

CHAPTER NINE: PUBLIC SERVICES, FACILITIES AND UTILITIES



9.0 Introduction

Public services, facilities and utilities are some of the most essential services provided to the citizens of Payette. Public services and facilities include such essentials as law enforcement, fire protection, emergency medical services, planning and zoning, economic development, libraries and other community services. In addition, public utilities such as potable water, sewer service and treatment, stormwater management, pressurized irrigation, communication services and electrical power are provided by the City or by utility companies.

While the Comprehensive Plan provides a basic planning framework and establishes a vision for the future of the community, master plans, policy manuals and city code provide detailed information necessary for implementation of the Comprehensive Plan. Some of these studies, plans or ordinances are the following:

- 2001 City Facilities Energy Study
- 2002 Transportation Master Plan
- 2002 Master Water Plan
- 2004 Source Water Study
- 2007 Wastewater Treatment Facility Plan
- 2008 Right-of-Way Management Plan
- 2014 Oil and Gas Operations (created a new chapter 17.90 in Zoning “Oil and Gas Operations) - Ordinance #1384
- 2016 Payette City Source Water Protection - Ordinance #1417
- 2016 Protection of Public Water System Sources - Ordinance #1418

- 2017 Cell Tower Ordinance
- 2017 Airport Master Plan
- 2018 Comprehensive Plan

When planning for public utilities, a City must plan systems large enough to accommodate present and future needs, but affordable enough to meet the needs of the taxpayers. There is a fine line here: without additional sewer and water capacity, a city cannot grow. If the capacity is too large, however, the present taxpayers could in effect be subsidizing growth that may or may not occur.

Public facilities are also affected by changes in the population of the city. While public facilities are somewhat more flexible than utilities in responding to changes in demand, capital improvements must be planned in advance in order to provide for the major public expenditures necessary when facilities such as fire stations, fire trucks, etc., need to be expanded in order to serve a growing population.

9.1 Administrative Services

The City of Payette's administrative services are located in City Hall in the central downtown area of Payette. The building is shared with the Payette Police Department and contains a meeting area for the City Council, Planning and Zoning Commission, and other public and quasi-public groups, as well as office areas for conducting City business by the Mayor, City Council, City Coordinator, Clerk/Treasurer, Building Inspector and other officials. The building contains restrooms and does not meet the Americans with Disabilities Act standards. The building has a full garage in the rear, allowing for indoor parking of City vehicles, a plus for police vehicles in colder weather. The facility is no longer adequate in size and function for its purpose, and expansion in the future is necessary.

9.1.1 ELECTED OFFICIALS - The Mayor forms the executive branch of local government and is elected by the citizens with a majority vote. The City Council forms the legislative and judiciary branch of local government. Each councilmember is elected by the citizens with a majority vote. There are six members of the City Council.

9.1.2 CITY CLERK - The City Clerk is the keeper of the official permanent records of the City and historically serves as the liaison with the public for information.

9.1.3 FINANCE - The Finance Department administers all financial operations of the City. Employees of this department oversee the City's financial obligations such as maintaining the general ledger, accounts payable, purchasing, utility billing, collections, accounts receivable, special assessments and all general receipts.

9.1.4 HUMAN RESOURCES - The City of Payette's Human Resources Department assists all City departments in determining staff needs, and is responsible for the advertising, recruiting and screening of all job applications. Once interviews have been completed and a selection is made, Human Resources processes the candidate into City employment. This process may include pre-employment drug screening, a background check to verify information included on the employment application and a criminal background check.

Recruitment and selection is conducted in a manner intended to ensure fair and open competition, provide equal employment opportunity, and prohibit unlawful discrimination or favoritism based on protected class status.

The Human Resources Department is responsible for providing comprehensive personnel services for all City of Payette employees.

9.1.5 PLANNING AND ZONING - The Planning and Zoning Department's mission is to enhance the quality of life offered to those who live and work in our community through long range comprehensive land use planning. We are working diligently to encourage a balance of uses, agricultural, residential, commercial and industrial development within the City in order to promote an environment of sustainability and to enhance Payette's special character.

9.2 Public Safety

9.2.1 POLICE DEPARTMENT - The Payette Police force numbers 16 full-time and 14 certified officers that provide 24/7/365 service to the City with at least three officers on duty at all times. The department averages 800-850 calls per month. The staff is composed of a Chief, a Captain, a Lieutenant, two Sergeants, and a corporal. In addition, there is a canine officer, a school resource officer, an ordinance enforcement officer, a narcotics officer and a clerical person. The narcotics officer is part of the High Desert Task Force with Malheur, Payette, and Washington counties. Methamphetamine and heroin have the most violent crimes associated with them. Marijuana has changed as an issue now that marijuana is legally available in parts of Oregon.

Recruitment is a major and on-going challenge. Payette tends to lose officers to higher-paying larger cities like Ontario, Nampa and other cities in the surrounding area. Although the department has had bi-lingual officers in the past, there are no Hispanic officers at present. It takes about \$90,000 and considerable time to place an officer in service, given the various training requirements. The group talked about ideas to help with recruiting, such as outreach efforts at schools to talk about a career path in law enforcement. Youth ride-a-longs, shop with a cop and other youth programs help

humanize the police. The force would definitely help with a boys and girls club. However, Chief Clark noted that it is hard for an officer to participate in volunteer activities after putting in 10-12 hour days, with four days on and 3 days off.

Police shifts include a 7 a.m. to 5 p.m. day shift, an 11 a.m. to 9 p.m. traffic shift, a 3 p.m. to 1 a.m. mid shift, a 5 p.m. swing shift and a 9 p.m. to 7 a.m. graveyard shift.

The 911 service is operated by the county sheriff, and calls are routed to Payette as appropriate. There is no bi-lingual staff. Police rely on volunteers to help with Spanish-only calls. Often when officers arrive on scene, a son or daughter or neighbor will be there to assist with translation.

Mutual aid is provided by the Payette County Sheriff's Department, the City of Fruitland, and the Idaho State Police.

9.2.1.1 Animal Control Services - The need for animal control services and nuisance enforcement is being met at this time by a civilian employee who is assigned to the Police Department. The City opened an animal impound in 2011 to house stray dogs.

9.2.1.2 School Resource Officer - A School Resource Officer is assigned from the department and serves all schools in Payette School District #371. The department also maintains a drug dog and has an assigned officer to provide care, training, and enforcement work.

9.2.2 FIRE DEPARTMENT - The City operates a Fire Department at the station located at 600 N. 16th Street (Hwy 95). Funding for the station was received through a grant secured as part of the American Recovery and Reinvestment Act of 2009, and the new station opened in 2010. The department has 5 full-time paid officers and 25 paid-call firefighters.

The Payette Fire Department has an auto aid agreement with Payette Rural Fire, which is housed in the same station facility. The Payette Fire has five City fire trucks and Payette Rural Fire also has five. Equipment must be kept up-to-date and properly maintained.

Future training should emphasize effective and up-to-date firefighting methods. The current fire rating by the Idaho Surveying and Rating Bureau is 4, (1 = best, 10 = worst).

The department has mutual aid agreements with most of the Cities and Counties in the southwest region of the state and the southeast portion of Oregon.

All of the above services are dispatched by a County-wide 911 system.

9.2.2.1 Rescue/ Quick Response Unit - In 2013, as a way to address slow response times by the County ambulance service, the Payette Fire Department rolled out the Rescue program. The level of service provided is EMT/EMR, and the unit responds simultaneously to Ambulance calls within the City of Payette. The response time is two minutes, long before the ambulance arrives, and provides critical lifesaving measures for Payette citizens.

9.2.3 AMBULANCE SERVICE - Payette County Paramedics. This is a service staffed by professional EMTs or paramedics (ALS). There are 11 full-time staff of which 6 are paramedics, plus a director who also rides when needed. They have two ambulances and are seeking two more. They also offer patient transport and stand-bys at events. They have a \$1.4 million budget, one-third of which comes from the county and two-thirds from service fees. New ambulances cost \$160,000 - \$180,000, and the Payette County Paramedics hope to get two new ones. Budget constraints prohibit expanding services. They have three bi-lingual employees and need more. The challenge is to keep EMS services current with a growing population and rising demand. Average response time to a call in the Payette area is often over ten minutes. After pickup, there is an additional ten-minute transport time to the St. Alphonsus Hospital in Ontario, Oregon, or to St. Luke's for non-critical calls.

9.3 Senior Citizen Center

The Payette Senior Center is located at 137 North Main in downtown Payette. It is regularly open five days a week from 9 a.m. to 5 p.m., and at other times for special events. The Senior Center provides such services as hot meals, Meals on Wheels, recreational programs, medical clinics, and tax clinics. The building currently serves up to 200 persons, which is adequate to provide the space needed for senior activities, meals, and other public gatherings. The facility is equipped with a full kitchen and with restroom facilities.

Although it complies with the Americans with Disabilities Act, the Senior Center building does have some shortcomings. It is architecturally interesting with high ceilings and has two stories plus a mezzanine and basement. However, the second story and mezzanine are unusable for seniors, and the basement is used only for storage. Due to its age and design, the building is expensive and challenging to maintain, costing up to \$600 per month for heating and cooling.

Additionally, partly because of its location, the center does not provide adequate parking. During special events, it is not uncommon for all of the parking spaces along Main Street to be taken, which adversely affects other businesses' parking needs. Therefore, the staff at the facility feels that senior needs would be better met with a single-level facility that provides adequate parking and is easier to heat and maintain.

9.4 Library

The library is located at 24 South 10th. It serves patrons from within and outside of the city limits. Outside patrons pay an additional fee. The facility has over 50,000 titles, many in large print, and has over 3,600 registered borrowers. The library also boasts an audio and video selection as well. The library is governed by a five-member Library Board, which is appointed by the Mayor and confirmed by the City Council for five-year terms. The library is on an inter-library loan program and can also access the Internet for services. It also has computer equipment for the public's use. Funding for the library is obtained through property taxes, user fees, and from private donations. It is open approximately 50 hours a week, over six days. The librarian deems the facility as very adequate for a community the size of Payette, but feels the impact of growth on the library needs to be carefully monitored.

9.5 Information Technology (IT)

Information Technology through DCS Technologies LLC provides guidance and support for technology services to all City of Payette Departments. The IT Department aims to help the City of Payette function in the most cost-effective manner by providing professional, timely, consistent and reliable IT services. The services that are provided include:

- > Managed IT services
- > Cloud hosting and services
- > Security cameras
- > Network Solutions
- > Public WIFI, or improved public WIFI, at public facilities
- > Social media services

9.6 Transportation

The City of Payette Transportation Plan has not been updated since 2002. Highway 95, running north and south through the center of Payette, adds to the challenge of maintaining convenient access. The highway provides high visibility for commercial development located along the highway corridor and access for local residents to other destinations within the region, yet creates a barrier, limiting safe and convenient access to and from the east and west parts of the community. Increased traffic along the highway corridor and in the adjoining area has necessitated the signalization of two intersections in Payette, minimizing the free flow of traffic from all directions.

9.7 Public Utilities - Public Works

9.7.1 STREETS AND SHOPS - In 2017, the Streets Department combined with the Parks Department. The Payette Streets & Parks Department provides construction, maintenance, upkeep or repair of city streets, alleys, storm drains, park facilities and City-owned property. The Department maintains all city streets through quick removal of snow, ice, leaves and brush - ensuring streets are safe and passable at all times. And, as necessary, the Department administers projects to fix any street hazards or improve the flow of traffic throughout the community.

9.7.2 CITY SHOP - The shop is located on 2nd Avenue North, several blocks from City Hall. The shop buildings area houses the Water Department, the Streets & Parks Department, and the Fleet Department. It is presently large enough to allow indoor or covered storage of materials and vehicles necessary to the operation of the departments; however, it is at maximum capacity. The facility currently does not have adequate or safe space for the Fleet Department, and often repairs are conducted on city-owned equipment outdoors in adverse weather, or must be contracted out with local mechanics. There is an immediate need for a new shop area where equipment can be safely worked on by staff.

9.7.3 WATER SYSTEM - The water sources for the City include the Payette and Snake River Plain aquifers. Currently, there exist many claims on the aquifer that could affect Payette's municipal water supply. These need to be carefully monitored by the City of Payette to anticipate and prepare for the impacts.

The City water system utilizes existing groundwater wells to supply domestic water to the citizens of Payette. The system has a maximum daily production of 1.9 million gallons per day (mgd). It currently has a maximum daily usage of 1.2 mgd and an average daily usage of .7 mgd. The system is currently servicing over 2,800 households and businesses. The system can meet capacities for the next ten-year period with anticipated growth.

9.7.4 WASTEWATER TREATMENT SEWER SYSTEM - The City wastewater treatment system is located at the west end of 6th Avenue North on the Payette River. The Wastewater Department's responsibilities include the operation of the wastewater collection system, pumping stations, and the treatment plant and related facilities. Responsibilities also include the monitoring of all industrial and commercial users of the system to ensure that substances that would be harmful to the treatment system or process are not discharged into the collection system. Treated wastewater is discharged to the Payette River at a point at the plant location. The treated water is monitored daily for quality. The level of treatment of the wastewater is governed by the EPA. The treated water from the treatment plant is always well below the mandated limits, and in fact is usually cleaner than the water in the Payette River. According to the City's Wastewater

Superintendent, the wastewater treatment plant is operating at approximately 50 percent of hydraulic capacity and 60 percent of biological capacity. Key points to the system:

- There are forty miles of sewer lines in the Payette wastewater system, with 724 manholes.
- There are now over 2,800 connections (*Note: Breakout numbers among single family residential, multi-unit residential, commercial and industrial would be useful. And perhaps a short list of the major industrial wastewater streams, led by Seneca Foods.*)
- Seneca Foods contributes heavily to the load, despite their pre-treatment of effluent. However, they have been a highly cooperative customer.
- The Wastewater Master Plan is 10 years old; the process to create an updated master plan has just been started.
- There are approximately one million gallons per day (mgd) of treated effluent. The system is designed for 2.1 mdg, so there is room for growth.

9.7.5 STORMWATER SYSTEM - The City of Payette currently handles natural drainage with a storm sewer collection system located throughout the community. This system collects water and delivers it untreated to the Payette River. Payette is planning to develop a Stormwater Management Plan, and implement methods limiting sediments as well as the treatment of stormwater runoff. This Plan will be implemented through the adoption of an ordinance specifying the management program and supporting program elements.

9.7.6 SOLID WASTE DISPOSAL - The City of Payette currently franchises with a private vendor to haul all solid waste to a County-operated landfill located three miles from Payette. The County finances the operation of the landfill through an annual assessment on the property tax bill, which is raised occasionally to keep up with operational costs and environmental mandates. The City bills for residential service on the City utility bill. The service is mandatory for all residential property, while commercial and industrial accounts can make other arrangements as they choose. The franchise fee provides revenue for the operation of city services.

City residents have been researching the possibilities of implementing a recycling program within the next several years and making a determination on its appropriateness for Payette.

9.8 Irrigation Services

The city is served by over twenty-five irrigation companies. The city has some flood and some pressurized irrigation available, depending upon the section of town, but all are piped. When a property is annexed, the owners will need to have a pressurize system with their residential service. The City has instituted new subdivision requirements that require the provision of irrigation water for landscape maintenance. Lands in the foothills do not have irrigation rights and may need to be serviced by wells. All existing wells have water rights.

9.9 Airport

For information on the Payette Municipal Airport, see Chapter Eight - Airport.

9.10 Other Utilities

9.10.1 ELECTRICAL POWER - IDAHO POWER COMPANY - Electrical power is currently available to residents of Payette from Idaho Power Company. The company has several transmission lines in and around the city. Off these lines come individual service lines serving residential and commercial development in the County. Within the next 20 years, there are no plans by Idaho Power to expand these facilities significantly, nor to require additional sites or rights-of-way for transmission facilities.

It is extremely important for the City to plan uses around these lines that are safe and compatible. It is customary not to allow any construction or other continuous activities under these lines. Siting of major transmission facilities should be kept out of the residential areas of the community.

9.10.2 NATURAL GAS - INTERMOUNTAIN GAS COMPANY - The Payette area is served by the Intermountain Gas Company from the Weiser Lateral, a four-inch line operating at 150 psi from the Northwest Pipeline to the city limits. Payette is on a grid system operating at 50 psi. Improvements within the City to the system are usually covered by the company if it can expect to recover costs within three years.

Utility facilities must be maintained and improved on a regular basis to meet the needs of Payette's citizens and provide a quality service level. This can be accomplished through negotiation of franchise agreements.

9.11 Telecommunications

9.11.1 BROADBAND - Cable One, Century Link, and Farmers Mutual provide broadband service to the city of Payette. An important addition to any City's plan for long-term services and utilities is the provision of communications.

9.11.2 CELL/ TELEPHONE - Land-line and cellular telephone services are available in Payette, but the use of landlines is declining.

9.11.3 TELEVISION - Television broadcasting is available through a translator system broadcasting from Boise. However, for good and reliable reception, most residents find it necessary to have cable or a satellite system. Cable television service is offered through Cable One. Cable lines are placed on telephone poles or underground as circumstances dictate. Several vendors in the region offer satellite television systems within the City.

9.12 Other Services

9.12.1 CEMETERIES - There are two private cemeteries that serve Payette patrons.

9.12.1.1 Riverside Cemetery - The Riverside Cemetery is operated by a cemetery district board, and receives operating funds from a property tax levy as well as user fees.

9.12.1.2 Rosedale Cemetery - The Rosedale Cemetery is a private cemetery funded by user fees.

9.13 Public Health Facilities and Health-Related Insurance

Payette currently has three general health clinics located within its city limits, offering services seven days a week. In addition, there are several dentists, one pharmacy, and several optometrists in the community.

City residents are served by regional facilities as shown in Exhibit 1 below.

Exhibit 1: Regional Medical Services

Facility	County				
	Ada	Canyon	Payette	Washington	Malheur (OR)
St. Alphonsus Medical Center					x
Idaho Elks Rehabilitation Hospital (SLRMC)	x				
St. Alphonsus Medical Hospital - Nampa		x			
St. Als (Alphonsus) Regional Medical Center (SARMC)	x		Clinic		
St. Luke's Regional Medical Center (SLRMC)	x	x	Clinic		
Treasure Valley Hospital	x				
Weiser Memorial Hospital				x	
West Valley Medical Center		x			

9.14 Goals, Objectives and Strategies

GENERAL SERVICES

GOAL 1: Provide the citizens of Payette with dependable, high quality services and facilities.

OBJECTIVE 1: Provide professional, efficient and cost-effective services to the citizens of Payette.

STRATEGY 1: Review policies in all departments to determine if modifications are needed.

STRATEGY 2: Keep the delivery of customer services at City Hall.

STRATEGY 3: Continue to provide an environment of “customer service” that is caring, respectful and professional.

MUNICIPAL FINANCES

GOAL 2: Foster innovative financing strategies that provide stabilization of needed infrastructure and allow for balanced growth.

OBJECTIVE 1: Use financing techniques that mitigate costs to residents and allocate cost for required infrastructure improvements in a fair and equitable manner.

STRATEGY 1: When appropriate, use Local Improvement Districts (LIDs) to pay for applicable projects.

STRATEGY 2: Whenever possible, invest in garnering outside assistance (grants, loans, etc.) to help mitigate infrastructure costs borne by local residents.

STRATEGY 3: Implement conservation initiatives designed to save energy for city facilities.

PUBLIC SAFETY SERVICES

GOAL 3: Preserve and enhance the city's public safety services (police, fire, emergency medical services - EMS).

OBJECTIVE 1: Support maintenance, enhancement, and expansion of future emergency medical services (EMS) and fire protection services and law enforcement.

OBJECTIVE 2: Be a proactive partner with local medical and emergency services providers and the Payette County Sheriff to add appropriate support to their enhancement efforts.

STRATEGY 1: Work with Payette County to provide reliable ambulance service.

STRATEGY 2: Recognize the importance of the police and fire services and to maintain these at a level needed to adequately protect the population.

STRATEGY 3: Continue mutual aid agreements with surrounding cities, counties and public safety agencies to maximize the utilization of services.

STRATEGY 4: Build community partnerships to educate and improve communications between the EMS, fire, police departments and the community.

STRATEGY 5: Maintain a well-trained EMS, fire and police staff.

STRATEGY 6: Conduct audits with EMS, the fire department and the police department to identify achievements and system efficiencies as well as identify opportunities for improvements.

PUBLIC INFRASTRUCTURE

GOAL 4: Provide and maintain a high quality, cost-effective, energy and resource efficient public water supply, public wastewater service and treatment and stormwater management services.

OBJECTIVE 1: Continue to address infrastructure improvements for the city's sewer, water, stormwater and irrigation systems.

STRATEGY 1: Plan, update, and implement water and sewer master plans.

STRATEGY 2: Continue to protect and enhance the city's water quality and quantity.

STRATEGY 3: Develop a comprehensive approach to stormwater management.

STRATEGY 4: Continue the current irrigation policy to require irrigation water for landscaping purposes, and expand as needed.

OBJECTIVE 2: Continue to promote public/private partnerships in constructing and maintaining public infrastructure.

STRATEGY 1: Utilize impact fees where appropriate.

PUBLIC UTILITY/ COMMUNICATIONS

GOAL 5: Maintain effective communication with public utility/communications providers for the long-term needs of the community.

OBJECTIVE 1: Ensure that public utility/communications providers have adequate opportunity for comment on and engagement in local land use related activities.

STRATEGY 1: Establish regular opportunities to meet with utility/communications providers and discuss current and future community plans and/or impacts from a land use perspective.

STRATEGY 2: Coordinate with providers to develop plans for energy services and public utility facilities for the long-term energy and utility needs of the city of Payette.

STRATEGY 3: Pursue feasibility of broadband communications for the community.

STRATEGY 4: Cities wishing to attract major businesses, especially in technological fields, need to be able to provide faster broadband connections.

LIBRARY SERVICES

GOAL 6: Be proactive in assisting with the provision of high quality library services for the community.

OBJECTIVE 1: Find appropriate ways to support enhancement and expansion of services through the Payette Library District.

STRATEGY 1: Be a good partner for the Library District by creating good communication and understanding of future needs and plans.

SENIOR CENTER

GOAL 7: Consider remodeling the existing facility or developing a new Senior Center facility.

OBJECTIVE 1: Develop a more cost-efficient and functional facility for Payette's senior citizens.

STRATEGY 1: Develop a feasibility study to determine the future needs of the Senior Citizen Center.

HEALTH CARE SERVICES

GOAL 8: Support more local convenient medical facilities and services.

OBJECTIVE 1: Work with healthcare service providers to ensure the best medical care for the citizens of Payette.

STRATEGY 1: Coordinate with healthcare providers to ensure that adequate facilities are in place in Payette as the community continues to grow.