General Plan and address the timing and financing of public facilities. Specific plans can supersede the Zoning Regulations or lead to amendments of the Municipal Code. The process for adopting a specific plan is similar to the process for adopting or amending a section of the General Plan.

Margarita Area Specific Plan

The Margarita Area is located in southern San Luis Obispo and is bounded by South Higuera Street, Broad Street, Tank Farm Road, and the ridge of the South Hills. Primarily envisioned for residential development with another 68 acres slated for residential and business park uses. Proposals for the Margarita area thus far have included mainly single-family homes with portions of open space and pedestrian network advancing.

The Margarita Area is ideally suited to accommodate San Luis Obispo’s planned residential growth for the near future as the area provides convenient access for residents to employment, shopping and recreation. Community goals for this area include up to 868 homes in a wide range of housing types. **Table 10** below displays the status on development in the Margarita Area.

Table 10 - Margarita Area Development Status

Projects	Address	Commercial	Dwellings	Status
Toscano	3000 Calle Malva	-	168	<i>Planning Entitlements - Approved Public Improvements - Under Construction Building Permits Issued– Under Construction</i>
Serra Meadows	408 Prado	-	169	<i>Construction Complete</i>
Serra Meadows Prado Frontage	3420 Serra Meadows	-	36	<i>Planning Entitlements - Approved Public Improvements - Under Construction Building Permits Issued – Under Construction</i>
Courtyard at Serra Meadows	3725 Orcutt	-	36	<i>Planning Entitlements - Approved Building Permits Issued - Under Construction</i>
Prado Business Park	301 Prado	159,663	-	<i>Planning Entitlements - Approved</i>

Source: Community Development Department, 2019

Orcutt Area Specific Plan

Nestled at the base of the Santa Lucia foothills, the Orcutt Area provides a variety of scenic resources for residents of the area and travelers along Orcutt Road and Tank Farm Road, including views of Righetti Hill, Islay Hill and the Santa Lucia foothills.

Located along the southwestern edge of the city limits of San Luis Obispo and bounded by Orcutt Road, railroad and Tank Farm Road, the area encompasses 230 acres of land at the base of Righetti Hill.

The Orcutt Area Specific Plan calls for a residential neighborhood with up to 979 homes and a variety of housing types, parks and recreational opportunities including bicycle and pedestrian paths, and natural habitat and visual resource protection in open space areas.

The City envisions the area including hillside and creek open space areas with bike and pedestrian paths, and a public park with a potential school site surrounded by residential neighborhoods. **Table 11** below displays the status on development in the Orcutt Area.

Table 11 - Orcutt Area Development Status

Projects	Address	Dwellings	Commercial Sq. Ft.	Status
Bullock Ranch	3580 Bullock	192		<i>Planning Entitlements – Under Review</i>
Pratt Property	3750 Bullock	35	3,400	<i>Planning Entitlements - Approved Public Improvements - Under Review</i>
Imel Ranch	3777 Orcutt	18		<i>Planning Entitlements - Pending ARC Review Public Improvements - Under Review Building Permits Issued – Under Construction</i>
South Morros	3725 Orcutt	53		<i>Planning Entitlements - Approved Public Improvements - Under Construction Building Permits Issued – Under Construction</i>
Vinifera	3700 Ranch House	40		<i>Planning Entitlements – Under Review</i>
Righetti Ranch Subdivision	3987 Orcutt	304		<i>Planning Entitlements - Approved Public Improvements - Under Construction Building Permits Issued – Under Construction</i>
Jones Subdivision	3761 Orcutt	65	15,070	<i>Planning Entitlements - Approved Public Improvements - Under Construction Building Permits Issued – Under Construction</i>
West Creek: Vintage & Noveno	1355 Orcutt	172		<i>Planning Entitlements - Approved Public Improvements - Under Construction Building Permits Issued – Under Construction</i>

Source: Community Development Department, 2019

Airport Area Specific Plan - Avila Ranch Development Plan

On September 19, 2017, the City Council approved the Avila Ranch project to enable the development of 720 residential units and 15,000 square feet of neighborhood commercial uses on a 150-acre site north of Buckley Road within the boundaries of the Airport Area Specific Plan (“AASP”). The project also includes 18 acres of parks and 53 acres of designated open space within the project boundaries. The project will implement the policies and development parameters in the recent Land Use and Circulation Elements (LUCE) update, other elements of the General Plan, Airport Area Specific Plan (AASP), and the City’s Community Design Guidelines. The project is the development of a major new City neighborhood, which will be governed by a Development Plan within the framework of the existing AASP as amended.



Avila Ranch Site Plan

The project will address housing affordability in several ways, most notably through the design itself, which includes cluster development and many medium and high-density housing units (197 R-3 units and 125 R-4 units), as well as R-2 units that have floor areas that are well below the typical average for single-family detached units in the community. The project will include 71 inclusionary housing units that will be met through a combination of construction (67 units), dedicated land (1.2 acres for 24 low income units) and payment of in-lieu fees (4 units). In addition, the project includes design and development strategies that serve to provide lower cost housing by providing for a range of housing sizes and types, greater number of lower income Inclusionary housing units than required by Ordinance (32 provided; 23 required), larger affordable housing site (1.2 acres provided; 1 acre required), local preference (none required), owner occupancy restrictions (none required), workforce housing incentive program (25 units provided; none required) and down payment assistance (\$500,000 provided; none required). These are contractual requirements of the Affordable and Workforce Housing Plan in the Council-adopted Development Agreement pursuant to Ordinance No. 1639 (2017 Series). The project will likely be developed over a period of 10-15 years.

San Luis Ranch Specific Plan

The Council approved San Luis Ranch Specific Plan project includes a mix of 580 residential units that would be located primarily at the north/northwest portion of the site. The project is intended to implement the broad development parameters set forth in the LUCE update with the provision of housing, commercial floor space, hotel/visitor serving uses, and preservation of agricultural area. The commercial portion of the project includes up to 200,000 square feet of general commercial/retail space, 150,000 square feet of office development, and a 200-room hotel.



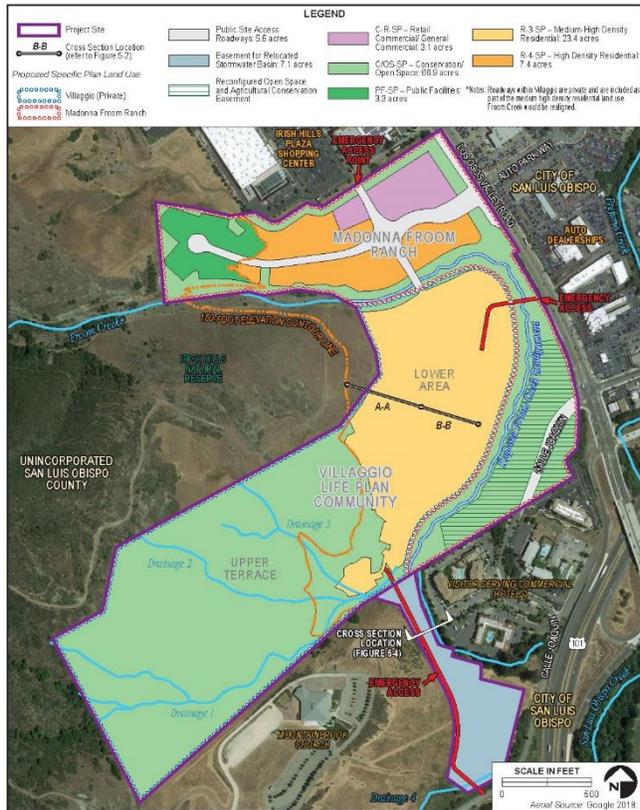
San Luis Ranch Site Plan

In 2019, the annexation was completed, the final map for the overall specific plan was approved, and work continued on the establishment of a Community Facilities District (CFD), and ongoing staff review continued on submittals for site work including grading, public improvements plans, and infrastructure. Planning applications were also received for the Multi-Family component which includes 298 residential units (NG-30 zone) and the Hotel Component in the NC zone which includes a dual branded hotel with 200 rooms.

Madonna on LOVR Specific Plan (Froom Ranch Specific Plan)

The pre-application and Specific Plan and General Plan Amendment initiation request process for the Madonna on Los Osos Valley Road (LOVR) Specific Plan was initiated in May 2015. A major component of the Froom Ranch Specific Plan is a Life Plan Community (LPC) known as Villaggio, which would provide a variety of independent and assisted senior living units, memory care beds; skilled nursing beds; and a wellness center and ancillary services. In addition to the LPC, the Specific Plan anticipates: approximately 174 multi-family units; 100,000 square feet of commercial retail uses; a three-acre trailhead park, which would incorporate onsite historic structures; and 59 acres of land designated for conservation/open space. Infrastructure includes on and off-site road improvements and an offsite drainage basin.

The conceptual project was presented to the City Planning Commission and City Council in 2015 and 2016. In 2017, several advisory bodies were introduced to the Specific Plan, and staff and the applicant received preliminary comments from the Parks and Recreation Commission, Cultural Heritage Committee, and Architectural Review Commission. The Notice of Preparation of an Environmental Impact Report (EIR) scoping meeting was held at a Planning Commission hearing in July 2017.



wood.

Alternative 1 Land Use Plan

FIGURE 5-1

Froom Ranch Site Plan

Preparation of the Draft Environmental Impact Report was initiated in 2018 by City-consultant AMEC Foster-Wheeler (Wood Environment & Infrastructure Solutions, Inc.), including: preparation of the EIR Project Description, peer reviews of applicant-prepared technical studies, submittal of supplemental technical reports by the applicant in response to the peer reviews, preparation of administrative draft EIR sections, and consultation with Native American tribal representatives. Review steps in 2019 included additional advisory body review and preparation and circulation of the Draft EIR. Consideration of the Specific Plan, General Plan Amendment, and final environmental document by the City is anticipated in 2020.

Municipal Code Updates

Zoning Regulations Update – Follow-Up Amendments

On February 5, 2019, the City Council adopted Ordinance No. 1657 (2019 Series) approving follow-up items from the Council's approval of the 2018 Comprehensive Update to the City's Zoning Regulations (Title 17) of the Municipal Code including tiny homes, accessory dwelling units owner occupancy and lot coverage requirements, electric vehicle parking, and additional miscellaneous clean up items.

Building Code & Reach Code Updates

In September of 2019, City Council adopted Resolution R-11044 (2019 Series) stating its preference for all-electric buildings. Coupled with Monterey Bay Community Power's procurement of carbon free electricity, starting in 2020, all-electric homes are operationally carbon neutral. It is anticipated that staff will return to Council with the Clean Energy Choice Program in April of 2020. The Clean Energy Choice Program includes the following:

- An Ordinance adopting local amendments to the California Energy Code to incentivize all-electric new buildings.
- An Ordinance establishing a requirement to offset new natural gas use in new buildings with retrofits in existing buildings or payment of an in-lieu fee.
- An incentive package identifying financial, technical, and communications support services, as well as an Ordinance providing limited regulatory incentives for all-electric buildings.

Sign Regulations Update

The City Council adopted the Sign Regulations Update in August 2019. The comprehensive update included the following modifications:

- Various amendments and additions to respond to the free speech case of Reed v. Gilbert. This includes legal analysis and appropriate amendments based on the holdings of the case that has serious implications for many jurisdictions that include regulations that are based on the content of the message. An example of this would be that it is not permissible to only allow signage on residential properties for a specific purpose such as political signs or yard sales.
- Additional sign types will be added to the Prohibited Signs section such as electronic message centers, video displays, and internally illuminated channel letters in the Downtown.

- Addition of Design Principles to further define requirements for sign quality, proportion, and appropriate placement.
- Updated photos and graphics for clarity on encouraged signs types and those that are prohibited or discouraged.
- Cross references to other relevant guidelines and ordinances such as the Community Design Guidelines, and Historic Preservation Ordinance and Historic Preservation Guidelines.
- Added language for clarity on the purpose and appropriate use of Sign Programs for new development and projects with multiple tenants.
- Added language for clarity on level of review and required findings for exceptions.
- New and updated definitions to cover newer sign types and to improve interpretation and enforceability.

Climate Action Plan

The City's Climate Action Plan (CAP) was adopted in 2012. The Plan contains quantified strategies to reduce greenhouse gas (GHG) emissions from the community and City operations. It also serves as the City's Qualified GHG Reduction Strategy. Several strategies from the Climate Action Plan were incorporated in the LUCE update. Implementing the CAP includes those actions the City can directly impact and those actions for which the City engages the community. The City anticipates updating its Climate Action Plan in July of 2020 and will include actions to put the community on a path to carbon neutrality along with GHG emissions thresholds for new development.

The community identified Climate Action as a Major City Goal for the 2017-2019 Financial Plan and again in the 2019-2021 Financial Plan. The Climate Action Major City Goal in the 2019-2021 Financial Plan is focused on building agency and community capacity to implement climate action at the speed and scale needed to address the climate crises and to begin work centered on adaptation and resilience.

Currently, the City is 25% complete with this Major City Goal and is on-track to complete it by the end of the 2021 Financial year. There have been many accomplishment and milestones that have helped progress the City towards completing this Major City Goal.

In Spring of 2019, the City opened a bank of 18 electric vehicle charges at the Marsh Street Garage. In 2019, the City also conducted planning work to construct solar arrays on City properties in 2020 and has established a foundation to move forward with a transition to an electric bus fleet as early as 2020.

City staff spent much of 2019 getting ready for the January 2020 launch of Monterey Bay Community Power (MBCP). As of January 2020, MBCP is buying 100 percent carbon neutral electricity for the community. All electricity accounts were opted in to the program and at the time of writing this report, approximately 97 percent of accounts were participating in the program.

In September of 2019, the City Council adopted Resolution R-11044 (2019 Series) stating its preference for all-electric buildings. Coupled with Monterey Bay Community Power's procurement of carbon free electricity, all-electric homes are operationally carbon neutral. It is anticipated that staff will return to Council with the Clean Energy Choice Program in April of 2020, as described above.

Economic Development

On October 16, 2012 the City Council approved the adoption of the Economic Development Strategic Plan (EDSP). The EDSP was revised on March 17, 2015. The EDSP focuses on creating a system that supports and sustains industries creating head of household jobs. The EDSP is organized into four overarching strategies:

- Break Down Barriers to Job Creation
- Actively Support Knowledge & Innovation
- Promote and Enhance the San Luis Obispo Quality of Life
- Build on Existing Efforts and Strengthen Regional Partnerships

As part of the City's effort to build on existing efforts and strengthen regional partnerships, in 2019 the City, in cooperation with the San Luis Obispo Council of Governments (SLOCOG), the Economic Vitality Corporation (EVC) and Beacon Economics, was able to secure and continues to access data from the California Employment Development Departments.

According to the 2018 Central Coast Economic Forecast Report, from 2016 to 2017, payrolls in the City of San Luis Obispo grew 2.6%, and with 1,350 new jobs, the City had the highest number of new jobs in the County. The Manufacturing sector, Wholesale Trade sector, Retail Trade sector, and Government sector added a significant number of new jobs in the City of San Luis Obispo during this time period. In addition, 45% of the jobs in the County are within the City . The latest reports can be found on the City's website under the Economic Development Program.

Public Infrastructure Financing

In April 2018, the City adopted updated development impact fees that are charged to new development for a range of transportation, parks, public safety, and water and sewer capital facilities and infrastructure that are important to the City's future and quality of life. The economic vitality of the City is linked to critical investment in its urban infrastructure system. The City's changing economic circumstances, approval of new Specific Plans, and implementation of the City's Public Infrastructure Financing Framework policies, which warranted the update of existing fees and the creation of new fees. In addition, the City has implemented two different Community Facilities Districts. The first is in the Avila Ranch Area for the purpose of funding maintenance services on public infrastructure. The second is in the San Luis Ranch Area for the purpose of funding construction of public infrastructure. New budget policies in the 2019-21 Financial Plan guide City decision-making with respect to these types of land-based financings.

Tourism and Community Promotions

The City's Tourism and Community Promotions activities remain a vital economic development function for the City of San Luis Obispo. The 2019 year produced strong growth in the tourism industry in San Luis Obispo. The City collected nearly \$8.3 million dollars (+7.5%) in transient occupancy tax (TOT). This significant increase in TOT collection can be attributed to two factors: a full year of TOT through the voluntary collection agreement with Airbnb that started in August 2018, and the opening of two new lodging properties in San Luis Obispo accounting for approximately 180 new rooms. The City experienced a slight decrease in occupancy resulting in the annual average occupancy rate of 70%, while the Average Daily Rate (ADR) increased to \$157.60.



Additionally, the downtown Visitor Center served over 80,000 in person guests and San Luis Obispo lodging properties achieved over twenty-nine near sell out weekends in 2019.

In 2019, tourism efforts lead by the City's Tourism Business Improvement (TBID) District included:

- A creative refresh of the destination brand campaign "Be Here" designed to bring humanity back into travel by selling the feeling of SLO, from landscapes to people; and
- Selling Out "Money for a Rainy Day" Promotion targeted at incentivizing over-night stays during a slow travel period; and
- Participation in out-of-market consumer travel shows like the Los Angeles and Bay Area Travel & Adventure Shows and Taste Washington in Seattle; and
- Development of the Strategic Tourism Communications Plan; and
- The initial implementation of two-year Tourism Marketing Plan for 2018-2020.

During the 2019 , tourism promotion activities generated at least 228 total mentions or media placements that highlighted San Luis Obispo, in a range of publications from the Los Angeles Times to Travel & Leisure. Additionally, coordinated media visits were secured to promote the destination with the goal of earning valuable editorial coverage. In 2019, over 30 media outlets, both domestic and international were hosted in San Luis Obispo. In 2019, the outreach also included a digital influencer program which focused on micro-influencers that were hosted in San Luis Obispo in exchange for social media and blog coverage.

The Promotional Coordinating Committee (PCC) continued the commitment to enhance the San Luis Obispo experience for residents as well as visitors. The PCC funded vital promotional grants to over 25 local non-profit organizations through the annual grants-in-aid process to enrich the social, cultural, and diverse community events and activities available throughout the City. Additionally, the PCC provided financial and program support to boost the visitor service offerings in the City through the funding of programs like the tear-off City maps for visitors and financial contribution to the operational costs for the downtown Visitors Center. In 2019, the PCC executed a community placemaking and beatification effort which included the design of two banner series that were displayed in the downtown in the late-summer and then holiday seasons.

Homestay Rentals

In 2015 the City Council adopted Ordinance No. 1611 (2015 Series) to develop rules and requirements for short-term rentals (commonly referred to as the Homestay program) to protect public health, safety, and welfare within the City.

Since the ordinance's adoption, the City has approved over 110 Homestay Permits. In an effort to ensure that Homestays are operating in compliance with the ordinance, the Community Development Department began proactive compliance enforcement. This work effort consists of maintaining a database of active permitted and unpermitted homestay within the City's jurisdiction; ongoing monitoring for compliance with zoning and permit compliance, including systematic outreach to non-compliant homestay property owners; and tax remittance monitoring. From 2018 to 2019, homestay permit applications increased 150%, due in-part to the proactive compliance efforts of code enforcement staff. Since August 2018, to further support the ongoing tax remittance, the City reached an agreement with Airbnb to collect Transient Occupancy Taxes (TOT) and any other required assessments, including Tourism Marketing District (TMD) and Tourism Business Improvement District (TBID) assessments, that are generated by the operation of a homestay.

Policy Initiatives

In 2019, the City completed a few new policy initiatives across a wide variety of subject areas with the support of all City departments. Those initiatives included:

Cannabis Ordinance

The City began accepting applications for Cannabis Commercial Business Operator Permits in 2019. In the first application period in January, the City received 12 applications in total. These included 9 applications for retail stores, 2 applications for delivery, and 1 application for a microbusiness. One delivery service received their operator permit and use permit and opened for business in November 2019. The microbusiness also received their operator permit and is looking to apply for their use permit in 2020. Of the 9 retail stores, two have received their operator permit and use permits which allow them to open their business in the City. The retail stores are looking to open their businesses to the public in 2020.

During the second application window, July 1 to July 31, 2019, one operator applied for a retail non-storefront delivery business permit. The applicant was held to a 70% scoring threshold of total available points to qualify for a contingent operator permit, which was not met, and a contingent operator permit was not granted.

On December 3, 2019 minor updates to the Merit Criteria were adopted by the City Council. The minor updates made clarifications to the Merit Criteria which were informed through feedback from two application periods from the cannabis review panel, internal multi-department staff teams, consultant recommendations and best practices from other municipalities. Another update to the Merit Criteria was a requirement that all cannabis applicants achieve a 70% scoring threshold from the total available points to qualify for contingent operator permits. In addition, the City Council voted in favor to amend Chapter 9.10 of the City's Municipal Code to clarify that unsuccessful applicants are able to apply during separate application periods in the same year.

Tiny Homes on Wheels

Tiny homes have been a policy focus area in the Housing Major City Goal. The scope of work developed for the Zoning Regulations Update included specific outreach and discussion about how to evaluate whether tiny homes and in particular, tiny homes on wheels should be regulated in the City. Staff has focused on how existing regulations should be revised to accommodate tiny homes on wheels in backyards of single-family homes as a temporary housing alternative.

Water Supply

In 2019, the City obtained water from four sources: Salinas Reservoir (Santa Margarita Lake); Whale Rock Reservoir; Nacimiento Reservoir; and recycled water from the City’s Water Resource Recovery Facility (WRRF).

Table 12 - City Water Resource Availability

Water Resource	2019 Annual Availability	
Salinas Reservoir (Santa Margarita Lake) and Whale Rock Reservoir	4,910 AF	Safe Annual Yield ¹
Nacimiento Reservoir	5,482 AF	Dependable Yield ²
Recycled Water	244 AF	2017 Annual
Siltation to 2060	(500 AF)	WWME Policy ⁴
TOTAL	10,136 AF	

Source: 2019 Water Resources Status Report, Utilities Department, 2019.

¹Safe Annual Yield is the quantity of water which can be withdrawn every year while operating both reservoirs in coordinated operations under critical drought conditions. The City’s Safe Annual Yield Model was updated in 2018 to reflect drought conditions that ended in 2017.

²Dependable Yield is the contractual amount of water the City has right to from Nacimiento Reservoir.

³The quantity of recycled water included is the actual prior year’s recycled water usage (2017) per WWEA7.2.2.

⁴Reservoir siltation is a natural occurrence that reduces storage capacity over long periods, resulting in the reduction of safe annual yield.

In 2019, availability from these sources equaled 10,136 acre-feet, as shown in **Table 12**. This supply meets the projected primary water supply need at General Plan build out of 7,496 acre-feet, plus an additional 1,227 acre-feet for a reliability reserve and a secondary water supply of 1,413 acre-feet.

The primary water supply was calculated using the City’s build-out population (57,200 people) and the water use rate of 117 gallons per capita. The reliability reserve was calculated using the City’s 2019 population (46,802) and 20 percent of the aforementioned water use rate. The secondary water supply includes the remaining water resources. Additional information is available in the City’s annual *Water Resources Status Report*. The 2019 Report is available at the Utilities Department website:

<https://www.slocity.org/government/department-directory/utilities-department/documents-and-files>.



Santa Margarita Lake

Circulation

Transportation Improvements

The following transportation planning projects and programs were implemented in 2019, consistent with goals and policies in the Circulation Element of the General Plan.

Vehicular

Numerous traffic signal and intersection optimization improvements were completed as part of the City's Traffic Operations Program and ongoing traffic signal management responsibilities.

- Numerous traffic safety improvements were implemented as part of the City's Traffic Safety Program including striping modifications and sign replacements.
- Design for signal upgrades at the Marsh/Broad Street intersection underway, with plans to add signal poles with mast arms, upgraded crosswalks, and a corner bulbout. Construction planned for 2020.



New Roundabout at Righetti Ranch Rd & Tank Farm Rd

- Design for the California/Taft Roundabout is underway. Acquisition of right-of-way is currently in progress.

- Design for a roundabout at Orcutt and Tank Farm is complete. Construction is planned to begin during summer of 2020.

- Four roundabouts were constructed during 2019, all in the Orcutt Area, including Tank Farm & Righetti, Ranch House & Tiburon, Bullock & Tiburon and Orcutt & Ranch House.

- Two mobile speed feedback trailers were deployed at over 50 locations consistent with the City's radar sign program.

- Progress continues with preliminary engineering and environmental review for the Prado Rd / US 101 Interchange Project and Prado Road Bridge Replacement over San Luis Obispo Creek, with construction anticipated to begin for both projects in 2022.



Rendering of the Prado Road / Highway 101 Overpass

Bicycle / Pedestrian

- Roadway reconstruction on Broad Street from Tank Farm to the southern city limits included curb ramp improvements and installation of buffered bike lanes which provide width for future installation of physical barriers for protected bike lanes (“cycle tracks”).



Broad Street after roadway improvements



Broad Street before improvements

- Phase two of the Anholm Neighborhood Greenway Plan is currently in design including a multiuse pathway through the Latter Day Saint’s Church property to Ramona and separated bicycle facilities from Ramona into downtown via Broad and Chorro Street. Pedestrian improvements include sidewalk extensions, curb ramps and high visibility crosswalks at select locations. Construction is planned for early 2021.



Rendering of the Anholm bike path along Chorro St



Pedestrian Hybrid Beacon at Foothill & Ferrini

- The City’s first Pedestrian Hybrid Beacon was completed on Foothill Boulevard at Ferrini and included innovative design elements such as a signalized bike crossing, a two-stage left turn bike box, a separated bicycle refuge lane and traffic calming elements on Ferrini. These improvements are the first phase of implementing the Anholm Neighborhood Greenway Plan.
- Pedestrian improvements in the downtown area included installation of rectangular rapid flashing beacons on Marsh at Garden and Morro Street between Monterey and Palm.

- Design for the Downtown Bollard project is underway to increase safety during downtown events such as Farmer’s Market.
- Staff continued progress with developing the city’s first Active Transportation Plan, a comprehensive blueprint to guide future bicycle and pedestrian projects and programs citywide. Activities included several public outreach events, including formal evening workshops and casual neighborhood “pop-up” events to encourage participation from community-members who may not typically attend formal weeknight meetings.



Active Transportation Plan community workshop

- Design for a pedestrian hybrid beacon on Broad Street at Woodbridge is underway to improve conditions for bicyclists and pedestrians crossing the south Broad Street corridor. Construction is planned for summer 2020.
- Staff completed design, permitting and right-of-way acquisition for the Railroad Safety Trail (Taft to Pepper) project, clearing the way to begin construction summer of 2020.



Rendering of the future Bob Jones Trail extension

- Staff completed a Project Study Report for a new spur of the Bob Jones Trail west of Highway 101, connecting Calle Joaquin with the Oceanaire neighborhood. In fall of 2019, the City Council adopted a modified project alignment which will include physically separated protected bike lanes (“cycle tracks”) along Los Osos Valley Road between Calle Joaquin & Froom Ranch, increasing safety and mobility for active transportation users.
- Two streetlights near Cal Poly were installed in 2019: Hathway at Via Carta and Grand at Fredericks. Staff is currently working with PG&E to install standard streetlights at 6 additional locations. In addition, staff has been investigating solar streetlight products and plans to proceed with pilot installations in 2020.
- In May 2019, the City participated in Active Transportation educational and promotional activities including Bike Month, with a bike breakfast on the steps of City Hall, Rideshare Week, as well as Walk and Bike to School Days.
- In November 2019, Public Works and Police Departments partnered up for a successful bike light giveaway “pop-up” event on the Railroad Safety Trail near Cal Poly. Over 300 bike lights were mounted onto bicycles as they passed by.
- In May 2019, the City held its annual Bicycle Rodeo instructing City youth on safe bicycling techniques and proper riding habits.

- The City’s supply of short-term bicycle parking continued to expand as part of the City’s “Racks with Plaques” bicycle rack donation program.
- Bike valet parking service continued at the weekly Thursday night Farmer’s Market and during the summertime Concerts in the Plaza. Additionally, policy updates require bike valet to be provided at qualifying special events.
- The City collaborated with Bike SLO County and other community volunteers to offer bicycle safety education training.
- The Public Works Department targeted Cal Poly’s Week of Welcome (WOW) for the promotion of bicycle-on transit use.
- The City provided annual bicycling awareness training to SLO Transit drivers.
- The City conducted its twelfth annual Halloween Traffic Safety campaign passing out 3,700 reflective Halloween bags to elementary school students.

Transit

SLO Transit operations performed as follows:

- In FY 2019, SLO Transit’s ridership was up 4% from the prior fiscal year (945,288 total rides) and reached 981,995.
- Summer Youth Ride Free totaled 7,606 rides (June – Aug 2019). Summer Youth Ride Free is a regionwide program that gives K-12 youth positive exposure to public transit.
- Rideshare Week reached 25,997 rides (Oct 2019). Rideshare Week is a positive effort to promote smart, healthy, and sustainable commutes.
- In FY 2019, SLO Transit continues to hold strong on time operational performance at 98%

Below is a summary of transit projects implemented:

- After a successful 2018 initial pilot project, the City of SLO and County of SLO have expanded the Route 1B to also serve the airport for twice hourly bus service to the airport.
- Six solar powered bus information signs with real-time departure and schedule where installed throughout the City.
- Automatic Vehicle Locator (AVL) Replacement Project (Apr 2019) included fleet enhancement with an updated automatic voice annunciation system; safety enhancements i.e. reactive interior LED floor lighting; passenger infotainment display with vehicle location, rider alerts, and promotions.

Parking Management

Below is a summary of some of the major focus areas related to Parking Management in 2019:

1. A new service provider to process parking citations is in its second year of operations for the City with modifications being made for easier portal access.
2. New Parking Revenue and Access Control (PARC'S) equipment is being installed in all structures that will update reporting capabilities and data sharing for the public. The project is underway and anticipated to be completed in early 2020.
3. All parking structures are now equipped to accept credit cards (Visa, Mastercard, American Express, and Discover). Credit card acceptance makes the exiting process faster for customers and reduces the amount of cash the Booth Attendants must handle. New Pay of Foot machines have been installed as part of the PARC's project.
4. Parking Services coordinated with the Parks and Recreation Department to install decorative vinyl wraps on all the parking booths.
5. Parking services assisted in construction activities in a number of large-scale development projects in the downtown area including reestablishing parking for the Hotel SLO and Hotel Cerro projects.
6. Two new accessible on street spaces were installed in Downtown.
7. The Environmental Impact Report for the Palm-Nipomo Parking Structure project was certified and adopted by the Council and project design was approved. Final design is underway with construction expected to begin in fall 2020.
8. Nineteen public charging stations were installed in the bottom floor of the Marsh Street Parking Structure – the largest public EV station project to date between Santa Monica and the Bay Area.
9. Worked with Downtown SLO and others to conduct media campaigns on how to better access Downtown and promote a Park & Walk philosophy.

Safety

Emergency Preparedness and Response: Fire Department

Safety Element Policy 9.1 states that there should be adequate planning, organization, and resources for emergency preparedness and emergency response. Staff has made several accomplishments in 2019 to meet this policy and have highlighted some of them below.

Engine 3: In 2019 the City of San Luis Obispo Fire Department (SLOFD) replaced a vital piece of apparatus in its fleet. Engine 3, a 2003 Type 1 fire pumper, was replaced with a new modern unit that meets current national, state and department standards. The new Engine operates much more efficiently with reduced emissions, increased pump capacity (2,000 gpm) and has several added safety features for firefighters. The replaced engine will go into reserve status to ensure the department maintains an adequate number of resources, should an existing front-line unit go out of service, or additional staff and equipment is needed in response to major incidents occurring in the City. Engine 3 will remain in front-line status for the next 16 years.



New Fire Engine 3, Purchased in 2019

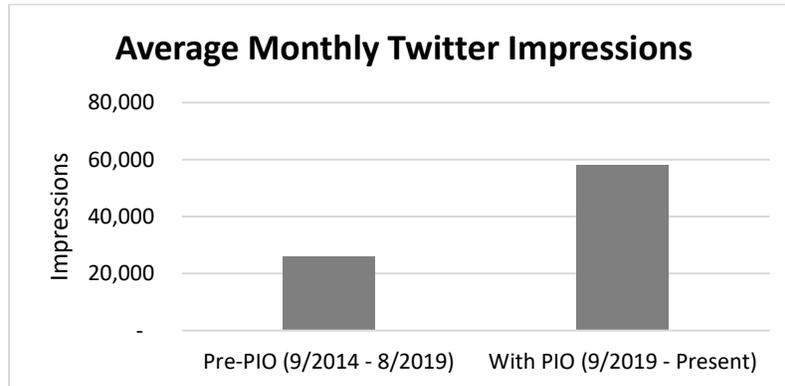
Emergency Response: In 2019 SLOFD responded to over 6,000 incidents from four strategically placed fire stations throughout the City, which was an increase of over 5.5% from 2018. This was accomplished with daily minimum staffing of 14 sworn personnel. To help maintain the daily minimum of emergency response personnel, the City has invested in two important programs including a functional movement program to reduce the occurrence and severity of physical injuries and a new Peer Support Team Program to maintain behavioral/mental health.

After transitioning to the Fire Department's data and report management system, ImageTrend, in 2017 SLOFD has an increased ability to analyze response data including response times. Safety Element Program 9.3 provides response performance standards for the City which states that the Fire Department has set a response-time objective of four minutes and to meet this standard 95 percent of the time. Staff will be updating this metric as part of the next Safety Element update to reflect Total Response Time (TRT) which includes time from 911 call pickup at the Emergency Communication Center (ECC) to the time the first fire unit arrives at scene. The TRT objective will be 7 minutes or less to 90% of all light-and-siren emergency in the City.

Public Information: SLOFD increased the service of Public Information in 2019 by sending staff to a grant funded training provided locally at the California Specialized Training Institute and by formalizing a Public Information Officer role within the department. With the formalized role, the department created a recorded Newline to provide the media with accurate and timely incident information, increased social media presence and increased the number of press releases highlighting department activities and accomplishments. Public Information plays a critical role in educating the public to reduce the severity of emergencies and allows the public to make the

right decisions during an emergency. Since the formation of a formal PIO, the department’s twitter account has seen a 124% increase in average monthly impressions for a current average of 58,240 impression since September.

Figure 3 - Average Monthly Twitter Impressions



Source: SLO Fire Department, 2019

Coordinated Emergency Planning: Safety Element Program 9.6 states that the City will work with the Standardized Emergency Management System (SEMS), an emergency response and coordination system used throughout California. Additionally, the City will participate in periodic disaster-response drills, on a regional basis with all involved jurisdictions and involving the media.

In 2019, the Fire Department conducted its biennial FRPOD drill at Station 1 in coordination with the County Department of Public Health. This was a mass vaccination drill utilizing County employees and SLOFD. The drill consisted of administering the flu vaccine to First Responders, City and County employees, and family members to improve preparedness in the event of a significant public health threat to the community. At this drill, 272 vaccines were administered.

The Fire Department coordinated with every City department to ensure all employees, including City Council, have completed the proper SEMS and National Incident Management System (NIMS) training courses. This training is a requirement to receive Federal Emergency Management Agency (FEMA) assistance during a disaster. City employees are required to take a combination of IS-100, IS-200, IS-700, IS-800, and IS-908 to prepare to be a disaster service worker during an emergency or disaster. Additionally, staff has worked with Human Resources to ensure that new employees complete the necessary training in relation to their job in the City.

Additionally, SLOFD was awarded a FEMA grant to attend a Community Specific Integrated Emergency Management Course to be held at FEMA’s Emergency Management Institute in Emmitsburg, Maryland in July of 2020. The Grant offers a weeklong training course in emergency management and emergency operation center activation and disaster recovery. All travel, lodging and tuition expenses for up to 75 staff members and cooperating/partner agencies are covered by the Grant.

Lastly, SLOFD worked collaboratively with all City Departments to develop a stand-alone Continuity of Operations Plan for Public Safety Power Shutoff (PSPS) event. The Continuity of Operations Plan for PSPS event was prepared by the City of San Luis Obispo Leadership Team to develop, implement, and maintain City operations. This plan (annex) serves as an extension of the City of San Luis Obispo Emergency Operations Plan (EOP) and provides additional information specific to extended power outages in the City. This plan will be reviewed and exercised periodically and revised as necessary to satisfy changing conditions and needs.

Preparedness Education: Safety Element Policy 9.14 states that Citizens should be well informed of hazards and ways to minimize the effects of disasters.

During the 2019 Fire Prevention Week SLOFD presented a safety message to school children in local schools with the theme of “Not every hero wears a cape. Plan and Practice your Escape”. The message included how to plan your escape route, test your smoke alarms, choosing an outside meeting place and practicing a home fire drill. The department completed the Fire Prevention Week activities with the annual Open House and provided emergency preparedness information to residents. There were 32 events held throughout the year, reaching over 2,700 people, including station tours, school visits and special events.



Fire Prevention event with residents

In September, the department held its first public Disaster Preparedness workshop at the community library room. City staff provided the public with information needed to minimize the effects of disasters with handouts and tri-fold poster boards. Approximately 100 community members attended this event. Staff intends to hold these workshops 2-3 times each year.

Staff created 29 emergency preparedness handouts consisting of topics such as preparing a 72-hour kit, power safety shut off, storm preparedness, wildfire safety and general home fire safety. These handouts are made available at all public education events, for walk-ins at Station 1 and the department website.

Staff created a series of videos related to fire safety and disaster preparedness, including a Public Safety Power Shutoff 6-minute video. All videos are made available on the department website, shared on the department’s social media feed, and will be broadcasted on Channel 20.

The department website was revamped to include the aforementioned handouts and videos. Additionally, the department has increased a significant amount of social media activity through the department’s twitter account. The combination of these changes led to a 9% increase in department website clicks for a total of 35,536 clicks in 2019.

Prepare SLO informational brochure

Hazard Mitigation: Fire Department

In 2019, SLOFD collaborated with other City Departments and community agencies to develop a Multi-Jurisdictional Hazard Mitigation Plan (HMP). This HMP will serve as the required update to the City's 2014 Local HMP (LHMP). The LHMP is incorporated by reference into the Safety Element and should be consulted when addressing known hazards to ensure the general health and safety of people within the City of San Luis Obispo. It provides guidance on how to reduce the community's vulnerability to natural hazards. A grant was awarded to San Luis Obispo County to develop the countywide HMP. The cost of developing a regional HMP decreases the cost to local municipalities, and the management of HMP development is a shared function across participating agencies. Another significant benefit will be realized by regional organizations that participate in the LHMP process, particularly those organizations that serve several jurisdictions, such as hospitals, school districts, California Highway Patrol, and others. These organizations will be able to participate fully in one planning process, rather than figure out a way to participate in the HMP processes of multiple agencies. This plan calls for annual stakeholder meetings to update progress and identify collaborative opportunities. The City is required to maintain a current HMP, which must be updated every five years. Maintaining a current HMP allows the City to apply for State and Federal reimbursement in the event that the City is impacted by a disaster. The draft Multi-Jurisdictional HMP was completed in November of 2019 and is anticipated to be ready for adoption in the Spring of 2020 after Federal Emergency Management Agency (FEMA) and California Office of Emergency Services (CalOES) reviews and approves the plan.

Safety Element Policy 9.0 states that the City should take several steps in avoiding and mitigating hazards. As part of hazard mitigation, SLOFD finalized the City's first Community Wildfire Protection Plan (CWPP) in July of 2019 and presented the plan to City Council on September 3rd. The CWPP is a collaborative plan to guide the City in addressing fire protection planning efforts occurring in the City to minimize wildfire risk to watershed lands, assets, firefighters and the public. The CWPP presents the City's physical and social characteristics, wildfire history, identifies and evaluates landscape-scale fire hazard variables, utilizes priority landscape datasets for evaluating wildfire risk, identifies strategic measures for reducing structural ignitability, public education, and outreach, and identifies strategic fuel reduction goals and techniques for minimizing wildfire risk. The CWPP is intended to be a living document managed and updated by the City Fire Department with stakeholder input and involvement.

Staff Training: Police Department

Safety Element Program 9.4 states that the City will train police officers and other City employees to levels appropriate for their tasks & responsibilities. In 2019, the Police Department employed 61 sworn positions and 29.5 non-sworn positions, for a total of 90.5 full-time employees. As noted in the 2018 Capital Facilities Fee Program Nexus Study (i.e. AB 1600 Nexus Study), the service population (combination of workers and residents) of 72,800. With the current 61 sworn officers, the current service level is a ratio of 0.84 sworn officers per 1,000 service population. At General Plan buildout, the service population is forecasted to grow by approximately 15,500, so if the same service level ratio was applied, the City would need 13 more sworn officers by 2035.

The California Commission on Peace Officer Standards and Training (POST), which mandates minimum content and hours for basic and in-service training, regulates the training of police officers and communication technicians. The Police Department maintained compliance with POST requirements for in-service training hours for required employees. This was accomplished in 2019 by sending employees to POST-certified training courses in various topics, with the associated costs reimbursed by POST, and by providing in-house training for employees.

In 2019 we continued our commitment to having 100% of our staff trained in Crisis Intervention Training (CIT). As new employees are hired, they are sent to CIT training as soon as possible to maintain our commitment to having a fully trained CIT staff. The primary goals of CIT is to reduce injuries to officers and mental health consumers during contacts, and to appropriately redirect mental health consumers from the judicial system to the services and support needed to stabilize consumers and reduce contact with police.

In 2019 all Police Officers attended an 8-hour Principled Policing class that taught relevant concepts to the national police narrative. The objective of the course was to unpack the concept of procedural justice and how it strengthens the relationship of trust between police and communities, and to present the concept of implicit bias. The most important aspects of procedural justice are giving people the opportunity to tell their side of the story, remaining neutral in decision-making and behavior, treating people with respect, and explaining actions in a way that communicates caring for people's concerns so as to demonstrate trustworthiness.

The San Luis Obispo Police Department (SLOPD) also conducts in-house training through the use of employees who are certified instructors in a variety of police-related job functions, including defensive tactics, mobile field force, active shooter and use of firearms. In addition to the standard police training the department successfully completed our first year with a robust Peer Support Team to help officers after tragic or traumatic events. The Peer Support Team has been trained to deal with a wide variety of potential problems and has the ability to give direct counseling or direct those in need to the proper resources. They have implemented a monthly employee wellness newsletter providing outreach and information on a regular basis to staff. Peer Support has provided their expertise to surrounding Law Enforcement agencies over the past year in response to critical incidents in those jurisdictions. The Police Department is currently in the final stages of researching the implementation of a comfort dog to aid the Peer Support Team to improve overall employee wellness.

Staff Training: Fire Department

Safety Element Program 9.4 states that the will train fire fighters, police officers, building inspectors, and public works and utilities staff to levels appropriate for their tasks and responsibilities. In 2019, the fire department employed 45 sworn positions and 12 non-sworn positions for a total of 57 full-time employees.

Sworn employees logged 9,969 hours of training in 2019, a 3,107 hour increase over the previous year. Employees who participated in the Joint Apprenticeship Committee (JAC) registered 7,368 hours; an increase of 4,000 hours from 2018 to 2019. JAC provides reimbursable funds back to the department. The increase resulted in over \$22,700 funds returned to the department; an increase of \$12,000 from 2018 to 2019. Increase training results in a higher skilled and educated professional firefighter.

Non-sworn employees attended several key trainings to maintain levels appropriate for their tasks and responsibilities in 2019. Some of these trainings include: fire plan review, fire investigation, wildfire investigation, Peace Officer Standards and Training (POST) interview and interrogation, POST PC832 powers of arrest, hazardous materials first responder, technician and specialist refresher, post disaster safety assessment program, Pierce apparatus training and fire mechanic state certification. Staff also



Fire Department Training Exercise

invested significant time and effort to revamp the Recruit Firefighter Academy to be entry-level focused. The new “task-based” academy focuses on proficiency-based instruction and testing which promotes modern and best practice firefighter skills. The previously structured Recruit Academy length had not been sufficient to accommodate the content necessary to meet the requirements of the new format. Additionally, the Probationary Task-Book was updated to reflect these changes, improve in-service training and increase performance of the firefighters.

California Incident Command Certification System (CICCS): The California Incident Command Certification System (CICCS) is a cooperative effort between the State Fire Marshal’s Office and the California Governor's Office of Emergency Services, Fire and Rescue Branch. CICCS is an all-hazard qualification and certification system that enhances the ability of the State of California to deploy firefighting resources to complex and catastrophic incidents with trained and qualified personnel. Development of personnel in key field positions minimum training standards, qualification, and experience requirements when assigned to wildland/urban interface incidents. These expanded roles allow for a greater depth of knowledge and qualification that further improves personnel capabilities.

Mutual and Automatic Aid: Police

Section 9.10 of the Safety Element indicates that the City will work with other jurisdictions to obtain and follow adequate mutual-aid and automatic-aid agreements. In 2019 there were no requests for mutual-aid to the San Luis Obispo Police Department for natural disasters. The Police Department provides Officers to assist surrounding Law Enforcement agencies with various special events including parades, protests, special events and large-scale investigations. This past year our Officers assisted many agencies local Police Departments including Santa Maria, Pismo Beach, Paso Robles, Morro Bay, Atascadero and the Sheriff's Department. In return, many of these agencies assist the San Luis Obispo Police Department in several of our large scale events including the Women's March and the Holiday Parade.

SLOPD continued coordination efforts with the San Luis Obispo Sheriff's Office in facilitating mobile field force training. Law Enforcement personnel throughout the county had the opportunity to be involved in mobile field force scenario-based training and become familiar with each other's policies and practices in the event of an actual significant event.

The City has participated in a regional Special Weapons and Tactics Team (Regional SWAT) since 2008. The Regional SWAT team allows participating cities to leverage limited resources and maximize coordination and special expertise during critical incidents. In 2019 the SWAT team conducted monthly training exercises along with three scenario-based training days in conjunction with the San Luis Obispo Crisis Negotiation Team.

Mutual and Automatic Aid: Fire

Safety Element Program 9.10 states that the City will work with other jurisdictions to obtain and follow adequate mutual-aid and automatic-aid agreements. SLOFD deployed on many requests for Mutual Aid throughout the State in 2019, including devastating fires in Los Angeles, Mariposa & Sonoma Counties as well as the Angeles, Inyo, Klamath, Los Padres & Plumas National Forests. Locally, SLOFD assisted with a fire in the Lopez Lake area east of Arroyo Grande. In total, the Fire Department sent 16 different staff members, some to multiple incidents, who spent a total of 4,852 personnel hours committed to mutual aid incidents, which equates to over two-hundred and two (202) 24-hour days.

Fire personnel who are deployed to large-scale incidents receive invaluable on-the-job training, and the costs associated with their deployment are reimbursed to the City. The statewide mutual aid system that redeploys SLOFD personnel to assist communities in need is the same system that sends non-local fire crews to our area when we are in need of assistance.

SLOFD is also a member of the Regional Urban Search and Rescue (USAR), County Hazardous Materials Response Team, County Fire Investigation Strike Team, County Critical Incident Stress Debriefing Team, and Incident Command on the County Type III XSL Incident Management Team. These regional teams provide exceptional service to the communities of participating agencies at a fraction of the cost of providing that service autonomously.

Community Action Team (CAT)

CAT Officers continue to identify problems and crime trends that negatively impact the quality of life of residents, business owners and visitors. CAT Officers have focused on several individuals in our community who are involved in adverse and repetitive criminal activities that negatively impact our community. They have been successful in working with others to find alternatives to incarceration that include enhanced and focused service placement and transitional housing. The program has continued to grow and the relationships in the court system have proven very valuable. This past year the department completed our first full year of service working with a Transitions Mental Health Association specialist on the CAT team. This partnership has brought the mental health services with the community to a higher level and has been extremely successful. This added resource has helped tremendously support the growing needs of the many chronic offenders who suffer from mental health disorders.

CAT officers work collaboratively with a myriad of individuals and groups, including patrol officers, investigators, the Neighborhood Outreach Manager, other city departments, social service providers, business groups, and other governmental agencies as appropriate. One example of their collaboration with other Departments is the implementation of a GIS Mapping program which allows the Rangers, Public Works and CAT to track homeless encampments throughout the city using GPS.

Multi-Dwelling Property Inspection Program

Multi-Dwelling Property Inspection Program: Under the direction of the Fire Marshal, the Fire Prevention Bureau inspects all multi-dwelling properties (three or more units) in the City to ensure that they meet a reasonable degree of fire and life safety. This state-mandated program helps safeguard residents and visitors who patronize local hotels and generates approximately \$260,000 in annual revenue that offsets implementation costs. The Fire Prevention Bureau completed about 1,010 inspections of apartments, hotels, and fraternity/sorority houses in 2019.

Fire and Life Safety Inspections

Fire and Life Safety Inspections: SLOFD engine companies completed over 1,257 fire and life safety inspections in 2019. In addition, Fire Prevention Bureau staff completed over 590 inspections of industrial facilities, schools, hospitals and nursing homes, day care centers and assisted living centers, and large public assembly occupancies. A portion of these inspections resulted in Fire Code operating permits, which generated about \$100,000 in annual revenue.

Hazardous Materials Inspections

Hazardous Materials Inspections: The Fire Prevention Bureau serves as a “Participating Agency” in the County’s Certified Unified Program Agency (CUPA). Businesses that use or store hazardous materials in an appreciable quantity, generate hazardous wastes, or operate underground or aboveground petroleum storage tanks are subject to inspection. The Hazardous Materials Coordinator conducted 271 facility inspections in 2019, which generated over \$140,000 in permit fee revenue.



Vegetation Management Efforts in 2019

Vegetation Management

Vegetation Management: While fewer weed complaints were fielded by the Fire Prevention Bureau in 2019, there was again a significant increase in complaints regarding dead pine trees due to the pitch canker epidemic. The Fire Department continued to support Natural Resources and Ranger Service in the fuel reduction projects in City-owned Open Space. In 2019, two major field reductions projects were completed in the Bowden Ranch Open Space and the Irish Hills Natural Reserve helping reduce the threat of wildfire and were aligned with Safety Element Policy 9.0 by not significantly impacting the environment, including wildlife habitats and views.

Critical Facilities Locations and Reducing Structural Hazards

Critical Facilities Locations and Reducing Structural Hazards: Section 9.19 of the Safety Element tasks the City with identifying and evaluating hazards in existing structures, with the highest priority given to critical facilities. This effort includes maintaining and replacing City facilities, routine code inspections of certain commercial and residential buildings, complaint-based code inspections for all buildings, mitigating hazards associated with unreinforced masonry buildings (URM), and outreach regarding structural safety of private wood-frame buildings.

Unreinforced Masonry Hazard Mitigation

Unreinforced Masonry Hazard Mitigation: The 2004 URM Ordinance required full strengthening by July 2010 unless partial, Level A, strengthening was completed by July 1, 2007. Where Level A was completed by the deadline, Level B work could be delayed until July 1, 2012. Level A strengthening consists of installation of anchors between building walls and roof, walls and floors, and bracing of any parapets. Level B consists of Level A work plus installation of the steel members that stabilize the storefront and frame. Distinction between Level A and B was established by ordinance to encourage owners to complete this significant portion of the strengthening process as soon as possible. Of the 128 URM buildings in the City, all have completed seismic strengthening or were otherwise brought into compliance with the ordinance.

Neighborhood Wellness

Land Use Element Program 2.14 states the City will help identify neighborhood problems, and undertake a wide range of focused development review, capital improvement, and code enforcement efforts to help residents preserve and enhance their neighborhoods.

Neighborhood Officer Program – Police Department

In 2013, the Police Department launched a Neighborhood Officer Program that divides the City into 13 distinct “neighborhoods,” each with dedicated patrol officers assigned to address City neighborhood issues. The Neighborhood Officers act as liaisons between the Police Department, the community, and a variety of city agencies. In 2019, the Neighborhood Officer program continues to be a strong resource for residents and business owners. Neighborhood officers conducted “Walk & Talks” in the neighborhoods surrounding Cal Poly in the fall to educate and acclimate student residents to living in San Luis Obispo. Neighborhood officers have continued to be a consistent “go to” for residents needing assistance with a variety of quality of life concerns. Neighborhood officers also provided crime prevention help to Neighborhood Watch groups throughout the city.

Code Enforcement – Community Development Department

The City’s Code Enforcement Office, which reports directly to the Community Development Department’s Chief Building Official, deals primarily with violations of building codes and zoning regulations. Examples of code violations that impact neighborhood quality include:

- Property Maintenance Violations
- Sign Violations
- Unpermitted Construction
- Substandard Buildings
- Occupancy Violations
- Land Use Violations
- Homestay Violations

In 2019, there were 280 code enforcement cases opened in response to requests for field investigations and proactive enforcement. These included land use and zoning violations, property maintenance and substandard building violations, among others. In addition, there were 649 Neighborhood Services code enforcement cases, which included violations such as visible storage, failure to screen waste containers, dead or overgrown vegetation and yard parking. The number of Code Enforcement cases and Neighborhood Services cases increased by 21% and 14 % respectively from 2018 to 2019.

Neighborhood Outreach – Police Department

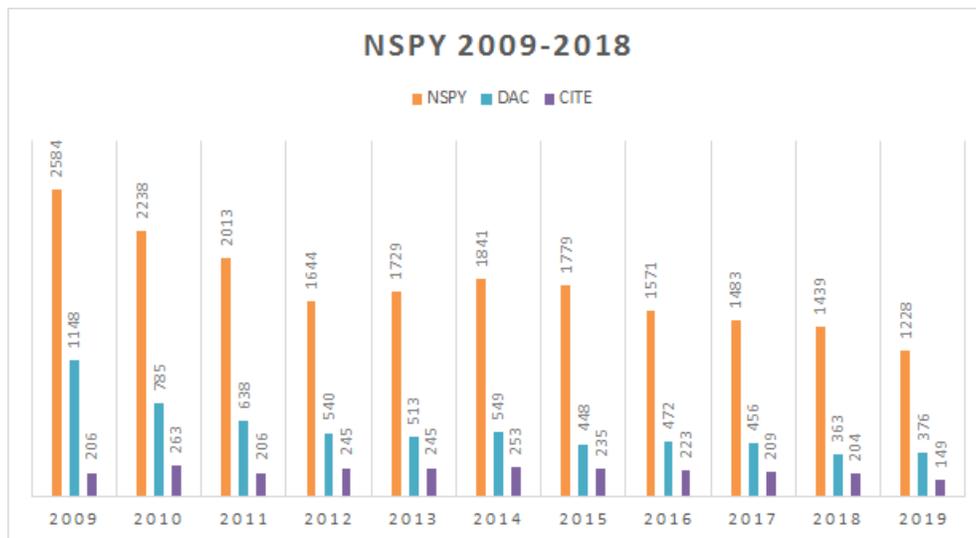
Police Department SNAP employees (Student Neighborhood Assistance Program) continue to conduct parking enforcement in neighborhoods during evening hours. In 2019, they issued 4,638 parking citations for violations in residential parking permit districts. SNAP issues Disturbance Advisement Cards (DACs) which are formal warnings, in response to substantiated noise party complaints. In 2019, SNAP issued 264 DACs. SNAP also assists with graffiti abatement and identifying abandoned vehicles for towing.

In response to the need for non-adversarial processes that address community conflicts, the City of San Luis Obispo, Cal Poly, Cuesta College, and Creative Mediation, a local non-profit, developed the SLO Solutions Program in 2004 to offer free conflict resolution and mediation to City residents. The program served 1,100 residents in 2019.

2019 proved to be an incredible milestone for neighborhoods in San Luis Obispo. 1,228 noise complaints were made, a 52% decrease from just 10 years ago. The extensive outreach the police department conducts with student groups, neighborhood HOAs and resident groups, and the overall community has made a significant impact on the wellness of the neighborhoods.

The graph below shows the impressive decline in Noise Party (NSPY) calls from 2009 through 2019. The number of DACs have not dramatically decreased nor has the number of citations (CITE), enforcement of the noise ordinance remains strong.

Figure 4 - Noise Part (NSPY) Calls (2009 to 2019)



Source: San Luis Obispo Police Department, 2019

In addition, the party registration program that launched in 2017 is also proving to be a successful tool for residents to use when planning social events in their homes. Party registration provides eligible events the ability to receive a 20 minute phone warning if the police department receives a noise complaint. In 2019, 242 party registration applications were approved, 38 phone warnings were made and only 3 citations issued to registrations who failed to quiet down their events.

Conservation & Open Space Protection

The General Plan contains many goals, policies and programs focused on open space protection. The policies apply to sensitive lands within the City's urban reserve as well as land in the greenbelt area that is protected for its biological, agricultural, aesthetic and/or watershed protection value. The Land Use and Circulation Element and Conservation and Open Space Element address this subject in detail. The highlights of 2019 include:

1. Partnered with Ranger Service to continue working on Waddell Property in the Irish Hills road improvements to reduce sediment delivery into Froom Creek, installation of a boardwalk to channel users through the meadow in a sustainable manner and built a decked platform as a resting area for the public.
2. The City's Ranger Service program, in partnership with the Central Coast Concerned Mountain Bikers (CCCMB) and other volunteers, continued brushing of both single-use and multi-use trails in the Irish Hills Natural Reserve. On Cerro San Luis, trail work and turf paver improvements in naturally occurring wet areas to reduce sediment generation from trail use and increase public use.
3. Johnson Ranch trailhead saw extensive improvements for users and safety. New parking areas, entrance to the natural area and kiosks have been installed. A new Coast live oak (*Quercus agrifolia*) grove was installed through a community partnership with the Rotary Club. A fuel reduction project was completed removing several eucalyptus trees and associated fuel.
4. Continued invasive species vegetation control along Froom Creek and San Luis Obispo Creek and continued planting native plants to restore the habitat, including butterfly gardens in in City parks in support of the Mayors Monarch Pledge; a partnership with the National Wildlife Federation.
5. Continued to implement the *Stormwater Management Program* as required by the Regional Water Quality Control Board (RWQCB). The Plan focuses on improving stormwater quality through Best Management Practices (BMPs), including construction site monitoring, municipal operations, development review, litter control and public participation to reduce pollution run-off.
6. Participated in planning and implementation of several important ongoing City projects, including the San Luis Ranch and Righetti Ranch developments. Continued meeting with project teams contributing to the planning and development of Avila Ranch and Froom Ranch properties.
7. Continued steelhead trout (*Oncorhynchus mykiss*) and Pacific lamprey (*Entosphenus tridentatus*) surveys along San Luis Obispo Creek with biologists from California Department of Fish and Wildlife and the U.S. Fish and Wildlife Service. Also, initiated baseline monitoring of the endangered Chorro Creek bog thistle (*Cirsium fontinale* var. *obispoense*) in several City open space properties in collaboration with Cal Poly botanists.

8. Ranger Service continued to implement the adopted *City of San Luis Obispo Open Space Maintenance Plan*. The Open Space Maintenance Plan provides a comprehensive strategy for day-to-day maintenance activities, as well as long-term improvements and enhancements, including items such as signs and kiosks, gates and fencing, or parking and trash. The Open Space Maintenance Plan also includes two technical appendices: *The City of San Luis Obispo Vegetation Management Plan: The Wildland–Urban Interface* and *Integrated Vegetation Management Plan for Open Space Lands of the City of San Luis Obispo 2015-2020*. Substantial progress continues toward all parts of the plan with most kiosks and trailheads fully improved and new improvements and trails coming with new acquisitions.
9. The City purchased a new 266-acre property for conservation purposes that is now being called *Miossi Open Space*. The acquisition protects 6 different special status wildlife species and six different special status botanical species, while also serving as critical area of the upper San Luis Obispo Creek watershed and as a key wildlife migration corridor along Cuesta Ridge. City Council has since adopted a conservation plan for the property and staff and currently working on implementing the necessary steps to open the property to the public for compatible passive recreational uses.



Panoramic view from Miossi Open Space

Parks & Recreation

In 2019, the Parks and Recreation Department continued to offer a wide variety of programs and activities that enhance the quality of life in the community. The following tasks were accomplished implementing the Parks & Recreation Element of the General Plan:

Collaborative Programs

Sports: The City provides recreation sports opportunities for youth, adults and seniors. The City continues to collaborate with local community groups (such as the San Luis Obispo County YMCA and San Francisco Jr. Giants Baseball program) to form partnerships in effort to provide recreational activities for over 1,200 local children through youth basketball, futsal (indoor soccer), Jr. Giants Baseball Program and the Major League Baseball Youth Camp. The City's recreational programming focuses on building confidence, teamwork, integrity, and leadership skills. The City continues to work collaboratively with the Youth Sports Association and San Luis Coastal Unified School District to meet the needs of youth.



Tennis competitors participating in adult recreational sports

Adult recreational sports include adult softball, adult soccer, ultimate Frisbee, table tennis, volleyball, and dodgeball programs, as well as the introduction of a drop-in basketball league. Senior sport activities (55+) include Pickleball programs and Boomer Softball. Pickleball continues to exhibit high popularity with the total number of participants playing on a regular

basis steadily increasing. In 2019, the City constructed and completed three permanent Pickleball Courts that included the relocation of the basketball court to the former site of a volleyball court at French Park. Parks and Recreation continues to provide Pickleball play opportunities within existing city parks, facilities and resources through a sports court restriping project.

Community Programs: Parks and Recreation provides high quality programs that are responsive to industry trends and changing community needs. New programming in 2019 encouraged participation, built community amongst all users, and strengthened the Department's operational commitment to programs across all age groups.



San Luis Obispo Senior Center

In 2019, Community Services developed a number of pilot programs designed to support unmet community needs such as Cornhole Tuesday, Food Truck Night, Yoga at the Jack House, Mario Mash-Up, as well as a drop-in basketball league. These pilot programs are activating under-utilized parks within the downtown corridor aligning with the Downtown Vitality Major City Goal.

In addition, Community Services has continued hosting events such as Snow Night and Leprechaun Lost at Farmer’s Market (in collaboration with the Downtown Association), Egg Hunt, Family Water Safety Day, Night Golf, Family Camp Out, Major League Baseball Clinic, Movie Nights, Back to Pool Night, September Scramble, Gobble Wobble, Pix-On-Peaks, Turkey Break Skate camp, Kids Play Free at the Golf Course, the 40th Annual SLO Triathlon and numerous Community Garden Clean-up Days. Additional collaborations, from Health and Wellness Seminars and Senior Center Contract Classes, have provided much needed services and programs



Community Gardens provided in 5 locations in the City

to the community, especially underserved populations. Community Gardens are provided at five locations with the garden location at Laguna Lake Golf Course opening in April of 2018. There are 100+ garden plots available to City residents to lease. The Parks and Recreation Department continues to offer online program registration, facility reservations, and satisfaction surveys to its customers. In 2019 the Department enhanced its web and social media presence which resulted in an increase in event awareness and attendance.

SLO Triathlon: In 2019, the City sponsored the 40th annual SLO Triathlon. The SLO Tri occurred on the fourth Sunday in July at Sinsheimer Park and included a .5-mile swim, 15-mile bike and 3.1 mile run course. Approximately 200+ community volunteers made this annual event possible. The SLO Triathlon focuses on completion, rather than competition, and draws over 800 participants state-wide annually to the event.



Youth programs provided by the Parks & Rec Dept.

Youth Services: The Transitional Kinder (TK), Kindergarten), Sun ‘N Fun (Grades 1 – 3) and Club STAR (Grades 4-6) programs continue to provide necessary childcare and social experiences for over 1,200 elementary school-aged youth, in a culturally rich and inclusive environment. Program staff design curriculum that promotes resiliency, healthy choices and active lifestyles, STEM (Science, Technology, Engineering and Math) learning opportunities, community service, and diversity awareness, along with good old-fashioned play. Program is enhanced with local partnerships including Cal Poly sports, clubs and programs, City/County Library, SLOPD and Fire, local doctors and dentists, Sheriff’s Posse, SLO Rangers, Guadalupe Dunes program, and numerous local non-profit groups. Program staff collaborate with school district personnel, CAPSLO, homeless services, Cal Psych Care, STAR of California, Family Care Network, Big Brothers and Big Sisters, Autism Connections and other local agencies to ensure children with a variety of diverse needs have access to the childcare programs.

In the 2018-19 school year, Youth Services provided programming at five school sites in support of the Joint Use Agreement with the San Luis Coastal Unified School District. All five school sites are operating at capacity and have ongoing waitlists, due to limited space at the schools and per State Licensing mandates the City is legally required to maintain a staff to child ratio.

Other programs during the school year included two Teacher Workday Camps, a week-long Spring Break Camp for school-aged youth, as well as numerous onsite special events.

Summer programming also provided essential care for over 600 families. KidVENTURE's Ultimate Day Camp provided traditional camp experiences to school-age campers and a training opportunity for the 14-16 aged Counselors-in-Training (CIT).

All Youth Services programs are made possible with the work of up to 70 supplemental staff, ranging from entry level Aides to Site Specialists (limited benefit positions). Staff are provided ongoing staff development to ensure programs are consistent with Department and State Licensing standards. Topics include Positive Guidance, Safety and Accountability, Enriching Curriculum and Mandated Child Abuse Reporting, and pediatric CPR/First Aid.

Volunteers & Training

Over 1,000 Parks and Recreation volunteers supported services and programming at the Senior Center, Laguna Lake Golf Course, Jack House, special events and activities such as the Junior Giants, SLO Triathlon, Movie Night, Back To Pool Night, Boo Bash, Youth Sports, Summer Camps, Garden workdays and Ranger Work Days.



Residents volunteering through the Parks & Rec Dept.

Parks and Recreation continues to demonstrate a culture of valuing human capital and expecting the bet from all team members. In 2019, Parks and Recreation staff participated in trainings provided by the Center for Organizational Effectiveness, the California Professional Recreation Society (CPRS), and the American Red Cross.

Open Space Maintenance

Ranger Service works to provide both educational and recreational opportunities to the community of San Luis Obispo. The City's 4,040 acres of designated open space promise to have something for everyone including rugged hiking trails, challenging mountain biking and leisurely scenic pathways just minutes from downtown.



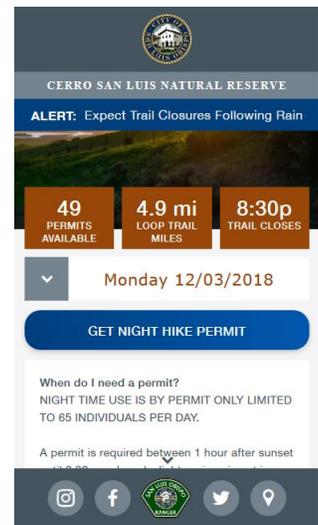
Parks & Recreation Department Ranger Service, 2019

The City’s Ranger Service program employs full-time rangers and other part-time staff that actively maintain the City’s open spaces. Approximately 28.80 tons of trash were removed from San Luis Obispo Creek and City open spaces by staff and volunteers, with the largest amounts of material collected during the annual Creek Day clean-up event.

In 2019, Ranger Service led 16 educational hikes through City open spaces (including Cal Poly guest speakers) and held 75 workdays. City parks, open spaces, were patrolled nearly every day of the year. Staff provided environmental education courses through the City’s STAR and Sun ‘N Fun programs and had two one-week Junior Ranger Activity Camps that were attended by children ages 7-10. In 2019, a total of 1,140 hours were devoted to public education focusing on conservation and promoting laws. In 2019, over 1,000 dog leashes were given away at trail entrances and 1,000+ paper trail maps.

New Trailhead kiosks, informative and education panel inserts were added in 2019. Collaboration with the public and the Central Coast Concerned Mountain Bikers (3CMB) resulted in trail maintenance at Bishop Peak, Stenner Springs, and Reservoir Canyon, and miles of trails being maintained throughout the City’s open space network. Hundreds of volunteers turned out for many events and provided thousands of hours of service taking care of the City’s open spaces.

New Pilot Program at Cerro San Luis Natural Reserve During Winters of 2017-18 and 2018-19. In response to prior Council discussion and direction, staff implemented a pilot program at the 118-acre Cerro San Luis Natural Reserve (the “Reserve”) that would allow extended evening hours of use for passive recreational purposes along approximately 4.9 miles of trails during the winter months when daylight savings time is not in effect. The pilot program is taking place during the winter season of 2018-19 (Sunday, November 5 to Sunday, March 11) and 2018-19 (Sunday November 4 to Sunday March 10). During these time periods, public use will be one hour before sunrise until 8:30 PM. During daylight savings time the hours of use for the public would return to one hour before sunrise through one hour after sunset. Nighttime use is by permit only and limited to 65 individuals per evening. Permits for biking and hiking are allowed up to 1 week before and available through the City website. Rangers will be present, checking permits and educating the public on this 2-year pilot program.



San Luis Obispo Open Space Evening Access Pilot Program

Master Plan and Element Update

The Parks and Recreation Master Plan and Element Update Project Plan was approved by the City Council in November 2017. Over the course of the update, the deliverables will include:



- The Community Needs Assessment Report with statistically valid survey
- Updated Plan and Maps
- Environmental Review
- Updated General Plan Elements

In January through March 2019 Parks and Recreation staff held specific focused topic discussions at Parks and Recreation Commission meetings. A Community Needs Assessment was followed up with a community workshop in June 2019. In summer 2020, Parks and Recreation staff and consultant WRT, will release the Public Review Draft General Plan Element and Master Plan Update and host public meeting workshops in fall 2020. Parks and Recreation and Planning Commission recommendations will go to City Council December 2020 and final adoption.

Islay Park Playground Replacement Project



Public outreach for the replacement of the playground at Islay Park occurred at community events and at the park in late 2018 and approved by the Parks and Recreation Commission in 2019. The feedback received was included in the design and construction of the park, set to occur in late spring/summer 2020.

Sinsheimer Park Facility Upgrades

A couple of major renovation projects were completed at the SLO Swim Center in 2019. The warm water therapy pool was re-plastered to address some concerns to the degradation of the originally installed plaster in 2006. New LED lights were installed at the SLO Swim Center to increase both safety by assisting in providing better nighttime coverage for lifeguards and better visibility for programming uses during the evening hours, as well as address sustainability with energy cost savings. The Sinsheimer Stadium received a new hydration station as a part of the City's sustainability improvements at City facilities. In addition to the new backstop installed at the Stadium in Winter 2018, an upgraded PA system and speakers were installed in Spring 2019.

North of Broad Street Neighborhood Park

In June 2018, City Council, as part of the adopted budget, approved a project for the North Broad Street Neighborhood Park that will develop a new park facility in the location of the existing community garden. Multiple public engagement sessions with neighbors of the North Broad Street were held in 2019 to assess priority amenities and feedback on initial concepts and designs. A final design was presented to the Parks and Recreation Commission for approval. As a part of the park design, a portion will remain to be used as a community garden. Council approval is planned for 2020 with construction beginning in Winter/Spring 2021

Public Art Program

In 2019, the Housing Authority of San Luis Obispo (HASLO), the City's Public Art Program and the Utilities partnered on the biggest utility box art to date. The project objective set out to decoratively paint the dark gray utility box (72"x96"x32") located at 206 Margarita Avenue, within a gated area of the HASLO Margarita Apartment complex. The project has added to the warm neighborly feeling of the area. Tree branches were painted in the upper part of the mural to blend in with nearby trees and a bright sky and distant hills reflected the local landscape giving the image depth. The lower portion of the painting is full of bright and colorful plants and flowers of various heights and sizes. Birds, bees, and butterflies surrounding the plants gives the image life. In July 2019 the Margarita Lift Station Utility Box Public Art Project was completed.



New Utility Box Art located along Margarita Avenue



New Public Art installed at the Palm St Parking Garage

In the Fall 2019, Downtown San Luis Obispo became a bit more colorful, thanks to a new public beautification project. New art was installed at toll booths at the City's three parking structures. The booth art matches artful banners that were recently installed throughout Downtown in the summer that represents the vibrancy of our community and conveys a sense of welcome, diversity, and inclusion to visitors and residents.

The Public Art Program will continue to support the Downtown Vitality Major City Goal and collaborate with Downtown SLO and the Promotional Coordinating Committee on a future downtown mural project. In 2019, The City's Public Art Program continues a long-standing collaboration with the San Luis Obispo County Arts Council, the Cultural Arts Committee with the Downtown Association, Cal Poly and Cuesta Art Gallery.

Conclusion

The City's General Plan guides the use and protection of the City's various resources to meet community purposes. It reflects consensus and compromise among a wide diversity of citizens' preferences, within a framework set by state law. The General Plan is published in separately adopted elements, each containing policies and implementing programs. The General Plan Annual Report summarizes the major programs in these elements that saw activity in 2019.

One outcome of an annual report is the evaluation of whether actions that have occurred indicate a change in the general vision of the community that requires a more comprehensive update of the General Plan. The most prominent activities undertaken by the City in 2019 related to implementation efforts of key General Plan elements. That vision was in part reflected in the City Council's continued Major City Goals for FY 2017-19 described on page 11, as well as newly adopted Major City Goals for FY 2019-2021 described on page 12. Staff will continue to implement these goals and objectives related to Housing, Climate Action, Sustainable Transportation, and Fiscal Sustainability & Responsibility, and Downtown Vitality which will be further reported on in the 2020 Annual Report.