

## **PUBLIC SERVICES AND FACILITIES TOWARD BUILD-OUT**

Chandler's public services and facilities are a point of pride for the community. Public services and facilities continue to play an important role in adding to the living quality of the City during build-out. Excellence in police and fire services is a hallmark of the City along with a clear commitment to customer service for all City departments. Public art and cultural enrichment opportunities are part of the City's commitment to public facilities. Citizen input during General Plan workshops indicated convenient public services are a City strong point and public spaces and programs should remain high among City priorities.

The Public Services and Facilities Element refers to existing and planned systems/locations with particular emphasis on police, fire and emergency services, drainage, solid waste, wastewater and local utilities. This Element is closely related to the Public Buildings and Safety Elements. Other intersecting Elements include: Recreation and Open Space, Cost of Development and Growth Areas.

Goals and Objectives, along with Recommendations, are consistent with other General Plan Elements.

### **GOAL: ENSURE PUBLIC SERVICES MEET COMMUNITY NEEDS FOR BUILD-OUT.**

*Objective:* Adjust public services to meet changing growth patterns and demographics.

*Objective:* Support expected high quality of life with maintenance and improvement of municipal services.

*Objective:* Expand cultural enrichment opportunities in downtown.

*Objective:* Identify long-term revenue streams for services and facilities.

*Objective:* Require energy and operational efficiencies at public facilities.

### **GOAL: PROVIDE EXCELLENT CRIME PREVENTION AND LAW ENFORCEMENT SERVICES TO THE COMMUNITY.**

*Objective:* Match the distribution of police services to community needs.

*Objective:* Support leading-edge training and technologies for crime prevention.

*Objective:* Continue to improve police presence and outreach with community-oriented programs.

*Objective:* Maintain rapid response times for emergency and other service calls.

### **GOAL: SUSTAIN RAPID AND CAPABLE EMERGENCY RESPONSE SERVICES FOR FIRE, MEDICAL AND OTHER PUBLIC HEALTH AND SAFETY NEEDS.**

*Objective:* Be trained and equipped for rapid response to all types of emergencies.

*Objective:* Establish strategically located fire stations.

*Objective:* Provide fire prevention education and safety training to the community.

*Objective:* Offer community education on healthcare and available health services.

### **GOAL: PLAN FOR LONG-TERM, SAFE AND EFFICIENT WASTEWATER, STORMWATER AND SOLID WASTE SERVICES.**

*Objective:* Reduce transportation costs and landfill capacity needs through further expansion of recycling programs.

*Objective:* Match wastewater system capacity to community needs.

*Objective:* Ensure wastewater reclamation facilities can meet requirements for reuse and recharge of reclaimed water.

*Objective:* Maximize protection of people, homes and businesses from stormwater runoff.

*Objective:* Participate in regional flood control planning and improvement projects.

### **Existing Conditions**

Chandler is committed to providing a wide array of services ranging from public safety -- police and fire -- to stormwater management and solid waste disposal to the multiple administrative and community services offered at City Hall. Figure 20 depicts the distribution of public facilities across the City. Cultural enrichment opportunities are a part of the public facilities and services offered by Chandler. Fine arts venues such as the Performing Arts Center and the Vision Gallery are examples of Chandler's public facilities.

- **Public Safety.** Excellent police, fire protection and emergency medical services significantly enhance the quality of life for Chandler residents. The General Plan Safety Element includes additional supporting goals, objectives and recommendations focused on public safety needs.

The Chandler Police Department is headquartered in downtown at 250 East Chicago Street. As the City has grown, additional satellite facilities have been established in Southeast and West Chandler meeting the needs of new residents.

The Chandler Fire Department currently provides services that include rescue, fire control and extinguishment, and hazardous materials response. The City maintains ten fire stations, as depicted on Figure 20. The Fire Department provides the City's emergency medical service (EMS).

- **Municipal Utilities and Public Works.** The Municipal Utilities Department provides wastewater and solid waste services and the Public Works Department is responsible for stormwater management facilities.

*Wastewater.* The wastewater system serves nearly all residential, commercial and industrial activity in the City. The system is comprised of collection, treatment and disposal facilities including three water reclamation facilities (WRFs), one industrial wastewater treatment plant, collection pipelines, pump stations and various recharge facilities. The City's gravity collection sewers generally flow from east-northeast to west-southwest.

Major sewer interceptor construction is complete. The City currently operates three major wastewater treatment facilities: 1) Lone Butte WRF; 2) Ocotillo WRF; and 3) Airport WRF. The industrial wastewater treatment plant (reverse osmosis facility) processes flow received from the Intel Fab 12 facility.

The City's Tumbleweed Park recharge facility is located in the park at Ryan Road and McQueen Road. The facility employs injection wells to recharge reclaimed water to the aquifer. Four aquifer storage and recovery (ASR) wells are planned to be constructed on Old Price Road, one-half mile south of Queen Creek Road.

Chandler operates a second recharge facility located adjacent to the Eastern Canal near the intersection of Gilbert Road and Ocotillo Road. The Roosevelt Water Conservation District (RWCD) receives 2.8 million gallons per day (MGD) of

reclaimed water at the Eastern Canal for irrigation purposes. By agreement, the City delivers up to 1,000 acre-feet per year (0.9 MGD) of reclaimed water for irrigation to the Bear Creek Golf Course.

The City has an agreement with the Ocotillo Management Group (OMG) to receive the majority of the reclaimed water produced at the Ocotillo WRF. OMG recharges the reclaimed water through 26 drywells located on the Ocotillo Golf Course.

*Stormwater.* Early development of Chandler's central area has benefited from the retrofitting of retention basins to mitigate storm flows. The City has connected these basins to the Price Freeway drainage system. Some small areas of localized ponding still exist, but improvements have been programmed in the CIP

North, west and south portions of Chandler have developed under a City policy of using on-site retention of the 100-year, 2-hour storm. This policy has been generally successful. Disposal of runoff from retention basins is by percolation and infiltration. In certain areas, the City will continue to use Arizona Department of Transportation (ADOT) drainage facilities to facilitate the disposal of local stormwater. The City's current Stormwater Master Plan Update was adopted in 2006. The City has implemented a stormwater quality protection ordinance in response to Arizona Department of Environmental Quality (ADEQ) requirements.

*Solid Waste.* The City of Chandler provides residential curbside recycling and trash collection to rate paying customers and has other recycling programs available to residents and businesses in the community. Chandler's 24-year old landfill closed in October 2005. Under the residential collection contract, collected trash is hauled to local transfer stations, and transported to Butterfield Landfill, located 36 miles southwest of Chandler.

Chandler's Recycling-Solid Waste Collection Center, located at Queen Creek and McQueen Roads, is a residential self-haul facility, offering residents a location for recycling, proper handling of Household Hazardous Waste, and waste disposal. The City offers other recycling services and programs: Bikes for Tykes, Furniture Reuse; Household Hazardous Waste Collection Events, and Multi-Family and Neighborhood Drop-off Sites.

The closed capped landfill will be monitored for environmental compliance for 30 years or more. An open-space recreational facility is planned for the 64-acre site, offering outdoor activities such as a dog park, disc golf course, archery range, play area, and walking trails.

Chandler's recycling includes curbside collection of commingled recyclable material. These materials are delivered to a local material recovery facility for processing and marketing. Other recyclable materials collected at the Recycling-Solid Waste Collection Center are delivered to local processors or recyclers, based on current market. In the fiscal year 2006-2007, the recycling programs diverted an estimated 27% of waste volume from landfills and achieved a cost avoidance savings of \$1.1 million. Since 1995, the recycling program has resulted in over \$4 million in cost avoidance savings.

**Assets.** Chandler has established first rate public services that add substantially to the desirable quality of life in the City. Public safety and neighborhood living quality are enhanced by excellent police, fire, solid waste and stormwater management services.

City Departments are responsible for the provision of facilities and programs, including maintenance of acceptable levels of service, and compliance with federal, state and local requirements. Chandler has been recognized by several professional organizations for its excellence in public service. The following City departments have been nationally accredited:

- **Fire:** The Chandler Fire Department has received "accredited" status from the **Commission on Fire Accreditation International**. Fire was first accredited in 1999. At the time, it was only the eleventh fire agency in the country to receive that designation.
- **Police:** The Chandler Police Department became the seventh law enforcement agency in Arizona to be awarded accredited status by the **Commission on Accreditation for Law Enforcement Agencies** in November 1996. The agency was re-accredited in 1999, 2002 and 2005. Agencies must be reassessed every three years. The next assessment is scheduled for fall of 2008.
- **Police Communications:** The Chandler Police Department Communications Section became the sixth communications section in the United States and Canada to be awarded accredited status by the **Commission on Accreditation for Law Enforcement Agencies** in November 2001. Chandler is the first city in North America to have its Police Department, Communications Center and Fire Department accredited.
- **Public Works and Municipal Utilities:** The Public Works and Municipal Utilities Departments are among only 45 agencies in the United States and Canada and the first city in Arizona, to receive national accreditation from the **American Public Works Association**. Accreditation was awarded following a two-year process involving an internal assessment of 530 management and operational policies, practices and procedures. The Departments were re-accredited in 2008.
- **Purchasing:** The Chandler Purchasing Division has received the **National Institute of Governmental Purchasing** Outstanding Agency Accreditation Achievement Award for excellence in public procurement. The City was first recognized in March 2003 and re-accredited in 2006. It is the highest form of recognition for public purchasing agencies. Of 2,100 institute members, Chandler is the 55th to receive this award.

Expansion of police and fire has typically kept pace with or quickly caught up to Chandler's rapid growth. The City has demonstrated sound management in matching new public needs with expanded facilities.

Citizen input during the General Plan Update process revealed positive opinions on the quality of City staff and operations and acknowledged excellence in fire protection and police services.

**Challenges/Issues.** Maintaining adequate public services and facilities requires continued commitment of taxpayer resources. As confirmed by General Plan workshop

participants, controlling expenses and operating facilities and services efficiently are chief concerns. Further, as land resources shrink, the number of new facility sites will decline, emphasizing the importance of strategically meeting needs with existing facilities.

To meet the demands for police services, for example, several new training and support facilities will need to be added on existing sites to maintain and enhance the skill levels of the City's police force.

An increasing percentage of the calls for Fire Department services are Emergency Medical Services (EMS) related. Hazardous Materials management (HAZMAT) requires ongoing training and demands for specialized equipment.

Chandler has identified needs to expand capacities in both wastewater treatment and reclaimed water recharge. The Capital Improvement Plan (CIP) includes a series of related projects that will incrementally target system improvements. The City has plans to expand its wastewater treatment capacity, add additional collector sewers and pump stations and build reuse and recharge facilities.

Continued growth in South Chandler will require the development of additional stormwater facilities. The City also plans additional retention basins, drywells, pump stations and stormwater collection piping in Central Chandler to satisfy future needs. Continued cooperative efforts with ADOT will be required to address stormwater routing to local freeway drainage facilities; along with participation in regional efforts to address predicted flooding.

**Opportunities.** As Chandler implements build-out policies and strategies, a series of opportunities related to public services and facilities becomes evident. The City can guide urban development through careful placement of infrastructure capacity and public facilities. Desired Growth Area development can be facilitated by ensuring adequate levels of service for water, wastewater and other public services. Connection fee discounts or other incentives can be used to promote preferred development.

Recognition of changing demographics in the City provides insight for future needed facilities and services. As the senior population grows, for example, demands for medical services and leisure activities will rise. Chandler can plan accordingly.

The City's closed landfill is an example of creative reuse. Various open space and recreation needs will be met with proper design of the former landfill site. Planning for development of this site is well underway.

The redevelopment of downtown Chandler will create opportunities to provide and expand upon existing cultural facilities such as museums, art galleries and the performing arts center. Consistent with the Downtown-South Arizona Avenue Corridor Area Plan, cultural facilities such as these will be an important component to creating an arts and entertainment district in downtown Chandler that will offer Chandler residents a variety of downtown activities from which to choose.

### **Build-Out Policies**

Primarily public actions are necessary to continue to provide high quality services and facilities in Chandler. Basic policies, derived from public input and current conditions, include:

- ◆ Recognize changing demographic character of the City in meeting public facility and service needs.
- ◆ Support cultural enrichment through facilities such as performing arts venues, museums and historic preservation.
- ◆ Complete public infrastructure systems including sidewalks and drainage facilities.
- ◆ Support existing or improved levels of service for police, fire and emergency services.
- ◆ Assure revenues to support operation and maintenance of facilities and services.
- ◆ Emphasize efficiency, including energy efficiency, in public facilities.

### **Implementation Recommendations**

Consistent with Public Services and Facilities Goals, Objectives and Policies, the following recommendations may translate into General Plan implementation steps:

**Expand and update facilities.** Implementation of functional master plans is essential as the City enters build-out. Expansion and completion of emergency service networks, water, wastewater and drainage facilities signal Chandler's transition to a mature City.

Recognition of shifts in the City's demographic profile is important in fine-tuning services and making optimum use of taxpayer dollars in providing the services and programs that enhance the quality of life in Chandler.

**Recommendation:** Plan and implement public service capacity to guide growth to designated growth areas. Schedule expansion of facilities to maximize City resources and implement General Plan strategies. Consider the use of service-related incentives to promote preferred development types and intensities.

Update public services and programs to meet the changing needs of Chandler's residents.

**Enhance and Expand services.** As Chandler evolves, so do its needs for enhanced services. As build-out approaches several areas may be addressed: public safety, health care, culture and the arts. A growing senior population, special needs groups, and the City's youth require specialized programs and services. With increased levels of urbanization, greater demands for police services -- both in prevention and enforcement -- will be realized.

**Recommendation:** Crime prevention and safety programs should be expanded to match changing needs as the City matures and becomes more diverse.

Consider downtown as a logical location for expansion of cultural enrichment opportunities including fine arts venues and museums.

**Efficiency and sustainability.** Limited municipal revenues are a reality that directly impacts the City's ability to maintain service commitments. Although City revenues will ebb and flow, efficient operation of City services must remain a constant. Operation and maintenance costs will increase as systems are expanded and updated to meet community needs.

In order to sustain current service levels, long-term revenue streams need to be identified and realized. Build-out development of commercial and employment uses will help ensure needed fiscal stability through substantial contributions to sales and property tax bases.

**Recommendation:** Improve efficiency of City-provided services with particular attention to energy efficiency at all public facilities.

Encourage the development of long-term revenue streams that help support high quality public facilities and services.