



7

Public Facilities & Services





MEDICAL CENTER

CAFE

# Public Facilities & Services



The quality and capabilities of the public facilities and services offered in a community can enhance the livability and economic potential of a community. This Element focuses on the variety of public facilities that are necessary to sustain existing households and businesses and to accommodate future population and employment growth. Public facilities addressed include water supply, wastewater collection and treatment, stormwater collection and drainage, solid waste, utilities, and communications infrastructure. This Element also contains policy guidance to ensure excellent public services, which include law enforcement, fire protection, schools, and libraries. Within Union City, these facilities and services are provided by the City and several partner districts and service providers.

## Goals & Policies

The Public Facilities and Services Element emphasizes the City's dedication to maintaining, upgrading, and modernizing the public facilities and services that serve the community, support a prosperous economy and excellent quality of life, and protect public health and safety. This Element also addresses the need to expand public facilities and services in keeping with planned population growth and to provide an equitable distribution of public facilities and services to the city's diverse neighborhoods.



## General Public Facilities and Services

Union City and other agencies and organizations maintain a variety of public facilities and provide many public services to meet the needs of residents and businesses. Sufficient and stable funding is essential to providing these facilities and services, and Union City strives to ensure that new development pays its fair share through the development review process and the collection of impact fees.

This Element also aims to improve accessibility to public facilities for all communities and neighborhoods in Union City. Ensuring that public facilities are well-distributed throughout the city improves residents' access to these facilities. Policies in this section guide the overall provision of public facilities and services in Union City.

### GOAL PF-1

*Ensure efficient, effective, and coordinated response to natural and manmade disasters.*

### POLICIES

#### PF-1.1

##### **Ensure Adequate Facilities and Services**

The City shall ensure through the development review process that adequate public facilities and services are available to serve new development when required. The City shall not approve new development where existing facilities are inadequate to support the project unless the applicant can demonstrate that all necessary public facilities (including water service, sewer service, storm drainage, transportation, police and fire protection services) will be installed or adequately financed and maintained (through fees, special taxes, assessments, or other mean).

#### PF-1.2

##### **On-site and Off-site Infrastructure**

The City shall require all new development and major modifications to existing development to construct necessary on site and off-site infrastructure to serve the project in accordance with City standards.

#### PF-1.3

##### **Development Fair Share**

The City shall require, to the extent legally possible, that new development or major modification to existing development pays the fair share cost of providing new public facilities and services and/or the cost for upgrading existing facilities.

#### PF-1.4

##### **Impacts of Land Use Designation Changes**

When reviewing applications for land use designation changes (i.e., zoning amendment, General Plan Amendment), the City shall analyze the impacts of the proposed land use designation change(s) on all aspects of the infrastructure system within the city and require the applicant to mitigate impacts as legally appropriate. This shall include consultation with other service providers, such as the Alameda County Water District (ACWD) and the Union Sanitary District (USD), who have infrastructure within the city.

**PF-1.5****Ensure Coordination Between Adjacent Development**

The City shall ensure that the provision of streets, sewer, water, drainage and other needed infrastructure is coordinated in a logical manner between adjacent developments so as to reduce design, construction and maintenance costs.

**PF-1.6****Design and Construction of Infrastructure to Meet Ultimate Capacity Needs**

The City shall ensure that City-operated public facilities and infrastructure are designed and constructed to meet ultimate capacity needs to avoid the need for costly retrofitting. This does not apply to any infrastructure requirements of ACWD and USD.

**PF-1.7****Coordination with Public Entities**

Where facilities and services are provided by other public entities, such as ACWD and USD, the City shall coordinate with these entities to provide appropriate levels of service and minimize redundant construction costs.

**PF-1.8****Review Impact Fee**

The City shall review its impact fees periodically and adjust the fee as allowed by Ordinance to provide adequate public facilities and services.

**PF-1.9****Establish New Impact Fees**

The City shall evaluate and consider new impact fees, such as a transportation impact fee, to address impacts to the community caused by development and intensification of land uses.

**PF-1.10****Pursue Alternative Funding Sources**

The City shall identify and pursue alternative funding sources, including grant funding that can be used for capital improvement project construction, staffing for public services, and maintenance and modernization of capital equipment and public facilities.

**PF-1.11****Analyze New Fund for Facility Replacement and Modernization**

The City shall analyze the feasibility of establishing a fund for replacement and modernization for capital equipment and facilities.

**PF-1.12****Community Facilities Districts**

The City shall maintain existing Community Facilities Districts and consider the use of Community Facilities Districts to cover the costs of new facilities and expanded maintenance and service demands of new development.

**PF-1.13****Balance the Geographic Location of Public Facilities**

The City shall strive to geographically balance the location of public facilities throughout the city.

**PF-1.14****Expand City Facilities**

The City will continue to explore the feasibility and potential funding sources for expansion of City facilities necessary to accommodate existing and future demand.

## Municipal Operations

The City of Union City maintains a broad range of facilities and provides a variety of government services, many of which are described in this Element. The City continually seeks to maintain and improve the quality of these facilities and to enhance customer service to the community, while balancing the need to remain fiscally responsible. At the same time there are increasing expectations for the City to operate its facilities in an environmentally sustainable manner by reducing energy and water consumption and the generation of waste.

Policies in this section provide for high-quality, efficient, and environmentally responsible services throughout the city. The City government, as a local agency, will act as a leader and educator to promote sustainability in Union City. The City can demonstrate its firm commitment to sustainability by establishing

standards for environmental performance for existing and new civic buildings, landscapes, and facilities. This section highlights the City's commitment to incorporate sustainability into its own actions and operations as well as to educate citizens on how to incorporate sustainable practices into daily living. The Resource Conservation Element contains additional policies supporting energy conservation and greenhouse gas emissions reductions, including updating the Climate Action Plan to address municipal greenhouse gas emissions. The Health and Quality of Life Element contains additional policies addressing community facilities and programs, such as recreation and facilities and services for youth, families, seniors, and others in the community. Finally, the Economic Development Element contains policies to ensure City operations support a collaborative business environment.

---

## GOAL PF-2

*To operate and function in a sustainable manner, use public revenues and resources efficiently, and provide professional, high-quality service to residents and businesses.*

---

## POLICIES

### **PF-2.1**

#### **Provide Excellent Customer Service**

The City shall provide excellent customer service to residents and businesses by creating a culture that listens, gains an understanding of customer concerns and goals, and proactively seeks solutions to address challenges.

### **PF-2.2**

#### **Solicit Customer Feedback**

The City shall provide methods to solicit customer feedback, either online or through customer service forms.

**PF-2.3****Anti-discrimination**

The City shall ensure all staff are informed and aware of their obligation to adhere to City policies regarding discrimination and harassment.

**PF-2.4****Security at City Facilities**

The City shall periodically assess City facilities and make required security upgrades to ensure the safety of employees and visitors.

**PF-2.5****Efficient, Cost Effective Operations**

The City shall continue to function efficiently in all its operations and activities and use revenues in a cost-effective manner.

**PF-2.6****Provide Staffing to Manage Grants**

The City shall strive to provide adequate staff or contractor services to apply for and manage grants.

**PF-2.7****Maintain City Website**

The City shall continually update and upgrade the City website, as needed, to keep residents informed about and involved in City activities and programs.

**PF-2.8****Open Government**

The City shall continue to provide interactive platforms that allow the public to have access to the City budget and other information so they can fully participate in the public process to establish priorities for the community.





**PF-2.9****Provide Information on Public Safety Costs**

The City shall continue to educate the public on the importance of public safety and the true costs of providing public safety staffing.

**PF-2.10****Maintain Clean and Healthy City Facilities**

The City shall strive to maintain City facilities, including parks, to ensure a clean, healthy environment.

**PF-2.11****Renovate City Facilities**

The City shall strive to fully renovate City buildings that have been adapted for reuse, including the Larry Orozco Teen Workshop, the Union City Historical Museum, and the 10th Street Community Center.

**PF-2.12****Environmentally Preferable Purchasing Policy**

The City shall maintain and continue to implement the Environmentally Preferable Purchasing Policy to encourage the purchase and use of post-consumer recycled content products and other recycled materials in all City operations.

**PF-2.13****New Technology in City Facilities**

As financially feasible, the City shall incorporate new technology into public buildings and operations on an ongoing basis to increase efficiency and productivity, reduce operating costs, enhance customer service, improve communication with residents, and facilitate access to City services.

**PF-2.14****Sustainable Practices**

The City shall consider the following as part of everyday operations:

1. Implementation of green infrastructure systems that reduce impacts on the environment;
2. purchasing decisions that minimize the generation of waste;
3. recycling programs that reduce waste;
4. energy efficiency and conservation practices that reduce water, electricity, and natural gas use; and
5. fleet operations that reduce gasoline consumption.

**PF-2.15****Energy Efficient Buildings and Infrastructure**

The City shall continue to improve energy efficiency of City buildings and infrastructure through efficiency improvements, equipment upgrades, and installation of clean, renewable energy systems to achieve climate action goals and reduce operating costs.

**PF-2.16****Sustainability Coordinator**

The City shall strive to provide a sustainability coordinator to oversee the City's sustainability programs and initiatives and help ensure the City meets its greenhouse gas emissions reduction targets.

## Water Supply and Delivery

Water in Union City is provided by the Alameda County Water District (ACWD) and comes from four primary sources: the California State Water Project, the San Francisco Public Utilities' Regional Water System, groundwater from the Niles Cone Groundwater Basin (including fresh groundwater from two wellfields and the desalination of brackish groundwater), and surface water from the Lake Del Valle Reservoir. This water is purified at ACWD's surface water treatment plants and then delivered to customers. Over two-thirds of the water delivered by ACWD is for residential uses, with the remaining one-third being used by business, industrial, and miscellaneous uses.

Policies in this section are designed to ensure the City has an adequate and reliable water supply to meet the long-term needs of the city. This includes policies that support water conservation. The Resource Conservation Element contains policies addressing the protection of water quality.

### GOAL PF-3

*Ensure the provision of a water system with adequate supply, distribution, and storage facilities to provide safe and reliable water to meet the existing and future needs of the city.*

### POLICIES

#### **PF-3.1**

##### **Enhance and Improve Water Service**

The City shall encourage efforts by ACWD that enhance and/or improve water service to Union City residents and businesses.

#### **PF-3.2**

##### **Preserve and Enhance Water Supply**

The City shall support Alameda County Water District in their efforts to preserve and enhance the water supply.

#### **PF-3.3**

##### **Ensure Adequate Water Supply Prior to Approving New Development**

The City shall coordinate with ACWD to review development proposals to ensure that new development can be adequately served by the District's water supply system. The City shall only approve new development where an adequate public water supply and conveyance system exists or will be provided by the ACWD.

**PF-3.4****Ensure Interconnected Water Distribution System**

With concurrence of the ACWD, water distribution systems are to be interconnected (“looped”) wherever feasible to facilitate the reliable delivery of water anywhere in the city.

**PF-3.5****Water Efficient Landscape Ordinance**

The City shall promote efficient water use and reduced water demand by ensuring compliance with the City’s Water Efficient Landscape Ordinance. The City shall review and update the Water Efficiency Landscape Ordinance, as needed, to ensure that it is consistent with State law.

**PF-3.6****Require Water Conservation Features**

The City shall require new development and City facilities to incorporate water conservation features to reduce overall water usage.

**PF-3.7****Water Conservation Education and Incentives**

The City shall work with Alameda County Water District to expand outreach programs and incentivize water conservation throughout Union City.

**PF-3.8****Promote Bay-Friendly Landscaping**

The City shall continue to require the incorporation of bay-friendly landscaping practices into new development and promote the incorporation of these practices into existing landscapes.

**PF-3.9****Participate in Updates to the Urban Water Management Plan**

The City shall work collaboratively with Alameda County Water District on updates to their Urban Water Management Plan, which is the District’s long-term resource planning document for ensuring that adequate water supplies are available to meet existing and future water needs.

**PF-3.10****Monitor Wells**

The City shall work collaboratively with Alameda County Water District during the development review process to ensure that wells are managed or removed consistent with District standards.



## Wastewater Collection and Treatment

The Union Sanitary District (USD) provides wastewater collection and treatment services for the cities of Union City, Fremont, and Newark. The total service area is 60.2 square miles, with Union City comprising 9.9 square miles. The District's administrative offices and Wastewater Treatment Plant (WWTP) are located in Union City's Horner-Veasy area. Policies in this section provide for reliable wastewater collection and treatment service for all residents and businesses in Union City through a cooperative effort with USD.

---

### GOAL PF-4

*Ensure adequate wastewater collection, treatment, and disposal.*

---

### POLICIES

---

#### **PF-4.1**

#### **Coordinate to Ensure Adequate Wastewater Service for New Development**

The City shall coordinate its review of development proposals with USD to ensure new development can be adequately served.

---

#### **PF-4.2**

#### **Require Public Sewer System**

The City shall only approve new development where it will be served by a public sewer system.

---

#### **PF-4.3**

#### **Renewable Energy Generation at Wastewater Treatment Facility**

The City shall support efforts by USD to supply the energy demand from the wastewater treatment facility through renewable energy generation.

---

#### **PF-4.4**

#### **Support USD Water Reclamation Efforts**

The City shall support USD in efforts to reuse treated wastewater by reclaiming it for irrigation or as a recharge to the underground water storage.

## Stormwater Collection and Drainage

The City owns and maintains the stormwater collection system in Union City. With the exception of a few steeply sloped streets in the hills east of Mission Boulevard, most of the streets in Union City include underground storm drainage facilities. The storm drainage system in the city collects runoff and discharges the flows into channels, creeks, or other discharge systems operated by the Alameda County Flood Control and Water Conservation District.

Policies in this section are designed to ensure adequate storm drainage facilities that reduce localized flooding potential and safeguard the environment. The Resource Conservation Element contains additional policies to reduce the pollutants entering the storm drainage system to protect water quality, as these systems drain in the creeks, which ultimately discharge into the bay.

### GOAL PF-5

*Provide a stormwater collection system that reduces excess runoff and minimizes flood potential from existing and future development, reduces impacts to water quality, improves environmental quality, and incorporates nature-based flood management and green infrastructure.*

### POLICIES

#### PF-5.1

##### **Drainage Facilities Maintenance**

The City shall require the maintenance of all drainage facilities, including detention basins and both natural and manmade channels, to ensure that their full carrying capacity is not impaired.

#### PF-5.2

##### **Encourage Natural Stormwater Drainage**

The City shall encourage the use of natural stormwater drainage systems in a manner that preserves and enhances natural features.

#### PF-5.3

##### **Encourage Natural Vegetation and Infiltration within Flood Control Facilities**

The City shall coordinate with Alameda County Flood Control & Water Conservation District to ensure that flood control facilities built in natural areas be designed to use “soft” channel structures (i.e., avoid lined channels and culverts) that maintain to the greatest extent possible natural vegetation and infiltration.

#### PF-5.4

##### **Surface Drainage Disposal**

The City shall ensure that new development accommodates surface drainage disposal in one of the following ways:

- a. Positive drainage to a City approved storm drain that uses

green infrastructure to pretreat the drainage prior to it entering the City's storm drainage system; or

- b. On site drainage that is retained and treated within the development.

### **PF-5.5**

#### **Compliance with Non-Point Source Pollutant Discharge Requirements**

The City shall ensure that new drainage systems that receive approval from the City or are under the jurisdiction of the City comply with applicable State and Federal non-point source pollutant discharge requirements.

### **PF-5.6**

#### **Stormwater Detention Facilities**

The City shall consider the use of stormwater detention facilities, with green infrastructure elements, to mitigate drainage impacts and reduce storm drainage system costs in new development.

### **PF-5.7**

#### **Evaluate Need for On-Site Detention and/or Retention Facilities**

The City shall evaluate public and private development projects to determine the effects of the projects on on-site and downstream drainage patterns and associated ecological systems. Projects may require on-site detention or retention facilities to maintain existing storm flows and velocities in natural drainage system. Any new facilities shall incorporate green infrastructure elements identified in the Green Infrastructure Plan to the extent feasible.

### **PF-5.8**

#### **Minimize Erosion and Silt from Hillside Area**

The City shall continue to work with property owners in the Hillside Area to minimize erosion and conveyance of silt downstream to City drainage facilities.

### **PF-5.9**

#### **Full Trash Capture Devices in Private Development**

The City shall require that all new development and any redevelopment of a project site to install full trash capture devices in their systems prior to connecting into the City's storm drainage system.

### **PF-5.10**

#### **Full Trash Capture Devices in City Infrastructure**

The City shall install full trash capture devices in the City's storm drainage system in all high and medium trash generating areas within the city.

### **PF-5.11**

#### **Improve Stormwater Treatment in Established Neighborhoods**

The City shall improve storm water treatment in established neighborhoods by implementing programs such as green streets stormwater management as identified in the Green Infrastructure Plan, street sweeping, parking enforcement for street sweeping, and the installation of trash capture devices.

### **PF-5.12**

#### **Prepare and Implement Green Infrastructure Plan**

The City shall prepare and implement a Green Infrastructure Plan to facilitate the development of low impact development (LID) drainage design into public and private streets, parking lots, building roofs and other facilities to achieve water quality, flow reduction and other environmental and community benefits.

### **PF-5.13**

#### **Maximize On-site Infiltration and Detention**

The City shall work with developers to ensure impervious areas are minimized and that opportunities for ground water infiltration, treatment and on-site detention to meet hydromodification management (HM) are maximized prior to releasing the drainage to the public stormwater system, to the extent feasible.

## Solid Waste, Recycling, and Organics

Union City's two franchise haulers, Republic Services of Alameda County (Republic) and Tri-City Economic Development Corporation (Tri-CED), collect solid waste, recyclables, and organics in the city. Republic is responsible for the collection of all municipal solid waste generated in Union City. Republic collection trucks deliver non-recyclable waste to the Fremont Recycling and Transfer Station. From there, Republic Services transfers the garbage to large tractor/trailers for transport to the final disposal site, the Altamont Landfill and Resource Recovery Facility east of Livermore. Republic also collects recyclables from commercial and multifamily customers requesting bin service and processes the material at its Newby Island Resource Recovery Park in Milpitas. Tri-CED provides weekly curbside collection of residential recyclables and also services multifamily and commercial recycling accounts requesting cart service. Tri-CED processes recyclables at its materials recovery facility in Union City. Both haulers collect food scraps, yard wastes and other organics from residential and commercial customers and deliver the material to the Newby Island composting facility.

Exclusive franchise agreements provide the city with greater control in the design and implementation of solid waste and recycling programs to maximize diversion and reduce the amount of material sent to landfill. In addition the franchise agreements provide the City the ability to enforce community standards for service quality, collection hours, truck and container colors, cleanliness, graffiti removal, use of clean air fuels as well as monitor environmental compliance and tonnage reporting.

The City has implemented several ordinances and initiatives to reduce waste and increase recycling, including:

1. amending the Municipal Code to ensure consistency with the requirements of the Alameda County Waste Management Authority Mandatory Recycling Ordinance No. 2012-1;
2. expanding food and green waste collection to include all multi-family properties, modeled after food scrap and food-soiled paper collection programs previously introduced at single family households and businesses in the city;
3. implementing the Alameda County Waste Management Authority Reusable Bag Ordinance, which prohibits the distribution of single-use plastic bags at the checkout stand and requires stores to charge a minimum of ten cents per reusable bag.
4. approving an ordinance that requires take-out food containers to be recyclable or compostable and prohibits the use of disposable food ware made from expanded polystyrene.

Policies in this section support the provision of adequate service, reduction and diversion of waste from landfills, and expansion of recycling programs for residents and businesses. These policies are consistent with Union City's desire to promote sustainability because reducing the consumption of raw materials contributes to lower greenhouse gas emissions and reduces the need for landfills.

---

## GOAL PF-6

*Maintain and support the provision of an efficient program for the management and reduction of solid waste materials, including reuse, recycling, collection, and disposal, to protect public health and the natural environment, to conserve energy and natural resources, and to extend landfill capacity.*

---

## POLICIES

---

### PF-6.1

#### **Adequate Service**

The City shall strive to ensure that franchise haulers provide convenient, dependable, and competitively priced solid waste, recycling, and organics collections services.

---

### PF-6.2

#### **Solid Waste Disposal**

The City shall ensure that the franchise haulers dispose of solid waste in an environmentally sound, dependable, and cost-effective manner.

---

### PF-6.3

#### **Solid Waste Diversion**

The City shall meet or exceed State goals regarding waste diversion from landfills and Alameda County Waste Management Authority requirements for recycling and composting, through enhancement of programs that reduce, reuse, and recycle waste and through ongoing and consistent public outreach and education, monitoring, and enforcement activities

---

### PF-6.4

#### **Hazardous Waste and E-Waste Disposal**

The City shall work with franchise haulers and contractors to provide convenient opportunities/facilities for the collection of e-waste and support the Alameda County Household Hazardous Waste program in efforts to ensure the proper disposal of hazardous waste generated in the home.

---

### PF-6.5

#### **Explore Methods for Repurposing and Reusing Electronics**

The City shall explore methods and provide education to the community on the repurposing and reuse of electronics to reduce the amount of e-waste that is sent to landfills.

---

### PF-6.6

#### **Recycling and Reuse of Building Materials**

The City shall require recycling and reuse of building materials during demolition and construction in accordance with City's Construction and Demolition Debris Ordinance and the California Green Building Standards Code.



**PF-6.7****On-Site Storage Facilities for Waste and Recyclable and Compostable Materials**

The City shall require the provision of well-designed, adequately sized, safe, convenient, and easily accessible on-site storage facilities for waste and recyclable and compostable materials as part of the development review process or building permit review associated with new construction and buildings that are proposed for improvement, alteration, or expansion; and/or buildings that accommodate new uses that use or handle organic waste in their day-to-day operations.

**PF-6.8****Public Education on Green Purchasing**

The City shall educate and encourage residents and businesses to reuse products, choose post-consumer recycled content products, reduce packaging waste, and use non-toxic cleaning products to reduce waste and greenhouse gas emissions.

**PF-6.9****Clean Neighborhoods**

The City shall encourage residents to maintain clean neighborhoods by preventing accumulations of discarded materials and reporting illegal dumping.

**PF-6-10****Design New Development to Accommodate Recycling and Waste Collection**

All new development with private roads shall be required to construct interior roadways that can accommodate the weight of recycling trucks and waste hauling trucks. Multi-family development shall be designed to provide adequate street space and a clear point of travel to easily service containers in the designated collection area. Multi-family developments with centralized waste, recycling and organics collection areas shall be designed to minimize distances from homes and recycling area.

**PF-6-11****Fair Share Recycling and Solid Waste Disposal Rates**

The City shall strive to have recycling and solid waste collection/processing/disposal rates for residential and commercial uses be based on the fair share cost to provide these services.

**PF-6.12****Maintain Competitive Rates**

The City shall strive to maintain recycling and solid waste collection/processing/disposal rates that are competitive with nearby cities.



## Utilities

Senate Bill X1-2, signed by Governor Brown in April 2011, requires all electricity retailers in the State to adopt new Renewable Portfolio Standards (RPS) goals of 20 percent of retail sales from renewables by the end of 2013, 25 percent by the end of 2016, and 33 percent by the end of 2020. The Pacific Gas and Electric Company (PG&E) currently (2018) provides electrical and natural gas service to Union City. Statewide, PG&E reported that 32.9 percent of its 2016 electricity sales were produced from renewable sources, such as wind, solar, geothermal, biomass, and hydroelectric power.

The County of Alameda and 11 of its cities, including Union City, recently formed East Bay Community Energy (EBCE), a not-for-profit public agency that will govern a new Community Choice Energy service in Alameda County. EBCE pools the electric load of participating municipal, commercial, and residential accounts for the purpose of purchasing and developing cleaner power at lower

rates, and partners with PG&E to deliver power. EBCE procures electricity from clean, renewable sources such as solar and wind on behalf of Alameda County residents and businesses. PG&E continues to deliver power, handle customer billing, maintain the power lines, and respond to service requests and emergencies.

Policies in this section support the maintenance and expansion of electricity and gas service in Union City, reducing greenhouse gas emissions and other environmental implications through conservation and renewable energy sources, and working with utility providers to ensure that transmission facilities incorporate safety features and the latest technological advancement to provide safe and reliable service. The Resource Conservation Element contains additional policies addressing energy conservation and greenhouse gas emissions reduction related to utilities, and the Community Design Element contains policies supporting the undergrounding of utilities.

## GOAL PF-7

*Ensure the provision of a reliable, efficient, cost-effective, and environmentally-sound gas and electric service within Union City.*

## POLICIES

### PF-7.1

#### **Community Choice Energy**

The City shall participate in regional efforts to provide competitive electricity rates and cleaner energy that reduces greenhouse gas emissions to Union City residents and businesses.

### PF-7.2

#### **Modernization of Utility Services**

The City shall encourage and support efforts by utility providers to modernize utility services in Union City by incorporating technological improvements to serve existing and future needs.

**PF-7.3****Coordination on Siting of Utilities**

The City shall coordinate with utility providers in the siting, site layout, and design of gas and electric facilities, including changes to existing facilities, to minimize environmental, aesthetic, electromagnetic, and safety impacts on existing and future residents.

**PF-7.4****Coordination with Utility Providers**

The City shall communicate its major development plans to utility providers to coordinate planning for the adequate and efficient extension or expansion of gas and electric facilities.

**PF-7.5****Public Education on Smart Grid Technology**

The City shall work with utility providers to educate residents, property owners, and businesses about smart grid and smart appliance technologies, as well as energy conservation opportunities using smart meter technology.

**PF-7.6****Expedite Solar Energy Installations**

The City shall expedite the review and permitting of solar installations.



## Communication Infrastructure

Telecommunications and broadband access is an essential component of community and business infrastructure. It can be used to promote social and economic development as well as human and technological capacity building. Increasing accessibility to high-speed broadband, will require public and private strategies to ensure that Union City can continue to prosper in the 21st Century.

The policies in this section support expanded and enhanced communication infrastructure to provide modern telecommunication and broadband access to Union City businesses and residents. The Economic Development Element also contains policies and programs supporting the development of high-speed internet as a key component of business infrastructure.

### GOAL PF-8

*Encourage the development and maintenance of state-of-the-art communication infrastructure and services to bolster the City's economic competitiveness and support businesses and residents.*

### POLICIES

#### PF-8.1

##### **Stay on the Leading Edge of Technological Changes**

The City shall stay on the leading edge of technological changes and adapt City policies as necessary to reflect changes in the way the community works and lives, including smart City technology and advances in transportation and mobility.

#### PF-8.2

##### **Support Robust Communications Services**

The City shall assist and partner with local service providers to provide robust video, voice, and data services for its businesses and residents.

#### PF-8.3

##### **Expand Internet Access to All Residents and Businesses**

The City shall strive to ensure all residents and businesses have high speed internet access by 2040.

#### PF-8.4

##### **Adopt Policies to Promote Accessibility to High Speed Broadband**

The City shall develop and adopt policies that promote telecommunication competition and development to ensure the greatest possible accessibility to high speed broadband services for businesses and residents.

**PF-8.5****Broadband Asset Management**

The City shall develop a detailed geodatabase of City-owned traffic signal and street light conduits and existing fiber optic networks and information regarding ownership to provide a comprehensive understanding of service expansion opportunities.

**PF-8.6****Construction Standards for Broadband**

The City shall develop conduit and fiber standards for new construction projects including residential, commercial (office and retail), and industrial that will be applied through the City's development review and or building permit processes.

**PF-8.7****Shadow Conduit, Dig Once, Open Trench Requirements**

As feasible, the City shall require the installation of additional conduit in the public rights-of-way when a trench is opened for utility purposes by telecommunication providers, utility service providers, and communications carriers.

**PF-8.8****Minimize Visual Impacts**

To minimize the visual impact of wireless communication facilities, the City shall ensure that these facilities meet the following conditions:

1. Monopoles and large cellular infrastructure are located away from residential and open space areas;
2. Small cell sites and supporting infrastructure are designed to minimize visibility in the public rights-of-way and residential areas;
3. When possible, are located on existing buildings, existing poles, or other existing support structures;
4. Are collocated with other compatible facilities whenever possible;
5. Are painted, camouflaged, textured, or disguised to resemble trees, flag poles, etc. to better blend with the surrounding environment; and
6. Include well-designed equipment enclosures that incorporate walls or fences and landscaping to provide screening and deter graffiti or are installed in underground vaults where feasible

**PF-8.9****Public Access Computers**

The City shall consider providing public terminals at municipal locations to facilitate public access to the City's on-line services.

**PF-8.10****Invest in Cybersecurity**

The City shall invest in technologies and adopt policies and practices that protect City infrastructure and government data against cyberattacks.

## Law Enforcement

The quality of the City's Police Department and its relationship with the community has a direct impact on Union City's overall safety, security, sense of cohesion, and quality of life. The Union City Police Department is committed to collaborative policing and community partnerships to enhance the department's presence and capacity as a premier law enforcement agency. To maintain the department's obligation to provide core and priority services, police facilities and staffing will need to be increased as the demands and expectations of a growing Union City population increase. The City uses the average staffing ratio of cities in Alameda County as

a baseline staffing benchmark. As of 2017, the average is 2.1 (1.4 sworn officers and .7 civilian support staff) per 1,000 population.

This section is designed to enhance the services of the Union City Police Department and to create stronger community partnerships. The policies address staffing levels, training, facilities and equipment, and community relations. This section also incorporates policies for maintaining transparency and improving accountability in law enforcement in Union City.

### GOAL PF-9

*Provide exceptional public safety and crime reduction services to maintain a safe and secure community, and continue to uphold police-community trust, engagement, and collaboration.*

### POLICIES

#### PF-9.1

##### **Police Staffing**

The City shall strive to maintain Police Department staffing levels in line with population growth by using a baseline staffing benchmark based on the average staffing-to-population ratio of cities within Alameda County (sworn officers and civilian support staff).

#### PF-9.2

##### **Police Equipment and Facilities**

The Police Department shall provide and maintain equipment, technologies, and facilities to meet modern standards of safety, dependability, and efficiency.

#### PF-9.3

##### **Police Communications**

The Police Department shall use a variety of communication methods, including social media, cellular phone messaging, television and radio alerts, and website postings, to communicate and inform residents and businesses about crimes, investigations, and emergencies.

**PF-9.4****Community Policing Strategies that Strengthen Trust**

The City shall promote community policing strategies that strengthen trust and collaboration with the residents of Union City, including residents of all races, ethnicities, and cultural backgrounds, and ensure public safety through meaningful cooperation and problem-solving techniques.

**PF-9.5****Community Engagement**

The Police Department shall strive to maintain exceptional community engagement in every interaction with the community, beyond contacts arising out of emergencies, incidents, or enforcement-related circumstances. This high level of engagement shall include hosting events in neighborhoods and at schools and encouraging community involvement in police activities and operations.

**PF-9.6****Coordinate Emergency Response Services with Local Agencies**

The City should continue to coordinate and maintain mutual aid agreements with emergency response services with Alameda County, other jurisdictions within the county, special districts, service agencies, voluntary organizations, and State and Federal agencies.

**PF-9.7****Collaborate to Enhance School Safety**

The City shall collaborate with the New Haven Unified School District to study and implement measures that enhance the security of schools and the safety of students, teachers, and administrators.

**PF-9.8****Provide Periodic Updates on Police Statistics**

The City shall continue to provide updates to the City Council and the community regarding statistics such as crime rates, types of crime committed, and police accountability and use of force. Crime data shall also be mapped and made available to the public.



## Fire Protection

In 2010, Union City officials elected to consolidate City fire services with the Alameda County Fire Department (ACFD) and entered into a contractual agreement with ACFD to provide emergency fire and medical services to Union City. The contract, which took effect on July 1, 2010, stated that ACFD would maintain the then current service levels. This section is designed to enhance the fire protection services in Union City.

ACFD includes a Fire Prevention Branch which reviews building and facility plans. Fire Prevention personnel also inspect new and remodeled buildings and facilities to ensure that the structures meet State and local fire codes and standards. New development is required to meet Fire Code requirements, including those related

to interior sprinklers, water flow and hydrant requirements, and the design of driveways and access points to ensure adequate access for responding vehicles. The City collects a Capital Facilities Fee on new development to cover a portion of the cost associated with expanding facilities and acquiring new equipment.

The policies in this section address a variety of issues, including staffing levels, emergency response times, training, and facilities and equipment. In the policies below, all references to the Fire Department refer to ACFD. The Safety Element contains policies related to reducing fire hazards as well as emergency preparedness and response.

---

## GOAL PF-10

*Ensure high quality fire and emergency response to prevent injury, loss of life, and property damage.*

---

## POLICIES

### **PF-10.1**

#### **Maintain Agreement with ACFD**

The City shall review and refine the agreement with ACFD, as needed. Levels of service provided under the contract, may be subject to budgetary limitations.

### **PF-10.2**

#### **Fire Department Resources**

The City shall encourage ACFD to evaluate operations and deployment of services to efficiently use resources.



**PF-10.3****Development Fees**

The City shall require new development to build or fund its fair share of fire protection facilities, personnel, operations, and maintenance that, at a minimum, maintains the above service standards.

**PF-10.4****Adequacy of Fire Access**

The City shall require adequate access and clearance for fire equipment, fire suppression personnel, and evacuation for new development.

**PF-10.5****Fire Department Review of Development Projects**

The City shall engage fire personnel in the review of proposed development to identify necessary fire prevention and risk reduction measures.

**PF-10.6****Adequate Water Supply**

The City shall work with Alameda County Water District (ACWD) to ensure that water main size and water flow is adequate to meet Fire Department demands. The City shall also ensure that fire hydrant spacing and other fire facilities meet Fire Code requirements.

**PF-10.7****Routine Fire Hydrant Maintenance**

The City shall continue to work with ACWD to ensure that all fire hydrants are maintained and in a state of operational readiness.

**PF-10.8****Emergency Medical Services**

The City shall ensure the provision of high-quality emergency medical response services, including paramedics and emergency medical technicians.

**PF-10.9****Coordinate Emergency Response Services with Local Agencies**

The City should continue to coordinate and maintain mutual aid agreements with emergency response providers from local, State, and Federal fire agencies.



*Since 2010, the Alameda County Fire Department has provided emergency fire and medical services to Union City.*

## Schools

The New Haven Unified School District (NHUSD) provides educational services to Union City and Hayward residents. In 2018 NHUSD had an enrollment of more than 12,000 students attending 12 schools: seven elementary schools (grades K-5); two middle schools (grades 6-8); two high schools (grades 9-12); and one independent study/adult school. Over the past decade, NHUSD has seen a drop in its student population and the closure of one middle school (Barnard White) and one elementary school (Cabello). Non-profit organizations and small, private schools are now using the Barnard White Middle School campus. NHUSD sold the Cabello Elementary School site to residential developers, so the school no longer exists. NHUSD has continued to prosper and is recognized for several outstanding academic programs.

In addition to the public schools, four private schools operate within the city, including Purple Lotus Society, Northstar, Mission Hills Middle School, and Union City Christian Academy.

The policies in this section seek to ensure Union City families have access to quality school facilities and amenities. The NHUSD is a separate government body that operates independently from the City of Union City. While the City and NHUSD collaborate on many efforts to address issues of mutual interest, they have different governance structures and do not have a role in each other's decision-making processes. The policies in this section support current efforts to maximize partnerships with the school district to serve the broader community and serve as a focal point for community collaboration.

## GOAL PF-11

*Ensure excellent schools that provide high-quality educational services, foster civic pride, and serve as neighborhood and community centers.*

## POLICIES

### PF-11.1

#### High-Quality Education Facilities

The City shall support NHUSD in their efforts to provide high-quality and modern education facilities that will accommodate projected changes in student enrollment.

### PF-11.2

#### Monitor School Enrollment Trends

The City shall work cooperatively with NHUSD in monitoring housing, population, and school enrollment trends.

### PF-11.3

#### Engage NHUSD on Long Range Planning Efforts

The City shall engage NHUSD in its long-range planning efforts to ensure the adequacy of existing school facilities to serve new development.

**PF-11.4****Schools as Focal Point**

The City shall work cooperatively with NHUSD to design school campuses as focal points within the neighborhood and community.

**PF-11.5****Encourage Sustainable School Design**

The City shall encourage NHUSD to incorporate sustainable design practices in the construction and renovation of school facilities to reduce energy and water consumption.

**PF-11.6****Support Technological Improvements**

The City shall support efforts to improve school facilities with cutting-edge technology, such as fiber optic networks, multimedia equipment, and laboratory space for science and technology programs.

**PF-11.7****Joint Development of Recreation Facilities**

Whenever feasible, the City shall collaborate with the school district in the joint development and use of recreation facilities and multi-purpose buildings.

**PF-11.8****Joint Use of Schools**

The City should partner with the school district, to use schools as community centers to provide a range of services, including child care and recreation.

**PF-11.9****Coordinate with School District on Providing Meeting Space**

The City shall work collaboratively with NHUSD to explore opportunities for the development of additional meeting space that can be used by the public, City, and School District through new construction or the renovation of existing buildings.

**PF-11.10****Coordinate and Collaborate with School District on Topics of Mutual Interest**

The City shall continue efforts to coordinate and collaborate with NHUSD on issues of mutual interest or issues that have the potential to impact the greater community through participation in a joint sub-committee, which includes representatives from the City Council, School Board, and the executive management team of both agencies.

## Library

The Union City branch of the Alameda County Library, located in the William Cann Civic Center, serves the city and nearby residents outside the city limits. The library is a community asset that provides information, educational resources, and a variety of services to children, students, and adults. The library offers a collection of over 100,000 items including a growing DVD and CD collection. Special features of the collection include items in Chinese, Farsi, Gujarati, Hindi, Japanese, Korean, Punjabi, Spanish, and Tagalog. Other services include free internet access, free

wireless access, and access to photocopiers and a text enlarger. A meeting room is available for use by community groups free of charge. The building has not been substantially updated since it was originally constructed in 1976 and is substantially smaller with fewer amenities than newer libraries within the Alameda County Library system. The policies in this section support enhancement of Union City's existing library facilities and services and encourage adaptations in the future to meet the community's evolving learning needs.

## GOAL PF-12

*Enhance and expand Union City's library facilities and services to meet the educational and life-long learning needs of the community.*

## POLICIES

### PF-12.1

#### **Library Modernization**

The City shall work with Alameda County Library to implement its 2016 Facilities Master Plan as it applies to Union City.

### PF-12.2

#### **Extended Library Hours**

The City should encourage and fund extended hours of operation at the Library to serve the City's diverse population.

### PF-12.3

#### **Library Accessibility**

The City shall ensure that library facilities are easily accessible by foot, bicycle, and transit to promote equitable access to library resources.

### PF-12.4

#### **Support Library Bond Measures**

The City shall support State and local library infrastructure bond measures for the construction of new libraries.

## Implementation Programs

### PF-1.A

#### Capital Improvement Program

The City shall continue to update its Capital Improvement Program every five years to address the city's existing and projected public facility needs.

- | **Responsibility:** Finance Department, All City departments, City Council
- | **Time Frame:** FY 22/23 and every five years thereafter

### PF-1.B

#### Fee Schedules Update

The City shall annually review and update its development fees to ensure adequate funding to deliver and maintain the service levels set out in this General Plan.

- | **Responsibility:** Finance Department, All City departments, City Council
- | **Time Frame:** Annually

### PF-2.A

#### Customer Service Improvements

The City shall routinely assess how to improve customer service, including identification of strategies for enhancing customer service at City Hall and other City facilities. Strategies may include access to additional City services online and providing a "one-stop shop" or "concierge" service at City Hall.

- | **Responsibility:** City Manager's Office
- | **Time Frame:** Ongoing

### PF-2.B

#### Comprehensive Operational Audit

The City shall complete a comprehensive operational audit on city policies, procedures, service provision and productivity.

- | **Responsibility:** City Manager's Office
- | **Timeframe:** 2020, every 5 years thereafter

### PF-2.C

#### Develop Renewable Energy Sources at Municipal Facilities

The City shall continually seek out opportunities and grant funding for the development of renewable energy sources, such as the installation of photovoltaic systems, at municipal facilities.

- | **Responsibility:** Public Works Department
- | **Time Frame:** Ongoing

### PF-3.A

#### Update City Website to Promote Bay-Friendly Landscaping

The City shall update the City website to provide information regarding bay-friendly landscaping, including examples of bay-friendly gardens.

- | **Responsibility:** Economic and Community Development Department
- | **Time Frame:** FY 20/21

---

**PF-6.A****Public Education Program on Waste Reduction, Recycling, Composting, and Green Purchasing**

The City shall establish a public education campaign to encourage residents, schools, institutions and businesses to reduce, reuse, recycle, and compost appropriately and purchase recycled and non-toxic products.

- | **Responsibility:** City Manager's Office – Recycling and Solid Waste Division
- | **Time Frame:** Ongoing

---

**PF-8.A****Expand High-Speed Internet**

The City shall pursue opportunities to expand high speed internet in Union City, including implementing the installation of dark fiber in the Station District, studying the feasibility of expanding dark fiber citywide, and pursuing the ability to connect to BART's lit fiber network.

- | **Responsibility:** City Manager's Office, Economic and Community Development Department
- | **Time Frame:** Ongoing

---

**PF-8.B****Standards for Broadband Infrastructure**

The City shall develop and adopt standards for broadband infrastructure installation, including the development of:

1. A dig once, open trench and shadow conduit standard;
2. A preferred business model for management and use of city-owned telecommunication assets, which may include a master lease agreement;
3. Standards for new construction or major remodels;
4. Standard specifications for conduit and broadband facilities, permitting procedures and master plans.

- | **Responsibility:** City Manager's Office, Public Works Department, Economic and Community Development Department
- | **Time Frame:** 2020

---

**PF-8.C****Standards for Small Cell Sites**

The City shall establish design standards and a legal framework for accommodating small cell technology in the public rights-of-way.

- | **Responsibility:** City Manager's Office, Public Works Department
- | **Time Frame:** 2020

**PF-8.D****Broadband Asset Management**

The City shall develop a detailed geodatabase of City-owned traffic signal and street light conduits and existing fiber optic networks and information regarding ownership.

- | **Responsibility:** City Manager's Office, Public Works Department
- | **Time Frame:** 2020

**PF-8.E****Explore Creation of Internet Connectivity Fee**

The City shall explore the creation of an internet connectivity fee to help fund the expansion of broadband access throughout the City.

- | **Responsibility:** City Manager's Office, Finance Department
- | **Time Frame:** 2021

**PF-8.F****Cybersecurity Plan**

The City shall develop a cybersecurity plan to protect City infrastructure and government data against cyberattacks.

- | **Responsibility:** City Manager's Office, as assigned
- | **Time Frame:** FY 20/21

**PF-9.A****Police Department Strategic Plan**

The City shall maintain and implement a comprehensive Police Department Strategic Plan, based on incremental time periods of three to five years, unless designated otherwise, and shall update the plan periodically as plan items are accomplished or achieved.

- | **Responsibility:** Police Department
- | **Time Frame:** 2021, and updated every three to five years, as appropriate

**PF-9.B****CALEA Certification**

The City Police Department shall seek, earn, and maintain national accreditation by the Commission on Accreditation of Law Enforcement Agencies (CALEA). Being an accredited agency ensures formalization of essential management procedures, fair and nondiscriminatory personnel practices, enhanced crime prevention, increased efficiency of police service delivery to the community, solidified interagency cooperation and coordination, and increased community and staff confidence in the agency.

- | **Responsibility:** Police Department
- | **Time Frame:** 2019, and ongoing

**PF-9.C****Periodic Staffing Studies**

The City Police Department shall conduct periodic staffing studies to determine staffing needs to meet best-practice obligations. These studies, beyond baseline personnel-per-one-thousand staffing ratio formula, shall focus on actual workload demands and community priorities to determine staffing needs to meet those obligations.

- | **Responsibility:** Police Department
- | **Time Frame:** 2019, and ongoing

**PF-9.D****Assess Police Department Facilities and Equipment Needs**

Biannually with the preparation of the City budget, the City shall assess local police facilities and equipment needs and develop strategies that strive to maintain the service standards established in Policy PF-9.1.

- | **Responsibility:** Police Department, City Council
- | **Time Frame:** 2020, and ongoing

**PF-12.A****Evaluate Feasibility of Building a New Library**

The City shall evaluate the feasibility of funding the construction of a new, state-of-the-art library to implement the Alameda County Library Facilities Master Plan.

- | **Responsibility:** City Manager's Office and Public Works Department
- | **Time Frame:** 2022

**PF-12.B****Fund Extended Library Hours**

The City shall fund extended hours of operation at the library, subject to budgetary constraints.

- | **Responsibility:** City Manager's Office
- | **Time Frame:** 2020, and every two-year budget cycle thereafter

