

City of San Mateo



Residential Parking Permit Program Policy and Procedures

Prepared by:
City of San Mateo
Public Works Department
Adopted September 2019
(rev. 9/2021)

Residential Parking Permit Program Policy

PURPOSE

The goal of the Residential Parking Permit Program (RPPP) is to allow residents to park on street in their neighborhood while restricting long-term parking by non-residents. Parking permits are issued to any licensed driver with a vehicle registered to an address within a permit parking area. The program is intended for use in single family and multi-family neighborhood areas.

Vehicles displaying a parking permit may park:

- On the street for durations longer than posted restrictions
- Along any street within the boundaries of the permit holder's RPPP area

Residential parking permits may not be used to park in:

- Public parking lots or garages
- Metered parking spaces
- Parking spaces with colored curb markings

Vehicles displaying RPPP parking permits are subject to all other parking restrictions including street sweeping times and accessible parking spaces. A permit does not exempt a vehicle from SMMC 11.40.120(b)(1) and CVC 22651(k) which permit the removal of a vehicle from a city street or highway if parked or left standing upon the street or highway for more than seventy-two (72) hours without significant movement. Any parking permit may be revoked if used contrary to the provision of this policy.

PARKING PERMITS

Residential Parking Permits

RPPP permits allow residents to park on-street beyond the posted time restrictions. Permits are limited to one permit per licensed driver and are valid for two (2) calendar years. Residential parking permits are issued as stickers that must be affixed to the applicant's vehicle to be valid.

Parking permits may be issued to:

- Residents residing within a residential parking permit area
- Residents living in a single-family or multi-family residence
- Caregivers, provided the address of the resident receiving service is within a residential parking permit area (See "Additional Application Instructions")

Residents of multi-family housing units with decoupled (unbundled) parking are not eligible for RPPP permits if a zone is located adjacent to their location.

Residents adjacent to a residential parking permit area (e.g. a corner property with one frontage in a permit zone) may be eligible for permits if it is demonstrated the only on-street parking available to their property is part of a new RPPP zone.

Permits will be issued to residents meeting the abovementioned qualifications. The Public Works Director may approve an exception to resident eligibility requirements and include a property in the Program under the following circumstances:

- A home's driveway and front door face onto an existing zone, but street address is outside the zone.
- A home is in an existing RPPP zone, but RPPP on-street parking restrictions are removed as part of a City-led project.

Eligible vehicles that may use a parking permit include:

- Passenger non-commercial and passenger commercial (i.e., SUV's, small pick-up trucks, etc.)
- Company cars used as a resident's primary transportation vehicle (See "Additional Application Instructions")
- Leased cars (See "Additional Application Instructions")
- Work-type commercial vehicles displaying a commercial license plate that are actively performing work for a residence located within a permit parking area (See "Additional Application Instructions")

Vehicles that may NOT use a permit include:

- Commercial trucks
- Boat trailers
- RV's (camping trailers, motor homes, etc.)
- Work-type commercial vehicles, including taxis and limousines
- Vehicles defined as oversized by the City's [Oversized Vehicle Parking ordinance](#) (SMMC 11.32.020)

A residential parking permit does not guarantee or reserve a parking space for a permit holder. Parking is on a first-come, first-served basis.

Visitor Parking Permits

Visitor permits are issued to residents within the RPPP area for use by short-term guests. They are intended to allow visitors to park on the street with the same parking rights as a resident of the RPPP area. Visitor permits are limited to one (1) visitor permit per household and are valid for the same two (2) calendar years as a residential parking permit.

Visitor permits are:

- Intended to be used by visitors or short-term guests
- Issued to residents who are eligible to obtain a residential parking permit
- Hangtags that must be displayed from the rear-view mirror to be valid
- Transferable between vehicles that would be eligible to use a residential parking permit

Note:

- *Lost or damaged visitor permits may be replaced at the discretion of City Staff.*

PARKING PERMIT APPLICATION

Applicants must submit the following to be considered for a parking permit:

- A completed application with the residents' name and address.
- A current driver's license and DMV vehicle registration for each permit the applicant is requesting.
- Proof of residency/ownership in the resident/owner's name reflecting the address in a parking permit area, if the current address is not on the driver's license and/or vehicle registration. Acceptable proof of residency includes a utility bill, car insurance policy, lease agreement, or preprinted personal check with the resident's name and address.

Additional Application Instructions

In addition to the above submittal requirements, applicants requesting a parking permit for a company car, leased car, or caregiver must submit additional documents. Specific application instructions are provided below for work-type commercial vehicles.

For a company car, applicant must:

- Be a legal resident within a residential permit parking area.
- Have a motor vehicle for his/her exclusive use and under his/her control where said motor vehicle is registered to his/her employer.
- Provide a valid employee identification card or other proof of employment that is acceptable to the City.

For a leased car, applicant must:

- Be a legal resident within a residential permit parking area.
- Have a motor vehicle registered to a vehicle-leasing company and/or leased to the resident's employer, providing said vehicle is for the resident's exclusive use.
- Provide proof of the lease agreement which is acceptable to the City.

For caregivers, the resident (employer) must submit an application on behalf of the caregiver. One application may be submitted to request a permit for the resident's personal vehicle(s) and the caregiver's vehicle. The resident submitting the application must:

- Be a legal resident within an RPPP zone.

- Submit a completed application with the residents' name and address.
- Provide a current DMV vehicle registration for each vehicle for which the applicant is requesting a parking permit, including the caregiver's vehicle.
- Provide proof of residency/ownership in the resident's/owner's name reflecting the address in a parking permit area, if the current address is not on the driver's license and/or vehicle registration. Acceptable proof of residency includes a utility bill, car insurance policy, lease agreement, or preprinted personal check with the resident's name and address.
- Include a letter from the resident identifying the caregiver as a permit holder.

Work-type commercial vehicles displaying a commercial license plate that are actively performing work for a residence located within a permit parking area do not need a parking permit. These vehicles may park on-street in front of the subject property without a residential parking permit and will not be cited.

FEES

There is no charge for the issuance of any residential parking permits.

APPLICATION RENEWAL

The resident is responsible for acquiring a new permit by the first day of the new two-year permit cycle year (January 1). There is typically a 30-day grace period at the beginning of the two-year permit cycle during which parking enforcement will issue warnings. No other grace period (i.e., new resident to area, new car, etc.) is available during the two-year parking permit cycle.

PERMIT PARKING AREA RENEWAL

Once established, a residential parking permit program area will sunset after ten (10) years. Prior to sunset, the neighborhood's interest in the RPPP shall be reconsidered through a City-developed residential survey. Based on the criteria in this document, if the majority of the property owners show interest in maintaining the current program, the RPPP will remain in place for another ten (10) years. If less than a majority indicate interest in maintaining the program, a public hearing will be scheduled to consider removal of the RPPP. Evaluation of the individual programs will be done in the final two years of the ten-year sun-setting cycle.

VIOLATIONS

Any person selling, fraudulently using, reproducing, or mutilating a parking permit issued in conjunction with the residential parking permit program shall be guilty of an infraction

and shall be subject to a citation for each offense and the forfeiture of all permits in conflict, or such other fine or penalty as the City Council may set by ordinance. The fine for violation of the Residential Parking Permit Program regulations is set within the City's Comprehensive Fee Schedule.

REQUIREMENTS

The following are required to implement a new RPPP zone or expansion of an existing zone:

1. **Parking Generator Identification** – A non-residential parking generator must be identified that creates a parking overflow into the proposed residential parking permit area. The parking generator may be a school, business, commercial district or commercial use. The program is not intended for use in areas or on streets where there is a mix of commercial and residential use.
2. **Determination of Parking Permit Program Zone** – A parking utilization survey will be used to set the boundaries of the residential parking permit program zone. The survey will be conducted between 8:00 a.m. and 6:00 p.m., Tuesday through Thursday, and be on a day the community has identified as a typical problematic parking day. From the parking survey, a map will be generated showing the level of on-street parking. Street segments will be identified showing >75% parking, between 65% - 75% parking, and <60% utilization of on-street parking spaces. Staff will use this information to support the staff recommendation for the proposed program area. Street segments having <60% parking utilization will not be considered for inclusion in the parking permit zone. Other factors may also be considered by staff including street topography and the potential for parking creep directly adjacent to a newly signed parking permit program area.
3. **Community Support** – There are a number of optional tools that can be used to generate neighborhood support for the implementation of a residential parking permit program. These include:
 - A neighborhood meeting
 - Circulation of a resident petition
 - Submittal of Homeowners' Association letters of support

These tools are optional and at the discretion of the applicant. It is ultimately the responsibility of the applicant to generate sufficient community support for the proposed program area. Staff will work with the applicant to determine which options may be used to generate an adequate level of support.

4. Neighborhood Survey – Staff will distribute a mailed survey to all households within the proposed program area. To be considered for approval, at least 50% of households in the proposed program area must respond to the survey. Of those responding, at least 67% must support the proposed program.

Procedures

PROGRAM DEVELOPMENT

Residential parking permit program development must be consistent with all policies as defined above. The recommended procedures presented below provide for consistent parking permit program development between program areas. Staff has the flexibility to modify the following procedures when appropriate.

1. A San Mateo resident submits a request for a new or expanded RPPP area to the Public Works Department. The application includes the requested streets to be included in the program area.
2. Staff will meet with the applicant(s) to discuss and identify the day and time limits of the proposed program area. Days and times of enforcement will be established to reflect the nature of the identified parking generator and to provide consistency and ease of enforcement by the San Mateo Police Department.
3. (Optional) The applicant may request a neighborhood meeting to present the components of the Residential Parking Permit Program to the requested neighborhood area.
4. (Optional) The applicant may circulate a City provided petition to provide outreach to the community or to demonstrate support for the implementation of the residential parking permit program. Only one signature is needed per dwelling unit. Each house, apartment, or condominium will be considered a dwelling unit.
5. (Optional) The applicant may demonstrate the support of their Homeowners'/Neighborhood Association (if one exists) through the submittal of a letter of endorsement from that group. That letter of support will be considered by staff during evaluation of the requested zone.
6. Staff will prepare a survey to determine resident support for the requested residential parking permit program area. The survey will be mailed by the City to all residents in the proposed RPPP area. Additional street segments may be included in the survey at staff's discretion based on evaluation of further parking overflow and impact.
7. Staff will evaluate findings from the mailed survey. At least 50% of households in the proposed program area must respond to the survey. Of those responding, at least 67% must support the proposed program. If the survey results meet these requirements, parking occupancy analysis shows occupancy in excess of 60%, and the parking generator identified is valid per this policy, staff will make a

recommendation to the Public Works Director to approve the program request. The Public Works Director will make the final determination based on those criteria for implementation of the requested program area. The decision of the Director is final unless appealed.

8. Following the determination from the Public Works Director, staff will mail notification to the residents within the proposed program area to inform them of the results. The letter will also notify them of the new requirements for on-street parking within the parking permit program area if the program implementation has been recommended to proceed.
9. Residents will have thirty (30) calendar days to appeal the decision of the Public Works Director following mailing of the notification of the Director's decision. Submitted appeals shall:
 - a. Be in writing
 - b. Provide grounds for the appeal
 - c. Identify specific actions being appealed (parking time limits, hours of enforcement, zone boundaries, etc.)
 - d. Include a recommended alternative action
 - e. Provide a petition of surrounding residents in support of the appeal action

Appeals will be heard by the Sustainability and Infrastructure Commission at the next available meeting.

10. If the request for permit parking is denied or terminated, a second study of the same or similar RPPP study area will not be conducted for a minimum of twelve (12) months unless there is a significant, identifiable change in parking characteristics as determined by the Public Works Director. Subsequent studies of the same general study area will be subject to the same requirements and procedures as the initial study process.
11. Parking permits are valid for two (2) years. Staff will send notification every other year to all residential parking permit holders for renewal of parking permits before the end of the calendar year.

PROGRAM REMOVAL OR MODIFICATION

The process to remove or modify a residential parking permit program is similar to program development. The procedures presented below provide for consistent parking permit program revisions or removal.

1. A RPPP area, or part thereof, may be modified or removed from the parking permit program by the Public Works Director following a successful petition and survey process from the affected street or neighborhood.
2. Once the petition for removal or modification is received by staff, a survey of the area is prepared and distributed to the neighborhood. Similar to the program development process, 50% of the residents surveyed within the area requesting removal from the RPPP/revision of the program must respond, and of those responding, 67% must support removal from the permit program or revision of the existing program. If these conditions are met, staff will recommend the action to the Public Works Director.
3. The Public Works Director will review the staff recommendation based on the petition and survey results, and will make a determination regarding removal or modification of the permit area based on the criteria set forth above. The affected neighborhood is notified of the Director's determination. The action of the Director can be appealed to the Sustainability and Infrastructure Commission. The appeal must be submitted within thirty (30) days of the Director's determination. Information required as part of the appeal shall be as described for appeal of a new parking permit area request.
4. If the request for removal or modification is approved by the Public Works Director, the neighborhood is notified of the decision, and the RPPP signs are removed or modified following the thirty (30) day appeal period. There shall be no cost to the residents associated with removing an area from the RPPP.
5. If an existing RPPP area is revoked, any request for reinstatement shall be subject to the same process as that of a new RPPP area, and if approved the neighborhood shall be assessed the total cost of all related staff activities including permit printing costs, distribution cost, and all sign installation costs.

Residential Parking Permit Program Request Form

The purpose of this form is to enable neighborhoods to request the initiation of a Residential Parking Permit Program in accordance with the City of San Mateo's adopted Residential Parking Permit Program Policy and Procedures. This form must be filled out in its entirety and submitted with any request to:

City of San Mateo
Public Works Department
330 West 20th Street
San Mateo, California 94403

Feel free to attach additional sheets containing pictures, maps, or additional text if the space provided is insufficient.

1. Requesting Individual's Contact Information

Name: _____
Address: _____
Phone Number: _____
Email (optional): _____

2. Please describe the nature of the overflow parking problem in your neighborhood. What streets in your neighborhood do you feel are affected by overflow parking? : _____

3. Can you identify a parking impact generator that is the cause of overflow parking in the neighborhood? Are there any facilities (churches, schools, shopping centers, etc.) near this location that generate a high concentration of vehicle and pedestrian traffic?: _____

4. Please describe how a Residential Parking Permit Program will be able to eliminate or reduce overflow parking impacting the neighborhood: _____

5. Is there neighborhood support for submittal of this Residential Parking Permit Program application? Have you contacted your HOA/Neighborhood Association? _____

Neighborhood Petition Form for Residential Permit Parking

City of San Mateo

THE UNDERSIGNED BELOW AGREE TO THE FOLLOWING:

1. All persons signing this petition do hereby certify that they reside on the following street, which is being considered for 2-hour residential permit parking: _____ (Street Name)

2. All persons signing this petition do hereby agree that the following contact person(s) represent the neighborhood as facilitator(s) between the neighborhood residents and City of San Mateo staff in matters pertaining to this request:

Name: _____ Address: _____ Phone #: _____
Name: _____ Address: _____ Phone #: _____
Name: _____ Address: _____ Phone #: _____

ONLY ONE SIGNATURE PER DWELLING UNIT

| Name (Please Print) | Address | Phone Number | Signature |
|---------------------|---------|--------------|-----------|
| 1. _____ | _____ | _____ | _____ |
| 2. _____ | _____ | _____ | _____ |
| 3. _____ | _____ | _____ | _____ |
| 4. _____ | _____ | _____ | _____ |
| 5. _____ | _____ | _____ | _____ |
| 6. _____ | _____ | _____ | _____ |
| 7. _____ | _____ | _____ | _____ |
| 8. _____ | _____ | _____ | _____ |
| 9. _____ | _____ | _____ | _____ |
| 10. _____ | _____ | _____ | _____ |
| 11. _____ | _____ | _____ | _____ |
| 12. _____ | _____ | _____ | _____ |
| 13. _____ | _____ | _____ | _____ |
| 14. _____ | _____ | _____ | _____ |
| 15. _____ | _____ | _____ | _____ |
| 16. _____ | _____ | _____ | _____ |
| 17. _____ | _____ | _____ | _____ |
| 18. _____ | _____ | _____ | _____ |
| 19. _____ | _____ | _____ | _____ |
| 20. _____ | _____ | _____ | _____ |