

# **APPENDIX D**

## **CITY OF WOODLAND**

### **LEVEL OF SERVICE GUIDELINES**

These Level of Service guidelines reflect standards in the General Plan and other general guidelines for service levels that the City will strive to maintain or achieve.

#### **GENERAL CITY FACILITIES**

##### **City Hall**

- 566 square feet of total space per employee
- 400 square feet of office space with related support equipment per employee

##### **Parking Lots**

- Maintain short-term parking occupancy downtown at a minimum of 60 percent and a maximum of 75 percent
- Maintain long-term parking Downtown at a maximum occupancy of 85 percent

##### **Municipal Service Center**

- 1,450 square feet of building work area per 1,000 population
- 450 square feet of building space per Administrative/Supervisory employee

#### **FIRE SERVICES**

##### **Fire Stations, Fire Engines, and Support Equipment**

- Locate fire stations around the community in such a manner as to provide for emergency responses consistent with Department response time goals (Policies 4.I.2 and 4.I.3)
- Fire apparatus and personnel at fire stations are adequate to meet industry safety standards for fire service personnel and meet City established response time goals (Policies 4.I.3 and 4.I.5)
- Capacity to deliver 1,500 GPM in conjunction with a first due engine within 4 minutes for single family residential. (Policy 4.I.3)
- Capacity to deliver 2,500 GPM in conjunction with a first due engine within 4 minutes for light commercial and multi-family residential (Policy 4.I.2)

- Capacity to deliver 3,500 GPM with a first due engine within 4 minutes for commercial and industrial uses (Policy 4.I.2)
- Capacity to fight a 3,500 GPM fire at any facility within the city given a first and second alarm
- Maintain ISO rating of 3 (Policy 4.I.1)

### **Protection**

- One (1.0) operations personnel per 1,000 residents (Policy 4.I.1)
- Dispatch activities and response times shall include a performance standard of 60 second for the information gathering portion, 60 seconds for completion of dispatch, four (4) minutes response time for the first arriving unit capable of providing service and eight minutes for arrival of the complete first alarm assignment. Response time is measured from the time the unit leaves the station to the time the unit arrives at the scene.
- The City's CAD system should interlink and operate with City's Fire Records Management System.
- All traffic signals shall have opticom sensors installed to allow for more efficient emergency services responses.
- 1,200 square feet of facility space per on-duty fire fighter

### **Prevention**

- One (1) fire prevention officer with new vehicle and related support equipment for every 20,000 persons served
- 170 square feet of facility space per employee

### **Administration**

- There shall be one (1) Chief Officer for every major division and every operational shift.
- One (1) Administrative Division Chief for every eight sworn personnel
- One (1) clerical employee for every two Division Chiefs
- 170 square feet of office space per employee

### **Training**

- One (1) classroom, at 50 square feet per fire fighter, and the necessary audio-visual equipment to supply the classroom
- One (1) 130,000 square foot outside training ground and apparatus for every 97,076 persons served

## **LIBRARY FACILITIES**

- 507 square feet of library space per 1,000 persons served (Policy 5.J.5)
- 400 square feet of office space per administrative/supervisory employee
- 1,800 volumes per 1,000 population with an annual acquisition rate of 200 volumes per 1,000 population

## **PARKS AND RECREATION**

- Six (6) acres of parks per 1,000 population

*See Policy 5.A.3*

### **Park Maintenance**

- One employee per 10 acres of park maintenance

### **Facilities Maintenance**

- Each facility should be evaluated on a case by case basis to determine the appropriate staffing level to provide maintenance

## **POLICE SERVICES**

### **Communications/JPA**

- Upgrade computer hardware/software as new technology becomes available which will increase speed and efficiency
- The City, along with other members of the Yolo County Communications Emergency Service Agency JPA, will upgrade existing radio communications equipment to provide reliable and consistent radio communications throughout our service area. These may include replacement of base and mobile equipment, addition of repeater sites, acquisition of additional radio frequencies and use of alternate wireless technologies and frequencies.

### **Police Vehicles and Equipment**

- One (1) new patrol vehicle for every 2.0 patrol positions
- One (1) plain sedan for every 2 investigative, support, or administrative positions (non-sworn personnel)
- One (1) I.D. van and identification equipment per 52 sworn personnel
- One (1) K-9 unit including dog, training, vehicle, and equipment per 26 sworn officers
- One (1) portable radio, leather gear, weapon, and vest for every new sworn officer

**Personnel and Facility Space**

- Sufficient personnel to meet performance measures stated in Policy 4.H.1.
- 315 square feet of total building space per employee

**Dispatch and Response Times (Policy 4.H.2)**

- Average response times for calls for service should be consistent with the following guidelines:

<b>Priority</b>	<b>Class of Crime</b>	<b>Dispatch/Response Standard</b>
Priority 1	Major Crimes	Dispatch time: 1 minute Police response time: 4 minutes
Priority 2	Major Crimes	Dispatch time: 1 minute Police response time: 5 minutes
Priority 3	Major Crimes Cold	Dispatch time: 15 minutes Police response time: 10 minutes
Priority 4	Minor Crimes Cold	Dispatch time: 30 minutes Police response time: 10 minutes
Priority 5	Service Calls	Dispatch time: 35 minutes Police response time: 10 minutes

**Personnel Assignment**

- Patrol officers to average a minimum of 50% unobligated patrol time per shift.
- Investigators to be assigned an average of no more than two Priority 1 Major Crimes per day.

## **WASTEWATER**

### **Collection**

- Collect and transport wastewater flows from all new and existing generators to the treatment plant without surcharge of the collection system. Avoid the use of City owned and operated pumping facilities.
- Meet or exceed City of Woodland Design Standards and Wastewater Facilities Master Plan

### **Treatment**

- Maintain plant capacity to process combined residential, commercial, and industrial flows.
- Maintain ability to process annual dry weather flows and to handle annual peak wet weather flows
- Meet or exceed standards established by the State of California Regional Water Quality Control Board in current NPDES Permit.

### **Disposal**

- Maintain ability to handle peak discharge flow while meeting State Regional Water Quality Control Board Standards as established in current NPDES Permit

### **Master Plan Revisions and System Studies**

- Maintain reliable Master Plan documents to reflect changes in the community.
- Conduct system studies to augment Master Plan when needed to address specific or localized issues outside the scope of the current Master Plan.

## **WATER**

### **New Wells**

- Based on the ultimate peak hour demand as described in Water Master Plan.
- Maintain ability to produce and deliver fire flows as follows (Policy 4.I.2):

Single Family Residential	1,500 GPM
Multi-Family Residential	2,500 GPM
Industrial/Commercial	3,500 GPM

## **Existing Wells**

- Standby Power  
Provide emergency electrical standby power to selected water wells during periodic, local electrical outages
- Well Plant Efficiencies  
Maintain well plant efficiencies above 65%.
- SCADA System  
Install a SCADA (Supervisory Control and Data Acquisition) system to all water well facilities to increase manpower efficiency, improve system reliability and improve system monitoring and data collection.

## **Water Tank - Pressure Regulation Facility**

- Maintain existing 300,000 gallon water storage tank as long as operational benefits accrue.

## **Water Treatment and Quality**

- Meet or exceed standards promulgated in Titles 17 and 22 of the California Code of Regulations, California Health and Safety and Water Codes, and in the Federal 1974 Safe Water Drinking Act (and subsequent amendments)

## **Water Distribution System**

- Meet or exceed the standards as set forth in the City of Woodland Standard Specifications and Details. The California of Regulations, Titles 17 and 22, and the California Health and Safety and Water Codes.
- Meet the requirements of the Water System Master Plan
- All commercial and industrial users and residences, which maintain a private well, will be part of the City's Cross-Connection Control Program.

## **Water System Reimbursement**

- As new users come onto the system, they will pay for a proportionate share of facilities previously installed.

## **Master Plan Revisions and System Studies**

- Maintain reliable Master Plan documents to reflect changes in the community.

- Conduct system studies to augment Master Plan when needed to address specific or localized issues outside the scope of the current Master Plan.

## **STORM DRAINAGE**

### **Collection System**

- As described in Storm Drainage Master Plan

### **Regional Detention Ponds**

- Ponds shall be sized to meet Master Plan downstream flows.
- Flow into and out of the ponds shall be by gravity flow to the greatest extent possible.

### **Master Plan Revisions and System Studies**

- Maintain reliable Master Plan documents to reflect changes in the community.
- Conduct system studies to augment Master Plan when needed to address specific or localized issues outside the scope of the current Master Plan.

## **TRANSPORTATION AND CIRCULATION**

### **Street Construction, Reconstruction, Widening, and Restriping**

- Maintain Level of Service "C" or better on all roadways, except within one-half mile of state or federal highways and freeways and within the Downtown specific plan area. In these areas, the City shall strive to maintain LOS "D" or better. (Policy 3.A.2)
- Maintain an average Pavement Condition Index (PCI) of 60 on arterials and collectors and 50 on local streets.

### **Master Plan Revisions and System Studies**

- Prepare studies as needed to update data, re-evaluate prior policies and/or focus on new areas of concern created by existing or new development.
- Maintain reliable Master Plan documents to reflect changes in the community.

### **Street Lighting**

- Maintain lighting criteria specified by the City of Woodland Design Standards

### **Bicycle/Pedestrian Facilities**

- Maintain as per the Bikeway Master Plan

- Install or upgrade curb ramps in conformance with the Americans with Disabilities Act.
- Provide for the maintenance of pedestrian pathways and remove an average of eight sidewalk trip hazards per year.

### **Railroad Crossing**

- Maintain safe railroad crossings.