

SECTION 2.0 CITY OF HOLLISTER MUNICIPAL SERVICES

2.1 Overview

The City of Hollister encompasses an area of approximately 6.57 square miles in the eastern portion of San Benito County. Hollister is the largest population center in the County, with a current estimated population of 37,120 residents. State Route 25 and State Route 156 traverse the City; the Santa Ana Creek lies to the northeast and the San Benito River lies to the southwest. The City's sphere of influence (SOI) generally surrounds the City.

The City provides a full range of municipal services including water, wastewater, police, fire, drainage, recreation and parks, municipal solid waste disposal, road construction and maintenance, planning and zoning, code enforcement, and animal control. In addition, the Hollister Redevelopment Agency provides for low and moderate income housing development and assistance, rehabilitation and redevelopment of blighted areas within certain boundaries of the City.

The City's profile is shown in *Table 2.1*, and a map of the City's current boundary and SOI are shown in *Figure 2.1*.

**Table 2.1
City of Hollister**

General Information	
City Hall:	375 Fifth Street Hollister, CA 95023 (831) 636-4300 / (831) 636-4310 fax
Date of Incorporation:	March 26, 1872
Form of Government:	Council-Manager/General Law
Area:	6.57 square miles
Population:	37,120 (Year 2007) / 59,703 (Year 2030) Average Annual Growth Rate = 2.2%
General Fund Operating Budget (FY 2007-2008):	Revenues / Expenditures: \$13,237,741 / \$14,667,357
GANN Appropriations Limitation / Percentage:	\$12,881,551 / 4.9421%
General Plan Update:	December 2005
Services Included in this MSR	
Water:	Potable Water Service – 6,050 connections in City of Hollister
Wastewater:	Collection, Conveyance, Treatment, Disposal – 5,564 connections
Law Enforcement:	Hollister Police Department: 1 station, 29 sworn officers

**Table 2.1
City of Hollister**

Fire Protection:	Hollister Fire Department: 2 stations, 4 companies
Stormwater/Drainage:	City of Hollister Public Works
Recreation and Parks:	15 facilities / 1 community center
Solid Waste/Recycling:	Franchise agreement - Waste Management of Hollister
Other Services	
Roadways/Circulation:	City of Hollister Public Works / 92 paved lane miles
Library Services:	San Benito County Free Library
Animal Control Services:	City of Hollister Animal Control Shelter
Code Enforcement:	City of Hollister Development Dept.

2.2 Growth and Population Projections

The City of Hollister encompasses 6.57 square miles and includes the largest population center within San Benito County. The State's Department of Finance population estimates at January 1, 2007 indicate a population of 37,120 residents for the City.¹ The City's 2005 General Plan assumes an average annual growth rate of 2.6 percent through 2023, reaching a population of 55,192. The Association of Monterey Bay Area Governments (AMBAG) has adopted population projections through 2030 for San Benito County. AMBAG projections for the City of Hollister indicate a population of 59,703 in 2030, with an average annual growth rate of 2.2 percent.²

Future growth within the City and its SOI will be limited by growth management policies for both the City of Hollister and the County of San Benito. For Hollister, the City adopted Ordinance No. 959 limiting growth to 244 residential units per year depending on the status and capacity of the City's domestic wastewater treatment facility. Currently there is a building moratorium until improvements to the plant are completed. In 2002, voters approved Measure U, which maintains the limit of 244 units per year and requires voter approval for changes to the program and General Plan. Similarly, the County of San Benito adopted a Growth Management System (Ordinance No. 751) that restricts population increases associated with new residential development to one percent per year.

Nevertheless, continued pressure for development is expected, particularly due to the growth in southern Santa Clara County. Although infill development and increased densities are a priority, the City anticipates the need to annex additional areas to meet regional housing needs.

2.3 Infrastructure Needs or Deficiencies

The City of Hollister provides comprehensive municipal services within its boundaries, including water and wastewater services, law enforcement, fire protection, stormwater drainage, recreation and parks, and solid waste recycling. The standards for these services are addressed in the Community Services and Facilities Element of the City's 2005 General Plan with policies and implementation measures. The stated goals are as follows:

- Coordinate with other agencies and plan for the provision of adequate infrastructure, facilities, and services.
- Plan for adequate sewer and water facilities.

¹ California Department of Finance, Population Estimates for Cities, Counties and State, 2001-2007 (Table E-4)

² Association of Monterey Bay Area Governments, Projections adopted by the AMBAG Board of Directors April 14, 2004.

- Provide adequate drainage facilities, limit erosion, and maintain clean water.
- Provide for an adequate level of community services and facilities to ensure the continued health, education, welfare, and safety of all residents and businesses.

2.3.1 Water Service

(Note: The City, in conjunction with the San Benito County Water District and Sunnyslope County Water District, is preparing the Hollister Area 2005 Urban Water Management Plan Update. The City is also preparing the Hollister Area Water and Wastewater Master Plan in collaboration with the County and SBCWD. When complete, these two Plans will contain current information and should be used as the primary reference for the City's water service.)

Water Supply

The City's primary sources of water supply are groundwater and imported water delivered through the San Felipe Unit of the Central Valley Project. The City's water system has distribution system interties with the Sunnyslope County Water District (SSCWD) that serves the eastern portion of the city.

The City's groundwater supply is pumped from several subbasins of the Gilroy-Hollister groundwater basin which extends from the northern part of San Benito County into southern Santa Clara County. The City overlies portions of the Hollister East and Hollister West subbasins, and small areas of the Tres Pinos, Pacheco and San Juan subbasins. The Gilroy-Hollister groundwater basin is not adjudicated; and therefore, there are no legal requirements regarding maintaining a safe yield, the amount and location of groundwater production, or recharge. The San Benito County Water District actively manages the basin through an adopted Groundwater Management Plan (see *Chapter 6, San Benito County Water District*). According to the SBCWD's *Annual Groundwater Report for Water Year 2005*, none of the subbasins are in a state of overdraft with the current levels of water imports.³ Detailed information on the groundwater basin and subbasins is included in Appendix A.

Groundwater quality throughout the region is a concern as it is impacted by historic agricultural land use and municipal wastewater discharge through septic systems, percolation ponds, and land application. The percolation/evaporation ponds for the City's two wastewater facilities have the potential to impact groundwater quality, particularly when the groundwater table rises. In order to address groundwater quality issues and ensure reliable potable water supplies, the City of Hollister and SSCWD began operating the LESSALT Water Treatment Plant during Water Year 2003, treating imported water from the San Felipe Unit of the Central Valley Project in lieu of using local groundwater. This Plant is intended to provide water quality benefits rather than

increase water supplies for future growth. The environmental review for the Plant specified that the facility's purpose is to "replace groundwater and to only allow for minimal increase in supply." Furthermore, the Plant would "reduce the minerals and salts being reintroduced to the groundwater via the sewer systems' percolation ponds."

Water Demand

The City provides water service for 6,050 accounts. Due to water supply considerations and wastewater flows that are near capacity limits, the City is required to implement a comprehensive water conservation program in accordance with the Cease and Desist Order from the Regional Water Quality Control Board described below in *Section 2.3.2*. The City encourages conservation and participates in the conservation programs offered through the Water Resources Association of San Benito County.

Future groundwater demand may be reduced by the proposed Hollister Sprayfield Project and San Benito County Regional Recycled Water Project. The City of Hollister is planning this project in order to address wastewater disposal needs. In the first phase, approximately 200 to 350 acres of sprayfields would be developed at five potential sites. Central Valley Project water may be blended with the recycled water as an interim measure to achieve minimum water quality standards. In the second phase (when higher water quality is achieved), recycled water would be distributed to the San Juan Valley for agricultural irrigation of high value crops. The City initiated the environmental review for this project in February 2007.

Although the SBCWD *2004 Groundwater Management Plan Update* provides projections on future water demands and the *2004 Update* and *Annual Groundwater Reports* provide an assessment of current conditions within the groundwater basin, the City of Hollister has not adopted an Urban Water Management Plan as required in California Water Code Section 10610 et seq. The *2005 Urban Water Management Plan Update* was to be submitted to the State by December 31, 2005 on a five year update cycle. The Plan is required to include an analysis of water supply reliability, factoring in projected growth, water supply and demand, and scenarios that consider normal, single dry year, and multiple dry year conditions in the near term as well as a 20 year planning horizon. The City of Hollister, SBCWD, and SSCWD are collaborating on the Plan, but it has not been completed. Until such time as the *2005 Hollister Area Urban Water Management Plan* undergoes public review and is adopted by the City, it will be premature for LAFCO to determine that the City has adequate water supplies to meet future demands.

Water System Infrastructure

Hollister's water system infrastructure includes wells, treatment, storage, and distribution systems for potable water. The City also provides water for fire suppression and maintains the

fire hydrant system with adequate fire flow. *Table 2.2* summarizes the existing water system facilities:

**Table 2.2
City of Hollister
Water System Overview**

	Quantity
Wells / production capacity	To be provided*
Treatment Plant / Capacity	LESSALT Water Treatment Plant – 3 mgd
Avg Day Demand (ADD) / Max Day Demand (MDD)	Shared equally with SSCWD (1.9 mgd ADD)
Water Mains / Pump Stations	To be provided*
Storage Capacity	To be provided*
Average Age of Distribution System	To be provided*

**Data to be included in upcoming Water and Wastewater Master Plan and 2005 Urban Water Management Plan Update*

The City jointly owns the LESSALT Water Treatment Plant with SSCWD through a Joint Powers Agreement; SSCWD operates the plant, which is located at 1391 Fairview Road. The District and City share equally in the Plant’s capacity; current average day demands are 1.9 million gallons per day (mgd), and the City and SSCWD are planning to upgrade the treatment process for water quality issues and install new pump systems to maximize treatment plant capacity.

There are five interties between the City of Hollister and SSCWD water systems that improve water service reliability for both agencies. Four of the water interties can supply the City of Hollister with treated surface water.

In 2004, the City, San Benito County, and SBCWD entered into a Memorandum of Understanding (MOU) for the three agencies to develop a comprehensive *Hollister Area Water and Wastewater Master Plan*. The key elements of the Master Plan related to water include coordinating infrastructure improvements for the water system, implementing goals of the Groundwater Management Plan, supporting economic growth and development consistent with City and County General Plans and policies, and consideration of regional issues and solutions. The agencies should coordinate with LAFCO on the growth assumptions and potential service area expansions considered in the Plan and a copy of the draft Plan should be provided to LAFCO for review and comment.

2.3.2 Wastewater Service

The City of Hollister provides wastewater services for residential, commercial, and industrial uses. The sewer service area includes some parcels that are outside the City’s boundaries. A

new wastewater treatment that is being constructed is scheduled to be completed in December of 2008 with a capacity of 4 million gallons per day (mgd). The capacity will be expandable to 5 million gallons per day (mgd). Table 2.3 summarizes the City's wastewater system facilities:

**Table 2.3
City of Hollister
Wastewater System Overview**

	Quantity
Lift Stations / Sewer Line	5 lift stations / 100 miles sewer line
Average Age of Collection System	To be provided*
Treatment / Flows	Hollister Domestic Wastewater Treatment Plant 2.75 mgd ADWF Hollister Industrial Wastewater Treatment Plant To be provided*
RWQCB Orders (active)	<i>Domestic Wastewater Treatment Plant :</i> No. R3-1987-0047 – Waste Discharge Reqmts. No. R3-2002-0082 – Clean-up and Abatement No. R3-2002-0105 – Cease and Desist Order <i>Industrial Wastewater Treatment Plant :</i> No. R3-2000-0020 – Waste Discharge Reqmts.

*Data to be included in upcoming Water and Wastewater Master Plan

The City's wastewater collection system includes lift stations, force mains, and gravity mains that collect and convey wastewater to two treatment facilities with facultative treatment ponds and percolation/evaporation ponds for disposal. The Domestic Wastewater Treatment Plant (DWTP), located west of downtown along the Highway 156 bypass near the San Benito River, has a permitted capacity of 2.69 mgd. Average dry weather flows are currently 2.75 mgd, and the excess flows are diverted to the City's Industrial Wastewater Treatment Plant (IWTP). In 2005, approximately 2,238 acre-feet of effluent was discharged from the DWTP into the evaporation ponds, of which 1,891 acre-feet was estimated to percolate into the groundwater.

The IWTP is located at the west end of South Street adjacent to the San Benito River, less than one mile east of the DWTP. The IWTP is designed to treat high-strength organic loading from canneries; the facility treats cannery wastewater, municipal wastewater, and stormwater. The permitted capacity of the IWTP varies by season: 0.18 mgd of DWTP diversion during canning season, 1.52 mgd of DWTP diversion during non-canning season, and 3.5 mgd of cannery wastewater flow during canning season. The effluent is treated and discharged to evaporation ponds covering approximately 39 acres. In 2005, 1,469 acre-feet of effluent was discharged to the evaporation ponds from the IWTP, of which 1,323 acre-feet was estimated to percolate into the groundwater.

The City of Hollister is within the jurisdictional boundaries of the Central Coast Regional Water Quality Control Board (RWQCB) – Region 3, which permitted both the DWTP and IWTP. Order No. R3-2000-0020 allowed for temporary diversion of domestic wastewater from the DWTP to the IWTP through June 30, 2005. The Order also included a five-year schedule with milestones for development and implementation of a *Long-Term Wastewater Management Program* that would alleviate the wastewater system capacity constraints and provide for groundwater quality protection. In October 2002, the RWQCB issued a Cease and Desist Order (No. R3-2002-0105) as the City was out of compliance with the approved Waste Discharge Requirements due to illegal discharge in to the San Benito River from both the DWTP (6,100 gallons) and the IWTP (estimated 15 million gallons). In addition, domestic flow volumes were projected to exceed the permitted capacity for the DWTP and IWTP diversion during canning season and the City had not met the first milestones as required in Order No. R3-2000-0020.

In accordance with the Cease and Desist Order, the City has ceased issuing permits for additional connections to the domestic sewer system. In December 2005, the City completed the required *Long-Term Wastewater Management Program* (LTWMP) that identifies the major components and actions required by the City to meet the requirements of the Regional Board permit. The LTWMP is consistent with the City's 2005 General Plan growth assumptions and related wastewater flows; furthermore, it assumes that the DWTP will treat wastewater from the Sunnyslope County Water District in the future (2023).

Per the analysis completed in the LTWMP and recommended alternative, the City is improving the DWTP to a capacity of 5 mgd based on projected flows of 4.76 mgd in 2023. The DWTP will produce high quality effluent with disinfected tertiary recycled water. The treatment process was selected for its ability to protect the City from regulatory change, maximize the City's effluent disposal options, support potential future salinity reduction, and provide an approved Title 22 recycled water technology. The improvement project includes construction of seasonal storage facilities that will avoid percolation during wet weather when groundwater levels are high.

Per the Cease and Desist Order, the City was to have fully implemented all aspects of the LTWMP by October 2005, including permitting, design, construction, and financing. Construction started in December 2006; the current projected completion date is December 2008.

As noted above in *Section 2.3.1*, the City of Hollister is planning the Hollister Sprayfield Project and San Benito County Regional Recycled Water Project in order to address wastewater disposal needs. The Environmental Impact Report approved by the City in 2006 for improvements to the DWTP and a seasonal storage reservoir limited the amount of wastewater to be percolated at the IWTP and DWTP to current levels. In the first phase of the Sprayfield Project, approximately 200 to 350 acres of sprayfields would be developed at five potential sites. Central Valley Project

water may be blended with the recycled water as an interim measure to achieve minimum water quality standards. In the second phase (when higher water quality is achieved), recycled water would be distributed to the San Juan Valley for agricultural irrigation of high value crops. The City initiated the environmental review for this project in February 2007.

As noted above in *Section 2.3.1*, the City, San Benito County, and the SBCWD entered into a MOU to develop a comprehensive Water and Wastewater Master Plan. The key elements of the Master Plan related to wastewater include coordinating infrastructure improvements for the wastewater system, implementing goals of the Groundwater Management Plan (wastewater disposal impacts groundwater quality), integrating the LTWMP, supporting economic growth and development consistent with City and County General Plans and policies, and consideration of regional issues and solutions.

In 2006, the State Water Resources Control Board adopted the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WQO No. 2006-003-DWQ) and the City (as part of the Central Coast Region) has begun reporting all sanitary sewer overflows (SSOs) to the California Integrated Water Quality System (CIWQS) as of May 2, 2007. Currently, the database does not list any SSOs for the City's sewer collection system.

In addition, the Order requires that the City prepare a Sewer System Management Plan (SSMP) with completion by August 2009. The SSMP provides a plan and schedule to manage, operate, and maintain all parts of the sanitary sewer system to reduce and prevent SSOs and mitigate any SSOs that do occur. The City is planning to prepare the SSMP in accordance with the State requirements.

The City has a Capital Improvement Program (CIP). As noted above, the major wastewater infrastructure needs relate to the DWTP and disposal capacity. The following summarizes the projects:

- DWTP - \$73 million
- Recycled Water Distribution System - \$25 million
- Seasonal Storage Pond System - \$22 million

These projects will be funded with 30-year revenue bonds.

2.3.3 Law Enforcement

The Hollister Police Department provides law enforcement services within the City; the San Benito County Sheriff's Department provides similar services in the surrounding unincorporated area. The Department's headquarters are located at 395 Apollo Court in Hollister. The City uses the San Benito County Jail facility for detention. In addition to law enforcement, the Department

also reviews proposed development projects and provides the approving agency information regarding impacts of the new development on police services. The Community Services and Facilities Element of the City’s 2005 General Plan includes policies related to police services, ensuring that development does not exceed the capability of the Hollister Police Department and the San Benito County Sheriff’s Department to provide an adequate level of police protection.

Currently, there are on average 4 patrol units per daytime shift and 4 units at night. Current Police Department staffing is as follows:

**Table 2.4
Law Enforcement Staffing**

Personnel	# of Staff
Sworn Personnel	29
Civilian Employees	6
Total	34
Sworn Personnel per 1000 residents	0.79

The Department provides programs for juvenile intervention, crime prevention, graffiti abatement, a volunteer program, and a Police Explorer post. The Department has a K-9 unit as well as a SWAT team. The City’s Police Department has a mutual aid agreement with the San Benito County Sheriff’s Department. In addition, the Department coordinates with the State Office of Emergency Services to provide and receive statewide mutual aid when necessary.

The Department’s targeted response time for emergency calls is 3 minutes, but response time depends on the pending calls, type of call and availability of officers.

Department funding is summarized below:

**Table 2.5
Hollister Police Department Funding**

	FY 2007/2008
Police Department	General Fund: \$5,252,525 Mello Roos: \$ 402,374

Source: City of Hollister FY 2007-2008 adopted budget

Due to financial constraints, the Department has five positions that are unfilled and some programs have been curtailed, such as the D.A.R.E program and the Citizen and Youth Academies. A 1 cent sales tax increase for the City of Hollister was approved in the November 2007 election for a five year period. It is expected that revenues from the sales tax will be used to augment staff and programs that have been curtailed.

2.3.4 Fire Protection

The Hollister Fire Department is an all risk department that responds to emergency medical events, vehicle accidents, hazardous material releases, specialized rescue events, and all types of fires including structure, vehicles, and vegetation. The surrounding unincorporated area is served by the San Benito County Fire Department, which contracts with CAL FIRE (California Department of Forestry and Fire Protection) to provide fire protection services. The Hollister Fire Department and the County Fire Department have an automatic aid agreement whereby the City provides first response in certain unincorporated areas on the western boundary of the City and County Fire provides first response for the eastern edge of the City of Hollister. The Hollister Fire Department participates in a county-wide mutual aid agreement with the San Benito County Fire Department, San Juan Bautista Fire Department, and Aromas Tri-County Fire Protection District for additional fire support when necessary.

The City has a Fire Protection Master Plan, adopted in 1991, that includes 2 stations, 6 staff, and a goal of response to 95 percent of the calls within five minutes. The Hollister Fire Department has a fire insurance classification (ISO) rating of 4. The Department is staffed with 27 full-time personnel supported a complement of 25 reserve on-call firefighters. All firefighters are trained Emergency Medical Technicians who provide emergency medical response in the City, with American Medical Response (AMR) providing ambulance service. The Department operates out of two fire stations within the City:

**Table 2.6
Hollister Fire Stations**

Station	Location	Equipment
Station 1	110 Fifth Street	1 Engine Company 1 Truck Company
Station 2	1000 Union Road	1 Engine Company

The Hollister Fire Department provides first response emergency medical service, and responds to all automatic aid areas as the first responder. A private ambulance company provides basic life support and emergency medical technician services within Hollister.

The Community Services and Facilities Element of the City’s 2005 General Plan includes the following policy related to fire safety:

CSF4.8: Ensure that development within the Hollister Planning Area does not exceed the capability of the Hollister Fire Department and the San Benito County Fire Department to provide an adequate level of fire protection.

The Community Services and Facilities Element includes several implementation measures (with specific time frames for completion) related to fire service, including but not limited to the list below. The City is in the process of revising impact fees and new fire fees should be adopted by Fall of 2008. There has been some consideration of establishment of a Fire District and shared resources but there has not been a formal agreement to date.

CSF.B: In coordination with the County of San Benito and/or CAL FIRE, investigate fire service consolidation as means of expanding and improving service in the Hollister Planning Area. (1 year time frame)

CSF.E: Evaluate the benefits and costs of forming a Fire District, including the provision of paramedic services, to cover the entire Hollister Planning Area

CSF.N: Update the City's Fire Protection Master Plan. Include consideration of a fire protection expansion plan to fund and operate additional fire stations in the City, including the airport area and the southeastern section of the Hollister Planning Area (2 year time frame)

CSF.W: Enforce strict requirements for development in high fire hazard areas (ongoing)

CSF.X: Implement plans for new facilities and identify opportunities for shared use of facilities by both Police and Fire. (ongoing)

CSF.JJ: Require fire protection mitigation in new development, including impact fees, new fire protection facilities and/or the provision of firefighting equipment (ongoing)

The Department's targeted response time for fire suppression and hazardous materials calls is 5 minutes, and 4 minutes for emergency medical and paramedic calls. In 2006, the Department responded to 1,904 emergency calls for fire, of which 1,177 were emergency medical calls, which were responded to within an average of 4:06 minutes, 235 were fire suppression related calls, which were responded to within an average of 4:18 minutes, and 80 calls were hazardous material related calls, which were responded to within 4:08 minutes.

The Department's equipment maintenance program is funded through the City's General Fund. The Department plans to reconstruct Fire Station Number 1 in downtown Hollister to meet current standards with funding from a combination of funding from the City of Hollister Redevelopment Agency and grants.

Funding for the Hollister Fire Department funding is summarized below:

Table 2.7
Hollister Fire Department Funding

FY 2007/2008	
Fire Department	General Fund: \$3,615,570 Mello Roos: \$402,374

Source: City of Hollister FY 2007-2008 adopted budgets

The major challenges the Hollister Fire Department faces over the next five years include the financial means to support additional staffing and increasing operating costs, increasing call volume; and unfunded state and federal mandates. A 1 cent sales tax increase was approved in the November 2007 election for a five year period. It is expected that revenues from the sales tax would be used to increase staff. The establishment of Mello Roos districts has and will continue to be used as a funding tool to supplement funds for fire services with a Development Agreement for residential developments.

2.3.5 Stormwater Drainage

The City of Hollister drains into two drainage basins: the San Benito River Basin and the San Felipe Lake Basin, which collects runoff from the Santa Ana Creek, Dos Picachos, Arroyo de los Viboras, Pacheco Creek, and the Tequisquita Slough subbasins. The San Benito County Water District is responsible for regional flood protection within San Benito County. The City is responsible for local drainage within the incorporated area. This is provided through a City-maintained network of storm drains that drain into the San Benito River, Santa Ana Creek, and Santa Ana Creek tributary.

In 2002, the City adopted the *2001 Storm Drain Master Plan*. The ongoing operation and maintenance of these facilities is funded through storm water impact fees for two areas. A fee of \$2,240 per single family residential unit is collected for properties that drain to the San Benito River and a fee of \$1,280 is collected for drainage to the Santa Ana Creek watershed. The City has adopted a Storm Water Management Plan to fulfill the requirements of the Phase II NPDES General Permit for Discharges of Storm Water from Small Municipal Separate Storm Sewer Systems (MS4s). The Plan includes strategies for the protection of water quality and reduction of pollutant discharges to the maximum extent practicable from all areas and facilities within the City. Water quality is addressed in the Community Service and Facilities Element of the City's 2005 General Plan. The Element includes a number of policies and implementation measures related to adequate drainage, erosion and sediment control, and water quality.

2.3.6 Recreation and Parks

Hollister offers the following parks and recreational facilities:

Table 2.8
Hollister Park and Recreational Facilities

Park Name	Acreage	Provider	Amenities
Airport Neighborhood Park	0.75	City	Open grass, picnic areas, barbecue grills
Calaveras Community Park	7.0	City	Softball/soccer field; open grass, playground, tot lot, picnic area, group amphitheater
Cerra Vista Park	3.5	City	Grass playfields, shared with school
Dunne Community Park	3.5	City	Ball fields, play equipment, tennis, picnic areas, community room
Frank Klauer Memorial Park	5.0	City	Grass play fields, play equipment, picnic areas
John Z. Hernandez Memorial Park	0.25	City	Half-court basketball court, open turf, play equipment
Las Brisas Estates Neighborhood Park	1.0	City	Open turf, play equipment, picnic tables
McCarthy Street Neighborhood Park	1.5	City	Open turf, multi-use basketball court
Tony Aguirre Memorial Park	1.0	City	Grass play fields, play ground
Veterans Memorial County Park	35.0	County	Baseball, softball, tennis facilities; family and group picnic facilities
Vista Park Hill Community Park	15.0	City	Play area, group picnic facility
Hollister Community Center	NA	City	10,000 SF facility
Hollister Skate Park	0.5	City	8,000 SF facility within Veterans Memorial Park
Marguerite Maze Sports Complex	7.0	City/School District	Ball fields and soccer fields
Rancho San Justo Sports Complex	13.0	City/School District	Fields for softball, soccer, football track
Total	94.0		

The City uses a standard of 3 acres of parkland per 1,000 population, with a goal of 4 acres per 1,000. With the City's current population, the standard would equate to approximately 111 acres of parkland. Parkland is funded in part through the Quimby Act and AB1600 in-lieu fees. The Quimby Act was established by state law in 1965 to allow cities to require new residential development to dedicate parkland or pay an in-lieu fee to enable the City to acquire park land on a ratio of three acres of parklands and facilities per 1,000 residents.

The Community Services and Facilities Element of the City's 2005 General Plan includes several policies related to recreation and park facilities and services. The policies are to be implemented through adoption of a Performance Standard Ordinance and implementation of the

Parks and Recreation Master Plan. The City currently has approximately 7.5 staff assigned to parks, buildings and grounds, and 3.2 staff for recreation services.

Funding for Recreation and Parks is summarized below:

**Table 2.9
Hollister Recreation and Parks Funding**

	FY 2004/2005	FY 2005/2006	FY 2006/2007	FY 2007/2008
Recreation	\$8,000	\$8,000	\$8,000	\$8,000
Veterans Building	\$7,020	\$7,020	\$7,020	\$7,020
Parks	\$7,000	\$7,000	\$7,000	\$7,000

Source: City of Hollister Annual adopted budgets – Parks, Building and Grounds, and Recreation

The City adopted its Park Facility Master Plan in February 2002. The Plan identifies goals and has a ten year action plan for upgrades to current facilities and acquisition of new parklands. The Hollister Parks and Recreation Commission serves as an advisory body to the City Council; the Commission meets monthly and provides guidance on implementation of the Master Plan.

2.3.7 Solid Waste and Recycling

The City participates with the San Benito County Integrated Waste Management Regional Agency in the Agency’s franchise agreement with Waste Management of Hollister for solid waste collection and disposal services. In September 2007, the City of Hollister, City of San Juan Bautista, the County, and the Integrated Waste Management Regional Agency reviewed the proposals that were received for the new franchise agreement to provide solid waste collection and processing services within the County. Depending on proposed rates, the two cities and the County may contract for the services through separate agreements. The franchise agreement provides for collection of recyclables, greenwaste, and household hazardous waste from residential properties.

Residential and commercial trash is transported to the John Smith Road Class III Landfill on John Smith Road in Hollister. The facility is owned by the San Benito County Integrated Waste Management Department and is permitted to accept 500 tons per day. Based on acreage and use, the facility’s capacity is projected to last to January 1, 2024.

The City of Hollister has an adopted Solid Waste Management Plan. The Community Services and Facilities Element of the City’s 2005 General Plan includes policies related to solid waste management that address coordination with the County and waste reduction and recycling. Implementation measures include identifying recycling program opportunities and implementing the City’s Solid Waste Management Plan.

2.4 Financing Constraints and Opportunities

The City of Hollister revenue sources include property tax, sales tax, and special districts. A Landscaping and Lighting District was established in 1993 for new subdivisions. Since 1993, 65 residential subdivisions have been annexed into the District. The City of Hollister will require new development to annex to a special district for landscaping, lighting, police and fire protection services with an annual adjustment for inflation after the moratorium.

Table 2.10
City of Hollister General Fund Summary

General Fund	FY 2004/2005 (actual)	FY 2005/2006 (budgeted)	FY 2006/2007 (budgeted)	FY 2007/2008 (budgeted)
Revenues	\$15,427,446	\$12,445,179	\$12,239,406	\$13,237,741
Expenditures	\$13,962,118	\$14,273,481	\$14,335,040	\$14,667,357
TOTAL Surplus/(Deficit)	\$1,465,328	(\$1,818,302)*	(\$2,095,634)*	(\$1,429,616)*

*Deficit of General Fund Reserves

2.5 Cost Avoidance Opportunities

The City controls costs through the annual budget review process. The City has evaluated the potential cost savings of outsourcing some services, such as information technology, and has adopted policies through the General Plan ensuring that growth does not negatively impact existing levels of service and the costs to provide those services. The City collaborates with other agencies to provide certain services, such as the San Benito County Water District and Sunnyslope County Water District for water service and the San Benito County Fire Department for automatic aid in certain areas of the city. The City has also collaborated with the Hollister School District for joint use agreements for the development and use of school-city parks and with the San Benito County/Veterans Commission for recreation programs and construction of play fields at the county owned Veterans Memorial Park.

2.6 Opportunities for Rate and Fee Restructuring

The primary service charges for the City of Hollister are water, sewer, and solid waste services. The water and sewer rates were reviewed in 2006 and the rates for trash collection are currently being reviewed as part of the new franchise agreement.

2.6.1 Water Rates and Fees

The City's current water rate structure became effective August 1, 2006. The rates include a base charge plus a three-tiered consumption charge. Commercial and industrial accounts have a lower rate structure. Properties outside the City pay slightly higher base rates.

The current water capacity charge (connection fee) for water service was approved in 2004. The current fee is \$2,284 for a typical single family residential connection with a 5/8 inch meter.

2.6.2 Sewer Rates and Fees

In July 2006, the City completed a Wastewater Rate Analysis to determine the service rates necessary to meet the City's financial obligations for construction and operation of the new wastewater treatment facility. The City's sewer rates include a base charge only for residential accounts; commercial and industrial accounts also pay a quantity charge based on wastewater loading or strength. The highest rate is for commercial and industrial properties at \$9.03 per hundred cubic feet (ccf). The sewer rates adjust automatically each July.

The current sewer capacity charge (connection fee) for sewer service was approved in 2006. The current fee is \$13,502 for a typical single family residential connection and \$9,596 for a multi-family residential connection.

2.6.3 Current Service Rates

The City's current water, wastewater, and solid waste rates for a single family residence are shown in *Table 2.11* below:

Table 2.11
City of Hollister
2007 Single Family Residential Water, Sewer and Solid
Waste Rates
(Bi-monthly)

Type	All Accounts
Water Charge	
Base Charge (5/8" meter)	\$7.82
Water Consumption Fee	0 to 30 ccf - \$2.23 per ccf
	31 to 50 ccf - \$2.57 per ccf
	Over 50 ccf - \$3.34 per ccf
Wastewater Charge	
Basic Charge	\$129.72
Solid Waste Collection Charge	
Curbside collection w/ recycling	35 gallon - \$16.31/ month
	64 gallon \$25.91/month
	96 gallon \$37.17 per month
	No charge recycler

With the rate structure above, a single family residence using 20 ccf (hundred cubic feet) of water would pay \$52.42 bimonthly for water service and \$129.72 for sewer service. The City does offer subsidized rates for low income seniors.

2.7 Opportunities for Shared Facilities

The City of Hollister shares facilities and resources with SBCWD and the Sunnyslope County Water District for water system infrastructure as well as water resource planning. SBCWD provides pumping capacity and delivers water under pressure to the LESSALT Water Treatment Plant; this Plant is jointly owned and operated by the City of Hollister and SSCWD. The use of SBCWD's existing pumping and power connection capacity enabled SSCWD and the City to avoid several hundred thousand dollars in capital costs. The City also rents a water tank to SSCWD. The City is constructing the new wastewater treatment facility to have adequate capacity to serve the treatment and disposal needs for SSCWD's sewer service area. SSCWD is evaluating the potential benefits and costs of buying into the facility's capacity.

The City is a member of the Water Resources Association of San Benito County and is participating in the development of the *Hollister Urban Area Water and Wastewater Master Plan*. The City is also participating in the Integrated Regional Water Management Plan for the Pajaro Valley watershed.

The City shares fire service capacity with the San Benito County Fire Department through the automatic aid agreement and the mutual aid agreement with other fire service providers in the region. In addition, the City collaborates with the San Benito County Integrated Waste Management Regional Agency and the City of San Juan Bautista for the franchise agreement for solid waste collection and disposal.

The City of Hollister and San Benito County are investigating opportunities for shared maintenance of traffic signals.

The City Recreation Department shares recreation facilities with the Hollister School District and San Benito County Veterans Parks Commission. The City of Hollister and San Benito County have been coordinating efforts to establish a San Benito river park with a combination of existing lands owned by Hollister and the San Benito High School District, grant applications and County recreation impact fees.

2.8 Evaluation of Management Efficiencies

The City of Hollister operates under the direction of the City Manager and various department heads, with oversight from the elected City Council. The City uses its annual budget, General Plan, and master plans to guide City programs and operations. The City should make it a priority to work with SBCWD and the Sunnyslope County Water District to complete the required *2005 Urban Water Management Plan*.

2.9 Government Structure Options

The City of Hollister serves the area within its corporate boundaries for most services; although the Sunnyslope County Water District provides water service in the eastern portion of the city. The City is currently providing water and sewer service to some parcels outside city boundaries. Government Code Section 56133 states that a city may provide new or extended services by contract or agreement outside its jurisdictional boundaries only if it first requests and receives written approval from LAFCO. (This does not apply to an extended service that a city or district was providing on or before January 1, 2001.) Out of agency service is intended as a temporary measure to remedy a public health and safety situation (e.g., failing septic system) and in anticipation of a future annexation. The City should work with LAFCO to clean up boundary issues where appropriate.

The Community Services and Facilities Element of the City's 2005 General Plan notes the need to consider changing the government structure for how fire service is provided within the City, including investigating fire service consolidation with the San Benito County Fire Department as a means of expanding and improving service in the Hollister Planning Area and considering formation of a new fire district.

2.10 Local Accountability and Governance

The City of Hollister was incorporated in 1872 under the General Laws of the State of California. The City operates under the Council-Manager form of government. Policy-making and legislative authority are vested in a City Council consisting of the mayor and four other council members. The Council is elected on a non-partisan basis. The City Council is responsible, among other things, for passing ordinances, adopting the budget, appointing committees, and hiring both the City Manager and City Attorney. The City Manager is responsible for carrying out the policies and ordinances of the City Council, for overseeing the day-to-day operations of the City, and for appointing the heads of the various departments. City Council meeting agendas and minutes are available on the City's website (www.hollister.ca.gov).

The City Council has established several commissions and committees to serve in an advisory capacity to the Council and to provide a means for greater public involvement in City government. These include the Planning Commission, General Plan Update Steering Committee, Airport Commission, and Parks and Recreation Commission.

Governance for the City of Hollister is summarized in *Table 2.12*.

Table 2.12
City of Hollister

Date Incorporated:		March 26, 1872	
Council Meetings:		City Hall Council Chambers 1 st and 3 rd Monday of each month at 6:30 pm	
Member	Title	Term Expires	Compensation*
Brad Pike	Mayor, District 1	November 2008	\$400 per month
Doug Emerson	Vice President, District 4	November 2008	
Eugenia Sanchez	Councilmember, District 2	November 2010	
Pauline Valdivia	Councilmember, District 3	November 2010	
Monica Johnson	Councilmember, District 5	November 2008	

City Council members are also eligible for the following benefits: The Council members are offered health, vision and dental benefits similar to the City of Hollister employees.

2.11 Determinations

2.11.1 Growth and Population

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

The City of Hollister includes the largest population center within San Benito County. The population is projected to reach 59,703 in 2030, with an average annual growth rate of 2.2 percent. Future growth within the City and its SOI will be limited by growth management policies for both the City of Hollister and the County of San Benito. Nevertheless, continued pressure for development is expected, particularly due to the growth in southern Santa Clara County. The City anticipates the need to annex additional areas to meet regional housing needs.

2.11.2 Infrastructure Needs or Deficiencies

Purpose: To evaluate the infrastructure needs and deficiencies in terms of supply, capacity, condition of facilities, and service quality.

Joint long term water management planning efforts between the City of Hollister, San Benito County, San Benito County Water District, and Sunnyslope County Water District have identified programs and infrastructure needs to improve water quality to assure a long term sustainable supply of water for multiple uses. Measures to improve water quality range from programs to eliminate salt based water softeners, less salt facilities, improved wastewater treatment for reuse for landscaping and irrigation for agriculture. It will be necessary to install

infrastructure to existing public facilities to optimize use of recycled water and to serve new development.

2.11.3 Financing Constraints and Opportunities

Purpose: To evaluate a jurisdiction's capacity to finance needed improvements and services.

The City of Hollister is currently conducting a fee study to revise application fees and impact fees for capital improvements identified in the City of Hollister 2005-2023 General Plan. It is expected that the study will be completed and the fees will be adopted by Fall of 2008.

2.11.4 Cost Avoidance Opportunities

Purpose: To identify practices or opportunities that may help eliminate unnecessary costs.

The City controls costs through the annual budget review process. The City collaborates with other agencies to provide certain services, such as the San Benito County Water District for water supply and Sunnyslope County Water District for water treatment, and the San Benito County Fire Department for automatic aid in certain areas of the city.

2.11.5 Opportunities for Rate and Fee Restructuring

Purpose: To identify opportunities to impact rates positively without decreasing service levels.

The City updated its water rate structure in August 2006 and uses a tiered rate structure. A Wastewater Rate Analysis was completed in July 2006 to determine the service rates necessary to meet the City's financial obligations for construction and operation of the new wastewater treatment facility. Sewer rates were adjusted accordingly and will adjust automatically each July per the adopted rate schedule.

2.11.6 Opportunities for Shared Facilities

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

The City shares facilities and capacity with other service providers, including the LESSALT Water Treatment Plant with the Sunnyslope County Water District. The City's new wastewater treatment facility will have capacity to treat and dispose of the effluent from the Hollister Urban Water Area which includes the Sunnyslope County Water District Sphere of Influence for water service and unincorporated lands in the 2005-2023 Hollister General Plan Planning Area. The

SSCWD's sewer service area could be connected to Hollister's new treatment plan should the District opt to buy into the facility. This could result in a potential reduction in sewer rates for Hollister residents and possibly rate-payers in the SSCWD.

2.11.7 Evaluation of Management Efficiencies

Purpose: To evaluate the internal organizational structure of the jurisdiction.

The City uses its annual budget, General Plan, and master plans to guide City programs and operations. The City should make it a priority to work with SBCWD and the Sunnyslope County Water District to complete the required *2005 Urban Water Management Plan*.

2.11.8 Government Structure Options

Purpose: To consider the advantages and disadvantages of various government structures to provide public services.

The City is providing adequate service within its boundaries; the Sunnyslope County Water District provides water service within the eastern portion of the City. The City has noted the need to evaluate options for fire service, including formation of a fire district to serve the Hollister Planning Area.

2.11.9 Local Accountability and Governance

Purpose: To evaluate the accessibility and levels of public participation associated with the agency's decision-making and management process.

The City's services are addressed by the City Council during regular meetings; the meetings are open and accessible to the public, and public notice is provided at least 72 hours in advance. City documents and plans are available for public review, and the City encourages public participation in local government through the various commissions that serve in advisory roles to the City Council.