DEPARTMENT HIGHLIGHTS

• **Utilities:**

• **Parks, Streets, and Buildings:**
  Completed work on multiple new city offices including Finance Department, and Information Systems. Crack sealed 59 miles of streetscape.

• **Fleet Management:**
  Successfully met our goal of having more than 80% of work orders be completed in one week or less.

• **Municipal Airport:**
  Received $200,000 grant for completing new airport layout, new hanger construction broke ground in 2016.
The City of Hollister's Management Services Department is responsible for the ongoing development of public infrastructure, and maintenance of public facilities. It is entrusted with the mission of keeping the City healthy, clean, and safe.

It is also committed to delivering these services in the most cost-effective and expeditious manner, while still maintaining the highest quality of work.

We are proud to keep the City of Hollister beautiful, healthy, and sustainable.

Mike Chambless
Assistant City Manager
Management Service Director
City of Hollister

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Management Services Director
Responsibilities
- Develops Budgets
- Provides goals
- Updates Council
- Assists Managers

Responsibilities:
- Ensures parks are maintained and safe for the public. Also maintains public streets and building infrastructure.
- Ensures water, sewer and stormwater connections and facilities are run efficiently and safely.
- Ensures all City department vehicles are maintained and running safely. Also services City street sweeping.
- Ensures that Airport facilities are maintained. Provides services to customers who rent or build facilities on Airport grounds.

Employees:
- (1) Utility Supervisor
- (1) Lead Water Operator
- (1) Lead Sanitation Operator
- (4) Water Operator I
- (4) Sanitation Operator
- (2) Jr. Water Operator
- (2) Temp Sanitation Operator
- (1) Maintenance Worker
- (1) Parks/Streets Supervisor
- (1) Senior Maintenance
- (2) Streets Maintenance II
- (2) Parks Maintenance II
- (1) Parks Maintenance I
- (9) Temporary Maintenance
- (1) Fleet Supervisor
- (1) Mechanic
- (1) Assistant Mechanic
- (1) Street Sweeping Operator
- (1) Airport Op. Specialist
- (1) Maintenance I
- (1) Senior Support Services
Introduction

The goal of every municipal government is to ensure that those under its jurisdiction are given every chance to prosper. Men, women, and children depend on quality services to be delivered to their homes and businesses every day. These services include clean water free of bacteria and toxins, removal of sanitary waste from their homes, safe roads, and safe playgrounds and parks.

Promotion of public health, economic growth, and civic vitality are just some of the goals the Management Services Department pursues every day.

*The care of human life and happiness is the first and only object of good government.*

-Thomas Jefferson

In addition, the Department provides aid in responding to, and aid in recovery from, earthquakes, storms, and other emergencies as an integral part of these services.

We in the Department take pride in knowing we are making a difference in our community every day.

Utilities Division

To ensure our public health goals meet the strictest standards, our Utilities Division is responsible for administering the City’s clean water, storm sewer, and sanitary sewer programs.

Some of these program requirements are to provide potable water quality testing, pollution abatement in stormwater runoff, and removal of blockages in our sanitary sewer system, all in addition to regular maintenance and emergency repairs.

Our crews provide 24-hour service in monitoring lift stations and ensuring well pumps are functioning to provide residents with clean water.

SAFE DRINKING WATER

The Utilities Division regularly collects and tests water samples from designated sampling points throughout our water distribution system. This guarantees water delivered to residents and businesses meets or exceeds federal and state drinking water standards.

In addition to our extensive treatment process control monitoring, from January to December 2016, the City conducted more than 2,400 tests for over 100 contaminants. Only 18 of these contaminants were detected, and of those only one was found at a level slightly higher than the State allows. This exceedance occurred at an isolated location at the City Airport.

As required by State regulations, all customers were notified of the matter and the City expeditiously began corrective protocol to ensure the safety of your drinking water.

MANHOLE INSPECTION

Manholes provide staff easy access to see if sanitary and storm sewer systems are working properly. Manhole failures often lead to sinkholes which can cause catastrophic damage. Inspections include: verifying if the seal where the cover sits is undamaged, checking for leaks, and assuring steps used to work inside the manhole are intact. When areas are found deficient, they are immediately marked and placed on a priority repair list.

Our Utilities Division is responsible for monitoring and inspecting over 3,000 manholes yearly.

CATCH BASIN INSPECTION

Catch basins are devices that receive stormwater and other urban runoff—such as water from car washing—and are commonly found on street gutters. They are designed to “catch” sediment and trash by allowing
it to settle at the bottom of a well while clean water flows out to our rivers and creeks. Over time these basins will fill up and need to be cleaned in order for them to continue reducing pollutants to protect our environment. Additionally unmaintained catch basins can contribute to street flooding in storm events.

More than 1,800 catch basins are maintained by the division, and of those more than 500 were cleaned to prevent street and sidewalk flooding during wet weather events. More than 600,000 lbs of street and sidewalk litter, and debris that washed into catch basins were removed.

**SANITARY AND STORM SEWER: MAINTAIN, REPAIR, AND REPLACE**

In order to maintain a functioning storm sewer and sanitary sewer system, priority locations are regularly inspected to prevent sewer overflows, and other public health risks.

These high priority areas are usually located in industrial or commercial areas that have issues with oils, grease, or other pollutants that prohibit flow and cause backups into homes and businesses. Utilizing robotic cameras, smoke testing, and specialized knowledge, crews ensure these mains are kept free of prohibited material.

Crews also identify and repair broken mains, replace aging systems, and clean outfalls to our rivers and creeks.

The program does this for some 59 miles of storm sewer gravity mains, 100 miles of sanitary sewer gravity mains, and 20 outfalls.

**WATER DISTRIBUTION SYSTEM MAINTENANCE**

Our water operators work tirelessly in maintaining water distribution infrastructure that delivered over 800 million gallons of water to consumers in 2016.

Operators received and serviced more than 2,200 work orders from residents and businesses. Requests ranged from turning service on to new home owners, fixing broken water meters, and repairing reported leaks.

Staff also replaced 150 aging water meters providing consumers with more accurate readings on their water bills.

In addition to their daily routine, utility crews also work on emergency standby, often around the clock. Staff responded to 18 different emergency main breaks
In the early morning hours, water operators made emergency repairs on Hill Street.

see if they functioning correctly. Aging hydrants are also replaced and modern ones installed as part of the inspections.

Operators perform annual testing and inspections on over 1,600 fire hydrants annually.

**WATER VALVE INSPECTION**

When water mains leak or break catastrophes can occur. Luckily there exist devices known as shutoff valves located along these mains. These valves are used to stop water flow so crews can fix the identified issues. However without regular testing and inspection, these valves can fail, causing an emergency situation to become more severe. To prevent these types of disasters, California requires all water distribution shut off valves be maintained in working condition. In order to verify this, each must be inspected and turned annually.

Staff complete these inspections for over 2,200 valves annually.

**FIRE HYDRANT INSPECTION**

When a fire breaks out, our Fire Department counts on us to ensure the hydrants they use, to save homes and lives, are working. It is this serious responsibility that drives our fire hydrant inspection program.

The inspections require operators to repaint and clean dirty and dull hydrants, and conduct flush tests to
## Utilities Division
### 2016 Facts & Figures

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>360 Miles of Storm Sewer, Sanitary Sewer, and Water Mains Maintained</td>
<td>360 MILES</td>
</tr>
<tr>
<td>901,643,498 Gallons of Water Produced and Consumed</td>
<td>901,643,498 GALLONS OF WATER PRODUCED AND CONSUMED</td>
</tr>
<tr>
<td>3,788 Storm and Sanitary Sewer Manholes Inspected</td>
<td>3,788 STORM AND SANITARY SEWER MANHOLES INSPECTED</td>
</tr>
<tr>
<td>1,683 Fire Hydrants Inspected and Maintained</td>
<td>1,683 FIRE HYDRANTS INSPECTED AND MAINTAINED</td>
</tr>
<tr>
<td>2,200 Work Orders Serviced</td>
<td>2,200 WORK ORDERS SERVICED</td>
</tr>
<tr>
<td>2,400 Water Quality Tests Performed</td>
<td>2,400 WATER QUALITY TESTS PERFORMED</td>
</tr>
<tr>
<td>524 Catch Basins Cleaned</td>
<td>524 CATCH BASINS CLEANED</td>
</tr>
<tr>
<td>399 Tons of Litter, Trash, and Debris Removed from Catch Basins</td>
<td>399 TONS TONS OF LITTER, TRASH, AND DEBRIS REMOVED FROM CATCH BASINS</td>
</tr>
</tbody>
</table>
Successful communities are often measured on how well they assist economic development and drive civic vitality. Whether you are a local business that relies on city streets so your products are received on time, or a resident who depends on bike paths, trails, and parks for recreation and healthy living, our Parks and Streets Division provides the support necessary to keep our City moving.

**PARK DEVELOPMENT AND MAINTENANCE**

Our Parks and Streets Division is responsible for maintaining more than 100 acres of land across 14 different City parks. Park facilities include softball fields, tennis courts, playgrounds, restrooms, and BBQ areas. We also maintain all school softball fields within the City.

Park maintenance includes: weed abatement, tree trimming and planting, lawn mowing, restroom facility repair, irrigation and sprinkler maintenance, and general building maintenance.

In 2016 the division completed the following projects for our parks:

- **Dunne Park - Baseball field rehabilitation**, with new benches and turf. The park will also see the addition of ADA compliant parking in 2017.

- **Veterans Memorial Park - Softball field rehabilitation**, with new benches and turf.

- **Calavaras Park - New playground safety turf**.

Local Eagle Scouts have also been integral in this program by helping install shade structures and info stations at our parks.

The park maintenance program will soon include three new parks coming in 2017.

**PLAYGROUND INSPECTION**

Residents have an expectation that when their children are hanging on the monkey bars, or playing in a water feature, that those facilities are safe. That is why the division inspects annually all ten City playgrounds for safety issues.

Employees certified in playground inspection (and certified pool operators for our water features) are tasked with this responsibility. If equipment or features are found faulty the issues are immediately repaired.

Thanks to these preventative inspections there have been zero injuries attributed to failures of park equipment in 2016.

**GRAFFITI ABATEMENT**

Graffiti is one of the more destructive nuisances our staff encounter every day. Its presence drives down property values, promotes gang activity, and hinders businesses from attracting consumers. We tackle this issue with our Graffiti Abatement Program in two different approaches, reactive and proactive.

![Crews remove graffiti from street signs.](image)
In being reactive we are constantly on the lookout for new cases of graffiti either scribbled in bathrooms or on public property. When we find it, we fix it. Replacing mirrors, and painting walls keeps our community looking great.

In our proactive approach we coordinate with law enforcement to notify officers of new areas identified with graffiti so our Gang Task Force can combat these destructive organizations with all available resources.

Our abatement program removed graffiti from 120 locations within the City in 2016, amounting to over 5,700 sq ft of surface replaced or painted.

**SOUNDWALL LANDSCAPING**

Soundwalls are an important structural device that reduce the impact of encumbering noises that busy streets can provide. Our division provides maintenance and landscaping services for more than 481,000 sq ft of soundwalls annually.

Sidewalks are often disturbed by tree roots, seismic movement, and water runoff. Repairs and maintenance range from root pruning and installing truncated domes, to removing damaged sidewalks and installing new ones.

In 2016 the division replaced over 7,600 sq ft of sidewalk.

**SIDEWALK MAINTENANCE**

Having quality pedestrian access to businesses, parks, and neighborhoods allows residents to stay active and keeps our local economy moving. This is why providing safe sidewalks are an important program within the Parks and Streets Division.

Maintenance ranges from weed abatement and trash removal, to erosion and sediment control.

**STREET TREE MAINTENANCE**

Low hanging and unmaintained street trees not only look bad, but can often hinder vehicular and pedestrian traffic. This ends up creating dangerous situations that can lead to injury or fatalities. The division is responsible for keeping these trees healthy and trimmed.

Tree trimming is completed by prioritizing high density, high traffic areas first to maximize safety benefits. The division also services many requests from residents for tree trimming.
In 2016 over 1,200 requests for tree trimming were inspected or serviced.

**PAVEMENT MANAGEMENT AND CRACK SEALING**

Pavement networks are often the most valuable asset that a City can own. They are an essential component to promoting economic growth, and assure residents the freedom to travel.

However, pavement networks are also one of the most expensive systems to replace. To keep our roadways safe and costs low, we are always looking for better ways to perform engineering, maintenance, management, and rehabilitation of our roadways.

To accomplish this we utilize a pavement management system. It includes creating pavement inventories, tracking and surveying pavement conditions, quality management, funding scenarios, performance prediction models, preventative maintenance, rehabilitation, and reconstruction.

One practice we are currently employing is that of preventative maintenance. Our division is currently utilizing a method of filling in small cracks, to stop larger more expensive ones from happening. This method is known as crack sealing.

In 2016 the City utilized 8 tons of rubber to fill cracks on over 59 miles of streetscape. Inexpensive crack sealing will save millions of dollars in future road repair.

**STREET SIGN INVENTORY AND MAINTENANCE**

The California Manual on Uniform Traffic Control Devices (CA MUTCD) has recently required responsible agencies to develop maintenance programs for street signs.

This program ensures day and night sign visibility for drivers—in order to prevent pedestrian and vehicular accidents. These include stop signs, street names, and parking signs to name a few.

In 2016 the division began implementation of this program by first developing a cloud integrated spatial database within our GIS program. Second, to populate the database, a reflectometer is utilized to measure the visibility of our street signs. Stop signs were chosen as the first devices to be measured.

Staff located and measured over 800 stop signs in 2016, and replaced 98 that were deficient or near failing. An additional 300 broken or stolen traffic signs were also replaced.

**STREET MARKING MAINTENANCE**

Our division is responsible for maintaining all mechanical and non-mechanical street markers within the City. Mechanical markers are raised devices such as reflectors or rumble strips that keep drivers from veering into oncoming traffic. Non-mechanical markers are those that are painted onto the street. These include painted curbs in front of hydrants or schools, cross walks, and yellow or white lane dividers.

In 2016 the division purchased a thermoplastic road marking machine. The new material utilized by this device will increase the longevity of street markings by
two to four years. This is compared with current materials that only last about six months. The machine will also allow crews to complete road markings 75% faster than by hand. The combination of longer lasting material, and quicker application, will save tax payers hundreds of thousands of dollars over the coming years.

The division also repainted all City school curbs prior to the start of the 2016-2017 school year.

SANDBAG

During rain and storm seasons we provide sandbags for residents to protect their homes from flooding. Residents are welcome to pick up and fill sand bags at locations throughout the City including our Fire Station #2 and Corporation Yard.

In 2016 we provided elderly or disabled residents 2,000 pre-filled sandbags, with an additional 4,000 that residents filled themselves.

EMERGENCY AND HAZCOM RESPONSE

In the event of a hazardous spill, downed power line or tree, or flooding our division provides 24/7 emergency response. Emergency stop signs, road barriers, or hazardous material clean up are all examples of the services provided by our crews.

We work hand in hand with our Fire and Police Departments, ensuring they have the full range of personnel support and resources that our division can provide.

COMMUNITY EVENT ASSISTANCE

Community events are fun ways to promote economic development, civic vitality, and awareness programs. Our division provides resources and support for these events so that they are safe and successful.

We provide road closures and barricades, hanging banners over City streets, and more. Services were provided to events such as National Night Out, The Hollister Motorcycle Rally, Red Ribbon Run, and weekly Farmers Markets. Over 40 events received division support in 2016.

NEW BUILDING MAINTENANCE

2016 was a big year for infrastructure improvements, and our Parks, Buildings and Streets Department. Coordinating with building officials and department heads, plans were developed to remodel two new spaces for our Finance and IT departments. They both required new carpeting, framing, electrical, and plumbing.

The locations now grant those departments ADA compliant space in order to meet the rapidly expanding needs of staff, residents, visitors and businesses.

Other projects completed in 2016 were located at our payment center, Building and Planning departments, Police Department, Community Center, and City Hall.
### Parks and Streets Division
#### 2016 Facts & Figures

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,000</td>
<td>Sandbags given to residents to prevent homes from flooding</td>
</tr>
<tr>
<td>481,000 sq ft</td>
<td>Soundwalls maintained annually</td>
</tr>
<tr>
<td>421</td>
<td>Street signs replaced</td>
</tr>
<tr>
<td>1,241</td>
<td>Tree trimming requests serviced</td>
</tr>
<tr>
<td>8 tons</td>
<td>Rubber used to maintain city streets</td>
</tr>
<tr>
<td>5,700 sq ft</td>
<td>Graffiti removed from public property</td>
</tr>
</tbody>
</table>
Fleet Management Division

No organization can fully expect to function at optimal standards if the tools they rely on are unreliable. The Fleet Management Division seeks to provide that reliability for all departments by ensuring their vehicles and equipment are working safely and efficiently. Our commitment to this standard has provided the City twenty consecutive years of having no injuries due to vehicle or equipment failure.

The division is responsible for 132 different vehicles ranging from firetrucks and police cruisers, to landscape equipment and lawn mowers. We provide rapid feedback on vehicles that are brought in, inform staff that equipment is due to come in for routine maintenance, and much more.

Whether it is a transmission that needs to be repaired or a windshield wiper replaced, we strive for customer satisfaction because we are a division driven by customer service.

VEHICLE GPS TRACKING

All vehicles bought by the City are outfitted with a GPS device to track important information such as location, speed, maintenance, and the location of the vehicles if stolen. The Fleet Management Division is responsible for maintaining this electronic system.

CHP VEHICLE TERMINAL INSPECTION

In order to operate a maintenance terminal for vehicles over 10,000 lbs. in California, agencies must meet certain regulatory compliance standards. Every year a mandatory inspection is performed by the California Highway Patrol to see if these vehicles are inspected every (90) days to ensure safe operation. Our division inspects and maintains the following:

- Brake system components
- Steering and suspension systems

Thanks to our dedicated staff we pass with flying colors every time.

FUEL SERVICE

Our Corporation Yard currently maintains two underground fuel storage tanks that supply all City owned vehicles and equipment.

This division ensures regular annual inspections of those storage tanks. It also maintains fuel nozzles, pump hoses, and spill containment equipment.

VEHICLE AND EQUIPMENT MAINTENANCE

It is our strictest policy, and guarantee, that employees have the freedom to operate their vehicles and equipment, without fear of it malfunctioning due to poor maintenance. Each vehicles goes through a rigorous pre-inspection and post-inspection, prior to being released back to their operators. This includes fuel and air filters, brakes, tires, drive trains, and performance evaluations.
This is completed to ensure anything that enters our shop does not leave, under any circumstance, until we affirm it is operating safely.

VEHICLE SURPLUS

From time to time certain equipment will have served out its useful life because of high mileage or mechanical failure, and need to be disposed of. Yet even in their non-functional state these items can still be utilized by certain businesses or individuals. Our surplus program seeks to recoup potential monies from these disposals when possible.

In order to generate the most from these auctions our division removes decals and or sensitive equipment (police radios and lights), provides simple repairs, and battery replacements. These low cost efforts tend double the value of vehicles and equipment.

STREET SWEEPING PROGRAM

Clean streets are a necessity in today’s environmentally conscious society. Trash, sediment, and debris deposited on City streets will eventually find its way into our rivers and creeks. This will ultimately deteriorate animal habitats and prohibit certain water uses enjoyed by residents. It is the mission of our street sweeping program to actively work in protecting our environment.

The Division currently operates one street sweeper tasked with sweeping over 224 miles of roadway every month. In 2016 over 400 tons of trash and debris were prevented from entering our water bodies.

However, not all material can be picked up by the street sweeper, and will need to be collected by hand. Every year our staff collects over six tons of leaves using this method. This provides significant help in relieving filled catch basins that can cause flooding. The collection continues from November through February.
## Fleet Management Division
### 2016 Facts & Figures

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>292</td>
<td>Vehicles and equipment maintained</td>
</tr>
<tr>
<td>2,688</td>
<td>Miles of streets swept</td>
</tr>
<tr>
<td>463</td>
<td>Vehicles and equipment inspected and serviced</td>
</tr>
<tr>
<td>85%</td>
<td>Work orders were returned to operational condition in one week or less</td>
</tr>
<tr>
<td>405</td>
<td>Tons of trash and sediment swept from city streets</td>
</tr>
</tbody>
</table>
Municipal Airport Division

Spanning over 370 acres, with two runways, multiple businesses, and with annual revenues exceeding $900,000 the Hollister Municipal Airport is some of the most important property we maintain.

The airport provides 24/7 business and leisure opportunities for an average of 10,000 aircraft a year. Everything from small charter jets to Boeing business jets are received here. Incoming pilots can expect a full range of concierge services and fuel to prepare for their next location. However, the airport isn’t just another stop. It is also a prime location for new businesses.

Companies have a range of options available to them for constructing new facilities and growing their business. There is space to build and lease land on airport grounds, in addition they have a unique opportunity with through-the-fence access via our Airpark Business Center.

Keeping this airport running is no small task, and it takes a dedicated staff to ensure its safe and successful operation. Our Hollister Municipal Airport Division is delighted to serve this great economic hub.

HANGER INSPECTION

City staff are required to perform annual inspections on all hangers for tax and safety purposes. To rent a hanger from the City, users must comply with the Municipal Code all times.

Inspections are to ensure that these rules are enforced. This is completed for 93 small and large hangers annually.

A report of all aircraft stored at the airport is then provided to the local Tax Assessors office, and the Federal Aviation Administration (FAA).

WEED AND PEST ABATEMENT

Rodents, pests, and weeds all have one thing in common at an airport—destruction. Whether digging holes under a runway, or obstructing visual landing cues, these nuisances must be maintained in order to keep air traffic moving and safe. Our certified staff maintain the facility according to FAA guidelines.

ECONOMIC DEVELOPMENT

Just recently the Hollister Airport finished its almost $10 million dollar investment in revitalizing its largest runway. The runway will provide a smoother ride for those flying in and out, and assures business leaders the City of Hollister is serious about its commitment to the business community operating at the facility.

In an effort to continue with this commitment, the airport recently received a $200,000 grant for the purpose of developing new layout plans. The new layout should be completed in 2017-2018.

The airport also was a recipient of flights for the 2016 Super Bowl. Using digital media, brochures, and internet ads, staff worked on a marketing campaign to attract travelers for the event. Staff also attended trade shows, such as the one put on by the National Business Aviation Association (NBAA), to inform
potential travelers that the Hollister Municipal Airport is ready for business.

Lastly activity can be seen at the airport as construction on a brand new 14,000 sq ft hanger is being completed. Work will be finished in late 2017.

FOURTH OF JULY FIREWORKS AND 2016 AIRSHOW

New to the Hollister Municipal Airport is the Hollister Fourth of July Fireworks Show. Accommodating a growing population, our spacious location provides more than enough room to celebrate this proud moment in our nation’s history. We look forward to hosting this event annually.

Supporting staff in the field, new tablets and mobile applications are being used to collect data in real time. Crews can update inspections, view existing infrastructure, and survey their condition all electronically.

With staff free to seek new solutions to existing issues, and having the tools to help, we can often predict where and when a problem will occur. This proactive approach defines our very core mission: to provide the most cost-effective and efficient service possible.

We are ecstatic that we are exceeding our department goals for 2016 and are looking to improve upon our existing programs for the new year.

NEW DEPARTMENT GOALS

- Expand the pavement management program with new survey techniques to monitor and evaluate road conditions. (ongoing)

- Survey and photo map street marking conditions throughout the City (Est. completion Spring 2017).
• Update street and utility maps to include new subdivisions (Est. completion Winter 2017).

• Identify and evaluate all City street signs (Est. completion Winter 2017).

• Auction City surplus vehicles and equipment (Est. completion April 2017)

• Study and recommend solutions to high fecal coliform levels in storm water (Est. completion Summer 2017)

• Complete inspections for all hydrants, manholes, water valves, playgrounds, and City vehicles (ongoing)

• Survey and map existing City water distribution network (Est. completion Winter 2017)

• Survey and remark dilapidated intersection road markings (Est. completion Winter 2017)

• Roll out new Sanitary Sewer Management Program w/training and community outreach with staff (Est. completion Fall 2017)

• Open three new parks (Apricot Ln, Santa Ana Rd, Nora Rd) (TBD 2017)

• Complete facility improvements at the Police Department, Animal Control, and Community Center (TBD 2017)