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**TOWN OF YUCCA VALLEY  
MUNICIPAL SERVICE REVIEW**

3134

**INTRODUCTION:** The following provides an outline of the mandatory determinations for a municipal service review as set out in Government Code Section 56430. In addition, it provides an explanation of the purpose of the determination and the issues to be considered. While no agency will be required to respond to each of the issues identified below, this list is intended to be illustrative of the scope of issues that might be relevant to a local agency service review. Please review the list and identify those issues that are relevant to your agency and develop narrative responses to each determination.

**I. Growth and Population**

Purpose: To evaluate service needs based upon existing and anticipated growth patterns and population projections.

1. Population Information (include identification of source for growth projection)
  - a) Existing and projected within agency boundary

The CA Department of Finance estimates the current population of the Town of Yucca Valley to be 21,268. Stanley R. Hoffman and Associates project the population to be 37,485 in 2035

- b) Existing and projected within sphere of influence (not to include area within agency's boundaries)

See a) above. Town and Sphere of Influence boundaries are the same.

2. General Plan
  - a) Excerpts regarding existing and projected growth

The General Plan describes the Town as a primarily rural residential community. Although the General Plan provides for a wide range of housing options, up to 14 units to the acre, the majority of the development is and will be single family. The build-out population within the Town's boundaries is estimated to be 62,223 based on the land use designations from its current General Plan.

3. Identify Significant Growth Areas

The Town has experienced relatively slow growth throughout the years, averaging approximately 1.4% per year. Although there are a few housing tracts under construction, the majority of the single family residences constructed have been infill. The Town is also experiencing minor commercial growth, which is following the previous years of growth in new single family residential units.

**II. Present and planned capacity of public facilities and adequacy of public services, including infrastructure needs or deficiencies**

Purpose: To evaluate the infrastructure needs and deficiencies of a jurisdiction in terms of capacity, condition of facility, service quality and levels of services and its relationship to present and planned capacity. (Provide copies of documents where necessary).

1. Capital Improvement Plans/Studies

The Town recently completed and approved the Public Facilities Master Plan and the Parks Master Plan, copies of which are included with the submittal.

2. Water Service Plans/Studies

- a) Supply and demand information

Not Applicable – Service provided Town wide by the Hi-Desert Water District

3. Sewer Service Plans/Studies

- a) Capacity and demand information

Not Applicable – Service provided Town wide by the Hi-Desert Water District

4. Age and Condition of Facilities

- a) Water supply and distribution system  
b) Wastewater collection and treatment

Not Applicable – Service provided Town wide by the Hi-Desert Water District

5. Capacity Analysis

- a) Number of service units available  
b) Number of service units currently allocated  
c) Total number of service units within agency boundaries  
d) Total number of service units outside agencies boundaries. Are there out-of-agency contracts? Is the out-of-agency rate different than the in-agency rate for service?

The Town provides 288 street lights at various locations.

6. Future Development

- a) What additional infrastructure is needed?  
b) Description of additional facilities  
c) How will it be funded?  
d) Is there a schedule for improvement?

The Town is working to meet the future needs for streets and highways, parks and other public facilities through the implementation of the recently adopted Parks Master Plan and Facilities Master Plan. The Town is working to accomplish the infrastructure needs through Measure "I" funds.

7. Reserve Capacity
  - a) What is the policy?
  - b) Are there inter-ties with other agencies?

Not Applicable –Service provided Town wide by the Hi-Desert Water District

### III. Financial ability to provide services

Purpose: To evaluate factors that affects the financing of providing services and needed improvements. To identify practices or opportunities that may help eliminate unnecessary costs. (Provide copies of documents where necessary).

1. Finance Documents/Plans for:
  - a) Two most recent adopted budgets
  - b) Two most recent completed audits
  - c) Service upgrades
  - d) Capital improvements

Copies of the Towns' most recently adopted Budgets and the Comprehensive Annual Financial reports are included with the submittal.

2. Bond Rating

The RDA bond rating is A-.

3. Revenue Sources
  - a) Identify
  - b) Can they be expanded?

The primary revenue sources for the Town are Sales and Use tax, Property tax, and Vehicle License Fee revenues. Unless a bond measure is put before the Town voters/citizens for increased or additional services, revenue sources are not expected to expand.

4. Major Expenditure Categories
  - a) Identify
  - b) What methods are used to control costs?

The major expenditures are contract safety (San Bernardino County Sheriff), Community Development, Community Services, and Public Works.

5. Joint Financing Projects
  - a) Does agency participate? If so, what are they?
  - b) What are the policies?
  - c) Please provide a copy of the agreement.

The Town operates an animal shelter and participates with the County of San Bernardino to provide animal care and control services. The joint powers agreement was signed by the Town on November 13, 2008 and approved by the Board of Supervisors on November 18, 2008.

6. Overlapping/Duplicative Services

The Town is not aware of any overlapping or duplicative services provided or planned to be provided by any other agency.

7. Rely on Other Agencies

- a) Administrative functions
- b) Grant management
- c) In-house cost vs. outside cost

The Town does not rely on any other agencies for the performance of any of the above functions.

8. Per-Unit Service Costs

- a) Identify
- b) Comparison with others

The Town does not provide any services for which Per-Unit costs are charged.

9. Identify current rates and plans. Please identify any planned rate changes.

The Town does not provide any services for which Per-Unit costs are charged.

**IV. Status of, and opportunities for, shared facilities**

Purpose: To evaluate the opportunities for a jurisdiction to share facilities and resources to develop more efficient service delivery systems.

1. Shared Facilities

- a) Existing – flood, parks, groundwater storage, etc.
- b) Future opportunities/options

The Town contracts with San Bernardino County for the shared use of the Town owned Animal Shelter, and to share the Senior Center at the Town Hall complex with the Senior Nutritional Program. In addition, a contract is in place with San Bernardino County for a Public Library also located at the Town Hall complex.

2. Duplication of Facilities

- a) Existing duplication?
- b) Planned/future duplication?
- c) Excess capacity available to outside customers?
- d) Productivity ratings, if any, for staff

No duplication of facilities exists or is planned within the Town boundaries.

**V. Accountability for community service needs, including governmental structure and operational efficiencies**

Purpose: To evaluate the accessibility and levels of public participation associated within the agency's decision-making and management processes, to consider the advantages and disadvantages of various government structures to provide public services, and to evaluate whether organizational changes to governmental structure can be made to improve the quality of public services in comparison to cost.

1. Budget

- a) Policies
- b) Policies for payment of stipend, benefits, travel, educational expenses of the governing body
- c) Preparation/public involvement
- d) Analysis – revenues/reserves/expenditures

The Town has established the following Budgetary Policies:

1. The Town will always have a balanced budget
2. The Town has a policy addressing the level of benefits paid to employees
3. The Town has an established procedure and policy for the reimbursement of educational courses and travel. This includes review and approval of the expenses by the Department Director, Administrative Services and the Town Manager

The approval of the budget requires a public hearing before the Town Council. The public is invited to these meetings where they can express their opinions and suggestions to the Council.

As part of the budget analysis the Town evaluates and ensures that the revenues exceed the expenditures without tapping into the reserves. The current Town policy is to have 39% in reserves.

2. Governing Body

- a) Selection process

There are 5 Council members elected at large who represent the entire Town. Town elections are held every 2 years with two members being elected in one cycle and three members being elected in the next cycle. The Planning Commission consists of 5 volunteer members. Each Council member recommends appointment of a Planning Commissioner to the full Town Council which then takes action on the recommendations. The Council members also recommend and appoint volunteer members to the Parks, Recreation and Cultural Commission and the Public Arts Council.

- b) Representation (Districts, area-wide)

All Town Council members are elected at-large and represent the entire Town.

- c) Frequency of meetings

The Town Council meets on the 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays of the month at 6:00 PM. The Planning Commission meets on the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of the month at 7:00 PM. The Parks, Recreation and Cultural Commission meets on the 2<sup>nd</sup> Tuesday of the month at 4:00 PM

d) Brown Act compliance

The Town Clerk assures that the meeting agendas are posted at least 72 hours before a regular meeting, containing a brief general description of each item of business to be transacted or discussed at the meeting, including items to be discussed in closed session. The Agenda specifies the time and location of the regular meeting and is posted in a location that is freely accessible to members of the public 24 hours a day. Every agenda for regular meetings provides an opportunity for members of the public to directly address the Town Council on any item of interest to the public during the Council's consideration of the item, in addition to an opportunity for public comment on items not on the agenda but within the subject matter jurisdiction of the Town Council. Full agenda packets with all back up materials are located at the library, front desk of Town Hall, front desk of the Community Development Department and posted on the Town's website. Any items distributed to Council by staff are made available to the public at that time, and items distributed to Council from persons other than staff are made available to the public the next business day. Special meeting agendas are posted at least 24 hours prior to the special meeting being held.

e) Number of elections over last decade

Eight Town Council elections have been held during the last decade.

4. Level of Service

- a) Meets or exceeds customer needs?
- b) Customer satisfaction
  - i) Surveys
  - ii) Complaint tracking

The goal of the Town is to provide excellent customer service. The Town conducted a "Public Attitude Survey" approximately 8 years ago. Please find a copy of the Town Council Study session on this topic attached.

5. Customer/Community Access

- a) Hours
- b) Newsletters
- c) Website
- d) Media coverage
- e) Cable/public access TV

The Town of Yucca Valley is open from 8:00 AM to 5:00 PM Monday thru Friday. The Town does not close for lunch or on Fridays as many jurisdictions do. The Town distributes a newsletter several times a year to the citizens which provides information on upcoming events and other happenings in the community.

The Town website is located at [www.yucca-valley.org](http://www.yucca-valley.org). The website provides access to many of the forms and applications citizens may need. The website also provides contacts for each department, project listings and up coming events. Both Town

Council and Planning Commission agenda and full meeting packets are posted to the website at least 72 hours prior to each meeting.

The local newspaper, the High Desert Star, provides local new coverage for the entire Morongo Basin, including the Town of Yucca Valley. Z 107.7 radio also provides news several times daily and any breaking news. Both of these outlets provide coverage of the Council and Planning Commission meetings.

The Town broadcasts the Town Council meetings on the local cable channel.

6. Regular Progress Reports
  - a) Budget – major projects
  - b) Operations
  - c) Voter participation

Quarterly Budget Reports are presented to the Town Council by the Finance Director during a regular Town Council meeting.

7. Does the agency recommend any government structure options (consolidation, reorganization, status quo)?
  - a) Benefit to customers
  - b) Services to be provided
  - c) What would the hurdles be to consolidation/reorganization?

Status Quo

8. Does the agency have strategies or policies for future service delivery?
  - a) Strategies for directing growth
  - b) Infill
  - c) Conservation
  - d) Annexation policies
  - e) Policies related to providing service outside agency boundaries

Not Applicable

9. Operational Efficiencies
  - a) Staffing Levels
  - b) Technology (e.g. billing systems)
  - c) Joint Powers Agreements
    - i) Identify and describe
    - ii) Please provide copy of agreement
    - iii) Generally describe service area
    - iv) Describe any specific policies related to the agreement

The Town operates an animal shelter and participates with the County of San Bernardino to provide animal care and control services. The joint powers agreement was signed by the Town on November 13, 2008 and approved by the Board of Supervisors on November 18, 2008.

Town staff provides animal control services within the Town boundaries. County staff provides animal control services to the unincorporated areas of the County with

proximity to the Town. Both Town and County staff deliver captured animals to the Town operated animal shelter. Town staff provides all animal care services at the shelter.

A copy of the Joint Powers Agreement is attached.