

# Los Altos Hills Town Newsletter - September 2003

## Table of Contents:

<a href="#">Page 1</a>	Underground Utility - Progress Report, Update on State Budget
<a href="#">Page 2</a>	City Manager's Report - Town Website new features update - Suggestions for Mail and Identity Theft, Local Agency Partnership under Exploration, Negotiating new agreement for Animal Control and Sheltering, Community Emergency Response Team - what is CERT?, Service enhancements with Town Refuse Franchise, New Town Hall Plans are underway, Erratum in previous newsletter
<a href="#">Page 3</a>	Planning Director's Report - Residential Care Homes - Synthetic Turf - Conservation Easements, Open Space Committee participates in workshop, Emergency Communications Committee - New Chairman Abraham takes over from Overstreet
<a href="#">Page 4</a>	June Town Picnic report, New Public Education Committee appointed, "All That Jazz" event in LAH to benefit Public Education
<a href="#">Page 5</a>	Fall Recreation Program, Historic Westwind Barn offers diverse programs - Pacific Ridge Pony Club
<a href="#">Page 6</a>	New Commission and Committee Appointments - Jean and Barbara Mordo - Nancy Ginzton - Craig Jones - Ray Egan - Ed Jones - Jack Trollman - Bob Johnson, Giant Pumpkin in The Hills - weighty ambitions
<a href="#">Page 7</a>	Flier for Hoedown at Westwind Barn
<a href="#">Page 8</a>	Budget Message - Town's Financial Highlights in Pie Charts
<a href="#">Page 9</a>	Reply Envelope for Customer Survey
<a href="#">Page 10</a>	Form for Customer Service Survey

LOS ALTOS HILLS



CALIFORNIA

Los Altos Hills

# TOWN NEWSLETTER

Volume XXVI No. 3

September 2003

## CALENDAR

**SEPT. 6, Sat., 5-10 PM;**  
**Westwind Barn**  
**HOEDOWN; BBQ**  
Dinner Entertainment;  
Benefit for Maintenance  
and Preservation of  
Westwind Barn and the  
4 H Handicapped Riding  
Program; Call to Reserve  
941-6113.

**SEPT.13 Sat., SEPT 14**  
**Sun., 10 AM;**  
**FRIENDS OF THE**  
**LIBRARY USED**  
**BOOK SALE,** Hillview  
Center Los Altos.

**SEPT. 27, Sat., 6 PM;**  
**Benefit**  
**Bullis-**  
**Purissima**  
**Elementary**  
**School**  
**Founda-**  
**tion, "ALL THAT**  
**JAZZ,"** Crowne Plaza  
Cabana Hotel, Reserva-  
tions:  
Call 941-4708.



**OCT. 5 Sun. 10 AM**  
**LOS ALTOS FALL**  
**FESTIVAL,** Downtown  
Los Altos South Parking  
Plaza, Info. 948-1455

**OCT. 25, Sat., HAL-**  
**LOWEEN HORSE**  
**SHOW,** Sponsored by  
the Pacific Ridge Pony  
Club, 9 AM;  
Info. 947-9104

## Underground Utility Effort *Progress Report*

On August 7th, the City Council approved the expenditure of up to \$20,000 for the consulting services of R.W. Beck, Inc. They will perform an updated feasibility and cost analysis for the conversion of our overhead utility facilities to underground service.

In May of 2001 R.W. Beck, Inc. completed an initial undergrounding study for the Town that included a high-level cost estimate. Their analysis of ownership and development options proved extremely helpful, and with it the Town's Underground Utilities Committee has developed plans for the structure of such a project.

The Committee is planning a community outreach program for this Fall, and needs an updated report to reflect new information obtained since 2001, including:

- Recent data from Comcast on the portion of utility lines in Town that are currently underground (Beck's original estimate assumed all the utilities were overhead);
- Information about homes that already have underground service from the pole to the house (original estimate assumed that all service drops were overhead);
- Refined mileage of public and private streets (the committee believes R.W. Beck overestimated the street mileage in our town);
- Explicit accounting of Comcast, SBC, and Town-owned conduit (original report included a high-level estimate for PG&E only);
- Directional boring cost & benefits analysis (original estimate assumed mostly surface trenching).

The new report will provide us with more accurate cost estimates: critical information needed for the town to make an educated decision about whether to proceed with this town-wide improvement project.

Photos by Jitze Comment



*Preserve the Beauty of Our Hills: What do you prefer? With or without utility poles?  
(View at the corner of Viscainos and La Cresta Drive)*

## Update on State Budget

The Governor has signed a budget for 2003-2004, but it's still not clear how our Town funding will be affected. The Legislature will meet in August and September to make adjustments and corrections to the bill. Further complicating matters, two lawsuits have been filed challenging key provisions of the budget - restoration of the Vehicle Licensing Fee (VLF) to 1998 levels and the issuance of debt to finance the State deficit. Assuming the challenges to the budget are not successful, we expect two major impacts on Town finances. With the "triple flip," the State will swap (take) one-half of our local sales tax (\$.005/\$1 dollar of sales) and give us back an equal amount of property tax that had been taken from the Town to fund schools. Secondly, the State will withhold the VLF backfill to the Town for the period of July 20 to September 30 and repay the "loan" of approximately \$107,000 - without interest - in 2006. We expect to submit a revised Town budget for 2003-2004 to the City Council at its first meeting in October.



# THE TOWN NEWSLETTER

## CITY MANAGER'S REPORT

### Town Website to Offer New Features Update

Thanks to the efforts of the Town's Ad Hoc Information Technology Committee and Town staff, the Town of Los Altos Hills website will be easier to

keep "fresh" in the future with improved content management tools and procedures. Soon the site will feature a Community Calendar listing City Council, Planning Commission and Volunteer Committee meeting dates and agendas along with other special event information like the Newcomers Reception later this year. Efforts to improve site navigation are

likewise underway along with the addition of a site counter to better understand the public's use of the Town site. More substantive changes to the website are being held in abeyance until the impacts of the state budget on Town revenues are known.



City Manager Maureen Cassingham

### Suggestions for Mail and Identity Theft Prevention

As a result of resident inquiries at the Town's last community meeting on home security, mail theft and identity theft prevention suggestions have been posted on the Town's website. By clicking on the Stop Sign on the Town's homepage, helpful information on securing roadside mailboxes appears along with links to the U.S. Postal Service, which offer rural mailbox requirements and related product information. Secure mailboxes go a long way in thwarting identity theft, which is why the Town is promoting resident awareness with this information.

### Local Public Agency Partnerships Under Exploration

As reported to the City Council on July 17, 2003, the leadership teams at Foothill College, the Town of Los Altos Hills along with the Cities of Palo Alto, Mountain View and Los Altos have initiated discussions on resource/asset sharing to improve services and reduce costs. Options under review are contracting with one another for services, joint facilities use and purchasing and access to existing or the development of new mutually beneficial programs such as staff trainings and student internships. More resource sharing brainstorming and implementation sessions are planned to optimize opportunities for our respective customers/communities. The leadership of these agencies realizes that our customers can be better served when we engage in and act on these discussions.

### Negotiations of New Animal Control and Sheltering Agreement

The Town's current agreement with the City of Palo Alto to provide animal control and sheltering services has been extended by the City Council to December 31, 2003 to permit negotiations between all the public agencies currently being served (Los Altos Hills, Los Altos, Mountain View and Palo Alto) and those cities desiring service (Sunnyvale and Cupertino-sheltering only). With the possibility of additional city "partners", future Palo Alto shelter operating and capital improvement costs can be distributed more broadly and consequently reduced to the current participants. It is anticipated that the new animal control and shelter agreement will be presented to the City Council in September 2003.

—Maureen Cassingham, City Manager

## Community Emergency Response Team (CERT) What is CERT?

The Community Emergency Response Team (CERT) is a group of Los Altos and Los Altos Hills volunteers that will give critical support to first responders in major emergencies. They offer immediate care for victims, organize spontaneous volunteers at a disaster site and collect information to support first responder efforts. The CERT program creates a partnership between first responders and the community in training citizens to help themselves, their family and their neighbors in an emergency.

For class schedule and more information, contact Agent John Korges at (650) 947-2681 or e-mail john.korges@los-altos.ca.us.

## New Service Enhancements with Town Refuse Franchise

Beginning October 1, 2003, the Los Altos Garbage Company will be providing three service enhancements to Town residents: no increase in cost. As a result of franchise renegotiations earlier this year, LAGCO will provide monthly sweeping of streets with curbs throughout Town, two pick-ups annually of excess refuse (yard trimmings at each residence and collection of all plastic recyclable containers including aseptic containers (e.g. milk cartons, juice boxes and juice bags)). The new agreement with LAGCO will continue for five years through September 30, 2008 with an option for an additional five-year period if mutually agreeable to the Town and LAGCO. Residents can call a LAGCO Customer Service Representative at (650) 961-8040 or visit their website at [www.losaltosgarbage.com](http://www.losaltosgarbage.com) for further information.

## New Town Hall Update

The plans for the new Town Hall are well under way.

Architect Peter Duxbury has conducted extensive interviews with Town staff and Town Hall design committee members as part of the process of updating the needs assessment for the facility. Preliminary designs and floor plans were created and reviewed over the summer and the building's proposed design is now taking its final form. Drawings are expected to be completed in time for the council to review at its September 4th meeting. Shortly thereafter, the design will go through site development approval and permitting process, which includes hearings at the planning commission and council levels. The rural style will reflect Town resident's preferences, as established in this year's Town Hall design survey.

To offer more flexibility and lower costs, the Town Hall committee is evaluating a process known as "Multiple Prime Contracts" which involves the letting of multiple construction contracts - this is a new template that many school districts are successfully using for construction. The goal is to have detailed plans approved and ready to be bid in time to begin construction spring of 2004.

## Erratum

In the June 2003 newsletter, an error was made on page 3 story regarding the Fast Track delivery of the Cahill baby. In the second paragraph, Carl Cahill's wife, Heather was referred to as "Debbie." Regret the error. dp



**PLANNING DIRECTOR'S REPORT**

**T**own Planning Department approvals for new development since May 14, 2003 through August 14, 2003 include the following: one new residence approved through the Fast Track review process, one addition, one second unit, four pool and landscape screening plans and two minor variances.

The Planning Commission reviewed the following: one new residence, one addition, one variance request, five pool and landscape plans, four conditional use permit reviews, two zoning ordinance amendments.

The Commission recommended that the City Council allow residential care homes for six or fewer residents per parcel since this was already required by the State.

The Commission recommended that the City Council conditionally allow the use of synthetic turf materials for school athletic fields and public recreational facilities. The Commission also forwarded its recommendation to the City Council with regard to a proposed amendment to the subdivision ordinance.

A majority of the Commission recommended that conservation easements on private land continue to be credited toward a subdivider's obligation, under the State Quimby Act, to provide land or in-lieu fees for Public Park and recreation purposes. The City Council found that while conservation easements serve to protect natural resources, they are not intended to serve as public parks and recreation facilities. The Planning Commission is also beginning a study on the use of semi-permeable building materials



*Planning Director Carl Cahill*

—Carl Cahill, Planning Director

**Open Space Committee Participates in Workshop**



*Pictured above are members of the LAH Open Space Committee and Planning Department staff who attended a July 24th Conservation Easement Workshop, sponsored in joint collaboration by the Woodside and Los Altos Hills Open Space Group. The event was held at Woodside Town Hall and attended by many interested open space neighboring cities.*

**Emergency Communications Committee New Chairman Takes Over**

**J**im Abraham, W6EB, is the new chairman of the Los Altos Hills Emergency Communications Committee, assuming command from Scott Overstreet, N6NXI, the first leader of the service committee of amateur radio volunteers.

Scott led the committee from November 2001 through July 2003.

Serving as officers with Jim Abraham, W6EB, will be David Gilmour, WQ1K, vice chairman, and Dru Anderson, KG6LAD, continuing as committee secretary. Council liaison for the ECC continues to be Council Member Bob Fenwick, K6GX.

There are now 20 members of the Town's ECC, which has the service objective of providing emergency communications amateur radio (ham) expertise to the Town and to public service agencies, including the Sheriff's Department, County Fire, and other public safety agencies.

Recently, in July, the ECC membership participated in both the County Emergency Drill as well as a joint emergency communications exercise with Los Altos.

The objectives for the coming year include continued preparation and drills as well as continued efforts to build awareness of the amateur radio contribution and encourage interest and participation of more people in the Emergency Communication Committee activities.

Members of the community who have an interest in amateur radio or in the emergency communications aspect are welcome to contact the committee by calling Town Hall at 941-7222.



*Scott Overstreet, N6NXI, left, outgoing chairman of the Town's Emergency Communications Committee, accepts Chairman Emeritus award from new Chairman Jim Abraham, W6EB.*

**Town Newsletter - Statement of Purpose**

To communicate current issues, services, and activities in Los Altos Hills to the residents of the Town and to facilitate, encourage and improve interaction between the residents and Town government. The 2003 Newsletter will be published quarterly in the months of March, June, September, and December. Deadline for the next issue is October 30, 2003.

**Internet Address:** [www.losaltoshills.ca.gov](http://www.losaltoshills.ca.gov)

**About Our Publication**

The Town Newsletter is published with assistance from our

Town Volunteer Committees.

Editor: Dorothy Duffy Price

Associate Editors: Barbara Lamparter, Linda Seidel, Karen Emerzian

**Los Altos Hills City Council**

• Emily Cheng, Mayor • Mike O'Malley, Mayor Pro Tem  
• Robert Fenwick • Breene Kerr • Dean Warshawsky



Recycled Paper



## THE TOWN NEWSLETTER

### JUNE TOWN PICNIC

The Los Altos Hills Town Picnic was held on Sunday afternoon, June 1, 2003, at the Little League fields on Purissima Road. The event was the largest in the history of Los Altos Hills — approximately 1,100 Town residents attended, an increase of approximately 175 from last year's picnic. Everyone who attended really seemed to enjoy the picnic.

There were a greater number and variety of attractions at the picnic than at any prior Town Picnic. Attractions at the picnic included the Savoir Faire Band, David Wilson Magician, model trains from the Golden Gate Lionel Railroad Club, Native American Crafts and an Indian Teepee provided by the Parks and Recreation Committee. Historical artifacts and survival skills provided by Ray Girouard, and many games.

An excellent barbecue lunch was cooked by our firefighters from the Santa Clara County Fire Fighters Local # 1165. The entire picnic was free of charge to Town residents, and there was no commercialism of any kind. The picnic was hosted by the Town for the purpose of bringing the entire Los Altos Hills community together.

The Town Picnic was organized by your Community Relations Committee, with the help of many volunteers from our Town who worked at the registration table, collected meal tickets, served beverages and ice cream, and organized games. Local Boy Scout troop # 35 was very helpful with setup and cleanup.

The Committee believes that the success of the picnic has established a tradition of annual picnics in town, and the Committee has already set the date of Sunday, June 6, 2004 for the next Town Picnic. The Committee hopes to provide an even greater variety of attractions at the next picnic, so mark your 2004 calendars for June 6, 2004.



*Town Picnic 2003*

For Council Agenda and Minutes,  
See our Website:  
[www.losaltoshills.ca.gov](http://www.losaltoshills.ca.gov)

### New Public Education Committee Appointed

The Los Altos Hills Town Council approved (unanimously 5-0), at the July 17, 2003 meeting, the formation of a new Town Standing Committee referred to as the "Public Education Committee."

The formation of this Committee was requested after the last public school in Los Altos Hills was closed in February of this year. The pattern over the last 40 years has been a reduction in the number of public schools in Los Altos Hills from four to now zero.

The membership of this Committee shall consist of nine (9) members. Members shall be selected so as to ensure, to the extent possible, a broad representation of all residents of the Town. No more than three (3) members of the Committee may be both (a) a parent of a child between the ages of four and twelve, and (b) a resident of the Bullis School boundary area of the Los Altos Unified School District.

The charges to and duties of this Committee shall be limited to the following: to determine the level of interest of Town residents to bring public education to Los Altos Hills, and to advise the Council thereof; to review and evaluate options that may bring public education to Los Altos Hills, and the ways in which Town government is able to assist in that effort; and to make recommendations at City Council meetings regarding public education.

Selection of 7 of the 9-committee members was made at the August 7, 2003 city council meeting. The appointees include: Roger Burnell, Edward Emling, Kathy Evans, Nancy Kelem, Jill Jensen, John Swan and Debra Vallner. Two additional members from outside of the Bullis School District are being sought. Los Altos Hills is currently divided into two school districts - Palo Alto and Los Altos. There are currently no Los Altos Hills residents serving on either of these school boards.

The new Public Education Committee welcomes participation from LAH residents.

If you have any questions, please contact City Clerk Karen Jost at 941-7222.

### ALL THAT JAZZ IN LOS ALTOS HILLS

#### *First-ever Community Event to Benefit Public Education*

Prepare to celebrate with friends, "Chicago-style" at All That Jazz, an event that brings together supporters of public education in Los Altos Hills for a great time and a worthy cause. All That Jazz takes place Saturday, September 27 at the Crowne Plaza Cabana Hotel in Palo Alto. Beginning at 6:00 PM, it features both live and silent auctions of fabulous one-of-a-kind items, dinner and dancing. The Bullis Purissima Elementary School Foundation, a new organization whose mission is to promote public education and children's programs in Los Altos Hills, sponsors All That Jazz. Residents interested in supporting this effort may donate auction items or cash, or purchase a program advertisement. For more information about donations or event details, visit the event website: [www.AllThatJazzEvent.org](http://www.AllThatJazzEvent.org) or call 650/941-4708. Thank you in advance for your support of public education and for helping make this important evening a success!





# THE TOWN NEWSLETTER

## FALL RECREATION PROGRAM

**Y**ear Round Riding Program at Westwind Barn Registration for Los Altos Hills residents begins August 11th. Registration for non-residents begins August 25th.

The Year Round Riding Program™ is designed to introduce children to basic horsemanship and beginner riding skills. The program is open to children ages 6-12 who have minimal horse experience. Heeled shoes must be worn at all times; safety helmets will be provided.



- Session 1 Wednesdays 9/10 - 10/22 (4:00-4:45 PM)
- Session 2 Wednesdays 9/10 - 10/22 (5:00-5:45 PM)
- Session 3 Sundays 9/14 - 11/2 (9:00-10:00AM)

Location: Westwind Barn, 27210 Altamont Road, Los Altos Hills

Boys and Girls - Ages 6-12

Resident: \$130.00

Non-Resident: \$150.00

Horse Management

Registration for Los Altos Hills residents begins August 11th. Registration for non-residents begins August 25th.

The horse management program introduces beginners to the basic principles of horse care. All aspects of feeding and grooming are taught in the setting of the Westwind Barn. Heeled shoes must be worn at all times.

- Session 1 Saturdays 9/13 - 10/4 (9:00-10:00 AM)
- Session 2 Saturdays 10/11 - 11/1 (9:00-10:00 AM)

Location: Westwind Barn, 27210 Altamont Road, Los Altos Hills

Boys and Girls - Ages 6-17

Resident: \$25.00

Non-Resident: \$35.00



## HISTORIC WESTWIND COMMUNITY BARN OFFERS DIVERSE PROGRAMS

**W**estwind Barn dates back to the 1940's. Hungarian Countess Margit Bessenjey purchased the property in 1971 as home to a world-class breeding farm and training center for her Hungarian thoroughbreds rescued during World War II by the US cavalry.

The Countess donated the barn to the town in 1975. This was planned to complement the earlier donation of 55 acres, known as Byrne Preserve, by Dr. Albert Byrne. The town council approved lease of the barn to a non-profit organization, Friends of Westwind Inc. Our barn is one of the few community owned barns in the country. Since 1978 a therapeutic riding program for physically handicapped children, the Westwind 4H Riding for the Handicapped Program, has offered over 500 children a joyful experience. If you know of a child interested in the program or would like to volunteer call 947-8680.



*4H Riding for the Handicapped Program*

Historic Westwind Barn is also home to the Pacific Ridge Chapter of the US Pony Club giving our youngsters the opportunity to learn good horsemanship, team skills and leadership. Since 2000 the town's LAH Recreation Committee offers programs including summer horse camps, Ohlone day camps and a new year-round riding camp.  
[www.westwindbarn.com](http://www.westwindbarn.com)

## Pony Club

**P**acific Ridge Pony Club, a youth equestrian club based in Westwind Barn, is hosting its 11th annual Halloween

Horse Show on Saturday, October 25, 2003. The event begins at 9:00 A.M. and includes various levels of horse equitation classes, jumping classes, games on horseback and a horse-and-rider costume class. A dog agility demonstration will occur around noon.

Members of Pacific Ridge Club will be at the show to answer any questions you have about joining Pony Club, an international organization active in 30 countries and committed to developing well-rounded equestrians

Riders and non-riders are encouraged to come and experience this wonderful tradition of celebrating Halloween and autumn in the hills. If you have any questions, contact Susan Lam at 941-8673 or Jane Kawasaki at 947-910.





# THE TOWN NEWSLETTER

## New Commission & Committee Appointees



*Jean (John) Mordo was recently appointed to the Planning Commission to serve a four-year term.*



*Colette Penne Cranston was appointed to the Community Relations Committee for a four-year term.*

## Additional Appointees

- **Nancy Ginzton** was appointed to the Pathways Committee for a four-year term.
- **Craig Jones** was appointed to the Finance & Investment Committee for a four-year term.
- **Barbara Mordo** was appointed to the Open Space Committee for a four-year term.
- **Ray Egan, Ed Jones and Jack Trollman** were appointed to the Emergency Communications Committee.
- **Former Mayor Bob Johnson** was appointed to the Los Altos Library Commission.

Layout & printing by:



Print Innovations, Inc.

Town of Los Altos Hills  
26379 Fremont Road  
Los Altos Hills, California 94022

Presorted  
Standard  
U.S. Postage  
PAID  
Los Altos, CA  
Permit No. 306

## *Giant Pumpkins in the Hills Pumpkin with Weighty Ambitions Packs on 25 pounds a Day!*



*Pictured above: Amanda Zunino takes time off from her sunflowers to give "Baby Beluga" a hug of encouragement in her father's pumpkin patch. Baby Beluga is a little pumpkin with giant dreams and is now gaining over a pound an hour in preparation for this fall's pumpkin weigh-offs. Last year, Los Altos Hills was the birthplace of a champion pumpkin, "Buttercup" - an 889-pounder that won 1st Prize at the California State Pumpkin Weigh-Off in Salinas. Vince Zunino, Amanda's father, is a giant pumpkin grower and urban farmer who lives on Ascension Drive in*

**Page 7**



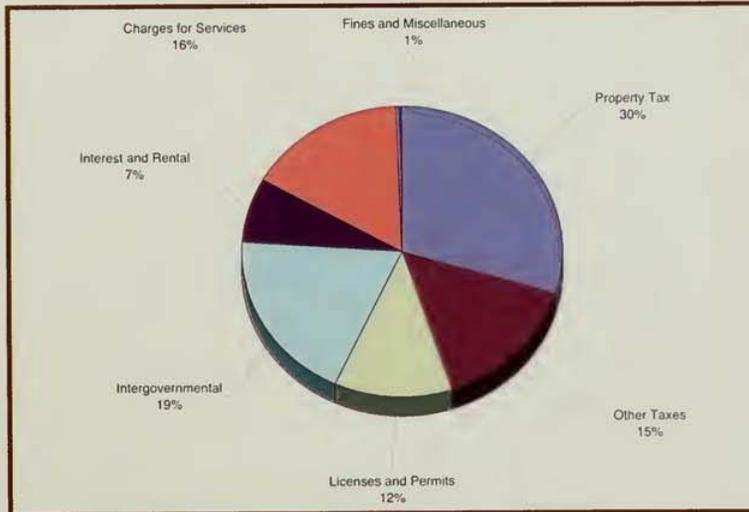
**Page 8**

**TOWN OF LOS ALTOS HILLS  
FINANCIAL HIGHLIGHTS**

**Budget Message**

**General Fund Revenues**

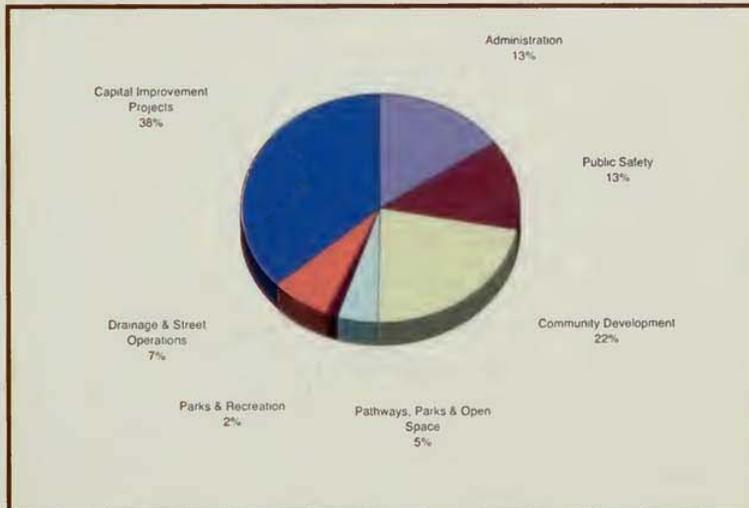
*Budget for Fiscal Year 2003-2004*



	Budget FY 2004	Estimated Actual FY 2003	Increase (Decrease)	% Increase (Decrease)
Property Tax	1,504,730	1,441,520	63,210	4.38%
Other Taxes	773,750	751,500	22,250	2.96%
Licenses and Permits	605,800	887,437	(281,637)	-31.74%
Intergovernmental	966,077	989,910	(23,833)	-2.41%
Interest and Rental	363,259	425,743	(62,484)	-14.68%
Charges for Services	807,785	646,200	161,585	25.01%
Fines/Miscellaneous	33,000	36,350	(3,350)	-9.22%
<b>Total</b>	<b>5,054,401</b>	<b>5,178,660</b>	<b>(124,259)</b>	<b>-2.40%</b>

**Governmental Fund Expenditures\***

*Budget for Fiscal Year 2003-2004*



**A**s in prior years, the Town's priorities for fiscal year 2003 - 2004 are to provide timely and quality services to residents and to provide the greatest challenge will be dealing with the impacts of the State's budget crisis, with its estimated \$38 billion shortfall and the do general. The proposed budget is our plan for meeting Town priorities within our fiscal constraints. After the State has adopted a 2004, we will have better information on funding and we will prepare budget adjustments at that time. (Ed. Addendum: Please see the story's impact since the State Budget has been passed.)

reserve infrastructure assets. Our  
 return of the economy in  
 budget for fiscal year 2003 -  
 on page 1 regarding the updated

	Budget FY 2004	Estimated actual FY 2003	Increase (Decrease)	% Increase (Decrease)
Administration	950,711	946,855	3,856	0.41%
Public Safety	803,402	828,146	(24,744)	-2.99%
Community Development	1,375,910	1,433,379	(57,469)	-4.01%
Pathways, Parks & Open Space	293,545	411,912	(118,367)	-28.74%
Parks & Recreation	93,944	78,860	15,084	19.13%
Drainage & Street Operations	434,742	427,590	7,152	1.67%
Capital Projects	2,283,000	2,708,853	(425,853)	-15.72%
<b>Total</b>	<b>6,235,254</b>	<b>6,835,595</b>	<b>(600,341)</b>	<b>-8.78%</b>

\* Includes General Fund, Special Revenue Funds, and Capital Improvement Funds

**Page 9**

Pla  
Sta  
He

**Town of Los Altos Hills  
 26379 Fremont Road  
 Los Altos Hills, CA 94022**

**Page 10**

# TOWN OF LOS ALTOS HILLS

## CUSTOMER SERVICE SURVEY

*Would you like to see Town Hall open for business before 8:00 a.m.?  
Or after 5:00 p.m.? We are considering changing our hours of operations to better serve our customers.*

Please complete this survey to help us learn if there is a need to extend our hours of operation

Yes     No    I would come to Town Hall for services before 8:00 if the office was open.

Yes     No    I would come to Town Hall for services after 5:00 if the office was open.

Which day or days would be best for extended hours? Please rank 1 - 5 ("1" = most useful)

Monday     Tuesday     Wednesday     Thursday     Friday

Which day or days would have the least impact if service hours were reduced to offset extended hours on other days? Please rank 1 - 5 ("1" = least impact):

Monday     Tuesday     Wednesday     Thursday     Friday

Additional comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your name (Optional) : \_\_\_\_\_

Address (Optional) : \_\_\_\_\_

\_\_\_\_\_

Thank you for your cooperation.

Please mail or fax your survey to Town Hall - 26379 Fremont Road, LAH, CA 94022. Our fax number is 650-941-3160. Or you may call Town Hall at 650-941-7222 to give us your comments by phone.

*Thanks again for your valuable input!*