

# Important Telephone Numbers

## In Case of Emergency, Call...9-1-1

Call 9-1-1 any time for police, fire, or medical emergency services.

If using a cell phone call (650) 697-1212

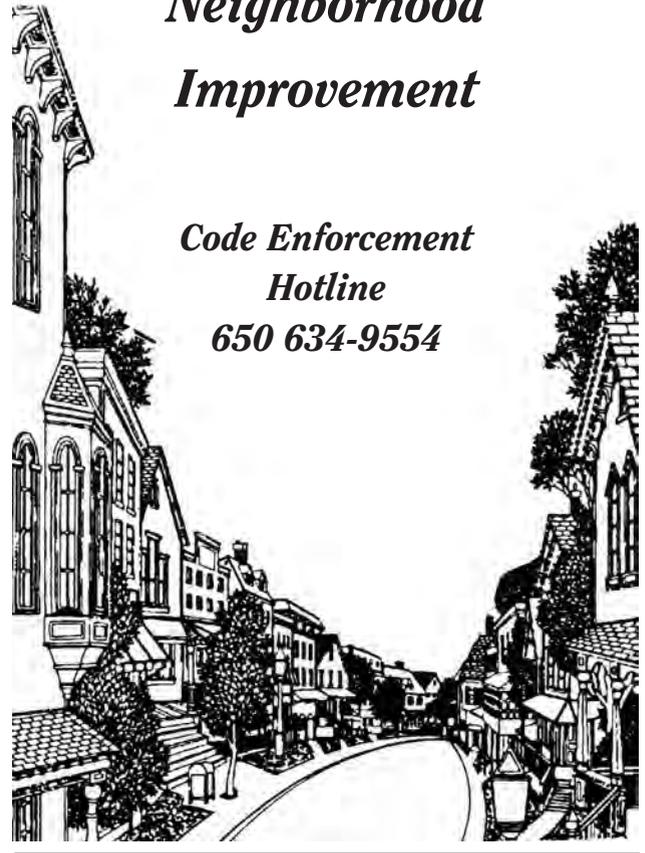
CITY HALL, 621 Magnolia Avenue

Administration	259-2334
City Clerk	259-2334
Community Development	259-2341
Building Division	259-2330
Planning Division	259-2346
Code Enforcement	259-2440
Code Enforcement/Graffiti	
Abatement Hotline	634-9554
Redevelopment	259-2341
Parks	259-2372
Finance	259-2350
Business Licenses	259-2352
Water Billing	259-2420
Public Works/Engineering	259-2339
Water Conservation	259-2348
Sewer/Streets/Water Service	259-2374
AFTER HOURS	259-2300
Street Sweeping Schedule	259-2339
FIRE DEPARTMENT, 511 Magnolia Avenue	
Business calls only	259-2400
Emergency calls only	9-1-1
LIBRARY, 1 Library Lane	697-7607
Hours: Call for hours	
24 hr Renewal Service	638-0399
MCTV CHANNEL 26, P.O. Box 898	259-2343
Hours: Call for hours	
RECREATION DEPT., 477 Lincoln Cir.	
General	259-2360
Senior Information	259-2370
POLICE DEPARTMENT, 581 Magnolia Avenue	
Business calls only	259-2300
Emergency calls only	9-1-1
If using a cell phone	697-1212
ANIMAL CONTROL	
Peninsula Humane Society	340-8200
CHILD CARE COORDINATING COUNCIL	655-6770
COUNTY OFFICES	363-4000
DEPT. OF MOTOR VEHICLES (DMV)	800-777-0133
FAIR & EXPOSITION CENTER	574-3247
GARBAGE & RECYCLING	
S.S.F. Scavenger Company	589-4020
LANDLORD/TENANT SERVICES	<a href="http://www.landlordtenantinfo.org">www.landlordtenantinfo.org</a>
LEGAL AID SOCIETY	558-0915
MILLBRAE COMMUNITY PRESERVATION COMMISSION	259-2440
PG & E, Customer Service	800-743-5000
PENINSULA CONFLICT RESOLUTION CENTER	513-0330
PENINSULA HOSPITAL	696-5400
POSTAL SERVICE	800-275-8777
SUICIDE PREVENTION & CRISIS CENTER	368-6655
TRANSPORATION	
BART	992-2278
CalTrain, Sam-Trans, Redi-Wheels	800-660-4287
VOTER REGISTRATION	322-5227
WOMEN'S ADVISORY COUNCIL	363-4471
CODE ENFORCEMENT HOTLINE	634-9554



## *City Codes For Neighborhood Improvement*

*Code Enforcement  
Hotline  
650 634-9554*



*City of Millbrae  
California*

## PURPOSE OF THIS BROCHURE:

This brochure is intended to help you better understand the City of Millbrae's laws which help preserve a safe, healthy and attractive neighborhood environment to protect the value of your property.

The sections that follow list various areas regulated by City Codes. We hope you will read each one to become familiar with the standards and regulations that help keep Millbrae *Our Place In The Sun*.

Listed in each section is the City Department responsible for administering the regulations. Please feel free to call them when you have a question, or a concern that cannot be resolved by your own efforts.

### Contact your Neighbor, First!

Rather than first contacting the City, we encourage you to contact your neighbor about a problem for which you believe he or she is responsible. Good neighborhood relations are best maintained if you heed this advice. **If this does not work, or is otherwise not practical, then contact the appropriate City Department.**

### Whom Can I call if I'm Unsure of the Proper Department?

Call the City's Community Preservation Specialist at (650) 259-2440 if you are unsure of which Department to contact,

### Community Mediation Program

The Community Mediation Program is also available to help you resolve neighbor-to-neighbor problems that do not involve violations of City laws. This program may be reached at (650) 513-0330

### Millbrae's Community Preservation Commission

This brochure has been prepared with the encouragement and support of the Millbrae Community Preservation Commission. The Commission's purpose is to maintain and enhance the beauty of Millbrae.

The Community Preservation Commission meets the first Tuesday of every month at 7:00 p.m. in the Millbrae Community Center, 477 Lincoln Circle. You are welcome to attend their meetings and share your views.

## Important City Codes That Help Promote Safe, Healthy, and Attractive Neighborhoods.....



**Cars/Trucks** When parking your vehicle on private and public property please be considerate of your neighbors.

- 1. Street Parking:** Vehicles can be parked on the street, but must be in running condition. If not operable, i.e., no wheels, no engine, etc., they can be towed by the City. Even operable vehicles may not be stored on the street more than 72 hours. Vehicles must also have current license and registration. Please park on the right hand side of the street unless it is a one-way street.
- 2. Parking on Your Property:**
  - a. Vehicles can be parked on the driveway, but must be in running condition. If they are inoperable or junked out, you will be asked to fix or remove them.
  - b. A vehicle cannot be parked in or on a soft surfaced (dirt or lawn) area or lot.
- 3. Car Repair:**

You can work on your own personal car in your driveway, but only for a short time. It must be registered at that address.
- 4. Sidewalk Blockage:**

A vehicle cannot block a sidewalk or any other public right-of-way.
- 5. Large Commercial Trucks:**

Commercial trucks and trailers (semi-trucks) cannot park on the street in a residential neighborhood except when loading or unloading.

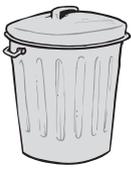
**Failure to comply with the City's codes can result in your vehicle being towed.**

**Call the Police Department at 259-2300 for information or complaints related to vehicles and parking.**



**Campers, RV's, Boats & Trailers**

Campers, trailers, boats, etc. can be parked in the driveway if in running condition (no flat tires) but not on the lawn, dirt area, or on the street for more than 72 hours. These types of vehicles should be parked so that they do not diminish clear vision zones for other drivers. Be considerate and park your RV responsibly!



### *Trash Receptacles*

Use only approved South San Francisco Scavenger trash, yard waste and recycle bins. These bins and containers may be placed in front of a residence or business only 12 hours before time of collection and must be removed and stored out of public view no later than 12 hours after. Sidewalks may not be blocked.

**Call the Code Enforcement Hot Line at 634-9554 regarding enforcement of trash container laws.**



### *Trees*

#### **1. Street Trees:**

Pruning or removal of trees in City right-of-way may not be done without a permit. There is no fee for the permit

#### **2. Private Trees:**

Trees on private property are the responsibility of each property owner. Communicate with your neighbor to resolve problems.

**Call the Parks Division at 259-2372 for information about trees or to obtain your permit.**



### *Garbage, Trash, Appliances & Car Parts*

Any accumulation of garbage, trash, appliance, car parts, old furniture, scrap materials, etc., that is a visual blight to the neighborhood, must be removed from the property. South City Scavengers provides two free clean-ups per year. Call them at 589-4020 to schedule an appointment. Electronic Waste can be dropped off for free at Peninsula Goodwill Stores.

**Call the Code Enforcement Hot Line at 634-9554 for information or complaints about nuisances on private property.**



### *Home Operated Business*

There are many strict rules involved in conducting a business out of your home.

You may operate a business out of your home if it is an "office" type business or personal service; however, you must obtain a Home Occupation Permit from the Business License Division. No signs are permitted to be displayed on the property.

**Call the Community Development Department, Planning Division at 259-2341 for information about doing business in a residential area.**



### *Street or Alley Ways*

**Call the Public Works Department for information or complaints at 259-2374** if you see a public street or alleyway with piles of trash or debris, and they will schedule clean up.

No materials are to be stored on the sidewalk or in the street. Leaves and other yard debris are not to be raked, blown or swept into the street so that they do not flow into catch basins and travel to the Bay. "Only rain in the storm drains."

Signs attached to street light poles, street signs/poles or City trees are PROHIBITED.



### *Illegal Dumping*

Trash is not to be dumped in City creeks or open areas. Persons seen "dumping" their trash in public or private places can be prosecuted for this violation if the following information is available:

1. Name and address of violator.
2. Eyewitness testimony.
3. Vehicle license plate number.
4. Physical description of violator.

**Call the Police Department at 259-2300 for information or complaints about illegal dumping.**

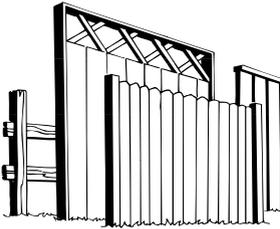


## Weeds

Once a year the City surveys all vacant properties for weed control. Notices are mailed to owners requiring them to cut or disc the weeds. If weeds are not removed voluntarily, the City will send out special contractors to cut them. This cost plus an administrative charge is billed to the property owner.

**Call the Fire Department at 259-2400 if you need information or have complaints about fire hazards from weeds and tall grass.**

## Fences

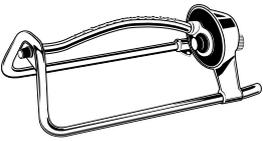


There are specific rules for building a fence. Generally backyard and side yard fences cannot be taller than 6 feet in height. A front yard fence cannot usually be over 30" high.

This 30" rule also applies to

fences on street corners or areas adjacent to driveways. Improper fencing will place pedestrians in danger.

**Call the Code Enforcement Hot Line at 634-9554 if you have questions about front yard improvements.**



## Water Conservation

Although water conservation is a must, the Community Preservation Commission encourages sufficient watering to

maintain a green lawn and using draught tolerant plants in your landscaping. Hoses must have trigger nozzles. Flooding or runoff in gutters, driveways or streets is prohibited.



## Smoking Control Ordinance

In January 2002 the State's smoking laws were amended to provide a regulation that prohibits smoking in and around public playgrounds. For more information, call the Police Department at 259-2300.

## Shopping Carts

The City has implemented an ordinance that requires local merchants, who provide shopping carts for their customers, to either have a daily retrieval service or institute measures that prohibit the carts from leaving the store's premises. Currently all of the City's cart providers have daily retrieval service.

**Call the Code Enforcement Hot Line at 634-9554 to report shopping carts abandoned in excess of 24 hours.**

## Graffiti

The City has a program that removes graffiti from public and private property quickly once it has been reported. Call the **Code Enforcement/Graffiti Abatement Hotline at (650) 634-9554** to report graffiti you observe.

## NEIGHBORHOOD WATCH

Enhance your area's positive sense of community by forming and maintaining a Neighborhood Watch Program. Call the Police Department at (650) 259-2300 for further information regarding this program.

***Here are Instructions on what to do about a Neighborhood Problem....***

***First*** - Talk to your neighbor or property owner and ask for their cooperation.

***Then*** - If your "Good Neighbor" effort fails, call us at the Code Enforcement Hotline at 634-9554.

1. Identify the specific complaint or nuisance.
2. Give your name, address, and telephone number. (This information is just for us and is kept confidential. It is not mandatory).
3. Give the exact location of the problem. Include a street address or detailed description.
  - a. Give specific description of complaints, such as vehicle information, type and location of stored debris, business activity.

Complaints will be investigated within a few days in the order they are received. If the complaint is valid, we are then required to issue a proper warning notice to the owner(s) to give them an opportunity to correct the situation. If they do not, the City will initiate action to obtain legal compliance and/or have the work taken care of. This legal process may take between thirty (30) and 120 days depending on the nature of the violation. With voluntary action from a cooperative owner, this time may be reduced to as few as fifteen (15) days.