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## CHAPTER 5

### PUBLIC FACILITIES AND SERVICES



*Freestone Recreation Center*

#### **V**ision Statement

Provide a high level of municipal services and facilities to properly serve the community in a manner that enhances quality of life, optimizes existing facilities and provides for future needs.



*Gilbert South Area Service Center*



*Public Safety Complex*



## INTRODUCTION

The Public Facilities and Services Element of the Gilbert General Plan provides a framework for the development of public facilities and services.

The Public Facilities and Services Element discusses the forecasted needs of Gilbert for public services and infrastructure. This element presents the existing facilities and identifies a variety of issues and problems the community should be addressing.

This Element is presented in the following sections:

- Current Resources
- Needs Analysis
- Cost of Development
- Goals and Policies
- Planning Guidelines
- Implementation Strategies



*4 Million Gallon (MG) Reservoir - Lindsay Road*



## PUBLIC FACILITIES AND SERVICES

### 5.1 Current Resources

#### A) Community Facilities

Gilbert maintains the Municipal Center (buildings I and II), the Southeast Regional Library, public library at Perry High School, the Lindsay Road Public Works Facility, several Parks and Recreation facilities, a Community Center and the Heritage Annex. The Town operates centrally from the Municipal Center located on Civic Center Drive. Public Works operates from a satellite facility within three miles of Town Hall. The Public Safety Complex, located on twenty (20) acres directly south of the current Municipal Center, houses police, fire administration and prevention bureau, Gilbert courts, Gilbert Prosecutor, a Maricopa County Justice Court. Parks, open spaces, trails and recreational facilities are addressed in the Parks, Open Space, Trails, Recreation and Arts and Culture Element.

#### B) Emergency Services

##### Fire

Administration and the Fire Prevention Division are located in the east wing of the Public Safety Complex. The Gilbert Fire Department maintains nine (9) stations spread throughout the incorporated areas of Town. They are generally located within two (2) miles of their most distant response location and the development of two (2) more stations is planned for the complete build out of Gilbert. The Gilbert Fire Department also provides fire protection for the unincorporated areas of Maricopa County located within Gilbert's Planning Area. The Gilbert Fire Department is part of a Fire/Emergency Medical Response System that serves the entire East Valley. The dispatch system is blind to boundaries or city limits, but rather sends the closest response unit, as determined by Global Positioning Satellite (GPS). This concept increases the depth of resources available to the Town and its surrounding communities.

Emergency Medical Services (EMS) has become a major part of the Department's activity comprising a majority of the total calls for service. Gilbert has paramedics

assigned to each responding unit. Ambulance transportation is contracted to a private ambulance provider.

The Fire Prevention Division is managed by the Fire Marshal and coordinates fire code enforcement related to new and existing construction. The Fire Marshal also directs the fire investigation functions for suppression activities with investigators. An additional function that has become integral to the Fire Prevention mission is Public Education, which incorporates several community programs and extends to almost all Gilbert schools.

The Gilbert Fire Department operates a warehouse and equipment maintenance facility behind Fire Station #1 on Williams Field Road, just east of the Loop 202 Santan Freeway. The Town also owns land near Lindsay and Germann Roads for a future public safety training facility.

## **Police**

The Town of Gilbert maintains its own police force and services incorporated areas with 24-hour patrol. Headquarters is located at the Public Safety Complex directly south of the Municipal Center. The Public Safety Complex houses all police operations except for property and evidence storage that is in a facility adjacent to Fire Station #1. A sub-station is located at the South Area Service Center at Greenfield and Queen Creek Roads.

The Department currently seeks to maintain a 1.1 officers per thousand population ratio. The target ratio at build-out is 1.3 officers per thousand. During fiscal year 2009-2010, the department is staffed with 226 sworn officers and 116 civilians. At projected a build-out population of approximately 305,500 in the year 2030, the Department plans to employ 431 sworn officers (at 1.4 per 1,000) and 217 civilians. While officer per thousand ratios are a benchmark used by surrounding agencies, Gilbert attempts to base staffing requirements on a formula that measures unassigned time for officers. The nationally recognized formula forms the time and availability basis for proper implementation of community-oriented policing practices.

Maricopa County Sheriff's Office provides police protection to the unincorporated areas of the Community. There is a mutual aid agreement with the Gilbert Police Department. Gilbert also maintains intergovernmental agreements with the cities of Mesa and Chandler for the provision of radio network access and other police services. Gilbert is one of the subscriber agencies attached to the Mesa-Phoenix digital radio network. This network will address Gilbert's radio communication needs into the future and will require the construction of broadcast infrastructure within the Town limits. A capital improvement plan currently exists to complete this work.

### **C) Emergency Operations**

The Town of Gilbert adopted the Emergency Operations Plan on November 16, 1999. The Plan was revised and approved by the Town on July 27, 2010. This Plan addresses natural and man-made disaster response and recovery activities within the Town of Gilbert. The plan addresses administrative field procedures for all levels of emergencies/disasters.

### **D) Courts**

The Public Safety Complex houses the Gilbert Municipal Court and provides facilities for the Maricopa County Justice Courts.

### **E) Educational Facilities**

Gilbert Unified School District encompasses the land extending beyond the Town's northern limits, with portions of the Chandler Unified and Higley Unified School Districts encompassing the southern areas. The Education Facilities Map in the exhibits indicates the existing and proposed sites for the three districts within the Gilbert planning area.

### **F) Water**

Gilbert has been designated by the Arizona Department of Water Resources (ADWR) to serve potable water to the 46,720 acres of land located within the service area. Gilbert is located in the Phoenix Active Management Area as defined by the ADWR, which regulates the water use within Gilbert to ensure the potable supply is used efficiently, and to also minimize groundwater pumping. Gilbert has ordinances and policies in place mandated by ADWR which protect this essential resource. For specific information on the potable water supply, please see Chapter 7, Environmental Planning.

### **G) Reclaimed Water**

The Town of Gilbert currently operates one wastewater treatment facility in the north area of the Town and has a partnership with the City of Mesa and Town of Queen Creek in the operation of a second wastewater treatment facility in the southern portion of the Town. Gilbert recycles all of the wastewater generated within the Town. Together, the plants produce approximately twelve million gallons per day of Gilbert reclaimed water and recharges approximately six (6) to ten (10) million gallons through four (4) recharge facilities. The reclaimed water is used to irrigate public parks, school grounds, golf courses and private open space areas. Two (2) of the recharge facilities, the Riparian Preserve at Water Ranch and the South

Recharge Facility, are open to the public and serve a dual purpose as parks with hiking trails and bird watching opportunities.

## **H) Sewer Service**

Sewer service is provided to residential/commercial/employment projects developed in the Town. Some large lot subdivisions developed in the County, but annexed by the Town, and some older neighborhoods within the Town still use septic systems. Wastewater facility locations are indicated on the Public Facilities Map.

## **I) Solid Waste Collection and Disposal**

Gilbert provides weekly collection of solid waste and recyclables from all residential units in the incorporated areas as an exclusive service provider. Monthly collection of uncontained items is also provided to residential customers. Commercial services are provided by the Town and private sector collection companies, as required by state law.

County residents located within the Gilbert planning area utilize privately owned services for solid waste removal.

## **J) Drainage**

The Town of Gilbert requires on-site retention for all subdivisions and new development. Retention areas are designed to accommodate water runoff generated by a fifty (50) year, twenty-four (24) hour storm for areas onsite and one half of adjacent right-of-ways. Retention basins are to be designed to be no more than three (3) feet in depth and of an acceptable aesthetic quality using no more than fifty (50) percent of the right-of-way and landscape setbacks. Retention basins are to be drained within thirty-six (36) hours by a storm drain or dry well. Dry wells are to follow the Arizona Department of Environmental Quality (ADEQ) standards and are to be registered and maintained by the property owner.

The Town of Gilbert has certain floodplain areas shown on the FEMA (Federal Emergency Management Agency) floodplain maps. These areas generally follow the Railroad tracks and the three major irrigation canals. The East Maricopa County Floodway also bisects the southeastern part of the Town's planning area and extends to the Gila River. The Town has several regional flood control basins developed jointly with the Maricopa County Flood Control District (MCFCD) that connect to storm sewers and outfalls. The Town continues to work on additional regional solutions to flood control and drainage.

## **K) Electric Service**

Electricity is provided by Salt River Project (SRP) to a majority of the planning area with a four (4) square mile section served by Arizona Public Service (APS) in the center of Town. Service is primarily underground distribution to individual users with transmission lines above ground. The SRP Santan Generating Station is located at the southeast corner of Val Vista Road and Warner Road. Major power transmission corridors (greater than 69 kV) are indicated on the Public Facilities Exhibit. High Voltage corridors (greater than 69kV) are noted for passive recreational use as part of the Parks, Open Space and Trails System.

## **L) Natural Gas**

Southwest Gas maintains lines within Gilbert and offers natural gas service to residents and businesses.

## **M) Telecommunications**

Qwest and Cox Communications provide basic telephone service to the Town. Fiber optic and other high speed links are available through a variety of vendors. The Town's Land Development Code provides development regulations for wireless communication facilities in several of the zoning districts throughout the Town.

The Public Facilities Map, included in the exhibits, locates municipal and utility facilities throughout Gilbert. The Educational Facilities Map locates existing and proposed public schools for the three school districts within Gilbert's planning area.



*Williams Field High School*



*Gilbert Fire Station #6*



## PUBLIC FACILITIES AND SERVICES

### 5.2 Needs Analysis

Current and potential issues expected to be of concern over the next twenty (20) years (not necessarily listed in priority order) include:

- Coordination with the school districts for co-location of open space facilities.
- School district involvement in the development process to ensure new school sites are identified and acquired at the time of application for development.
- Providing partnering options for new facilities.
- Ensuring adequate police, fire/paramedic and ambulance service for all Town residents.
- Provision of water to all customers including maintenance and extension of infrastructure.
- Provision of sewer services to all customers including maintenance and extension of infrastructure.
- Coordination with all other non-municipal utility providers during the development process.
- Compliance with the non-per capita water conservation program.
- Encourage investigation of LEED, environmental and alternative energy sources where possible.



*Santan Vista Water Treatment Plant*



## PUBLIC FACILITIES AND SERVICES

### 5.3 Cost of Development

The ability to sustain facilities and services to the community is affected by the rate of growth and the balance between residential and non-residential development. The Town of Gilbert has chosen to pay for ongoing maintenance and operating expenses without a primary property tax, which means the sales tax generating sector must be developed in the local economy. The development of a strong and diverse sales tax base is important to the community to fund the operating expenses of the Town.

The development policy of growth paying for growth is demonstrated through the implementation and annual review of System Development Fees. These fees are capital specific and provide resources to construct facilities and improvements based upon the types and levels of service already in the community. There are other improvements, which are not specific to growth, relating to increases in service levels and/or the maintenance of aging facilities. In these situations, Gilbert will use either General Obligation or Revenue Bonds approved by the voters, operating revenue, or some combination of operating revenue and bonds to construct improvements.

The ability of the community to afford ongoing maintenance and operating costs of improvements does not have as clear a path toward solution, as the community is susceptible to the decision making process of retail business to choose to locate in Gilbert. Additionally, use of "user fees" must also be carefully weighed to avoid pricing the services out of affordable boundaries. The Town has continued to develop partnerships with public and private entities to construct and operate facilities and provide services to the community.

This section is designed to identify and delineate how these costs will be equitably apportioned and assessed to new growth and ways in which the existing community can utilize the following guidelines to develop the manner in which development pays for itself.

- Establish service and facility standards to identify how existing capacities will support demands from new development.
- Recognize unique impacts resulting from new development on existing public services and facilities.
- Where applicable and to the extent possible, require growth to pay for itself.

These guidelines are consistent with respect to assessing the costs of development. The Town may utilize a number of funding strategies for new infrastructure, equipment and facilities necessitated by growth. The Town collects system development fees for water, water resources, wastewater, police, fire, traffic signals, parks, recreation and open space and general government pursuant to State law. These fees may be used to pay for capital improvements directly or the debt service costs for bonds issued by the Town to pay for growth related projects. Other mechanisms available to the Town for funding include:

- Primary and secondary property taxes
- Transaction Privilege (Sales) Tax
- Specific Industry Tax (Lodging, Prime Contracting, Restaurants, Utilities, etc.)
- Improvement Districts
- Community Facilities Districts
- User Fees
- Voter Approved General Obligation or Revenue Bonds
- Municipal Property Corporation Bonds
- Payback Agreements/Reimbursement/Buy-In Agreements



*Santan Village Mall*





## PUBLIC FACILITIES AND SERVICES

### 5.4 Goals and Policies

#### Goal 1.0

**Ensure that facilities, equipment and infrastructure provide maximum usefulness and affordability to Gilbert residents and employers.**

**Policy 1.1** Maintain adequate levels of municipal facilities and services for existing and new development through the Capital Improvement Plan.

**Policy 1.2** Utilize levels of service indicators to monitor the quality of Town services.

**Policy 1.3** Ensure that system development fees are designed to require new growth to pay for itself.

**Policy 1.4** Provide reclaimed water to a development outside the Town's municipal boundaries only on a temporary basis prior to annexation by the Town.

**Policy 1.5** Promote efficient development of infrastructure by encouraging annexation, requiring conformance with Town planning and development standards and requiring payment of Town system development fees.

**Policy 1.6** Coordinate with non-municipal utility providers in the planning of new facilities/corridors and upgrade and/or expansion of existing facilities to minimize impacts.

#### Goal 2.0

**Provide emergency response service that meets or exceeds national averages to the extent it can be afforded by the community.**

**Policy 2.1** Maintain facility, equipment and staff levels that will meet police priority 1, 2, and 3 response standards given available resources.

**Policy 2.2** Consider mutual aide agreements to serve unincorporated portions of the planning area as well as neighboring communities, as resources permit.

**Policy 2.3** Maintain facility, equipment and staff levels that will meet fire response standards within available resources.

### **Goal 3.0**

**Actively coordinate with local school districts, charter schools and institutions of higher learning in the planning, construction and rehabilitation of facilities.**

**Policy 3.1** Coordinate communication between the Town, developers and schools.

**Policy 3.2** Work with school districts to locate school sites that are safe and accessible.

**Policy 3.3** Locate schools within the area they intend to serve and utilize enrollment boundaries that are consistent with new residential developments.

**Policy 3.4** Connect schools to surrounding neighborhoods via sidewalks, bicycle paths and trails that minimize arterial and collector crosswalks.

**Policy 3.5** Work with schools to co-locate libraries and parks with schools including opportunities for aquatic centers and illuminated athletic fields.

**Policy 3.6** Work with schools to coordinate joint use of school facilities by civic and non-profit organizations that require meeting facilities.

**Policy 3.7** Develop partnerships with private and non-profit entities (Boys and Girls Club, YMCA, etc.) to provide for facility needs.

### **Goal 4.0**

**Provide water and sewer services in an appropriate and logical manner.**

**Policy 4.1** Provide new water services to developments outside the Town's municipal boundaries only pursuant to a pre-annexation agreement with the Town.

**Policy 4.2** Provide reclaimed water to a development outside the Town's municipal boundaries only on a temporary basis pursuant to an annexation agreement with the Town or on an emergency basis.



**PUBLIC FACILITIES AND SERVICES**

**5.5 Implementation Strategies**

The intent of the Public Services Element of the Gilbert General Plan is to provide a long-range plan for the development of the community's facilities infrastructure system to sufficiently serve new development.

Public Facilities and Services	Responsible Entity	Complete By
1. Annually review the fee structure to ensure that system development fees remain current and will provide the funds necessary to construct new public facilities attributed to growth.	Town Manager's Office	Annual
2. Develop guidelines for the development and management of retention and detention basins and coordinate these with the Maricopa County Flood Control District.	Engineering	Ongoing
3. Develop and maintain a five (5) year financial plan, the Capital Improvement Plan, to assure that Town facilities can be accommodated by the Town's financial base.	Town Manager's Office All Departments	Annual
4. Ensure that facilities and services not directly attributed to growth are recognized and financed using voter approved debt or other public funding sources.	Town Manager's Office	Ongoing
5. Utilize levels of service indicators that measure the quality and delivery of Town services.	Town Manager's Office All Departments	Ongoing