GENERAL INFORMATION FOR HILLSBOROUGH RESIDENTS

HILLSBOROUGH TOWN HALL
1600 Floribunda Avenue • Hillsborough, CA 94010
Phone 650-375-7400 • Fax 650-375-7475
mail@hillsborough.net • www.hillsborough.net
Monday-Thursday 7:30 am - 5:30 pm
Friday 7:30 am - 12:30 pm

Police & Fire

- To report a police or fire emergency, call 911.
- The Police Department located at 1600 Floribunda Avenue is open 24 hours a day, 365 days a year. Dispatch can be reached at 650-375-7470 for non-emergency calls.
- Please call the Police Department immediately whenever you see something suspicious or if you have been the victim of a crime. Your suggestions, concerns and questions are always appreciated.
- For police updates and safety tips, visit https://www.facebook.com/HillsboroughPD#
- Fire services are provided by Central County Fire Department located at 1399 Rollins Road, Burlingame. For non-emergency matters, call 650-558-7600.
- Sign up for free San Mateo County Alert notifications at www.smcalert.info

Major Disaster

- Resident Hotline: 650-375-7496
- Tune into radio stations KCBS 740 AM or KQED 88.5 FM or any local TV news station

Disaster Preparedness

Hillsborough Neighborhood Network (HNN) is a group of residents collaborating to organize neighborhoods for emergency preparedness. Visit the Town's website for scheduled HNN events, an emergency preparedness checklist and other information, or email HNN at hnn@hillsborough.net. For further information regarding earthquake and disaster planning, contact Central County Fire Department at 650-558-7600.

Public Works

For water, sewer, storm drainage or street issues:

7:30 am - 5:30 pm weekdays:	650-375-7444
After hours/weekend emergencies:	650-375-7470

The Public Works Department can also be contacted at www.SeeClickFix.com on smartphones, by email at pw@hillsborough.net, or at twitter.com/hillsboroughpw.

Please avoid disposing of items such as pesticides, paint, detergents, chemicals and debris into storm drains as they flow directly into nearby creeks and the San Francisco Bay. Many pool chemicals are hazardous waste and should be discarded appropriately. Please contact RethinkWaste at 650-802-3500 to dispose of hazardous waste.

Water Service

To request water service, fill out an application at the Finance Department, located across from Town Hall, or download the form from the Town's website, www.hillsborough.net, and submit it by fax to 650-375-7417, by mail or in person. To cancel water service, report a change of billing address and other billing inquiries, call the Finance Department at 650-375-7402.

Garbage, Recycling & Composting

Recology picks up garbage, recyclables, and compost once a week. To start services or report problems, call 650-595-3900 or visit www.recologysanmateo county.com. For information on recycling or hazardous waste, visit www.rethinkwaste.org or call 650-802-3500.

Burglary Alarm Systems

An alarm permit is required for the installation and the regulation of burglary alarm systems and is available at the Finance Department, 650-375-7402, or on the Town's website, www.hillsborough.net.

The Police Department offers alarm monitoring services. For further information about subscribing for the services, call 650-375-7472. For alarm billing information, call the Finance Department at 650-375-7402.

PG&E

To start electric and gas services, call PG&E at 1-800-743-5000. For outage information or to report an outage, call PG&E at 1-800-743-5002.

Cable Television

To sign up for service:

- Comcast: 1-800-934-6489 or www.comcast.com
- AT&T: 1-800-288-2020 or visit www.att.com

Schools
The Hillsborough City School District office is located at 300 El Cerrito Avenue. To reach the School District, call 650-342-5193 or visit www.hcsd.k12.ca.us. The website has curriculum details as well as contact information about the four public schools.

Construction
The Building and Planning Department is open Monday through Thursday from 7:30 am - 5:30 pm and Fridays from 7:30 am - 12:30 pm to answer questions and accept permit applications. Permits are issued Monday through Friday between 7:30 am and 11:30 am only. If you have any questions, contact the Building Division at 650-375-7411 or the Planning Division at 650-375-7422.

The public is welcome to attend the Architecture and Design Review Board meetings held on the first Monday of each month at 4:00 pm in the City Council Chambers at Hillsborough Town Hall.

Legal hours for construction are as follows:

- Monday-Friday: 8:00 am - 5:00 pm
  Except for holidays observed by the Town
- Saturday: 10:00 am - 5:00 pm
  Noise shall not exceed 70 decibels outside the property
- Sunday: No discretionary noise of any kind is permitted on Sundays and holidays

Landscaping & Trees
Landscaping review and permits are required in the following circumstances:

- Removal of a tree with a trunk having a total diameter of 36 inches or more measured at 4 feet 6 inches above natural grade
- Adding or removal of 50 cubic yards or more of soil or dirt
- Rehabilitation of more than 10,000 square feet of land
- Installation of landscaping for newly constructed residences
- Landscaping with a fair market value of $20,000 or more, or $5,000 or more for tree removal.

No tree removal *for purposes of the construction* of improvements shall occur without Town approval. For more information about the Town's ordinances regarding trees or landscaping, contact the Building and Planning Department at 650-375-7411. In case of an emergency, call 650-375-7470.

Municipal Code
The Hillsborough Municipal Code sets forth the regulatory laws of general application to the Town, and is available at www.hillsborough.net. Learn about the Town's laws about street parking, noise, skateboards, business licenses, etc.

Code Enforcement
Code enforcement problems relate to violations of the Town's Municipal Code. To report non-emergency violations, call the Code Enforcement Officer at 650-375-7497.

Elections
Registered voters elect the City Councilmembers through non-partisan elections held in November of even-numbered years. For more voter information, including vote by mail applications, call 650-312-5222 or visit www.shapethefuture.org/, or contact the Hillsborough City Clerk at 650-375-7412.

E-Notifications
Subscribe to e-notifications at www.hillsborough.net for notices of Town meetings, public projects, Public Works announcements, and the Town's monthly e-newsletter with current information and a listing of events.

Events
Hillsborough is a tight knit community that prides itself in bringing residents together through events such as the Hillsborough Memorial Day Parade, Hillsborough Concours d'Elegance car show, Light Up the Town tree lighting ceremony and family movie night. For a full list of events, please refer to the event calendar on the Town's website at www.hillsborough.net.

Hillsborough Quick Contacts	
Administration	375-7400
Building Division	375-7411
Business License	375-7402
City Clerk	375-7412
Code Enforcement	375-7497
Disaster Hotline	375-7496
Engineering	375-7444
Fire – Non-emergency	558-7600
Garbage (Recology)	595-3900
Library – San Mateo Main Branch	522-7802
– Burlingame Main Branch	558-7444
Recreation	342-5439
Peninsula Humane Society	340-7022
Police – Non-emergency	375-7470
Public Works	375-7444
Planning Division	375-7422
Recycling (Rethink Waste)	802-3500
San Mateo County Offices	363-4000
Hillsborough City School District	342-5193
Town Hall	375-7400
Water Service	375-7402