

**COMPREHENSIVE PLAN UPDATE  
COMMUNITY SERVICES AND FACILITIES ELEMENT  
PUBLIC COMMENTS**

| Policy Number                              | Public Comment  |
|--|---|
| Policy C-1                                 | Can this include support for housing and services for the homeless population? It seems to be an issue beyond one city's means.   |
| Policy C-1                                 | How would "regional collaboration" impact level of service in Palo Alto?☒   |
| Policy C-3                                 | NO. Crossing jurisdictional lines can be more general and not specific to Stanford. ☒<br>POLICY C-3 (In interest of less imperious tone)☒<br>"Palo Alto will be continue to be proactive in developing community service enhancements that cross jurisdictional lines."   |
| Policy C-3                                 | Begin to solve our traffic problems by working with Stanford, Santa Clara Valley Transportation Authority, Caltrain and maybe even ride sharing services (Lyft, Uber, etc.)   |
| Policy C-4                                 | Program C-5. Shared library resources would be a good idea at the middle school level. The library system has a poor collection for young adults, and the middle schools have a good collection. Children's access to that collection during off-school hours is currently a problem.   |
| Policy C-7                                 | Use a community center space at Mitchell Park for seniors.☒ I would like to see a table tennis space! Palo Alto does not have a convenient and democratic space for table tennis and we have been frustrated for years. We bought equipment, paddles and balls, and then could not play at the only space available. Now we are seniors and would still like to play.   |
| Policy C-7                                 | Palo Alto should help build capacity and encourage diversity in non-profits working in the City. Duplication, in this case, can only benefit the City   |
| Policy C-7                                 | In relation to Non-Profit partners, the text proposes "avoid duplication". I think the Comprehensive Plan should actively seek to build capacity in non-profit partners in our community, at the risk of some duplication - this should creates more diversity and serves the community better.   |
| Policy C-8                                 | This section needs reverse engineering: we see that more and more businesses are sequestering the amenities and services that previously were provided by and for the community. They are also shaping the city to their needs, to the detriment of residents. Thus, Policy C-8 should be REQUIRING that businesses enhance the community services as part of the cost of doing business here. Being required to buy in to the health of the community would be good for the community and good for business.   |
| Policy C-8                                 | I suggest that the language "corporate citizenship" be modified to "Businesses and Corporations".   |
| New Subsection Engaging with the Community | Lacking concision and appeal. How about ☒Policy: use technology and social media to invite community into Palo Alto's recreation, arts, cultural experiences, libraries, community programs, and invite volunteer participation by New Program: maintaining an internet listing REQUESTING volunteers, posted on the city's website.  |
| Policy C-9                                 | Keep Customer Service. It's the correct frame.☒City Staff works FOR the community, and is expected to provide excellent service to residents and taxpayers who pay their salaries. City Staff is not "working with the community"☒Using that phrase ("working with") as a goal connotes an equal relationship and is wrong. "Working with" is an expected QUALITY of good customer service.   |
| Policy C-9                                 | Zoning officers and others with citizen-interaction responsibilities should be held to standards of respectful and courteous behavior. I hope the new program will be helpful toward the stated goal. We could use a complaint system about how our complaints are handled. A major issue is language that is used by Community Services. That offensive language is "customer." We are residents, citizens, visitors, property owners ('stakeholders'. We are the Community. ☒<br>This language was discussed 25 years ago when my husband Ralph Libby was a librarian. The word "patron" was changed to "customer." Didn't like it then, find it more abrasive now. |
| Policy C-9                                 | Changing this to "working with the community" and putting it as the last goal in the element does not appear appropriate to me. Working with the community is a tepid description of a customer service goal. It merely describes the process and is not a goal. I mean it is a given staff work with the community.  |
| Policy C-17                                | As I commented in another section, during the school year, students pour down Maybell and Los Robles from Gunn, and maybe elsewhere, to hang out in front of Walgreens (corner of Maybell and El Camino). They need a community facility on the west side of El Camino, with a teen center (and other options for other constituents of the surrounding neighborhoods).   |
| Policy C-18                                | Policy C-18: Promote EQUITABLE GEOGRAPHIC DISTRIBUTION of comprehensive senior services throughout the city, in coordination with senior service providers.   |

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| Policy C-20                       | Some city funds should go towards supporting a permanent shelter. Additionally, the city should find good places for RV and car dwellers to spend the night that would provide them with washroom facilities and hopefully more.   |
| Policy C-20                       | Community Services Dept recommendation is an excellent one, including the suggestion to work across jurisdictions. I would add that the City needs to strengthen its support of local social service to the unhoused, especially at the Opportunity Center and similar programs. I am talking about additional money.  |
| New Concept Health and Well-Being | Please address noise impacts and how they affect our health and welfare. We are bombarded daily with noise from airplanes, loud Caltrain horns, excessive traffic trying to access Alma, garbage & recycling trucks going up and down our streets, school buses, 18 wheeler deliveries, police, fire & ambulances sounding sirens on Embarcadero in the wee hours of the morning. It's reaching a boiling point and needs attention. |
| Policy C-22                       | The Barron Park and Green Acres neighborhoods desperately need community facilities. During the school year, students pour down Maybell and Los Robles to hang out in front of the Walgreens (corner of Maybell and El Camino). West of El Camino offers no community facilities for them. A facility with a teen center (and other options) for these neighborhoods is much needed.   |
| Policy C-22                       | We could really use more meeting spaces and for them to be really easy to book online. The current system even in the new library is very unfriendly and costs a significant amount of money.  |
| Policy C-22                       | Policy C-22 has a new program that requires multi-use analysis for all future community facilities and parks. However, parks that focus on nature and open space should not be required to provide such analysis, and other parks (golf is an example) are also specific and should remain so. Please consider removing this requirement for parks.  |
| Policy C-24                       | Make a limited number of PAID parking permits available online that allow non-residents to visit Foothill Park and reinvest that revenue into maintenance for the park.  |
| Policy C-24                       | It's time to rebuild Rinconada Pool- the locker rooms are disgusting and the children's pool is badly in need of an upgrade. Palo Alto's pools are in sad shape compared to Menlo Park and it's a shame- this facility should be a highlight of the community as it used to be.  |
| Policy C-24                       | Cubberley has been neglected. It is disgraceful to see the lack of attention. I hope this is the place to post this.   |

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| Policy C-27   | Rincanada Pool is crazy busy in the Summer. I saw huge crowds wait listed outside, and very unhappy families who couldn't get in. Is there any discussion about adding another pool, including a wading play pool? Also, Rincanada Pool lap swim hours are extremely limited on the weekends. To swim on the weekends, lap swimmers have to give up either sleeping in on the weekends or their family dinner hour. Could the City consider offering lap swimming at Gunn High School to supplement at least the weekend swim slots?   |
| Policy C-27   | This is saying we want parks and parks are valuable, but it's leaving the ownership open, which is wrong. thus: If parks and art are to be on private property and privately operated, it should be in the zoning code. In principal, Parks and Community Facilities should be publicly owned and operated. (SF has lots of experience with PubliclyOwnedPrivatelyOperated "parks" exchanged for entitlements -- and they are charming-- yet hidden, poorly signed, and only open to those who are "in the know" from 9-5. Thus they are not really "parks" nor are they "community facilities.") so: New Program: New developments will be charged community facility development fees (I'm not sure why they are called "impact" fees. ) based on the average per square foot cost of replacement of all recreational parks and spaces per resident at the time of permit. |
| Policy C-27   | Everyone loves parks but they shouldn't come at the expense of sorely needed housing. Increase density and height limits for residential buildings in exchange for them providing some park space.   |
| Policy C-27   | Set aside a predetermined percent of the budget each year to buy more parkland.  |
| Policy C-27   | Turn parking into parks: Timothy Hopkins park along San Francisquito Creek would be greatly improved if we removed parking on the creek side and made it into a pathway Reducing amount of parking on University Avenue would help transform it into a walking boulevard.  |
| Policy C-27   | I would also like to see University from Middlefield down become a walking boulevard similar to the one in Santa Monica. Closing their main boulevard off to traffic allowed for it to become a much more popular destination and it meant that they could add small restaurants, vendors, and fountains in the middle of the street.  |
| Policy C-27   | We need an aquatic center with a 50m pool in South Palo Alto. The only facilities available in this part of the city are private clubs with small pools. Please look at the Soda Aquatic Center at Campolindo High School in Moraga, which supports school and community programs. We could have a facility like this at Cubberley. When the Gunn pool is next refurbished, the city and PAUSD should rebuild as a 50m x 25y pool.   |
| Policy C-28   | As we become a denser city the idea of 5 acres of parkland for every 1000 people becomes not only not practical but also not very useful. More than half the city is already open space or parkland. We're not low on parks by any definition. What we should be doing is instead making better use of the spaces we already have and making access to them via biking and walking paths easier. We should also be actively encouraging small parks throughout the city as part of new development so that kids and adults have a place to sit or play outside, but it doesn't have to be a half acre. Even a nice pond and some benches go a long way if there are quite a few of them.   |
| Policy C-28   | Please add or include bathrooms in all parks! It's hard to take kids to a park and have to run home, no matter how close that is, for a bathroom trip. There are parks in Palo Alto that I consider to be unusable due to lack of nearby bathrooms.  |
| Policy C-28   | Retain municipal code of 5 acres of parkland for every 1000 residents. Establish a 2 acre minimum for neighborhood parks. We should continue to provide community space, beauty, recreation, and peace commensurate with what we have enjoyed in the past The New Program to "assess the value and cost benefits of new parks..." might be helpful if it's being proposed to improve what we have (and not a ruse to sell it off). In which case it should say: Preserve all parkland and improve it by surveying residents for their unmet needs, while protecting natural ecosystems. Unmet need: Install bathrooms in all parks.  |

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| Policy C-28      | For people with younger know kids, building a jungle gym structure appropriate for toddlers and another for older kids goes a long way and only needs to take up a small part of existing or new parks. Sandboxes are popular. Having natural shading (trees) as well as artificial (removable tarping) also increases usability throughout the summer and helps protect our kids from sun damage. Thanks!  |
| Policy C-29      | Facilities are lacking in South Palo Alto. We need a public pool in the south and more facilities for teens. There is little for teens to do in the neighborhoods south of Page Mill Rd and west of El Camino Real. We need better access to cross Alma, so kids and adults can get to services located east of Alma, like Mitchell Park. Palo Alto has three underpasses for pedestrians, all located north of Oregon Expressway. Those are needed but we need several in South Palo Alto, for example at East Meadow and at Charleston.   |
| Policy C-29      | The closure of the Page Mill YMCA has negatively impacted senior recreational facilities in the Barron Park area as well as west of El Camino Real in Palo Alto. A PC was established in 1979 for the Landlord (Wheatley Properties)to create such a recreational facility. The Landlord now wants to use that space for offices.That PC must be "saved" as recreational and enforced by the Planning Department and the City Council.  |
| Policy C-29      | Great! Very similiar to my idea which was to ensure that every child/teen is able to walk or bike safely and comfortably to his/her park, school, library.  |
| Policy C-32      | Expand hours of operation so that non-working and working residents alike can enjoy the facilities, and not have to travel to and from them during rush hours.  |
| General Comments | I am very concerned about the idea of eliminating the goal C-3 and splitting the policies and programs under Health and Well-Being and Planning for the Future. Children, seniors and people with disabilities are not always seen, heard and valued as they should be. I think it is important to keep a goal that specifically names them and keeps the policies and programs that support each of these groups together in one place.  |
| General Comments | The city is starting to look a little messy what with littering, construction/road work, illegal signages citywide - perhaps more enforcement is due, more coordination and communication between the services depts. (PW and Utilities) on their schedules and most of all signage for South Palo Alto is warranted on amenities/public facilities availability and locations - don't see any at the moment! I would recommend notifying/reminding residents when their streets will be swept so that they can move their cars on that day and time - this will ensure our beautiful streets remain clean and gutters free from any debris whether it be summer or in a drought season, does not hurt to have our city stay beautiful and clean! |
| General Comments | Each week the roads get more congested in the corridor between El Camino Real and across the tracks to Alma at East Meadow. Yesterday there was even a Google bus commuting there! It is absolutely mandatory that the city promote, encourage, incentivize the building of a decent size grocery store in the Barron Park area! The site of the Buena Vista park corner shopping area was, is and must be perfect for that use. What's there does not meet the needs of the community enough as a walking distance center.   |
| General Comments | Make WI-FI available everywhere within the city, start with the area between the university and downtown. That would make Palo Alto a truly progressive leader among all cities in this age of technology   |
| General Comments | Policy C-26 Please consider: ADD policy: Manage nature preserve and open space using Comprehensive Resource Management Plans ADD Program: Develop and complete Comprehensive Resource Management Plans for the Baylands/Byxbee Park, Foothills Park and Arastradero Preserve.   |