



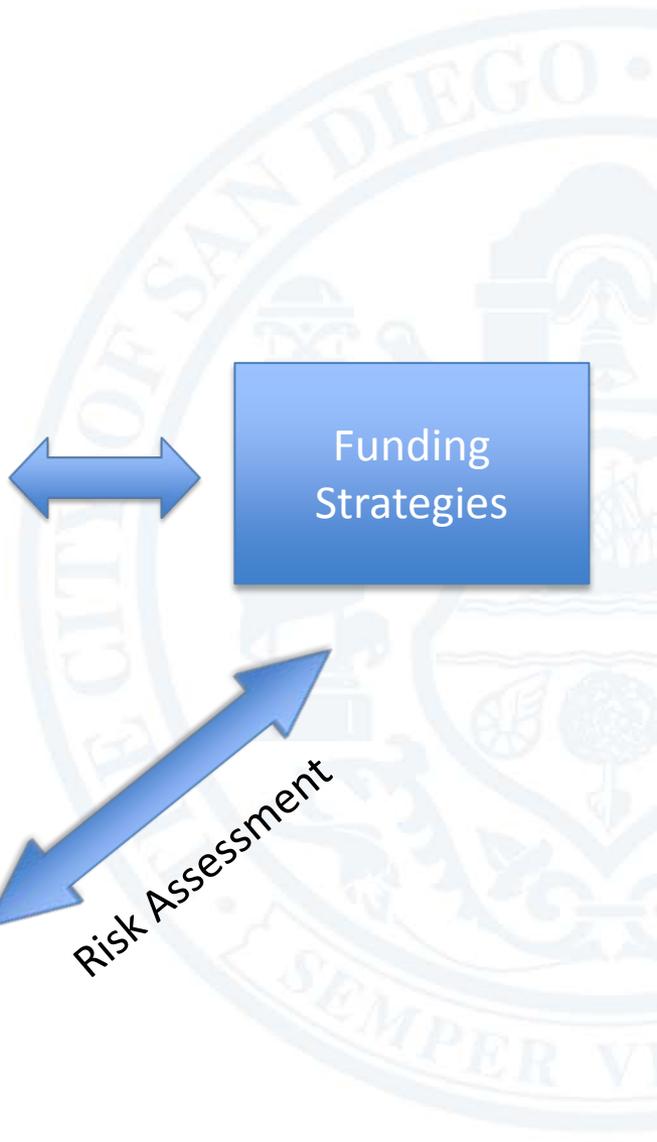
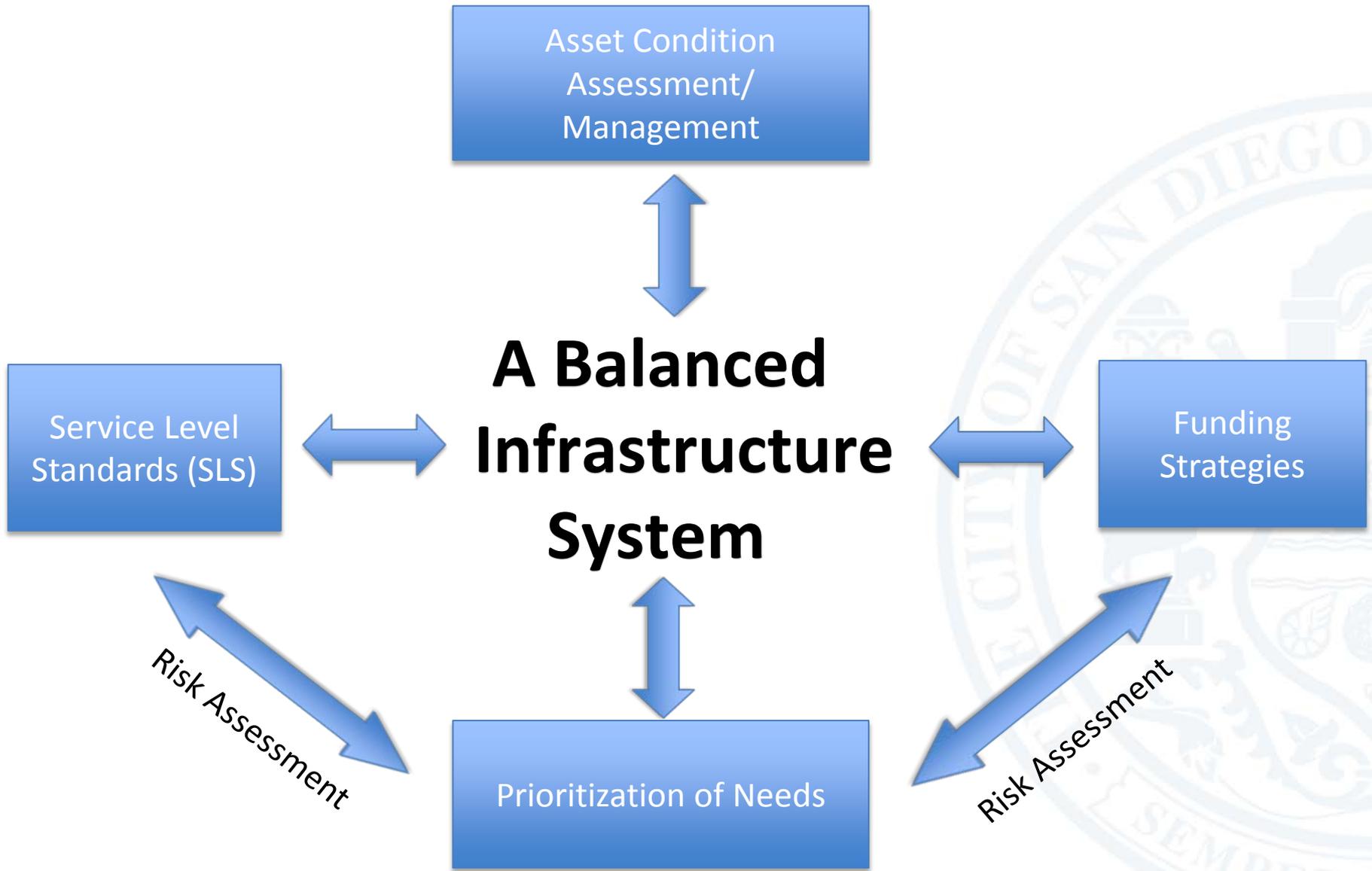
Infrastructure Projects:

- ▲ Airports
- ▲ Bikeways
- ▲ Bridges
- ▲ Drainage Control Facilities
- ▲ Flood Control Facilities
- ▲ Libraries
- ▲ Parks
- ▲ Recreation Centers
- ▲ Police Stations
- ▲ Fire Stations
- ▲ Lifeguard Stations
- ▲ Street Improvements
- ▲ Street Lights
- ▲ Traffic Signals
- ▲ Utilities Undergrounding
- ▲ Water Facilities
- ▲ Sewer Facilities
- ▲ Water Pipelines
- ▲ Sewer Pipelines

# Service Level Standards for City Infrastructure

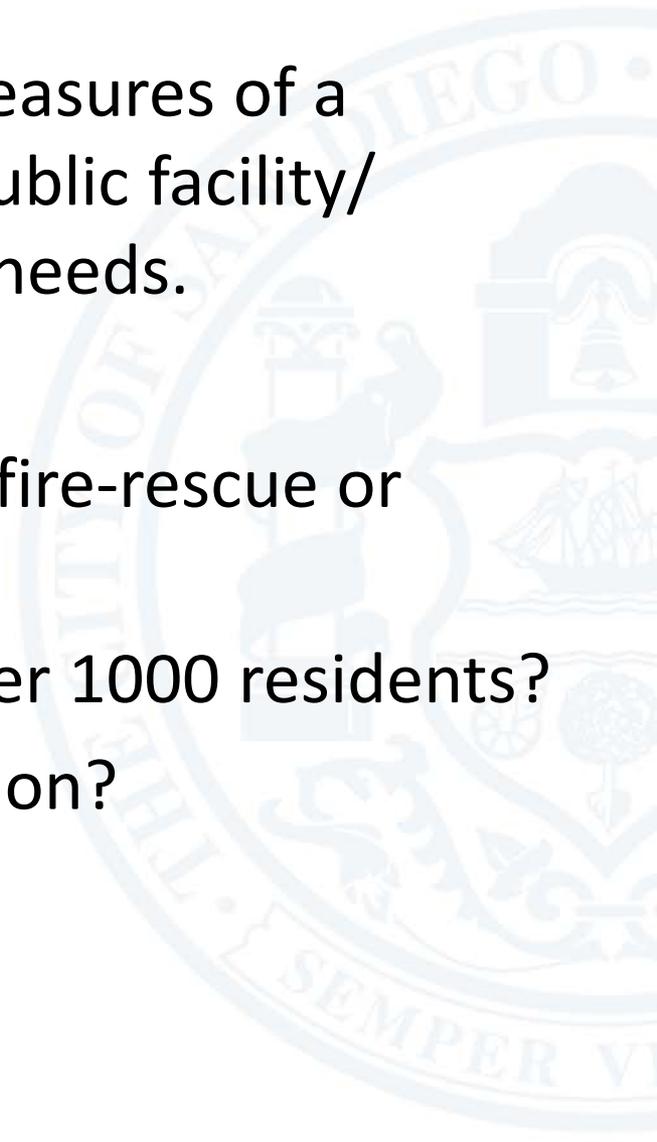
Infrastructure Committee  
March 26, 2014





# What are Service Level Standards?

- Service Level Standards (SLS) are measures of a minimum condition /amount of a public facility/ service deemed necessary to meet needs.
- Examples:
  - What is the total response time for fire-rescue or police?
  - How many park acres are needed per 1000 residents?
  - What is an acceptable street condition?

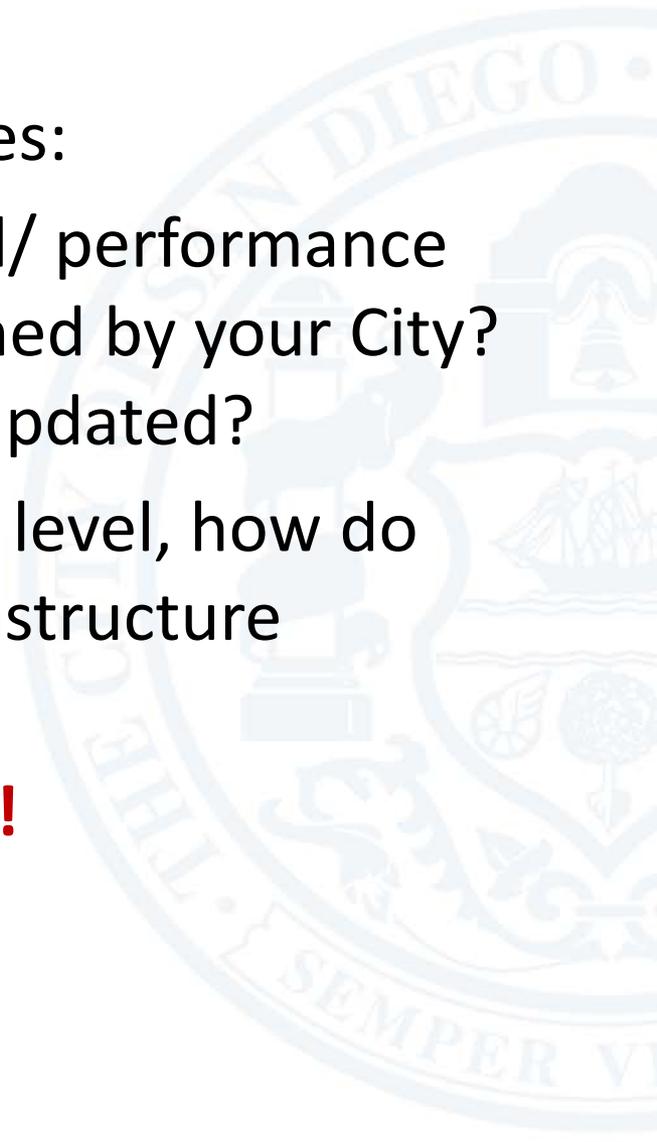


# Other Agencies

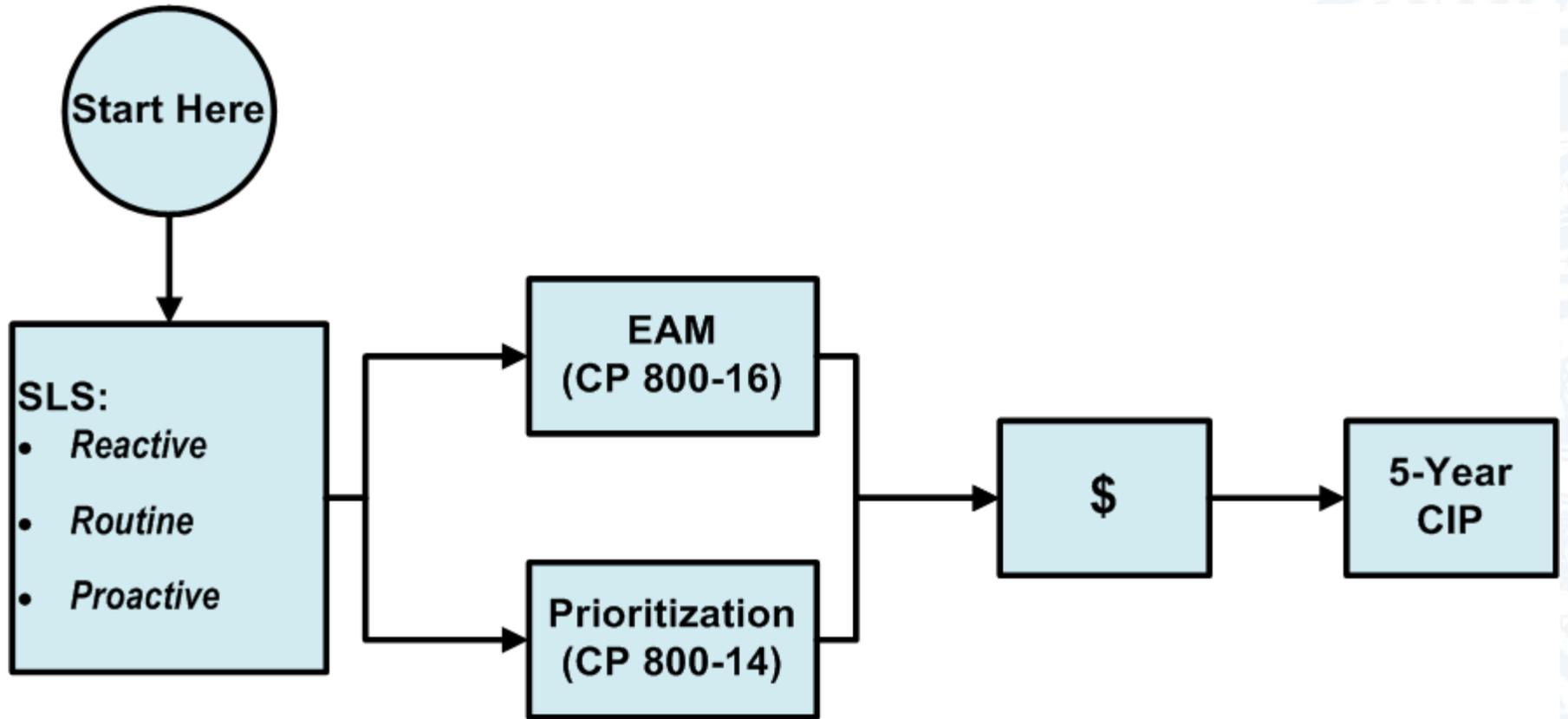
Surveyed Six of California's largest cities:

1. Do you have a written service level/ performance measure for each asset that is owned by your City? If yes, how often is it revised and updated?
2. If you don't have a defined service level, how do you make decisions regarding infrastructure growth?

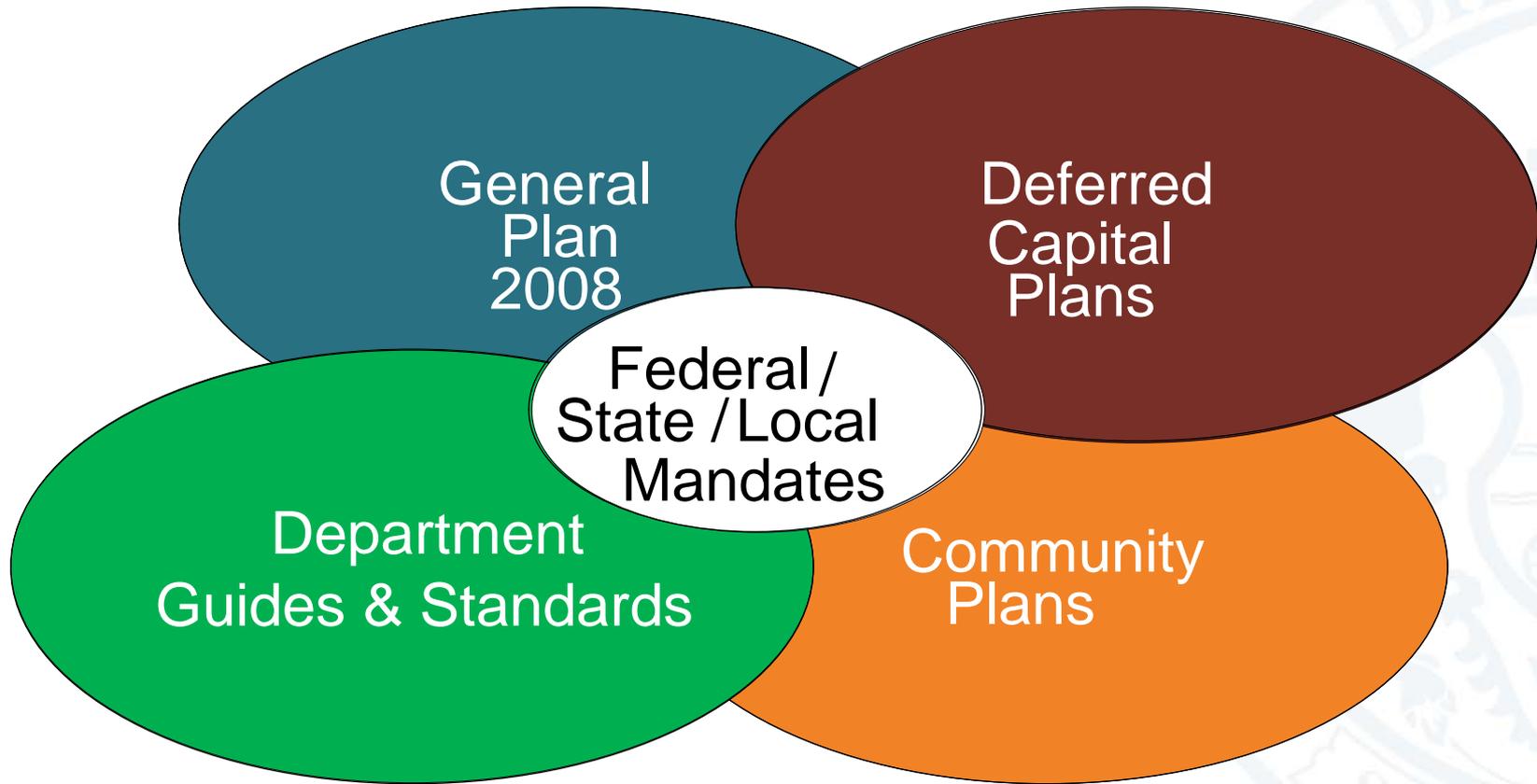
**No information was received!**



# SLS Role in Further Developing The Consolidated Multi-Year CP



# Currently Adopted SLS



# Community Infrastructure Priorities

- Survey Results for Council District Outreach on Infrastructure
- Top 5 Ranked Assets
  1. Streets & Roads
  2. Water Infrastructure
  3. Wastewater Infrastructure
  4. Sidewalks
  5. Fire Stations



# Examples of Existing SLS

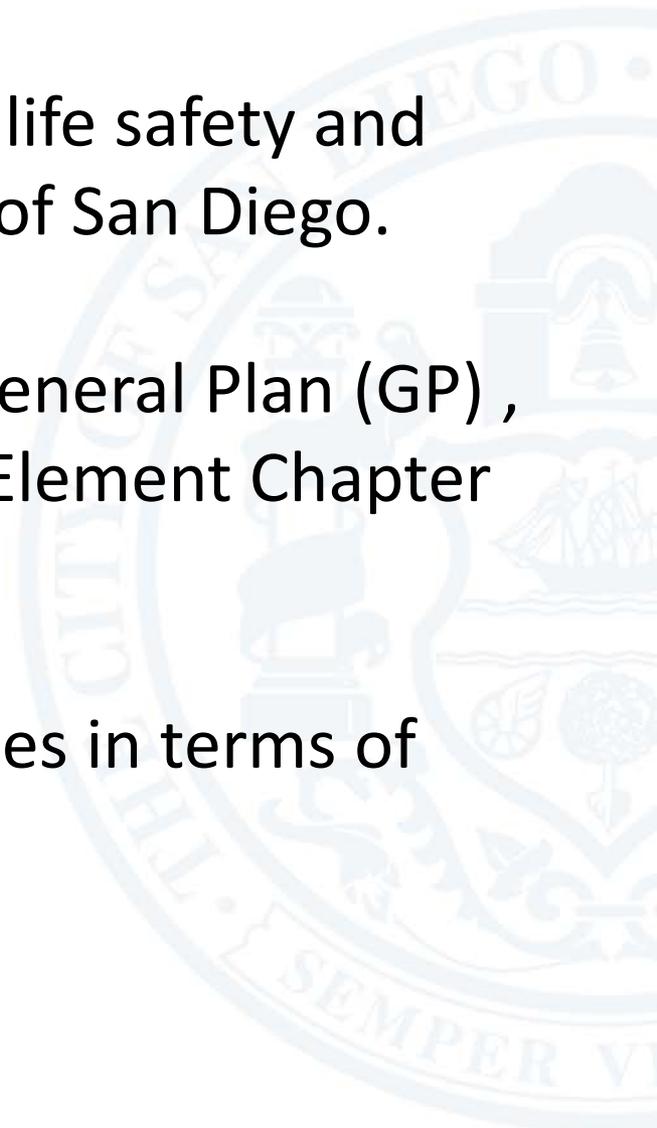
## Three asset type examples:

1. Fire-Rescue facilities
2. Public Parks and Recreation Areas
3. Streets and Roadways



# Fire-Rescue

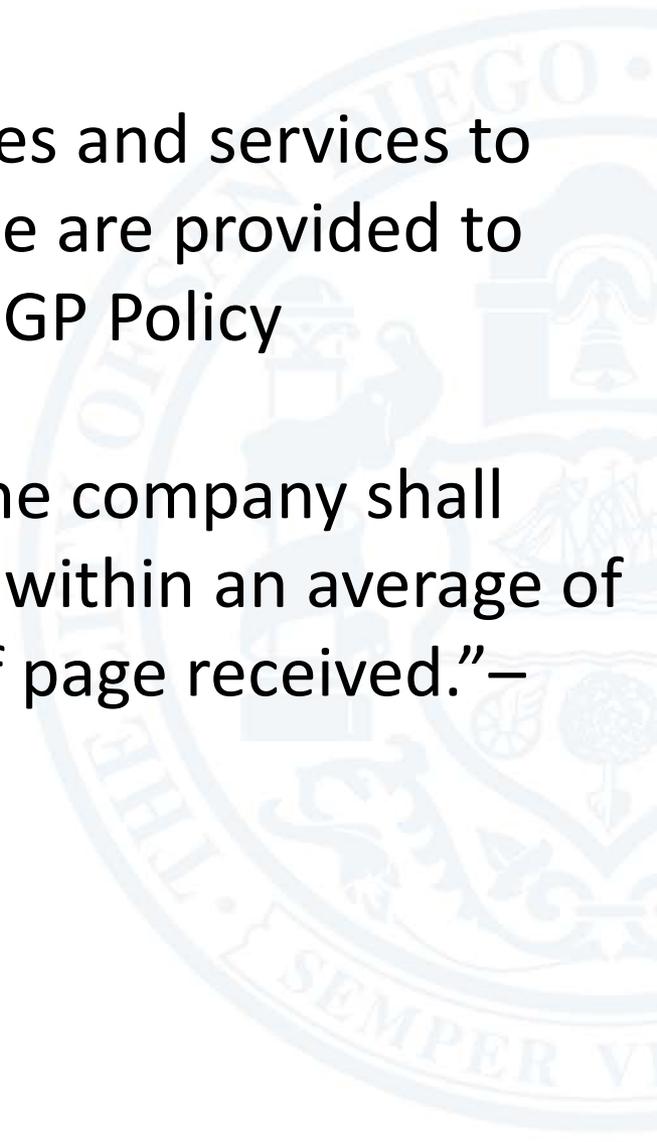
- ❑ Goal - to provide the highest level of life safety and protection to the citizens of the City of San Diego.
- ❑ List of policies included in the City General Plan (GP) , Public Facilities, Services and Safety Element Chapter (2008).
- ❑ Citygate further defines the GP policies in terms of service level for response times.



# Fire-Rescue- Cont.

## Example:

- i. “Provide public safety related facilities and services to assure that adequate levels of service are provided to existing and future development.” – GP Policy
- ii. “A first responding four–person engine company shall arrive at the scene of an emergency within an average of five minutes or less from the time of page received.” – Citygate SLS



# Public Parks and Recreation Areas

- ❑ SLS for P&R Dept. are based off of the City's General Plan.

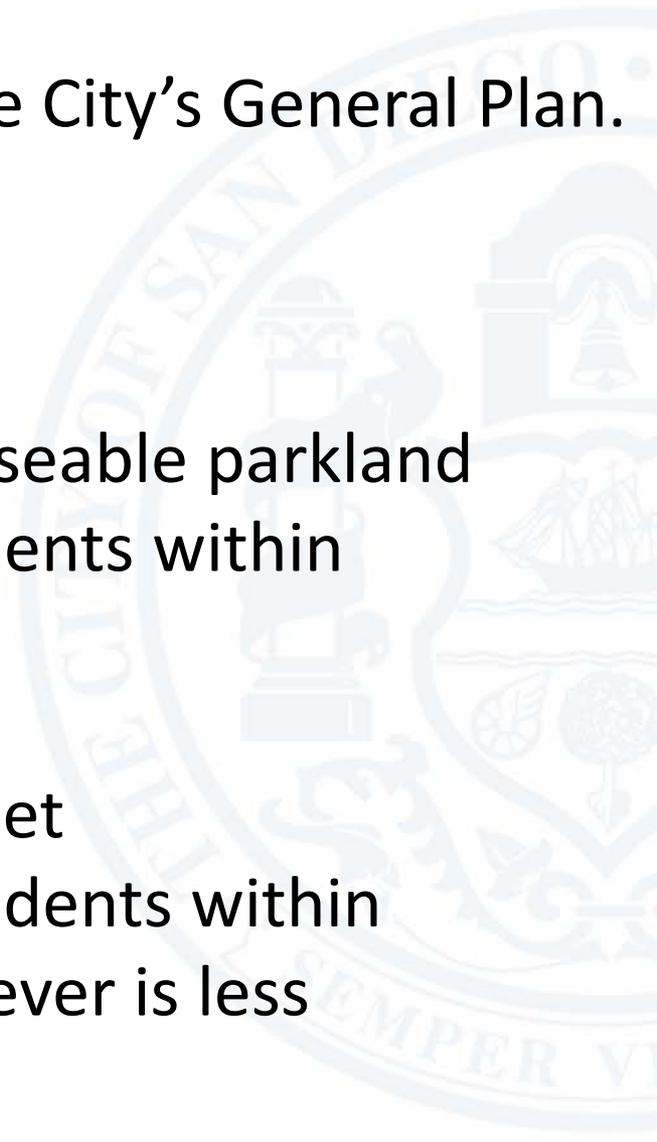
## Examples:

### i. Neighborhood Park

- Minimum size of 3 – 13 acres of useable parkland
- Serves a population of 5,000 residents within approximately one mile.

### ii. Recreation Center

- Minimum size of 17,000 square feet
- Serves a population of 25,000 residents within approximately three miles, whichever is less



# Streets and Roadways

- ❑ City General Plan, Mobility Element sets policies to improve operations and maintenance on City streets and sidewalks.
- ❑ City Deferred Capital plan recommends service levels based on funding options.

## Example:

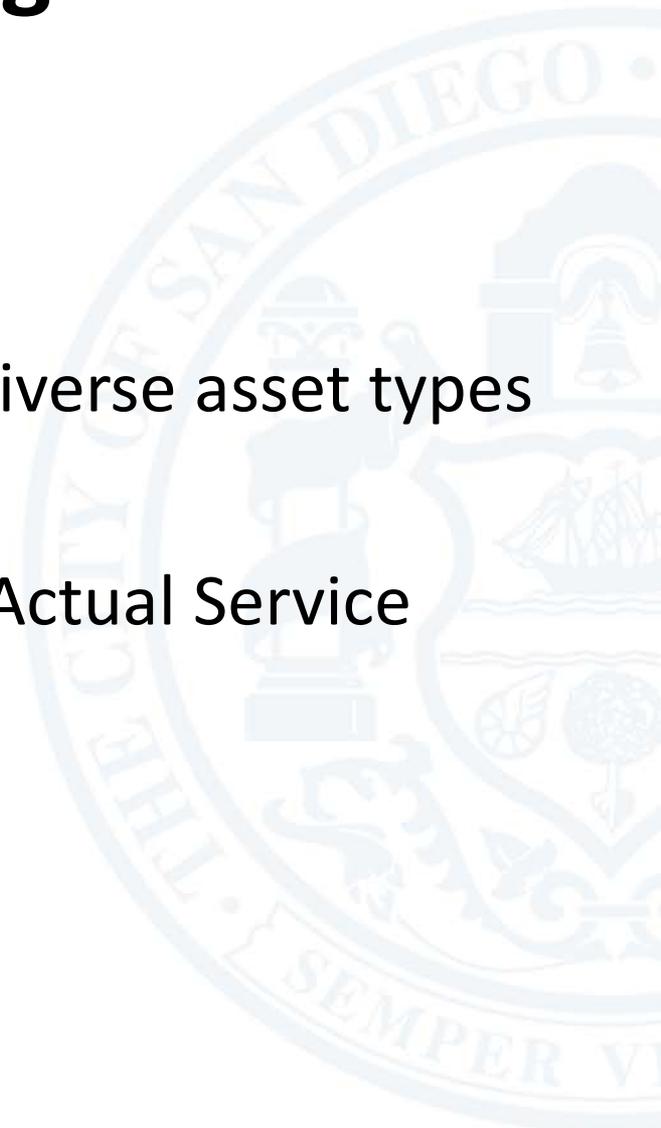
- I. “Adequately maintain the transportation system through regular preventative maintenance and repair, and life cycle replacement.” GP- Policy
- II. “Enhanced Option B for street maintenance” (38.9 % Good – 33.3% Fair – 27.9% Poor) – Deferred Capital SLS



# Challenges In Developing New SLS

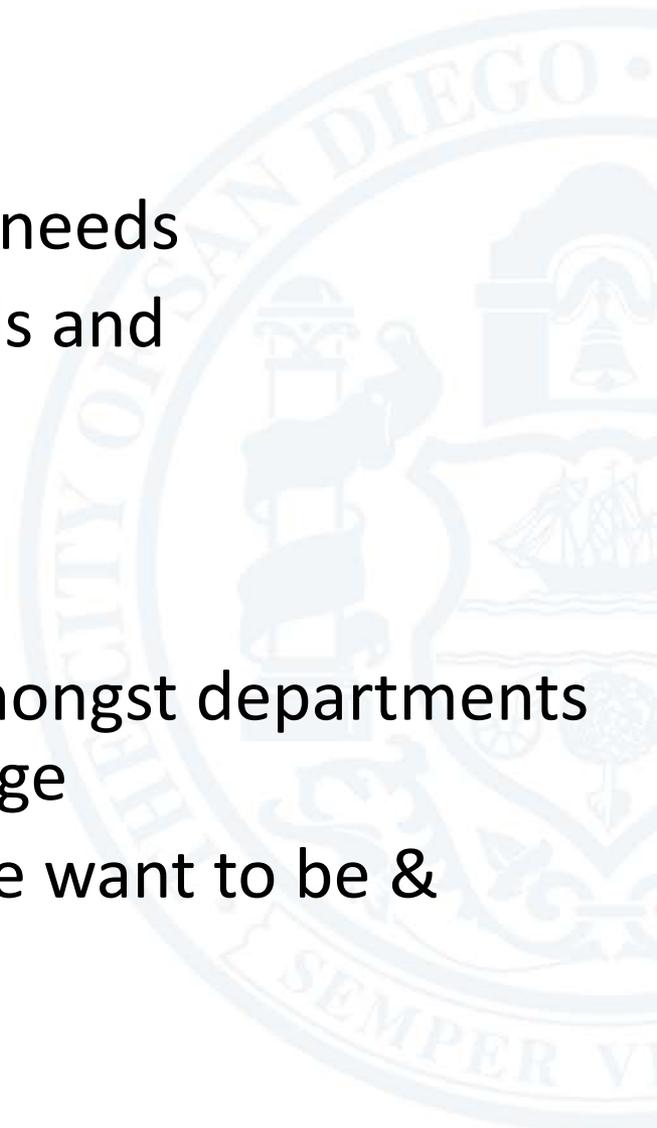
## Measuring Service Levels

- Documentation of existing SLS for diverse asset types
- Developing and revising SLS
- Expected/Desired Service Level vs. Actual Service Level



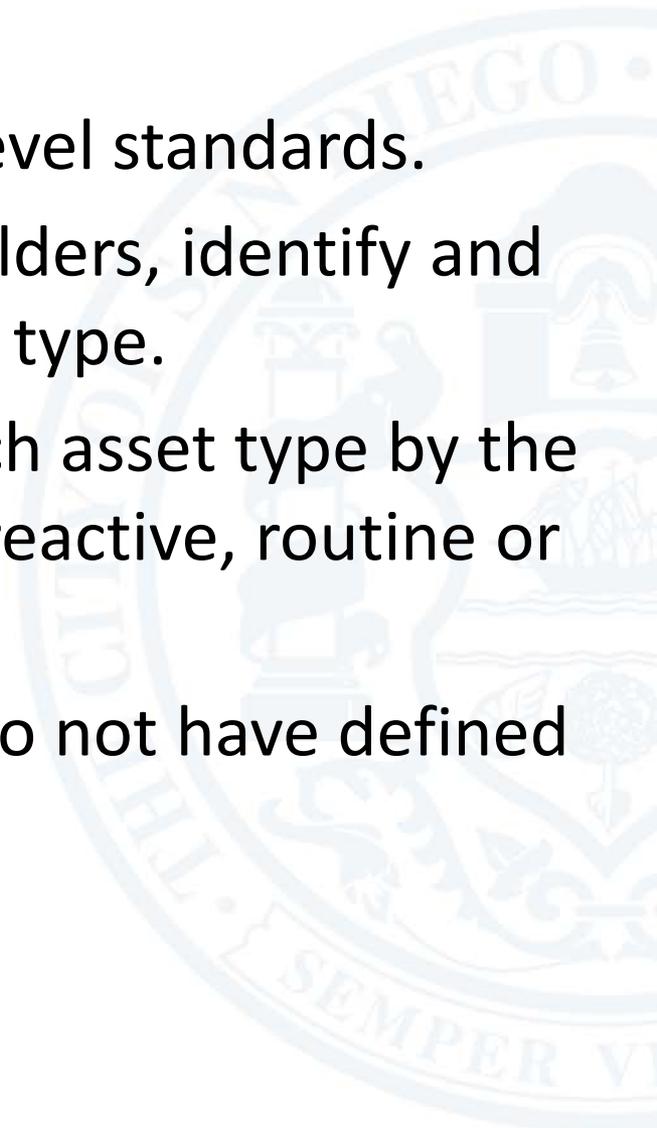
# What Do We Need to Consider?

1. Traditional standards – outdated?
2. Measures for today & tomorrow's needs
3. Full range of local & Citywide needs and opportunities
4. Local, State and Federal mandates
5. **Cost and risk assessment**
6. Opportunities for collaboration amongst departments and jurisdictions for greater leverage
7. Define SLS's which get us where we want to be & offer flexibility for changing needs



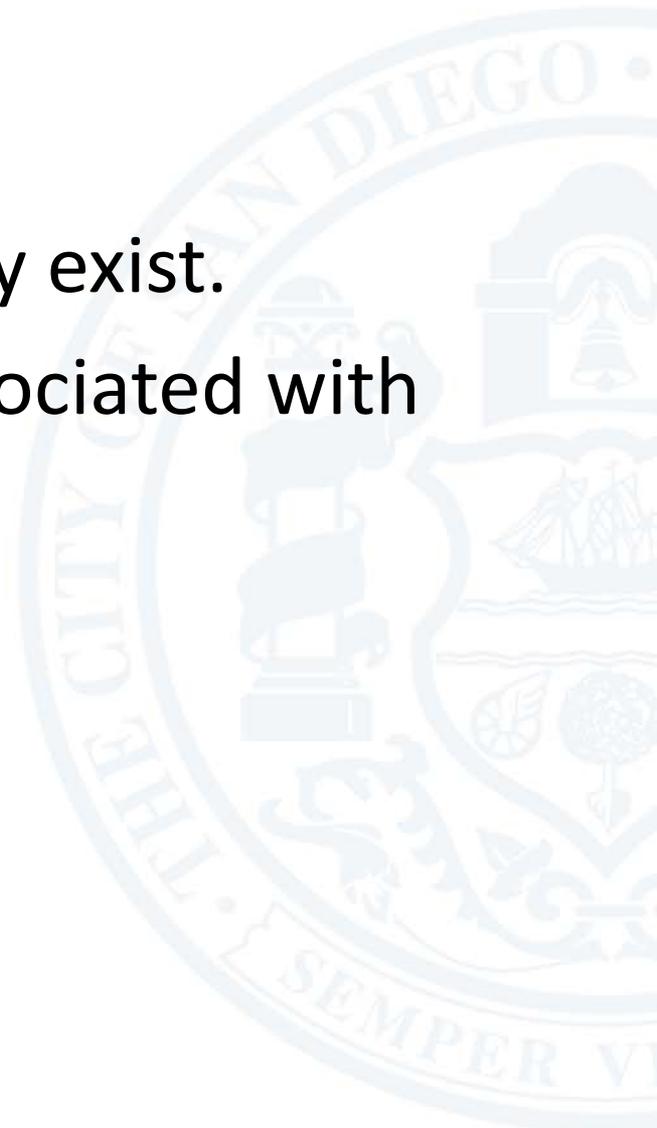
# Next Steps

1. Further research existing service level standards.
2. With continual input from stakeholders, identify and agree upon services for each asset type.
3. Categorize the service level for each asset type by the required management approach (reactive, routine or proactive).
4. Develop SLS goals for assets that do not have defined SLS.



# Next Steps- Cont.

5. Evaluate risk
  - Identify any service gaps, if they exist.
  - Estimate funding shortages associated with service gaps for each asset.



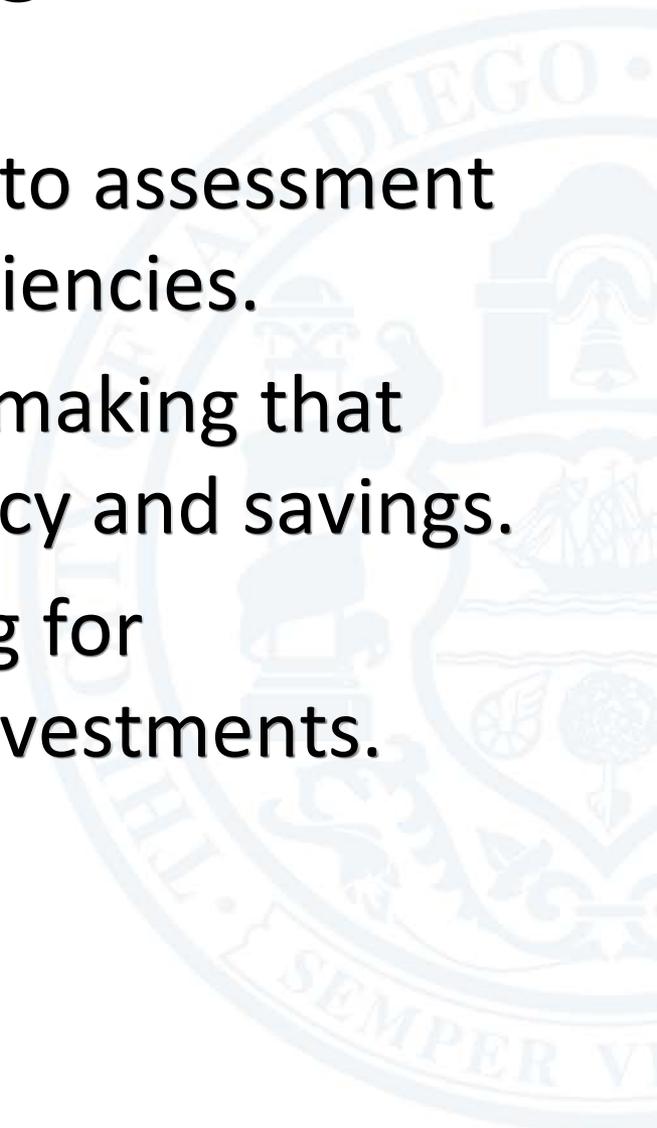
# Time Frame

- Return to the Infrastructure Committee in May with proposed and future development of SLS.
- Stakeholder Outreach
  - CPC/CPG's
  - CBA
  - Planning Commission
  - Others



# Benefits of SLS

1. Ensure consistent approaches to assessment and evaluation of service deficiencies.
2. Provide guidance for decision making that can result in improved efficiency and savings.
3. Save money by better planning for infrastructure improvement investments.



# Questions?

