



6. Public Facilities, Services, and Infrastructure Element

Public facilities contribute to the quality of life for both individuals and groups in the community. They provide convenient and efficient services, a sense of identity, and define the visual character of the city. Examples of typical public facilities include churches, hospitals, and police and fire stations. This section presents goals, policies, and programs related public facilities and community services within the city limits. *[Source: New Text]*

The Public Facilities, Services, and Infrastructure Element is divided into the following sections:

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Key Terms

Municipal Service Review. A study conducted by the Local Agency Formation Commission (LAFCo) for a city or special district that examines all public service needs for the area and recommends action to promote the efficient provision of public services.

National Pollutant Discharge Elimination System (NPDES). Federal program requiring industrial and municipal sources of pollution to hold permits before pollutants can be discharged into navigable waters.

Non-point Source Pollution. A pollution source that cannot be defined at a discrete location; a dispersed source area.

Recycled Water. Wastewater that has been treated for beneficial purposes such as agricultural and landscape irrigation, industrial processes, toilet flushing, and replenishing a ground water basin (referred to as ground water recharge).

Renewable Energy. Energy that comes from resources that are naturally replenished, such as solar, wind, rain, ocean tides, geothermal, and biomass.

Stormwater Runoff. Precipitation (rain or snowmelt) that is not used by plants, evaporated or infiltrated to soils, and transported across land surfaces to streams or other surface water bodies.

Wastewater. Water (either treated or untreated) that has been affected by human use, including household, commercial, industrial, and agricultural activities.

Water Quality. The chemical, physical, and biological characteristics of water, usually in respect to its suitability for a particular purpose.



6.1 Water Delivery

Water service is provided to much of the city by the Contra Costa Water District (CCWD). East Bay Municipal Utility District (EBMUD) and the Martinez Water District (MWD) provide water service to areas within the western part of the city. The Central Contra Costa Sanitary District (Central San) and the EBMUD also provide recycled water services and the Diablo Vista Water System (DVWS) provides non-potable water for irrigation to over 475 residents in the Poets Corner area of the City. In this section, CCWD, EBMUD, MWD, and Central San are collectively referred to as “water providers”.

PFS-1

Ensure adequate water supply to existing and future development.

PFS-1.1

Preserve and Enhance Water Supply

Support the water providers in their efforts to preserve and enhance the water supply.

PFS-1.2

Infrastructure Maintenance

Collaborate with water providers in their efforts to maintain wastewater conveyance, treatment, and disposal infrastructure in good working conditions within the city.

PFS-1.3

Water-Saving Devices

SUS

Require the use of water-saving devices (e.g., low flow faucets and shower heads, dual flush toilets) in new developments and plumbing-related remodels.

PFS-1.4

Reclaimed Water Use

Require new development to incorporate reclaimed water infrastructure into site and landscaping design and facilities in building/home design and business operations as allowed by applicable agency guidelines.

PFS-1.5

Water Services Requirement

Ensure that water services for new developments does not negatively affect service to existing uses.

PFS-1.6

Water Provider Coordination

Coordinate with water providers to ensure that new proposed development can be adequately served by the water supply system prior to approving the development.

6.2 Wastewater Collection

Pleasant Hill is served by Central San. Central San provides wastewater collection, treatment, and disposal services; recycled water production and distribution; and household hazardous waste collection for nearly half a million residents in a 145-square-mile service area including Alamo, Danville, Lafayette, Moraga, Orinda, Pleasant Hill, and Walnut Creek.

PFS-2

Ensure that adequate wastewater facilities and services are available to meet the needs of existing and future development.

PFS-2.1 Infrastructure Maintenance

Collaborate with Central San in their efforts to maintain wastewater conveyance, treatment, and disposal infrastructure in good working conditions within the city.

PFS-2.2 New Development

Coordinate the review of development proposals with Central San to ensure that new development can be adequately served.

PFS-2.3 Wastewater Services Requirement

Ensure that wastewater services for new developments does not negatively affect service to existing uses.

6.3 Storm Drainage and Flood Protection

Stormwater drainage and management is essential for controlling water runoff and discharge of pollutants into waterways. The City of Pleasant Hill is one of 76 local government entities subject to the requirements of the California Regional Water Quality Control Board for the San Francisco Bay Region (RWQCB's) Municipal Regional Stormwater Permit (MRP). The MRP mandates implementation of a comprehensive program of stormwater control measures and actions designed to limit contributions of urban runoff pollutants to San Francisco Bay. Low Impact Development (LID) practices are currently implemented on land development projects in the city of Pleasant Hill, the specific methods and design criteria for which can be found referenced in Chapter 15.05 of the Pleasant Hill Municipal Code, Stormwater Management and Discharge Control. *[Source: New Text]* According to the 2019 Green Infrastructure Plan, the City aims to shift its practices from conventional "collect and convey" storm drainage infrastructure to more resilient, sustainable stormwater management systems that reduce runoff volumes, disperse runoff to vegetated areas, harvest and use runoff where feasible, promote infiltration and evapotranspiration, and use natural processes to detain and treat runoff. A major challenge in creating this shift, however, is that storm drainage channels are largely on private property. Property owners have been reluctant to provide drainage easement, limiting the ability to include green infrastructure planning for those areas.

The City also operates a Clean Water Program. It exists to comply with State and Federal Clean Water regulations governing "non-point source" pollution and serves to implement the Pleasant Hill-specific components of the Contra Costa Clean Water Program, as well as NPDES permit activities. This program is funded through revenue generated through Stormwater Utility Area fees.

The Contra Costa Flood Control and Water Conservation District covers all of Contra Costa County, including its cities, and owns property throughout the county for the purpose of constructing and maintaining regional flood control basins, channels, and creeks. The District offers regional flood protection, and also provides technical information and education to cities and residents. Its operations are primarily funded through property taxes and developer fees. The Flood Control District works to



reduce flood risk, promote stormwater quality and restore and enhance natural resource in an environmentally sensitive manner for the communities throughout Contra Costa County.

Flooding is a significant threat to Pleasant Hill, and there is a long history of major flooding incidents. The principal flood problems as described in the 2017 Countywide Flood Insurance Study conclude that the flooding in Pleasant Hill has been caused by local runoff that exceeded stream channel capacities and has been greatly aggravated by blocked drainage facilities. The City has adopted Chapter 15.15 (Flood Damage Protection) of the Municipal Code which discusses development permits, standards of construction, standards for utilities, and allowed uses within designated floodplains.



NOTE: Goals and policies pertaining to flooding and development impacts in designated flood plains are covered in the Hazards and Safety Element.

PFS-3

Provide a resilient, sustainable stormwater management system that reduces runoff volume and minimizes flood potential from existing and future development.

PFS-3.1

NPDES Permit Activities

Implement NPDES permit activities in compliance with State and Federal law to prevent stormwater pollution.

PFS-3.2

Drainage Facility Maintenance

Collaborate with property owners and the Flood Control District to regularly maintain and provide funding for all drainage facilities to ensure that they continue operating at full carrying capacity.

PFS-3.3

SUS

Green Infrastructure

Require new developments to install green infrastructure as required by the permit conditions of the Regional Water Quality Control Board, as part of their natural stormwater drainage systems, including but not limited to pervious pavement, infiltration basins, raingardens, green roofs, rainwater harvesting systems, and other types of low impact development (LID).

PFS-3.4

SUS

Retrofit for Green Infrastructure

Encourage the retrofit of existing development to include sustainable infrastructure and green building practices.



NOTE: Goals and policies pertaining to water resources including water supply, quality, and creek habitat are covered in the Environment Element.

6.4 Solid Waste Disposal and Recycling

Solid waste disposal and recycling services in Pleasant Hill are provided by a contract service provider. This service provider offers solid waste, single-stream recycling, yard waste, organic waste, and bulk waste collection, as well as appliance recycling and commercial waste collection. State law requires commercial businesses and multifamily complexes to arrange for recycling services (AB 341). Per City ordinance, however, recycling service in Pleasant Hill is mandatory for commercial businesses and all residences. The City Solid Waste and Recycling Program and Solid Waste Ordinance provide programs and regulations that provide direction for solid waste and recycling diversion from the landfills, and recycling grants for used motor oil and beverage containers. The City also provides information on how to dispose of items that may require special procedures, including household hazardous waste, electronic waste, prescription medication, sharps (e.g., needles), and other miscellaneous recycling items (e.g., furniture).

Contra Costa County Central Sanitation District (Central San) teamed up with Mt. View Sanitary District (MVSD) in 1997 to build and operate the first permanent Household Hazardous Waste (HHW) Collection Facility in Contra Costa County. The HHW Collection Facility is located adjacent to Central San wastewater treatment plant in Martinez, west of Solano Way from Highway 4. Hazardous waste generated from households in the central Contra Costa County area is accepted at no charge upon drop-off. To keep hazardous waste disposal to a minimum, and to assure products are used up as they were intended, the HHW Collection Facility offers a Reuse Program that allows residents and businesses to take usable products, for example, paint, automotive products, and household cleaners at no charge.



NOTE: Goals and policies pertaining to zero-waste and sustainability are covered in the Environment Element.

PFS-4

Continue and improve upon efforts to divert waste from landfills.

PFS-4.1

SUS

Sustainable Solid Waste and Recycling Services

Work with the Pleasant Hill contract service provider to advance their sustainability initiatives to increase recovery of key materials and development of regenerative landfills.

PFS-4.2

SUS

Waste Reduction Education

Collaborate and partner with local organizations to provide waste reduction education programs to residents and businesses.

PFS-4.3

SUS

Recycle and Reuse Building Materials

Require the recycling and reuse of building materials during demolition and construction including roadway projects.



6.5 Utilities

Energy production, conservation, and patterns of energy consumption are of growing importance to individuals, agencies, and jurisdictions. For residential structures, space heating and cooling is the most energy-consuming activity. Finding ways to reduce energy consumption can also help with the City's efforts to reduce greenhouse emissions. In Pleasant Hill, gas and electricity services are currently (2021) provided by Pacific Gas and Electric (PG&E). Effective April 2021, MCE, a not-for-profit public agency, will be providing renewable electricity in Pleasant Hill.

As the global economy becomes more interconnected and more dependent on virtual tools, access to the internet is increasingly an equity issue. Now more than ever, telecommunications and broadband access is an essential component of community, business, and education infrastructure, promoting social and economic development as well as human and technological capacity-building. In Pleasant Hill, broadband and cellular services are currently (2021) provided by several private companies.

PFS-5

Provide for the current and future energy and telecommunications needs of Pleasant Hill.

PFS-5.1

Provision of Utilities

Work with public, quasi-public, and private utility providers as practicable to provide adequate levels of service to city residents.

PFS-5.2

Coordination with Utility Providers

Coordinate with energy providers in the siting and design of gas and electric facilities to minimize environmental, aesthetic, and safety impacts.

PFS-5.3

Co-Location of Telecommunication Facilities

Encourage compatible co-location of telecommunication facilities and work with service providers to site telecommunications facilities on City-owned property or public rights-of-way.

PFS-5.4

Utility Undergrounding

Require the undergrounding of local-serving utilities in areas of the city undergoing redevelopment or significant construction.

PFS-5.5

Telecommunication Technologies

Support the implementation of telecommunication technologies to attract new businesses and meet the changing communication needs of city residents and businesses.

PFS-5.6

Fiber Optic Cable Access

Explore opportunities to expand the city's fiber optic infrastructure.

PFS-5.7

Residential Electric Utility Use

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Encourage the use of electric appliances and utility hook-ups in all new residential development.



NOTE: Goals and policies pertaining to sustainability and conservation are covered in the Environment Element.

6.6 Law Enforcement

The quality of the City’s Police Department and its relationship with the community has a direct impact on Pleasant Hill’s overall safety, security, sense of cohesion, economic development and quality of life. The City of Pleasant Hill Police Department provides law enforcement and dispatch services from a single station located at 330 Civic Drive. The City of Pleasant Hill Police Department provides emergency response on average within five minutes and a 20-minute response for 95 percent of non-emergency calls. According to the May 2019 Contra Costa LAFCo Municipal Service Review (MSR), the City has 1.3 full-time equivalent sworn personnel per 1,000 residents.

PFS-6

Provide high-quality public safety and crime reduction services to maintain a safe and secure community.

PFS-6.1

Police Staffing

Maintain Police Department staffing levels in line with community needs.

PFS-6.2

Development Review

Include the Police Department in the review of development proposals to ensure that crime and safety issues are consistently addressed in the review of new development. Such review shall take a comprehensive approach to public safety and promote the implementation of Crime Prevention Through Environmental Design (CPTED) principles, as appropriate.

PFS-6.3

Public Communications

Use a variety of communication methods (e.g., social media, text messaging, television and radio alerts, website postings) to communicate and inform residents and businesses about crimes, investigations, and emergencies.

PFS-7

Continue to uphold police-community trust, engagement, and collaboration.

PFS-7.1



Professional Standards and Training

Promote policing strategies, standards, and training that prioritize de-escalation, awareness of implicit bias’ and practices that safeguard individual rights and liberties.

PFS-7.2



Community Engagement

Enhance a community presence beyond policing duties, including, but not limited to, hosting events in neighborhoods and schools.



6.7 Fire Protection and Emergency Medical Response

Fire protection and emergency medical response services are provided by the Contra Costa County Fire Protection District (CCCFPD) from two stations in Pleasant Hill, Station #2 (2012 Geary Road), Station #5 (205 Boyd Road) and Station #9 (209 Center Ave, Pacheco). The CCCFPD provides fire protection response on average within five minutes. CCCFPD serves a 304-square-mile area of Contra Costa County stretching from San Pablo to Antioch, includes 25 fire stations, 27 fire companies, and 288 firefighters, and is the exclusive provider of ambulance services in the District.



NOTE: Goals and policies pertaining to emergency response and preparedness, wildfire emergencies, and public health emergencies are covered in the Hazards and Safety Element.

PFS-8

Advocate for high-quality fire emergency response citywide to prevent and minimize injury, loss of life, and property damage.

PFS-8.1

First Response Travel Time

Work with the CCCFPD to ensure that first response travel time is maintained and enhanced where possible.

PFS-8.2

Emergency Response Facilities and Personnel

Work with the CCCFPD to continue to increase the emergency response facilities and personnel necessary to meet residential and employment growth in the city.

PFS-8.3

Fire Safety Requirements for New Developments

Require new development to incorporate adequate emergency water flow, fire resistant design and materials, and evacuation routes.

PFS-8.4

Emergency Vehicle Accessibility

New development shall incorporate necessary emergency vehicle access and not impede the ability of service providers to provide adequate emergency response.

PFS-8.5

Secondary Emergency Access Route Requirement

Require secondary emergency access routes for new development all areas of the city currently lacking dual access.

6.8 Schools

Schools are an essential part of the community social fabric. There are a wide variety of schools in Pleasant Hill, including public elementary, middle, and high schools; pre-schools and kindergartens; alternative high schools; religiously affiliated schools; and special education schools. Pleasant Hill is also home to a higher-education institution, Diablo Valley College.

Mt. Diablo Unified School District, which serves Pleasant Hill, is a K-12 district with more than 31,000 students in over 50 schools as of the 2019-2020 school year. In addition to Pleasant Hill, the District

also serves the cities of Clayton and Concord, portions of the cities of Martinez, Pittsburg, and Walnut Creek, and communities in the unincorporated county.

PFS-9	Promote excellence in public education.
PFS-9.1	School Contribution Acknowledge and support the contribution of schools to the socioeconomic health of the city.
PFS-9.2	High-Quality Education Support the efforts of local educational institutions and school districts to provide high-quality education and facilities.
PFS-9.3	Support Qualified Teacher Recruitment Support public and private schools in teacher recruitment, facilities planning, housing and other key efforts.
PFS-9.4	Support Education/Schools Advisory Committee Continue to address issues of concern to the Pleasant Hill Schools with the Mount Diablo Unified School District through the City’s Education Commission and Education Task Force Commission.
PFS-9.5	Support of School Upgrades Support upgrading and updating public educational institutions, facilities, additions and improvements.
PFS-9.6	Collection of School Impact Fees Ensure that new development pays school impact fees to Mt. Diablo Unified School District school impact fees for new residential development.
PFS-9.7	Coordination and Communication Improve communication and cooperative interaction among all schools (public, private, and charter) and the Recreation and Park District.
PFS-9.8	Physical and Cultural Connections Establish strong physical and cultural connections between the City, Diablo Valley College, and local schools that result in creative, proactive opportunities for cooperation.
PFS-9.9	Elementary Schools as Community Focal Points Coordinate with the school districts and Recreation and Park District to use existing educational facilities for social, cultural, and recreational activities.



6.9 Libraries

Contra Costa County operates a Pleasant Hill Branch library in a partnership with the City of Pleasant Hill that provides for the facility and maintenance of the facility. Pleasant Hill (as the former central library) has historically had the highest “per hour” circulation of all Contra Costa library branches until the closure in 2020. Of the books checked out at the branch in fiscal year 2017-2018, nearly 40 percent were checked out by Pleasant Hill residents, with the remaining 60 percent checked out by non-Pleasant Hill residents. The library collection includes* books, and audiovisual items, audiobooks, as well as computers with free Internet access and Wi-Fi throughout the facility. The library hosts a variety of community programs from storytimes for early learning, to creative workshops for makers of all ages.

In 2017, with newly acquired funding from Measure K, the Pleasant Hill City Council selected an architect to design and construct a new library to replace the old library built in 1961. Construction began in Fall of 2020 and completed in Summer of 2022. The new library expands services to the Pleasant Hill community with new amenities such as a Friends of the Library Bookstore, flexible story lab, an interactive maker space, an outdoor activity yard, and a covered outdoor reading terrace.

**The Pleasant Hill Library collections represent one facet of the County’s shared catalog of over 1 million items, with access to many more millions of free titles through interlibrary loan. Although the Pleasant Hill Library once held over 100,000 volumes in the pre-internet era, the rise of online research and eBooks has led to smaller, curated physical browsing collections over the decades. The new Pleasant Hill Library opened with nearly 60,000 brand new volumes in July 2022. In 2020/21, approximately 2/3 of all checkouts were digital downloads.*

PFS-10

Ensure access to library facilities and services to meet the educational and informational needs of the community.

PFS-10.1

City Library Facility

Ensure that the City Library facility continues to provide high-quality services and education forums for residents and seeks to serve all members of the community.

PFS-10.2

Library Operating Hours

Support a broad range of operating hours for the community to use the library and associated amenities.

PFS-10.3

Benefits of the Library

Support the library in providing a diverse set of amenities for patrons, programs and events, and access to technological resources.

PFS-10.4

Lifelong Learning

Maintain and develop library programs and services that contribute to the personal education of adults (of all ages) pursuing lifelong learning opportunities.

6.10 Implementation Programs

Programs	Implements Which Policy(ies)	Responsible	2021 – 2025	2026 – 2030	2031 – 2040	Annual	Ongoing
		Supporting Department(s)					
<p>A Diablo Vista Feasibility Study</p> <p>Prepare a study to evaluate the long-term feasibility and provision of Diablo Vista (DV) water services in the community.</p>	PFS-1.6	Engineering Division		■			
		City Manager					
<p>B Capital Improvements Program</p> <p>When updating the Capital Improvements Program, identify and include the following:</p> <ul style="list-style-type: none"> Projects that could also support green infrastructure improvements. Street improvements consistent with emergency vehicle access standards. City-sponsored projects necessary to maintain or improve levels of performance. 	PFS-3.1 PFS-3.2 PFS-3.3 PFS-3.4 PFS-9.4 PFS-9.5	Engineering Division	■				
		Planning Division					
		City Manager					
<p>C Energy Efficiency Public Campaign</p> <p>Develop a public outreach campaign on the benefits of energy efficiency and what steps residents and businesses can take to be more energy efficient.</p>	PFS-3.4	City Manager		■			
		Planning Division					



Programs	Implements Which Policy(ies)	Responsible	2021 – 2025	2026 – 2030	2031 – 2040	Annual	Ongoing
		Supporting Department(s)					
<p>D Green Retrofit Program</p> <p>Seek funding to develop a program that provides financial assistance and informational resources to incentivize homeowners and businessowners to retrofit their properties with green infrastructure.</p>	PFS-3.4	Housing Division <hr/> City Manager	■				
<p>E “Dig Once” Open Trench Requirements</p> <p>Prepare and maintain a list of utility-related infrastructure needs (e.g., for improved internet technologies) and require the installation of purple pipe and additional utility conduit associated with identified needs in the public rights-of-way when a trench is opened for major utility projects.</p>	PFS-5.1	Engineering Division <hr/> City Manager Building Division					■
<p>F Undergrounding Utilities Study</p> <p>Prepare a study to analyze varying methods of implementing undergrounding of utilities on a citywide scale.</p>	PFS-5.4	Engineering Division <hr/> Planning Division	■				
<p>G Undergrounding Requirements</p> <p>Prepare an amendment to the Zoning Ordinance that includes criteria for determining when the undergrounding of utilities is required.</p>	PFS-5.4	Planning Division <hr/> Engineering Division	■				

Programs	Implements Which Policy(ies)	Responsible	2021 – 2025	2026 – 2030	2031 – 2040	Annual	Ongoing
		Supporting Department(s)					
<p>H Communications Master Plan</p> <p>Prepare a Communications Master Plan, which provides a framework to guide the evaluation, planning, implementation, and management of the City's communications infrastructure, including but not limited to outlining the necessary coordination among different government agencies when installing new communications infrastructure.</p>	<p>PFS-5.5 PFS-5.6</p>	<p>Engineering Division</p> <hr/> <p>City Manager</p> <p>Building Division</p>		■			
<p>I Natural Gas Ban Study</p> <p>Prepare a study to analyze the implementation of a natural gas ban for all new residential development.</p>	<p>PFS-5.7</p>	<p>City Manager</p> <hr/> <p>Engineering Division</p> <p>Building Division</p> <p>Planning Division</p>		■			
<p>J College/University Liaison</p> <p>Establish a Diablo Valley College liaison to address issues of mutual concern and potential community-wide benefit.</p>	<p>PFS-9.1 PFS-9.2</p>	<p>City Manager</p>		■			■

6. Public Facilities, Services, and Infrastructure Element



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