



4. Public Services & Facilities Element

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Chapter 4. Public Services & Facilities Element

INTRODUCTION

Public services and facilities are essential to supporting Highland’s quality of life and future growth as well as the community’s health and well-being. The importance of public services and facilities should not be underestimated, as their provision is crucial to new development. The availability and effectiveness of these resources are the result of careful planning and coordination between the City, outside agencies and the development community, in addition to highly informed decision making and adequate funding. As Highland continues to grow and change, the public services and facilities necessary to support new development will need to keep pace and will continue to require maintenance, rehabilitation and replacement.

Purpose and Function

The Public Services and Facilities Element identifies Highland’s goals and policies concerning the adequate provision and maintenance of the following:

- General City Services and Facilities
- Water Facilities
- Wastewater Facilities
- Drainage Facilities
- Solid Waste Facilities
- Private Utilities
- Law Enforcement and Equipment
- Fire Protection Facilities and Equipment
- Educational Facilities
- Cultural Facilities and Social Services
- Neighborhood Improvement Services

This element also identifies facility locations and current service levels, and offers guidance for decision makers in their review of projects. Although state law does not require the preparation of this element, the adequate provision of public services and facilities is vital to the implementation of goals and policies in required elements like land use and safety.



In addition to the services listed here, the City of Highland also provides **street and park maintenance**, which are addressed in the Circulation and Open Space and Conservation Elements, respectively.

Furthermore, the City provides **crossing guard services** to ensure safe routes to school for Highland’s students. Policies regarding pedestrian safety are found in the Circulation Element

Landscaping maintenance is another essential service provided by Highland. Not only does landscaping provide a more aesthetically pleasant environment, it improves environmental health, reduces energy costs and enhances the pedestrian experience. Landscaping policies are found throughout the Community Design Element.



Related Plans and Programs

Critical relationships exist between the Public Services and Facilities Element and other General Plan elements, especially the Land Use, Circulation, Public Health and Safety, and Economic Development elements. The location and availability of public services and facilities, such as water and sewer systems, schools and fire stations, guide land use patterns and the type and intensity of growth. Likewise, land use patterns influence the demand for and location of public services and facilities. Other plans and programs, such as water and sewer plans, are also important in determining Highland's current and future needs for public services and facilities.



GOALS AND POLICIES

Planning for Highland’s public service and facility needs relies on an evaluation of current service levels and facility conditions. Current conditions determine what improvements will be necessary to ensure that adequate facilities and high levels of service are maintained to keep pace with future growth and implementation of the Land Use Element of the General Plan. This section offers goals and policies to help guide the development of the City based on the availability and capability of Highland’s public services and facilities.

General City Services and Facilities

City Hall

The City of Highland is a contract city with a minimum of in-house staff. City services and departments include Planning, Building and Safety, Engineering, Public Works, Redevelopment and Economic Development, Code Enforcement, and General Government services. As a result of the City’s conservative fiscal management and limited financial resources, the City contracts out many of its services to other public and private agencies, while others are provided by special districts. Some of these services include, but are not limited to, waste management, law enforcement and fire protection.

The involvement of contract agencies makes active coordination efforts between these agencies and the City a necessary component to the efficient delivery of services. A coordinated effort also allows for consistency between the policies and priorities of the City and the service capabilities of contract agencies. The cost and provision of public services and facilities should also be coordinated with development activity. Public services and facilities should meet the City’s performance standards to ensure that an adequate level of service is provided to the Highland community.

Despite a smaller staff, as compared to the in-house staff of surrounding cities, the City of Highland has been able to maintain high levels of service within the community while keeping the direct cost of administrative services to a minimum. As the City continues to grow and new opportunities for revenue are realized, some of the City’s services might be transferred from contract providers to City administration. This would occur where consistency can be maintained between an efficient administrative staff level and the City’s commitment to the best level of service possible using the most cost-effective funding mechanisms.



Since its incorporation in 1987, the City of Highland has been committed to providing a variety of high quality community services and facilities for its residents and businesses.



Library Facilities

As Highland's population continues to grow, ensuring that library facilities continue to meet the needs of the community will be an ongoing challenge. The City of Highland has one public library, the Highland Branch of the San Bernardino County Library, located at 27167 Base Line (see Figure 4-1). The Highland Branch Library serves residents in the City and in the neighboring City of San Bernardino. A new Library and Environmental Learning Center located at 7863 Central Avenue will replace the current Highland Branch Library (see Figure 4-1). About one-third of the library will be devoted to the environmental sciences. Funding for the new library and Environmental Learning Center will come from the City's Development Impact Fee fund collected from other projects and a variety of state and federal grants. The new library building will be situated across from Cypress Elementary School and will serve the needs of the school as well as the general public. The library will also be located next to the Jerry Lewis Community Center. The Library and Environmental Learning Center is scheduled to open by 2006.

GOAL 4.1

Coordinate and balance the provision of public services with development activity to eliminate service gaps, maximize the use of public facilities, provide efficient and economical public services, achieve the equitable and legally defensible sharing of costs of such services and facilities, and maintain adequate service systems capable of meeting the needs of Highland residents.

Policies:

- 1) Prior to permitting, ensure that all major extensions of services, facilities and utilities are comprehensively reviewed for related social, economic and environmental impacts and identify mitigation measures as appropriate.
- 2) Ensure that proposed development, which requires the extension of public services and facilities, will generate sufficient municipal income to pay for the operations, maintenance and replacement of those services and facilities by the City.
- 3) Ensure that existing residents and businesses are not burdened with the cost of financing infrastructure aimed at supporting new development or the intensification of existing development.



- 4) Continue to ensure that public water, sewer, drainage and other facilities needed for a project phase are constructed prior to or concurrent with initial development within that phase, unless otherwise approved by the City.
- 5) Continue to make the project sponsor of a proposed development ultimately responsible for ensuring the timely availability of all infrastructure improvements (including system-wide improvements) needed to support the development.
- 6) Continue to require that deficiencies in existing public services and facilities are corrected prior to or concurrent with proposed development.
- 7) Continue to coordinate with public service and utility companies to assure the long-term provision of services including water, wastewater, solid waste, electricity, natural gas and other private utilities (e.g., cable, Internet, telephone) for City residents.
- 8) Continue to direct future growth to areas with adequate existing facilities and services, or areas with adequate facilities and services committed, or areas where public services and facilities can be economically extended.
- 9) Develop a public facility assessment reporting system as part of the Capital Improvement Program and in accordance with AB 1600 to monitor the capacity of existing facilities to ensure that new developments do not overwhelm existing facilities. The following are guidelines for developing the reporting system:

- Identify and understand the demands for services that will be placed on Highland by regional demographic and economic changes.
- Monitor the progress of current local development projects, and ensure that public service and facility plans, as well as their forecasts and funding mechanisms, reflect changing conditions.
- Track the status of capital improvement program implementation.
- Develop a community survey to identify public facility deficiencies and usage.

Public Services and Facilities Performance Standards	
Schools	School capacity available to meet projected enrollment of local school districts
Water Systems	Adequate fire flow as established by the California Department of Forestry and Fire Prevention and sufficient storage for emergency situations.
Sanitary Sewers	Restricted flow only during peak-day, peak-hour conditions.
Flood Control	Protection of structures for human occupancy from the 100-year flood; facilities to be provided as required concurrent with development.
Police Protection	Four-minute average response time for emergency calls within the City.
Fire Protection	Endeavor to achieve a response time of not more than four minutes, 90 percent of the time. <ul style="list-style-type: none"> • Provide fire department staffing and deployment adequate to contain all fires to the structure of origin and to continue to provide fire department review of proposed development for consistency with adopted fire codes.
City Facilities	Prepare a Civic Center Master Plan (maintain 1,500 square feet per 1,000 projected population increase) programmed for construction over the next five to ten years thereafter.
Libraries	10,000 square feet of library space per 36,000 residents; 18.3 weekly service hours per 10,000 population; 2.82 books per capita.
Solid Waste	Adequate number of refuse vehicles and staffing to maintain once weekly pickup of solid wastes; adequate number of street sweeping vehicles and staffing to sweep all streets on a bi-weekly basis.
Other Public Facilities	Sufficient number and size to provide required services.



- 10) Conduct and maintain an inventory of the availability and adequacy of public services and facilities in coordination with the County and service agencies in the area. Use the information to coordinate capital improvement programs and to make determinations on the adequacy of community facilities.
- 11) Continue to follow the procedures established for the regular exchange of information regarding proposed development and availability and adequacy of public services and facilities.
- 12) Continue to utilize a proactive approach to assuring that the flow of information between service agencies is maintained.
- 13) Utilize performance standards to determine the adequacy of public services and facilities and to establish requirements, fees and exactions provided by new development in the City.
- 14) Maintain a development review process that places the ultimate responsibility on the project sponsor for ensuring that necessary infrastructure improvements (including system-wide improvements) needed to support new development are, in fact, available at the time they are needed.
- 15) Require the construction of public facilities as a condition of approval for a proposed development if the development exceeds the capacity of existing public facilities to support such development.
- 16) Continue to require that project applicants provide sufficient information in the application process so that the City may comprehensively determine the potential impacts and/or the need for improvements to existing services and facilities to support project buildout consistent with the City's performance.
- 17) Continue to require that all new development pay the applicable Development Impact Fees established by the City Council.
- 18) Maintain flexibility in the collection and application of Development Impact Fees to permit the construction of master planned facilities in lieu of fees when the City determines that it is in the public interest to do so.
- 19) Continue to require the construction of public facilities as a condition of approval where the value of the services and facilities needed to support buildout of a proposed development exceed established Development Impact Fees, as consistent with the City's performance standards. Require an agreement with the developer for reimbursement from future development fees for the excess costs. Such reimbursements shall be from future



fees collected for the specific excess facilities, which the initial developer was required to construct.

20) In the event that the performance standards for public services and facilities are not being met, the following conditions shall apply:

- Where the performance standards are not being met due to needs created by existing development, the City Council shall adopt in its Capital Improvement Plan a program to ensure that the performance criteria will be met at the earliest possible date.
- In instances where the performance standards are being exceeded prior to approval of a proposed development as the result of existing development, require that the proposed development provide such facilities as are necessary to ensure that performance criteria are met for new public facilities and services provided to the development, and that existing public services and facilities are not further downgraded.

21) Review the development fee structure, user charges, and mitigation fees every five years in accordance with the provisions of AB 1600 to ensure that the charges are consistent with the costs of improvement and maintenance and that public services and facilities are being expanded in a cost-efficient manner. Utilize the City's performance standards for public services and facilities as the basis for this review.

22) Continue to require that planned communities participate in the development of public infrastructure, in addition to the payment of development impact fees, through the following methods:

- An approved development agreement for all new specific plan or planned unit development projects that specifies the timing of infrastructure improvements in relation to project development.
- An annual review of improvements conducted for all new specific plans and an annual report in a format that can be easily included in the City's infrastructure assessment and reporting system.

23) Continue to proactively monitor and review development proposals in surrounding areas to protect City interests and minimize impacts on the community.

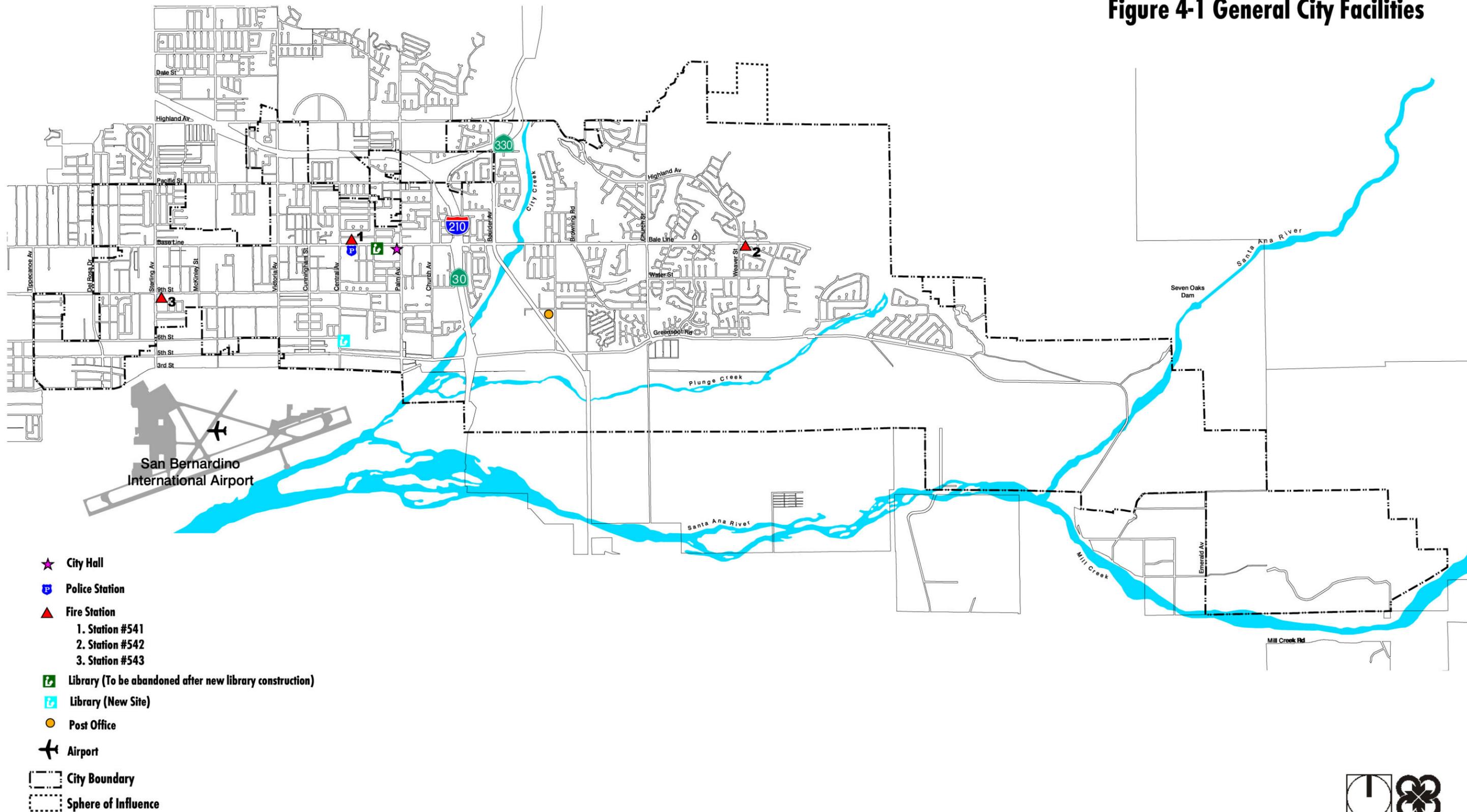
24) Continue to work with the County on a system of requiring appropriate mitigation to ensure that new unincorporated development will not impact services and facilities in the City.



- 25) Continue to support an assessment district alternative to development impact fees for large-scale developments undergoing urbanization when a single owner or small number of owners is involved, and when it is in the public interest to do so.
- 26) Continue to allow new development and the intensification of existing development only where and when adequate public services and facilities can be provided.



Figure 4-1 General City Facilities



- ★ City Hall
- 🚓 Police Station
- 🚒 Fire Station
 - 1. Station #541
 - 2. Station #542
 - 3. Station #543
- 📖 Library (To be abandoned after new library construction)
- 📖 Library (New Site)
- 📮 Post Office
- ✈️ Airport
- City Boundary
- ⋯ Sphere of Influence





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Water Facilities

The quality and availability of water is a fundamental long-term constraint to urban and rural development throughout California. Water availability is likely to be the primary resource issue facing the future of Highland. The East Valley Water District (EVWD) supplies the majority of water to the City of Highland. The Arroyo Verde Mutual Water District and the Eastwood Farms Community Water Users Association are smaller water districts located within Highland. The boundaries for all three water districts are depicted in Figure 4.2. Highland’s water supply is crucial to serving the needs of residences, businesses and public services like fire protection.

 See the **Public Health and Safety Element** for peak water demand and supply for fire protection.

Highland’s water supply sources are local groundwater, surface runoff from natural watershed and drainage areas, and imported water. The most cost-effective and main source of water for Highland is the Bunker Hill Groundwater Basin located under the San Bernardino Valley. Another water source is the Santa Ana River, originating in the San Bernardino Mountains. During dry years or times of limited supply, the EVWD obtains a supplemental supply of water from the **State Water Project (SWP)** through the San Bernardino Valley Municipal Water District.

State Water Project (SWP)
While most of the water from EVWD comes from the Bunker Hill Groundwater Basin, Highland may also receive water from the State Water Project (SWP). In 1960, California voters approved a billion-dollar bond issue to build the SWP. The SWP is a water storage and delivery system of reservoirs, aqueducts, powerplants and pumping plants. Its main purpose is to store water and distribute it to urban and agricultural water suppliers in Northern California, the San Francisco Bay Area, the San Joaquin Valley, the Central Coast, and Southern California. Maintained and operated by the Department of Water Resources, the SWP makes deliveries to two-thirds of California's population and is operated to improve water quality in the Sacramento-San Joaquin River Delta, to control Feather River floodwaters, provide recreation, and enhance fish and wildlife.
Source: Department of Water Resources

The EVWD manages the water supply through a system of pipelines, wells, reservoirs, pumping stations, and a treatment plant. This system includes approximately 19 active wells, 2 inactive wells, 18 reservoirs and 26 booster stations all located on 39 different plant sites. A plant site is a facility containing one or more wells, reservoirs or booster stations. Figure 4.2 shows the locations of plant sites and water pressure zones in the City.

The water distribution and transmission network varies considerably throughout the City. Transmission lines (16 to 24 inches in diameter) transport large quantities of water from one area to another. Major transmission lines are located in parts of Victoria Avenue, Sterling Avenue, Del Rosa Drive, Tippecanoe Avenue, Church Street, Weaver Street, 9th Street, Base Line, Pacific Street, Highland Avenue, and 5th Street. Distribution lines (3/4 inch to 20 inches in diameter) deliver water to individual dwelling units. Major streets have the larger distribution lines whereas secondary or local streets have progressively smaller lines.

The EVWD currently has a total storage capacity of approximately 30 million gallons of water. The metered maximum daily water demand for the District’s entire service area is approximately 31.1 million gallons per day (mgd). The average daily water demand is approximately 19.6 mgd. The EVWD is in compliance with all water supply and availability requirements established by the California Department of Health Services (DHS). As development continues within the District’s



service area, developers would be required to work with the EVWD to meet water supply requirements established by the DHS.

GOAL 4.2

Provide a water system that produces high quality water, sufficient water pressure and necessary quantities of water to meet domestic demands.

Policies:

- 1) Continue to work with the East Valley Water District to provide an efficient and economic distribution of adequate water supply and pressure to the District's service areas in Highland.
- 2) Ensure a high-quality water supply that meets or exceeds state and federal health standards.
- 3) Work with the East Valley Water District and local elected representatives to better define the future availability of water for the Highland community.
- 4) Work with the East Valley Water District to promote water conservation and education programs, such as public education programs available through the Environmental Learning Center in Highland.

Wastewater Facilities

Highland was historically dominated by agricultural uses and a septic tank system. Following its incorporation in 1987, the City's urbanization and tremendous population growth made the development of a modern sewer system an essential component of the community's health and cleanliness. The EVWD maintains Highland's sewer system and has a joint powers agreement with the City of San Bernardino to accept all sewage generated within the District's boundaries. Although the sewer system is adequate for existing development in Highland, continued growth has the potential to impact the capabilities of the sewer system. As with water supply, developers must coordinate with the EVWD to meet sewer requirements established by the DHS. These requirements help to ensure the continued provision of adequate sewer services in Highland. Recycling programs like **Grey Water Recycling** are essential to reducing the amount of wastewater conveyed to the sewage system.

The EVWD has a Sewer Master Plan that addresses the current and future needs of its service area and delineates the location of the major east/west and north/south trunk lines that transport sewage throughout Highland. Highland's major east/west trunk lines are located in parts of Pacific Street, Base Line, 9th Street, 6th Street and 5th Street. Major

Grey Water Recycling

Grey water is washwater or wastewater from a home, excepting toilet waste and food waste from garbage. Dish, shower, sink and laundry water generally comprises 50 to 80 percent of residential wastewater. This may be reused for other purposes, especially landscape irrigation. Grey Water Recycling has the potential to reduce residential wastewater by up to 50 percent.



north/south trunk lines are located in parts of Webster Street, Palm Avenue, Central Avenue, Cunningham Street, Victoria Avenue, Sterling Avenue, Del Rosa Drive, and Tippecanoe Avenue. The sewage from Highland flows in a general direction from northeast to southwest towards the San Bernardino Water Reclamation Plant located at 299 Blood Bank Road in the City of San Bernardino. This plant is operated by the San Bernardino City Municipal Water Department, Water Reclamation Division. The plant processes an average sewage flow of approximately 26 to 27 mgd from the City of San Bernardino, the City of Highland and other areas. The plant has a total sewage capacity of 33 mgd.

GOAL 4.3

Provide a safe and effective sewer system that meets the needs of Highland residents, businesses and visitors.

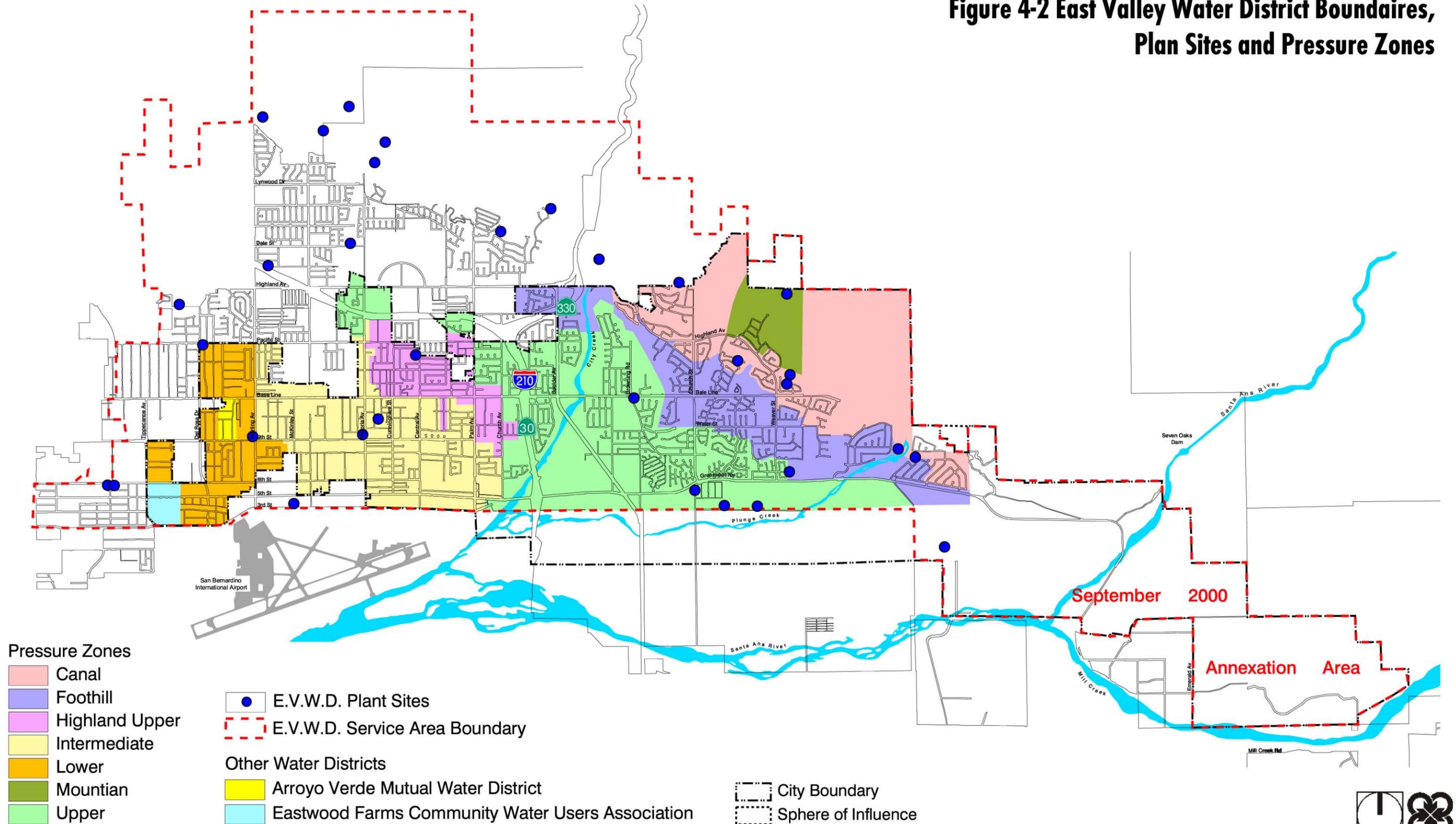
Policies:

- 1) Continue an ongoing dialogue with the East Valley Water District regarding funding and scheduling of any additional sewage facilities needed to serve the City.
- 2) Work with relevant agencies to determine the long-term supply of reclaimed wastewater and service to potential future uses within the City.
- 3) Encourage Grey Water Recycling, especially for residential use irrigation.



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Figure 4-2 East Valley Water District Boundaries, Plan Sites and Pressure Zones



Pressure Zones

- Canal
- Foothill
- Highland Upper
- Intermediate
- Lower
- Mountain
- Upper

- E.V.W.D. Plant Sites
- E.V.W.D. Service Area Boundary

Other Water Districts

- Arroyo Verde Mutual Water District
- Eastwood Farms Community Water Users Association

- City Boundary
- Sphere of Influence

Source: EWWD 2005

City of Highland General Plan





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Drainage Facilities

Highland has a drainage system of improved, semi-improved, and unimproved flood control channels and creeks that are intended to prevent flooding and convey stormwater from the City to the Santa Ana River and then out to sea. As discussed in the Public Health and Safety Element, natural creeks of the drainage system include Oak Creek, Plunge Creek, Elder Creek, Bledsoe Creek, Cook Creek, City Creek, Sand Creek and Upper Warm Creek (see Figure 6.4). Along with stormwater, urban runoff or pollutants, such as trash and oil, often enter the drainage system as a result of its open construction. Maintenance and improvements to the drainage system are important for protecting the Highland community and environment.

Seasonal rains have caused channel/creek overflows and north/south street flooding. To address flood control issues, Highland has adopted a Master Storm Drain System Plan derived from studies conducted by the San Bernardino County Flood Control District on drainage and flow patterns in the area. As Highland continues to grow, an increase in the amount of impervious surfaces, such as asphalt roads and parking lots, leaves fewer areas for stormwater to percolate naturally into the ground and creates a need for drainage improvements. Some important methods to reduce flooding and minimize stormwater runoff are on-site retention of stormwater, and site design or landscaping that captures runoff.



This drainage channel helps control rainwater and prevents flooding.

GOAL 4.4

Maintain an effective drainage system that protects people and property from overflows and flood disasters.

Policies

- 1) Continue to improve any deficiencies in the City’s drainage system and address the long-term needs associated with future development to minimize flood damage and adequately direct rainfall and subsequent runoff.
- 2) Minimize the impact of development on the City’s drainage system by reducing the amount of impervious surface associated with new development and encouraging site design features or landscaping that capture runoff. Encourage on-site retention of stormwater and compliance with requirements of the National Pollutant Discharge Elimination System.



See the Public Health and Safety Element and Conservation and Open Space Element for other drainage-related policies.



Solid Waste Facilities

The proper management of solid waste is important to a healthy environment and community. Two private contractors, one located in the northern portion of the City of San Bernardino and the second in the City of Highland, provide solid waste collection and disposal services for the City of Highland. The majority of solid waste is disposed at the Colton, Mid-Valley and San Timoteo landfills.

The Colton Landfill is located approximately 10 miles southwest of Highland at 850 Tropica Rancho Road in the City of Colton. The Colton Landfill is expected to close in 2006. The Mid-Valley Landfill is located in the City of Rialto, approximately 14 miles west of Highland, and is expected to close in 2033. The San Timoteo Landfill is located in the City of Redlands, approximately 7 miles southeast of Highland. The San Timoteo Landfill is expected to close in 2016. All of these landfills are classified as Class III landfills, making them generally suitable for disposal of non-hazardous and general municipal waste. The projected lifespan of these landfills could change based on the level of regional growth, waste generation, future expansion plans, disposal trends like recycling, and the effectiveness of new and existing waste stream reduction and recovery programs. The closure of other regional landfills may also affect the projected lifespan of the Colton, Mid-Valley and San Timoteo landfills.

As landfills reach their capacities and the opportunities for new landfill sites become increasingly scarce, the need to reduce solid waste generation becomes crucial. Current state law requires that local jurisdictions divert at least 50 percent of their solid waste from landfills through source reduction, recycling and composting. The City of Highland has developed an array of recycling programs in an effort to reduce the amount of solid waste to local landfills. These programs include a no-cost citywide curbside recycling program for Highland households, office recycling in all City departments, and education programs on recycling. Additionally, the City participates in "Merry Mulch," a program sponsored by San Bernardino County that encourages residents to provide Christmas trees for mulching at regional landfills. This program encourages residents to bring large bulky items to a designated location in the City for disposal. Private sector recycling programs represent additional opportunities for recycling programs.



GOAL 4.5

Minimize, recycle, and dispose of solid waste in an efficient and environmentally sound manner.

Policies:

- 1) Ensure that solid waste generated within the City is collected and transported in a cost-effective manner and protects the public’s health and safety.
- 2) Continue to support an ongoing dialogue with the County Solid Waste Management on the rail haul access and other regional solutions for long-term limits on local landfill capacity.
- 3) Reduce the volume of solid waste material sent to landfills by continuing source reduction, recycling and composting programs in compliance with State law and encouraging the participation of all residents and businesses in these programs.
- 4) Increase the price paid for recycling glass and plastic from private vendors.

Private Utilities

The Highland community relies on a continual supply of affordable energy resources and telecommunication services from various private companies to maintain a certain standard of living and to support the functioning of the City’s economy. The utility infrastructure is expected to expand with growth and new development in the City of Highland. This growth parallels a growing societal concern regarding the availability of energy resources.

Private utilities in Highland include electricity, natural gas and telecommunications. The **California Public Utilities Commission (PUC)** is responsible for regulating the electric, natural gas and telecommunication industries excepting cable television. The continued provision of energy and other utilities in Highland as well as the conservation of energy relies on coordination between private utility companies and the federal, state, and City governments.

Electricity

Southern California Edison (SCE) provides electricity to the City of Highland. SCE has a local office in the City of Redlands and operates a substation in Highland. Electrical facilities are expected to keep pace with anticipated demand in the City of Highland.

California Public Utilities Commission (PUC)

The California Public Utilities Commission (PUC) regulates the electric, natural gas and telecommunication industries through a variety of actions and policies, such as rate changes, consumer protections, incentive programs for energy conservation, the facilitation of market competition and addressing regulatory changes required by state and federal legislation.



Natural Gas

The Southern California Gas Company (TGC) provides natural gas to the City of Highland. TGC has local offices in the City of San Bernardino and the City of Redlands. The availability of natural gas is based on current conditions of gas supply and regulatory policies. TGC has indicated that it provides gas service in accordance with the conditions set forth by the PUC. TGC has no current plans for significant improvement or expansion plans for the City of Highland and anticipates that an ample supply of natural gas can be provided to the City.

Telecommunication Facilities

Telecommunication infrastructure has become a vital part of the success and enjoyment of the Highland community. New communication technology has and will continue to revolutionize the way residents in the City communicate, work and live. What we now think of as standard telecommunication facilities such as television and telephone will become more interactive systems capable of changing the lifestyles of Highland residents and businesses. Other important communication systems available to the Highland community are cable, high-speed Internet and wireless communication.

GOAL 4.6

Coordinate with private utility companies to ensure the adequate provision of electricity, natural gas and telecommunication infrastructure to existing and new development.

Policies:

- 1) Continue to coordinate with the local gas and electric companies on the location and timing of additional energy facilities needed within the City.
- 2) Coordinate with private utilities to provide Highland residents, schools and businesses with an efficient telecommunications infrastructure, including telephone, cable and high-speed services, such as high-speed Internet.

Law Enforcement and Equipment

The protection of the City's residents, visitors, businesses and property from crime depends on the adequate provision of law enforcement services, supporting facilities and prevention strategies. The City of Highland contracts with the San Bernardino County Sheriff's Department for its law enforcement and police protection services. The Sheriff's Department has one patrol station in the City of Highland, located at



26985 East Base Line nearby City Hall (see Figure 4.1). As a contract station, its personnel and community have access to several resources offered by the Sheriff's Department, such as Narcotics, Special Weapons Attack Team (SWAT), Arson-Bomb, Crimes Against Children, Homicide, Specialized Investigation Division (SID) and more, if necessary. The City of Highland also operates under mutual aid agreements with the City of San Bernardino and San Bernardino County.

The Highland Station is traditionally one of the busiest stations in terms of the ratio of safety personnel to population, calls for services, arrests per deputy and so forth. As the number of law enforcement personnel has grown to meet increasing community demands, line patrol personnel have more time to interact with the community. Deputies are also highly involved with local schools and participate in community programs with children. Additionally, the station sponsors safety programs on various topics such as computers, water safety and more.

The demand for law enforcement services, facilities, equipment and personnel are expected to increase in direct proportion to the growth of the City's resident, visitor and business populations. The resources needed to address this growth must be expanded to ensure a safe Highland community.

Crime Prevention

Crime prevention programs are important tools for reducing crime in Highland. The protection of the Highland community depends upon a successful partnership between the public, the City and the Sheriff's Department. Along with education programs, the City has an extensive Neighborhood Watch Program that encourages area residents to immediately report any unusual activities to the Sheriff's Department. The program has proven to be an effective deterrent to criminal activities in many neighborhoods. Urban design can also be an effective strategy to help prevent crime through the creation of defensible spaces and spaces that encourage eyes on the street.

Urban Design as Crime Prevention
As described in the State Office of Planning Research General Plan Guidelines, planners, architects and law officials have become increasingly aware of the relationship between urban design and crime prevention. Planning and design strategies that deter crime include natural surveillance (eyes on the street), walkable environments (human/pedestrian scale), demarcated public and private space and mixed-use development (high levels of activity).

GOAL 4.7

Ensure the provision of adequate law enforcement and police protection services and facilities.

Policies:

- 1) Ensure that police services, response times, equipment, and the number of police personnel keep pace with growth and the changing needs of the community.



- 2) Maintain and expand crime prevention and other public education programs.
- 3) Encourage the use of urban design strategies to help prevent crime, when feasible.
- 4) Ensure law enforcement services are involved in the development review process.

Fire Protection Facilities and Equipment



The City of Highland maintains a cooperative agreement with the California Department of Forestry and Fire Protection to provide fire protection and emergency medical services to the residents, businesses and visitors of Highland.

Fire suppression, prevention and medical services are critical to the protection of people, property and the natural environment. The California Department of Forestry and Fire Protection (CDF) provides fire protection and emergency medical services to the Highland community through a cooperative agreement that provides for CDF employees to staff City-owned facilities and apparatus. The City has three fire stations: Station 541 located at 26974 Base Line; Station 542 located at 29507 Base Line; and Station 543 (anticipated completion in early 2006) will be located at 7469 Sterling Avenue (see Figure 4.1).

The City of Highland also has available fire protection services from other area agencies through automatic aid agreements with the cities of Redlands and Yucaipa, CDF and the U.S. Forest Service. The U.S. Forest Service provides fire protection in National Forest lands within the City of Highland. Automatic aid agreements provide for simultaneous response from the closest resources on the initial report of emergencies. The City also participates in the Statewide Master Mutual Aid Agreement, which provides additional assistance from San Bernardino City and County Fire Departments, the San Manuel Fire Department and fire departments throughout California. Mutual aid agreements provide assistance from jurisdictions throughout the state when an incident is beyond the capabilities within the City.

GOAL 4.8

Ensure the provision of adequate staffing, equipment and facilities to support effective fire protection and emergency medical services that keep pace with growth.

Policies

- 1) Work with the fire department to ensure that response time standards and a high level of service are maintained.
- 2) Ensure the City has adequate fire training facilities, equipment and programs for firefighters and inspection personnel, and education programs for the general public.

 See the **Public Health and Safety Element** for policies on fire hazards.



- 3) Coordinate and cooperate with the East Valley Water District to maintain and/or upgrade water facilities to ensure adequate water supply is available for fire suppression operations.
- 4) Ensure the availability of adequate fire flow prior to the recordation of residential tracts or parcel maps and prior to the issuance of commercial building permits by requiring the testing of all fire hydrants in the vicinity of the project at the applicant's expense. In the absence of adequate flow, require either the installation of on-site fire protection devices or improvements that upgrade the area's water system to accommodate an adequate flow.
- 5) Ensure that development in Fire Hazard Zones comply with adequate fire safety standards (e.g., fuel modification zones, perimeter roads, greenbelts, etc.).

Educational Facilities

The education system helps shape lifelong opportunities for Highland's residents and is essential to a healthy, productive and economically competitive City. Education extends beyond basic skills and should include a wide variety of educational opportunities for all Highland residents, regardless of their socioeconomic background or location within the City. Highland's educational facilities include public and private schools that provide elementary, middle and high school programs. Community colleges and universities are located in surrounding cities. As Highland continues to grow, the need for additional school space is anticipated. School facilities should also serve neighborhood needs far beyond education. This can be achieved through cooperative planning with local school districts, developers and the City to provide multiple-use facilities like joint school and park uses within one location.

Two public school districts serve the City of Highland: San Bernardino City Unified School District (SBCUSD) and Redlands Unified School District (RUSD). SBCUSD and RUSD provide K-12 educational facilities and programs. The SBCUSD generally covers the area of Highland west of City Creek (or Boulder Avenue), and RUSD generally covers the portion of Highland east of City Creek (or Boulder Avenue). Figure 4.3 shows the districts' boundaries within Highland and shows schools located within the City and its surrounding.

Building new public schools remains a continual challenge for school districts, primarily because of limited funds and availability of adequately sized sites. Although the provision of adequate school facilities is the responsibility of the school districts serving Highland, the City will continue to work with the various educational entities and organizations to identify the best school sites and quality educational opportunities.



Arroyo Verde Elementary School.



GOAL 4.9

Maintain cooperative school and public facility planning to ensure the provision of adequate school facilities and quality educational programs in a manner consistent with other City goals and policies on facility location, use, timing, funding, recreational and social joint use programs.

Policies:

- 1) Continue to coordinate with local school districts on resolving issues such as joint use facilities, new facility locations and alternative use of vacant or underutilized sites in the City.
- 2) Require that new development provide the necessary funding and/or resources to establish school facilities commensurate with the impact of development on school services. In cases where existing school capacity does not support new development, require the implementation of appropriate funding mechanisms, as permitted by law, to ensure the availability of adequate school facilities. Potential financing avenues include:
 - A contract with the developer to provide funds for schools
 - Land dedications
 - Lease back turnkey program
 - Special assessment district financing, such as Mello-Roos Community Facilities Districts, for the proposed area of development
- 3) Encourage that all school impact fees collected from development projects be allocated toward the acquisition of land and construction of schools that serve the residents of those projects.
- 4) Continue to coordinate development activity with local school districts by:
 - Participating with local school districts in joint planning efforts;
 - Establishing a joint task force comprised of representatives from the City, school district and development community to identify additional means of funding school construction;
 - Notifying school districts of proposed development applications early in the review process;
 - Requesting that school districts indicate the level of facilities available to serve development projects requiring discretionary review; and

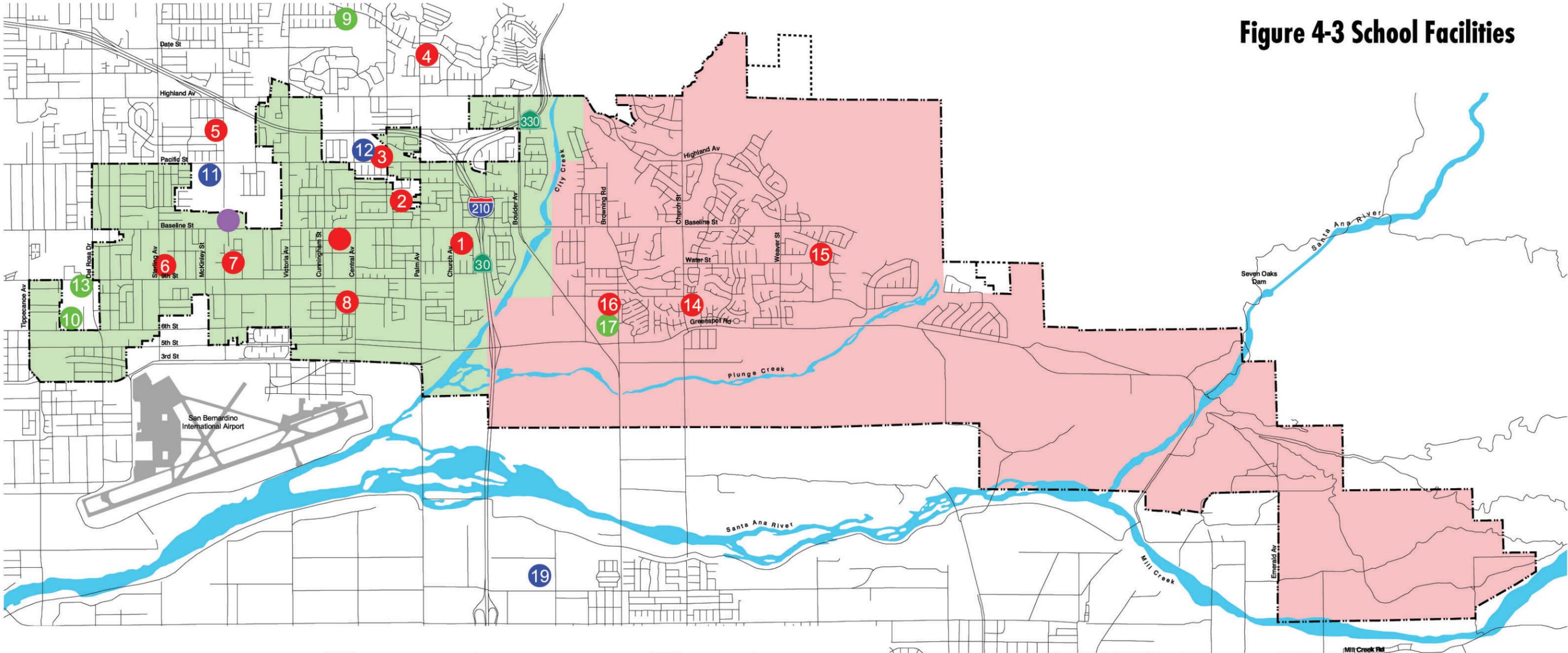


- Establishing a clear methodology for determining the impacts of development on the school facilities in the City.
- 5) Continue to work with local school districts to prepare a Master Plan of Schools that outlines specific sites needed to meet the future demand for school facilities.
 - 6) Explore the possibility of locating a major institution of higher learning in Highland.



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Figure 4-3 School Facilities



- Elementary School
- Middle School
- High School
- Proposed Community Day School

- City Boundary
- Sphere of Influence

- San Bernardino City Unified School District
1. Thompson Elementary School
 2. Cole Elementary School
 3. Highland Pacific Elementary
 4. Bonnie Oehl Elementary School
 5. Emmerton Elementary School
 6. Warm Springs Elementary School
 7. Lankershim Elementary School
 8. Cypress Elementary School
 9. Serrano Middle School
 10. Curtis Middle School (Proposed to be converted to High School)
 11. San Geronio High School
 12. San Andreas High School
 13. Proposed Middle School

- Redlands Unified School District
14. Arroyo Verde Elementary School
 15. Cram Elementary School
 16. Highland Grove Elementary School
 17. Beattie Middle School
 18. Redlands East Valley High School
 19. Redlands High School #3



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Cultural Facilities and Social Services

Cultural Facilities

The need for cultural facilities will play a vital role in enhancing Highland’s social, economic and civic setting. A cultural facility is generally a gathering space designed for community, cultural and civic events. Cultural facilities and settings may include but are not limited to historic buildings and districts, civic centers, community centers, museums, visual and performing arts venues, and outdoor or public spaces. The City has one major community center, the Jerry Lewis Community Center, located on Central Avenue north of 5th Street. The City is planning to develop a City of Highland Historic Museum on the southwest corner of Palm Avenue and Main Street in the City’s Historic District. The City is also considering siting a civic center approximately 0.5 mile south of the Historic District in the City’s proposed Town Center. The Town Center would provide excellent opportunities for the development of other cultural facilities as well.



The Jerry Lewis Community Center provides recreational and social activities for Highland residents.

Highland residents have access to major cultural facilities in the surrounding region. These facilities include the San Bernardino County Museum, located south of Highland near I-10 in the City of Redlands; the Kimberly Crest Museum in Redlands; and the California Theatre of Performing Arts in the City of San Bernardino.

Social Services

The social well-being of Highland’s residents, especially its children, is the foundation for a prosperous Highland community. The County of San Bernardino provides social services to the City of Highland, including but not limited to food stamp programs, child protective services and adoption. The County has a Human Services System (HSS) where different departments who provide services to many of the same clients come together to provide an integrated and extensive spectrum of services. Traditional social services provided by the Transitional Assistance Department (TAD) and Department of Children’s Services (DCS) are part of the HSS along with other County services, such as public health, community services and veteran’s affairs. The following is a summary of social services and programs provided by the TAD and DCS:

- CalWORKS Program
- Food Stamp Program
- Medi-Cal Program
- Refugee Resettlement Program
- General Relief Program
- Cash Aid Program for Immigrants
- Child Care Programs
- Foster Care Program
- Child Protective Services
- Adoption Assistance Program



GOAL 4.10

Ensure the continued development of cultural facilities and the provision of social services for Highland residents.

Policies

- 1) Encourage the development of cultural facilities in the City, especially in districts such as the Town Center and Historic District.
- 2) Continue to work with surrounding jurisdictions to ensure the availability of regional cultural facilities to Highland residents.
- 3) Work with the County of San Bernardino to secure the availability of social services to Highland residents.