



DEPARTMENT OF ECONOMIC
AND COMMUNITY DEVELOPMENT
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CITY COUNCIL 2022

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DESIGN REVIEW BOARD RECOMMENDATIONS

Date: June 1, 2022

Applicant: Ensemble Real Estate Investments

Site Address: 367 Marina Blvd

Project No.: P22-0014: UP22-0001, DR22-0005 & DA22-0001

On Tuesday, May 17, 2022, the Design Review Board reviewed your plans for a Use Permit, Design Review & Development Agreement to construct a new 350 room hotel in the Oyster Point Specific Plan (OPSP) Zoning District in accordance with Title 20 of the South San Francisco Municipal Code.

The Chief Planner and the Design Review Board have determined that this application complies and pursuant to Title 20, Section 20.480 of the South San Francisco Municipal Code and Design Guidelines after the following changes have been made to the plans:

1. The Board liked the rise, terraces, porte cochere, shape and flow of the proposed design concept, and thought the design was well articulated. The Board commented that the architecture and landscape design are both thoughtful as evident in the building elevations and landscaping materials.
2. The Board also commented the design is beautiful, the lighting is wonderful and the outdoor space is well designed for the wind. The Board stated the proposed project is the best design of a hotel the City has seen in many years.
3. The development has an excellent outdoor space for individuals to utilize and is well planned for the wind conditions and SSF climate.
4. Review the landscaping plans, as some species will not survive the SSF elements due to wind and cold issues.
 - Holly Oak will not work well on this site
 - Coast Redwood will not survive the harsh wind
 - Arbutus unedo is more of a shrub, consider using Arbutus unedo 'Marina', which is a successful evergreen tree in SSF.
 - Leyland Cypress is often a short lived tree in the area.
 - Myoporum laetum are attacked by thrips and many of them died or died back severely during the last big frost.
 - Cistus, Rockrose will need good sandy soil, and is often short lived.

- Clematus armandii vine will not take wind. Take care the orientation if used.
 - Liriope suffers from snail infestations and requires additional maintenance.
5. Consider planting clusters of trees off-site on the adjacent vacant parcel and coordinate with the City to plant beyond the south edge, if possible for a more organic look and feel rather than a strict line of trees at the perimeter of the site and parking area.
 6. Consider adding ground floor solar panels.
 7. Screen service areas on the façade including but not limited to the trash enclosure.
 8. Maintain the curved corners on future development and building out on site to continue the nautical look and feel.
 9. BCDC will also review and comment on the proposed project including but not limited to the lighting.

Attached is a copy of the department comments for you to include into your Planning Commission submittal. If you have any questions regarding this matter, please feel free to contact the Planning Division at (650) 877-8535.

Sincerely,

Christy Usher
Senior Planner

Tony Rozzi
Chief Planner

**Conditions of Approval
367 Marina Blvd
P22-0014**

BUILDING COMMENTS

4LEAF, INC. has completed a cursory review on behalf of the City of South San Francisco, Economic & Community Development, Building Division:

1. All new residential developments (including R-1 hotels) must be all-electric per SSFMC 15.26.020.
2. A0.01: Similar to the suite mix table, accessible features (including mobility, communication, bed lifts, etc.) must be provided and dispersed across room types. [CBC Tables 11B-224.2 and 4, 11B-224.3, 11B-224.5] Provide a table summarizing accessible features (mobility and communication) demonstrating dispersion across room classes.
3. A0.01: Similar to the Total No. of Parking Spaces table, include a breakdown of accessible spaces per CBC Table 11B-208.2. 5 accessible and 2 van accessible spaces, plus associated access aisles are required.
4. A1.03: Please clarify how the Valet Parking will interact with South San Francisco and CALGreen EV charging requirements. Will EV charging be provided and administered by the valets? CALGreen Table 4.106.4.3.1 requires 15 EV spaces (6% of the total number of parking spaces).
5. A1.03: Due to the provision of valet parking, at least on accessible drop off and loading zone is required. [CBC 11B-209.4] The drop off space requires an 8'x20' space for the car, with an adjacent 5'x20' access aisle.
6. A2.00, Level 01: The WC rooms seem drastically undersized given the ballroom, four meeting rooms, and board room served.
7. A2.01, Level 02: Check the WC specified against the plumbing occupant load of the Restaurant, Bar & Lounge, and be sure to include the Restaurant Terrace area. The restrooms are likely undersized, given the demand.
8. A2.11, Level 12: Similar to the ground floors, check the WC area against Rooftop Bar requirements.
9. A2.12: At least one stair must extend to the rooftop.
10. A3.00 & A3.01 imply that the podium is above the second floor (due to the heavy line). Is that correct? Clarify in the full plan submittal, including podium penetration details.
(FYI) A0.01: CBC Table 504.4 notes that a 1-B building with R-1 occupancy can support 11 or 12 stories – only 11 when an area increase is required but given that the building is unlimited area (per CBC Table 506.2), the practical effect is a 12 story allowance.

(FYI) Hotel motel guest rooms shall have captive card key controls, occupancy sensing controls, or automatic controls for lighting and mechanical shutoffs. [CEnC 130.1(c)4 & 8]

Any questions, contact Erik Rietdorf, Building Department, at (650) 829-6670

FIRE COMMENTS:

PERMIT NUMBER: P22-0014

PROJECT ADDRESS: 367 Marina Blvd

REVIEWED BY: Ian Hardage, Battalion Chief Fire Marshal

After review of application and plans provided for this project, the Fire Department has the following comments. This plan is being returned NOT APPROVED WITH CONDITIONS NOTED ABOVE.

1. Projects shall be designed in compliance with established regulations adopted by the City of South San Francisco affecting or related to structures, processes, premises, and safeguards regarding the following:
 - a. The hazard of fire and explosion arising from the storage, handling or use of structures, materials, or devices.
 - b. Conditions hazardous to life, property, or public welfare in the occupancy of structures or premises.
 - c. Fire hazards in the structure(s) or on the premises from occupancy or operation.
 - d. Matters related to the construction, extension, repair, alteration or removal of the fire suppression or alarm systems.
 - e. Conditions affecting the safety of fire fighters and emergency responders during emergency operations.
2. Fire service features for buildings, structures and premises shall comply with all City adopted building standards, [California Code of Regulations Title 24 Building Standards](#) and [South San Francisco City Code](#).
3. Permit(s) shall be required as set forth in adopted California Building Code (CBC) Section 105, California Residential Code (CRC) Section R105 and California Fire Code (CFC) [Sections 105.6](#) and [105.7](#). Submittal documents consisting of construction documents, statement of special inspections, geotechnical report and other data shall be submitted in two or more sets with each permit application. The [construction documents](#) shall be prepared by a registered design professional. Where special conditions exist, the [code official](#) is authorized to require additional construction documents to be prepared by a registered design professional.
 - a. [Construction documents](#) shall be dimensioned and drawn on suitable material. Electronic media documents shall be submitted. Construction documents shall be of sufficient clarity to indicate the location, nature and extent of the work proposed and show in detail that it will conform to the provisions of adopted codes and relevant laws, ordinances, rules, and regulations, as determined by the code official.
 - b. Shop drawings for the fire protection system(s) shall be submitted directly to the Fire Department to indicate conformance with adopted codes and the construction

documents and shall be approved prior to the start of system installation. Shop drawings shall contain all information as required by the referenced installation standards in Chapter 9.

- c. The construction documents shall show in sufficient detail the location, construction, size, and character of all portions of the means of egress including the path of the exit discharge to the public way in compliance with the provisions of adopted codes. In other than occupancies in Groups R-2, R-3, and R-2.1, the construction documents shall designate the number of occupants to be accommodated on every floor, and in all rooms and spaces.
 - d. The construction documents submitted with the application for permit shall be accompanied by a site plan showing to scale the size and location of new construction and existing structures on the site, distances from lot lines, the established street grades and the proposed finished grades and it shall be drawn in accordance with an accurate boundary line survey. In the case of demolition, the site plan shall show construction to be demolished and the location and size of existing structures and construction that are to remain on the site or plot. The code official is authorized to waive or modify the requirement for a site plan where the application for permit is for alteration or repair or where otherwise warranted.
 - e. Construction documents for proposed fire apparatus access, location of fire lanes, security gates across fire apparatus access roads and construction documents, hydraulic calculations and material specifications for fire hydrant, fire protection or detection systems shall be submitted to the fire department for review and approval prior to construction.
- 4. Where fire apparatus access roads or a water supply for fire protection are required to be installed, such protection shall be installed and made serviceable prior to and during the time of construction except where approved alternative methods of protection are provided.
 - 5. For the purposes of prescribing minimum safeguards for construction, alteration, and demolition operations to provide reasonable safety to life and property from fire during such operations. building, facilities, and premises during construction, alteration, or demolition, including those in underground locations shall be in compliance with CFC Chapter 33 and NFPA 241.
 - 6. New and existing buildings shall be provided with approved illuminated or other approved means of address identification. The address identification shall be legible and placed in a position that is visible from the street or road fronting the property. Address identification characters shall contrast with their background. Address numbers shall be Arabic numerals or alphabetic letters. Numbers shall not be spelled out. Character size and stroke shall be in accordance with CFC Section 505.1.1 through 505.1.2. Where required by the fire code official, address identification shall be provided in additional approved locations to facilitate emergency response in accordance with this code and CFC Section 505.1.3. Where access is by means of a private road and the building cannot be viewed from the public way or when determined by the fire code official, a monument, pole, or other approved illuminated sign or other approved means shall be used to identify the structure(s). Address identification shall be maintained.
 - 7. An approved water supply capable of supplying the required fire flow for fire protection shall be provided to premises on which facilities, buildings or portions of buildings are hereafter constructed or moved into or within the jurisdiction, in accordance with CFC Section 507, Appendices B & C.

- a. Fire-flow requirements for buildings or portions of buildings and facilities shall be determined by adopted CFC [Appendix B](#).
 - b. Fire hydrant systems shall comply with adopted CFC Section 507.5.1 through 507.5.8 and Appendix C.
- 8. Fire apparatus access roads shall be provided and maintained in accordance with CFC [Section 503](#) and Appendix D.
 - a. Approved fire apparatus access roads shall be provided for every facility, building or portion of a building hereafter constructed or moved into or within the jurisdiction. The fire apparatus access road shall extend to within 200 feet of all portions of the facility and all portions of the exterior walls of the first story of the building as measured by an approved route around the exterior of the building or facility.
 - i. Traffic calming measures (bollards, speed bumps, humps, undulations, etc.) are not approved as a part of this review and require specific approval from the Fire Department.
 - ii. Should a security gate be planned to serve the facility, the gate shall be equipped with a Knox Company key operated electric gate release switch. During a power failure, gate shall release for manual operation OR be equipped with standby power or connected to the building emergency panel. In addition to sending the request to exit signal to the gate operator, the magnetic detection loop (when activated) shall prohibit the gate from closing upon fire apparatus.
 - b. Commercial and industrial developments with buildings or facilities exceeding 30 feet or three stories in height or 62,000 square feet shall have not fewer than two means of fire apparatus access for each structure. Where two fire apparatus access roads are required, they shall be placed a distance apart equal to not less than one half of the length of the maximum overall diagonal dimension of the lot or area to be served, measured in a straight line between accesses.
 - a. Project is proposed on a dead-end roadway and shall incorporate a second means of access to the project from Gull Dr.
 - c. Where the vertical distance between the grade plane and the highest roof surface exceeds 30 feet, approved aerial fire apparatus access roads shall be provided in accordance with CFC D105. For purposes of this requirement, the highest roof surface shall be determined by measurement to the eave of a pitched roof, the intersection of the roof to the exterior wall, or the top of parapet walls, whichever is greater. Aerial fire apparatus access roads shall have a minimum unobstructed width of 26 feet, exclusive of shoulders, in the immediate vicinity of the building or portion thereof. One or more of the required access routes meeting this condition shall be located not less than 15 feet and not greater than 30 feet from the building and shall be positioned parallel to one entire long side of the building or as approved by the fire code official. The side of the building on which the aerial fire apparatus access road is positioned shall be approved by the fire code official. Overhead utility and power lines shall not be located over the aerial fire apparatus access road or between the aerial fire apparatus road and the building. There shall be no architectural features, projections or obstructions that would limit the articulation of the aerial apparatus.
 - d. Required Fire Department access roads shall be signed "No Parking – Fire Lane" per current Fire Department standards and California Vehicle Code (CVC) Section 22500.

- e. A Fire Department key box shall be provided on the front of each structure for access to fire protection equipment within the building.
- 9. The provisions of the adopted CFC shall specify where fire protection and life safety systems are required and shall apply to the design, installation, inspection, operation, testing, and maintenance of all fire protection systems.
 - a. Approved automatic fire sprinkler systems in new buildings and structures shall be provided in the locations described in adopted CFC Sections 903.2.1 through 903.2.20. Approved automatic fire sprinkler systems in existing buildings and structures shall be provided in locations described in adopted CFC Section 903.6.
 - i. Structure will be required to be protected by an automatic fire sprinkler system.
 - 1. If required Fire Department Connection (FDC) for the sprinkler and/or standpipe systems shall be located on the street side of the structure or facing approved fire apparatus access roadway fully visible and recognizable from the street, and within 100 feet an approved fire hydrant.
 - b. Structure will be required to install a standpipe system in the building.
 - i. Not less than one standpipe shall be provided for use during construction. Such standpipes shall be installed prior to construction exceeding 40 feet in height above the lowest level of fire department vehicle access. Such standpipes shall be provided with fire department hose connections at floor-level locations adjacent to stairways as construction progresses, such standpipes shall be extended to within one floor of the highest point of construction having secured decking or flooring.
- 10. The following are a list, but not limited to, of deferred plan submittal items that are required by the Fire Department - additional items may be called out based on subsequent permit reviews:
 - a. Private underground fire main & hydrants
 - b. Standpipe system
 - c. Fire sprinkler system
 - d. Fire pump
 - e. Fire alarm/ Emergency voice alarm communication system
 - f. Emergency responder radio system (to be determined)
 - g. Smoke control system
 - h. Fire command center
 - i. Energy storage system (to be determined)
 - j. Solar photovoltaic power system (to be determined)
 - k. Compressed gasses (to be determined)
 - l. Gates and barricades across fire apparatus access roads

Any questions, contact Ian Hardage, Battalion Chief Fire Marshal, Fire Department (650) 829-6645.

POLICE COMMENTS

All construction must conform to South San Francisco Municipal Code Chapter 15.48.050 Minimum security standards for multiple-family dwellings, (Ord. 1477 § 1A, 2013; Ord. 1166 § 1, 1995)

15.48.085 Additional Security Measures May Be Required

Per South San Francisco Municipal Code 15.48.085 -Additional Security Measures, the following conditions will also be required:

1. The applicant shall install and maintain a system allowing first responders to enter the building's common areas by means of a code to be entered into a keypad or similar input device. The keypad/device should be located at the main entrance and an additional keypad/device located at an additional, but separate entrance, for a total of two different entrances for first responders. A permanent code shall be issued to the police department by email to planningsergeant@ssf.net. Physical keys or electronic access cards will not satisfy this requirement. Please note this is separate from any key control or access requirement the fire department might have.
2. The hardware design of any double doorways shall prevent any doors from being secured in a closed position to either another door or a fixed object within four feet of any door by means of a rope, cable, chain, or similar item. This is to prevent malicious prevention of egress and/or ingress by building occupants or first responders. Pay particular attention to all glass doorways. See possible samples below.

Acceptable:



Unacceptable:



3. All exterior doorways shall be illuminated during darkness by a white light source that has full cut-off and is of pedestrian scale.

4. Interior common areas, such as the parking garage, bicycle storage area, fire escapes, etc., shall be always illuminated with a white light source that is controlled by a tamperproof switch, or a switch located in an inaccessible location to passers-by.
5. The landing at the lowest level of service staircases, such as those in the garage area or fire escapes, shall have some mechanism, such as fencing and/or a gate to prevent access and prevent people from loitering or concealing themselves in that area. The fencing shall be at least 72 inches tall, in line with the lowest step, and of a design that makes it difficult to climb.



6. Any exterior bicycle racks installed shall be of an inverted “U” design, or other design that allows two different locking points on each bicycle.
7. The mature height of all shrubbery shall be no higher than three feet, if so, it shall be maintained at a maximum height of three feet, and tree canopies shall be no lower than six feet above grade.
8. The applicant shall install and maintain a camera surveillance system that conforms to the technical specifications of South San Francisco Municipal Code Chapter 8.66.050, Minimum technological standards, (Ord. 1515, 2016). The video surveillance cameras will be used as a crime deterrent and assist with the identification and apprehension of criminals if a crime is committed on the property. Enough cameras shall be installed to provide adequate coverage for the intended space. Cameras shall be placed minimally in the following locations:
 - All exterior entrances/exits
 - Garage area (to provide coverage for the entire parking area)
 - Bicycle storage area
 - Main lobby of building
 - Lobby of sales/leasing office
 - Loading docks
9. Any leasing of sales offices within the building shall be alarmed with a central station monitored silent intruder alarm system.
10. Any exterior benches accessible to the public shall have center armrests to prevent persons from lying down on them.

The Police Department reserves the right to review and comment upon the submission of revised and updated plans.

Any questions, contact Sgt. Mike Rudis, Police, at (650) 877-8927

WATER QUALITY CONTROL PLANT COMMENTS

The following items must be included in the plans or are requirements of the **Water Quality Control Stormwater and/or Pretreatment Programs** and must be completed prior to the issuance of a building permit:

1. Storm drains must be protected during construction. Discharge of any demolition/construction debris or water to the storm drain system is prohibited.
2. Do not use gravel bags for erosion control in the street or drive aisles. Drains in street must have inlet and throat protection of a material that is not susceptible to breakage from vehicular traffic.
3. No floatable bark shall be used in landscaping. Only fibrous mulch or pea gravel is allowed.
4. **As site falls in a Moderate Trash Generation area per South San Francisco's ATTACHED Trash Generation Map** (<http://www.flowstobay.org/content/municipal-trash-generation-maps>), determined by the Water Quality Control Division:
 - Regional Water Quality Control Board-approved **full trash capture devices** must be installed to treat the stormwater drainage from the site.
 - At a **minimum**, a device must be installed before the onsite drainage enters the City's public stormwater system (i.e. trash capture must take place no farther downstream than the last private stormwater drainage structure on the site).
 - An Operation & Maintenance Agreement will be required to be recorded with San Mateo County, ensuring the device(s) will be properly maintained.
 - A full trash capture system is any single device or series of devices that traps all particles retained by a 5 mm mesh screen and has a design treatment capacity of not less than the peak flow rate resulting from a one-year, one-hour storm in the sub-drainage area or designed to carry at least the same flow as the storm drain connected to the inlet.*
5. Roof leaders/gutters must NOT be plumbed directly to storm drains; they shall discharge to stormwater treatment devices or landscaping first.
6. Fire sprinkler test drainage must be plumbed to sanitary sewer and be clearly shown on plans.

7. Trash enclosure shall be covered (roof, canopy) and contained (wall/fence). As food prep/service is to be involved, the floor shall slope to a central drain that discharges to a grease trap/interceptor and is connected to the sanitary sewer. Details of trash enclosure shall be clearly provided on plans.
8. Install a condensate drain line connected to the sanitary sewer for rooftop equipment and clearly show on plans.
9. As a food service kitchen/ prep area is to be included, it shall connect to a gravity grease interceptor at least 1500 gallons (liquid capacity) in size. Sizing of the grease removal device must be in accordance with the uniform plumbing code.
10. Grease interceptor shall be connected to all non-domestic wastewater sources in the kitchen (wash sinks, mop sinks, floor drains) and shown on plans.
11. A cut sheet of the Grease Interceptor/Trap must be shown on plans.
12. Garbage Disposals in Industrial/Commercial facilities are prohibited by City of South San Francisco Municipal Code. Garbage Disposal(s) shall not be included/installed.
13. Applicant will be required to pay a **Sewer Capacity Fee (connection fee)** based on SSF City Council-approved EDU calculation (involving anticipated flow, BOD and TSS calculations and including credits for previous site use). Based on the information received, **the estimated Sewer Capacity Fee will be \$1,009,064.17, payable with the Building Permit.**
14. Elevator sump drainage (if applicable) shall be connected to an oil/water separator prior to connection to the sanitary sewer.
15. Wherever feasible, install landscaping that minimizes irrigation runoff, promotes surface infiltration, minimizes use of pesticides and fertilizers and incorporates appropriate sustainable landscaping programs (such as Bay-Friendly Landscaping).
16. **Site is subject to C.3 requirements of the Municipal Regional Stormwater Permit (please see SMCWPPP C.3 Regulated Projects Guide at <https://www.flowstobay.org/newdevelopment> for guidance). WC-3, the City's consultant, will review and determine C.3 compliance and the following items will be required:**
17. Applicant shall provide 100% Low-Impact Development for C.3 stormwater treatment for all of the project's impervious areas. In-lieu of on-site treatment, applicants seeking **Special Project Status** exemption to Low Impact Development for C.3 treatment may install LID treatment within the Right-of-Way. If Applicant chooses to treat any of their Project's impervious areas within the ROW, Applicant shall size the treatment measures to treat both the Project's impervious areas and the ROW. The ROW area to be treated shall be from the property line to the street centerline or crown whichever is a greater distance along the entire project frontage. Sizing and design shall conform to the San

Mateo Countywide Water Pollution Prevention Program design templates and technical guidance and be approved by the Water Quality Control Plant and the Engineering Division. Applicant shall maintain all treatment measures required by the project and enter into a Stormwater Treatment Measure Maintenance Agreement with the City.

18. Completed attached forms for Low Impact Development (C3-C6 Project Checklist). Forms must be on 8.5in X 11in paper and signed and wet stamped by a professional engineer. Calculations must be submitted with this package.

Use attached forms for completing documents, as old forms are no longer sufficient

Forms can also be found at <http://www.flowstobay.org/newdevelopment>

A completed copy must also be emailed to [andrew.wemmer @ssf.net](mailto:andrew.wemmer@ssf.net)

19. Sign and have engineer wet stamp forms for Low Impact Development.

20. Submit flow calculations and related math for LID.

21. Complete attached Operation and Maintenance (O&M) agreements.

Use attached forms for completing documents, as old forms are no longer sufficient

Do not sign agreement, as the city will need to review prior to signature. Prepare packet and submit including a preferred return address for owner signature.

Packet should also be mailed or emailed to:

Andrew Wemmer

City of SSF WQCP

195 Belle Air Road

South San Francisco, CA 94080

Andrew.wemmer@ssf.net

Exhibit Templates can also be found within Chapter 6 the C.3 Technical Guidance at

<http://www.flowstobay.org/newdevelopment>.

22. The onsite catch basins are to be stenciled with the approved San Mateo Countywide Stormwater Logo (No Dumping! Flows to Bay).

23. Landscaping shall meet the following conditions related to reduction of pesticide use on the project site:

a. Where feasible, landscaping shall be designed and operated to treat stormwater runoff by incorporating elements that collect, detain, and infiltrate runoff. In areas that provide detention of water, plants that are tolerant of saturated soil conditions and prolonged exposure to water shall be specified.

b. Plant materials selected shall be appropriate to site specific characteristics such as soil type, topography, climate, amount and timing of sunlight, prevailing winds, rainfall, air movement, patterns of land use, ecological consistency and plant interactions to ensure successful establishment.

- c. Existing native trees, shrubs, and ground cover shall be retained and incorporated into the landscape plan to the maximum extent practicable.
- d. Proper maintenance of landscaping, with minimal pesticide use, shall be the responsibility of the property owner.
- e. Integrated pest management (IPM) principles and techniques shall be encouraged as part of the landscaping design to the maximum extent practicable. Examples of IPM principles and techniques include:
 - i. Select plants that are well adapted to soil conditions at the site.
 - ii. Select plants that are well adapted to sun and shade conditions at the site. In making these selections, consider future conditions when plants reach maturity, as well as seasonal changes.
 - iii. Provide irrigation appropriate to the water requirements of the selected plants.
 - iv. Select pest-resistant and disease-resistant plants.
 - v. Plant a diversity of species to prevent a potential pest infestation from affecting the entire landscaping plan.
 - vi. Use “insectary” plants in the landscaping to attract and keep beneficial insects.

24. A SWPPP must be submitted (if > 1 acre). Drawings must note that erosion control shall be in effect all year long.

25. A copy of the state approved NOI must be submitted (if > 1 acre).

Any questions, contact Andrew Wemmer at Water Quality Control at (650) 829-3840 or Andrew.wemmer@ssf.net.

DEVELOPMENT IMPACT FEE

1. Review Development Impact Fee for applicable fees.

“SOUTH SAN FRANCISCO SCAVANGER” COMMENTS (WASTE MANAGEMENT):

1. Contact Susan Kennedy at the South San Francisco Scavenger Co. at susan@ssfscavenger.com or (650) 589-4020 to submit trash enclosure plans, and to obtain any additional requirements or service information.