



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.

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”. *[Source: New Text]*

PFS-1

Ensure adequate water supply to existing and future development. *[Source: Existing General Plan, Community Development Goal 11, modified]*

PFS-1.1

Preserve and Enhance Water Supply

Support the water providers in their efforts to preserve and enhance the water supply. *[Source: New Policy]*

PFS-1.2

Water for New Development

Coordinate the review of development proposals with water providers to ensure that new development can be adequately served by the water supply system. *[Source: New Policy]*

PFS-1.3

Water-Saving Devices

Require the use of water-saving devices in new developments and plumbing-related remodels. *[Source: New Policy]*

PFS-1.4

Reclaimed Water Use

Encourage new development to incorporate reclaimed water facilities in building/home design and business operations as allowed by applicable agency guidelines. *[Source: New Policy]*

PFS-1.5

Water Services Requirement

Ensure that water services for new development does not negatively affect service to existing uses. *[Source: Community Development Policy 11A]*

PFS-1.6

Consult with Providers

Coordinate the review of proposed new development with water providers regarding service capacity prior to approving development. *[Source: Community Development Program 11.1]*

PFS-1.7

Feasibility of Water Provisions

Facilitate an on-going evaluation for the long-term feasibility and provision of water services in the community. *[Source: New Policy]*

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. *[Source: New Text]*

PFS-2

Ensure that adequate wastewater facilities and services are available to meet the needs of existing and future development. *[Source: New Goal]*

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. *[Source: New Policy]*

PFS-2.2

New Development

Coordinate the review of development proposals with Central San to ensure that new development can be adequately served. *[Source: New Policy]*

PFS-2.3

Wastewater Services Requirement

Ensure that wastewater services for new development does not negatively affect service to existing uses. *[Source: New Policy]*

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. *[Source: New Text]*

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. *[Source: New Text]*

Finally, 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. *[Source: New Text]*

i *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. *[Source: New Goal]*

PFS-3.1 **NPDES Permit Activities**
Continue implementing NPDES permit activities in compliance with State and Federal law to prevent stormwater pollution. *[Source: New Policy]*

PFS-3.2 **Drainage Facility Maintenance**
Collaborate with property owners, the Flood District to regularly maintain and provide funding for all drainage facilities to ensure that they continue operating at full carrying capacity. *[Source: New Policy]*

PFS-3.3 **Green Infrastructure**
Require new developments to install green infrastructure as required by the permit conditions of the water 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). *[Source: New Policy]*

PFS-3.4 **Retrofit for Green Infrastructure**
Encourage the retrofit of existing development to include sustainable infrastructure and green building practices. *[Source: New Policy]*

i *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). *[Source: New Text]*



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. *[Source: New Goal]*

PFS-4.1

Sustainable Solid Waste and Recycling Services

Work with Republic Services in their efforts to advance their sustainability initiatives to increase recovery of key materials and development of regenerative landfills. *[Source: New Policy]*

PFS-4.2

Waste Reduction Education

Explore collaboration and partnership with local organizations to provide waste reduction education programs to residents and businesses. *[Source: New Policy]*

PFS-4.3

Recycle and Reuse Building Materials

Require the recycling and reuse of building materials during demolition and construction including roadway projects. *[Source: New Policy]*

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. *[Source: New Text]*

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, including Comcast, AT&T, Verizon, and T-Mobile. *[Source: New Text]*

PFS-5

Provide for the current and future energy and telecommunications needs of Pleasant Hill. *[Source: New Goal]*

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. *[Source: New Policy]*

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. *[Source: New Policy]*



- 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. *[Source: New Policy]*
- PFS-5.4 Utility Undergrounding**
Require the undergrounding of local-serving utilities in areas of the city undergoing redevelopment or significant construction. *[Source: New Policy]*
- 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. *[Source: New Policy]*
- PFS-5.6 Fiber Optic Cable Access**
Explore opportunities to expand the city's fiber optic infrastructure. *[Source: New Policy]*



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 Municipal Service Review (MSR), the City has 1.3 full-time equivalent sworn personnel per 1,000 residents. *[Source: New Text]*

PFS-6

Provide high-quality public safety and crime reduction services to maintain a safe and secure community. *[Source: New Goal]*

- PFS-6.1 Police Staffing**
Maintain Police Department staffing levels in line with community needs. *[Source: New Policy]*
- 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 principles, as appropriate. *[Source: New Policy]*
- 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. *[Source: New Policy]*

PFS-7 Continue to uphold police-community trust, engagement, and collaboration. *[Source: New Goal]*

PFS-7.1 De-escalation
Promote policing strategies that prioritize de-escalation tactics. *[Source: New Policy]*

PFS-7.2 Community Engagement
Maintain a community presence beyond policing duties, including, but not limited to, hosting events in neighborhoods and schools. *[Source: New Policy]*

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), and Station #5 (205 Boyd Road). 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. *[Source: New Text]*

 **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. *[Source: New Goal]*

PFS-8.1 First Response Travel Time
Work with the CCCFD to ensure that first response travel time is maintained and enhanced where possible. *[Source: New Policy]*

PFS-8.2 Emergency Response Facilities and Personnel
Work with the CCCFD to continue to increase the emergency response facilities and personnel necessary to meet residential and employment growth in the city. *[Source: New Policy]*

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. *[Source: New Policy]*

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. *[Source: New Policy]*

PFS-8.5 Secondary Emergency Access Route Requirement
Require secondary emergency access routes for all areas of the city currently lacking dual access. *[Source: Community Development Policy 10A, modified]*



- PFS-8.6** **Emergency Response Objectives**
 Maintain adequate, safe, and acceptable response times that do not negatively affect resident safety. *[Source: Community Development Policy 10B, modified]*

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. *[Source: New Text]*

PFS-9

Promote excellence in public education. *[Source: Existing General Plan, Community Development Goal 12]*

PFS-9.1

School Contribution

Acknowledge and support the contribution of schools to the socioeconomic health of the city. *[Source: Community Development Policy 12A]*

PFS-9.2

High-Quality Education

Support the efforts of local educational institutions and school districts to provide high-quality education and facilities. *[Source: Community Development Policy 12B, modified]*

PFS-9.3

Support Qualified Teacher Recruitment

Support public and private schools in teacher recruitment, facilities planning, housing and other key efforts. *[Source: Community Development Program 12.1, modified]*

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/Schools Advisory Commission. *[Source: Community Development Program 12.2]*

PFS-9.5

Help Identify New School Locations/Upgrade of Existing Schools

Work with the Mt. Diablo Unified School District to identify appropriate locations for new or upgraded schools, facilities, additions and improvements. *[Source: Community Development Program 13.1]*

PFS-9.6

Collection of School Impact Fees

Continue to collect Mt. Diablo Unified School District school impact fees for new residential development. *[Source: Community Development Program 13.3, modified]*

PFS-10

Facilitate lifelong learning and promote coordinated residential and school development. *[Source: Community Development Goal 13]*

- PFS-10.1** **Coordination and Communication**
 Improve communication and cooperative interaction among the City, Mt. Diablo Unified School District, pre-schools, Diablo Valley College, and the Recreation and Park District. *[Source: Community Development Policy 13A]*
- PFS-10.2** **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. *[Source: Community Development Policy 13B]*
- PFS-10.3** **Elementary Schools as Community Focal Points**
 Promote the design and use of elementary schools as focal points for neighborhood social, cultural, vocational and recreational activities, and performing arts venues. *[Source: Community Development Policy 13C]*

6.9 Libraries

Contra Costa County operates a Pleasant Hill Branch library. Pleasant Hill has the highest “per hour” circulation of all Contra Costa library branches. 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 85,000 books, audiobooks, videos, DVDs, and CDs, as well as computers with free Internet access and Wi-Fi throughout the facility. The library hosts a variety of community programs including arts and crafts, English conversational practice classes, computer tutoring, and guest speakers.

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 existing one. Construction began in 2020 with anticipated completion in 2022. The new library will better meet the needs of library users and the Pleasant Hill community and will include several 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.

PFS-11	Ensure access to library facilities and services to meet the educational and informational needs of the community. <i>[Source: New Goal]</i>
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- PFS-11.1** **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. *[Source: New Policy]*
- PFS-11.2** **Library Operating Hours**
 Support a broad range of operating hours that maximize the ability for the community to use the library and associated amenities. *[Source: New Policy]*
- PFS-11.3** **Benefits of the Library**
 Support the library in providing a diverse set of amenities for patrons, programs and events, and access to technological resources. *[Source: New Policy]*



6.10 Implementation Programs

Programs	Implements Which Policy(ies)	Responsible Supporting Department(s)	2021 – 2025	2026 – 2030	2031 – 2040	Annual	Ongoing
<p>A 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. <p><i>[Source: Community Development Program 10.1, modified]</i></p>	<p>PFS-3.1 PFS-3.2 PFS-3.3 PFS-3.4 PFS-9.4 PFS-9.5</p>	<p>Engineering Division</p> <p>Planning Division</p> <p>City Manager</p>	■				
<p>B Energy Efficiency Public Campaign</p> <p>Develop a public outreach campaign on the benefits energy efficiency and what steps residents and businesses can take to be more energy efficient. <i>[Source: New Program]</i></p>	PFS-5.4	<p>City Manager</p> <p>Planning Division</p>	■				
<p>C 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. <i>[Source: New Program]</i></p>	PFS-3.5	<p>Housing Division</p> <p>City Manager</p>	■				

Programs	Implements Which Policy(ies)	Responsible Supporting Department(s)	2021 – 2025	2026 – 2030	2031 – 2040	Annual	Ongoing
<p>D “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 additional utility conduit associated with identified needs in the public rights-of-way when a trench is opened for major utility projects. <i>[Source: New Program]</i></p>	PFS-5.1	Engineering Division City Manager Building Division					■
<p>E Undergrounding Requirements</p> <p>Prepare an amendment to the Zoning Ordinance that includes criteria for determining when the undergrounding of utilities is required. <i>[Source: New Program]</i></p>	PFS-5.4	Planning Division Engineering Division		■			
<p>F 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 between different government agencies when installing new communications infrastructure. <i>[Source: New Program]</i></p>	PFS-5.5 PFS-5.6	Engineering Division City Manager Building Division		■			
<p>G College/University Liaison</p> <p>Establish a Diablo Valley College liaison to address issues of mutual concern and potential community-wide benefit. <i>[Source: Community Development Program 13.2]</i></p>	PFS-10.1 PFS-10.2	City Manager		■			■



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