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GOAL

TO PROVIDE THE MOST EFFECTIVE AND EFFICIENT FACILITIES AND SERVICES TO THE CITIZENS OF JOHNSON CITY AND THE REGION AND TO STRIVE TO PROVIDE FIRST-RATE SERVICES THAT MAINTAIN THE PUBLIC HEALTH, SAFETY, AND WELFARE OF THE COMMUNITY.

To achieve this goal the city will pursue the following objectives:

OBJECTIVES

- Ensure the provision and maintenance of facilities and services necessary to meet the needs and interests of the community.
- Plan and provide public facilities and services in a coordinated and cost effective manner that is consistent with the nature of development and possible pending problems within the community.
- Minimize costs and undue further investment for public facilities and services by encouraging regional cooperation and full utilization of existing and available service system elements.
- Ensure the provision of public utilities that safeguard the natural environment.
- Provide high quality water supply and wastewater treatment which is consistent with the city's Land Use Plan and which results in an efficient and timely provision of services.
- Maintain and replace water and sewer lines as a basic requirement of a healthy, livable community.
- Ensure adequate distribution and provide for safe, easy access to all facilities and services within the community.
- Provide fully accessible public facilities to all residents and visitors.

To achieve these objectives the city will pursue the following policies and actions:

GENERAL POLICIES

Policy 6.4.1: It is the policy of the city to ensure that public facilities and services shall be located and centralized so as to offer ease of access and minimal travel time.

Policy 6.4.2: It is the policy of the city to ensure that all public facilities shall be

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developed, improved, and maintained according to the highest adopted standards of design and performance measures.

Policy 6.4.3: It is the policy of the city to support efforts to make Johnson City a regional center for social, cultural, and quality entertainment programs.

Actions

- Employ a consultant to investigate the marketability of Freedom Hall or a regional facility to serve as an entertainment venue in the region and what actions are necessary to remain competitive with other areas.
- Continue to support the Millennium Centre as a first-class, high-tech conference and training center.
- Foster cooperative arrangements with ETSU to host and promote artistic and cultural programs and events.
- Explore the opportunity to partner with ETSU to construct a joint multi-use performing arts facility.
- Identify creative funding sources and assist in the determination of the most appropriate location for, and plan the construction of, a first-rate performing arts center, ideally in or close to the downtown, if a feasibility study shows that a performing arts center is needed.
- Continue to partner with ETSU in the programming, marketing, and utilization of the James & Mary Martin Center for Performing Arts.

SOLID WASTE

Policy 6.4.4: It is the policy of the city to establish and maintain an innovative, sustainable solid waste collection, recycling, and disposal delivery system for present and future generations.

Actions

- Continue to seek new, cost effective methods of solid waste collection and disposal.
- Continue to promote the curbside recycling program to divert residential refuse from the landfills.
- Continue to monitor air, ground, and water quality around the Iris Glen Environmental Center to ensure all environmental quality standards are met. Address the continued noxious odor that permeates southeast Johnson City residential and commercial districts.
- Begin investigating new sites or alternative locations to meet the city's solid waste needs once the current facility is closed.

WATER & SEWER FACILITIES

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Policy 6.4.5: It is the policy of the city to provide high quality water supply and wastewater treatment which is consistent with the city's Land Use Plan and which results in an efficient and timely provision of services.

Actions:

- Coordinate the extension and improvements to the water and sewer systems in a manner that is consistent with the Land Use Plan and policies of the Urban Service Area.
- Review and revise the current rate structure for water and sewer services in order to adequately fund needed improvements e.g. **asset rehabilitation or replacement** and ~~to provide more cost effective systems~~ **maintain regulatory compliance.**
- Cooperative water and sewer arrangements with neighboring governmental units are encouraged in order to promote economic development and to protect the health of residents.
- Develop and maintain capacity for the treatment and distribution of water sufficient to support present and future water demand.
- Continue to construct new and rehabilitate/**replace** existing water mains to meet distribution needs **by identifying and prioritizing** ~~through programming~~ projects for inclusion in the Community Investment Program.
- **A report of proposed Water & Sewer projects will be presented to the Regional Planning Commission on an annual basis.**
- **Continue to rehabilitate the wastewater collection system by repairing, cleaning and replacing mains, and monitoring problem areas.**
- Continue to encourage the connection of on-site systems (well and septic) to the public utility systems.

Policy 6.4.8: It is the policy of the city to establish priorities for the extension/ improvement of water and sewer services considering the following criteria:

1. Will the project improve public health and safety?
2. Will it encourage greater residential densities along major thoroughfares and accommodate land use objectives?
3. Will it contribute to redirected growth patterns that are consistent with city objectives?
4. **Will it promote asset rehabilitation or replacement and regulatory compliance?**

Policy 6.4.9: It is the policy of the city to coordinate the installation and/or upgrading of **utility water & sewer** lines with street improvements.

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Policy 6.4.10: It is the policy of the city to give priority to new developments that can be served by public utilities already in place.

Policy 6.4.11: It is the policy of the city to give primary consideration to the availability of utilities in the zoning and public review process.

Policy 6.4.12: It is the policy of the city to provide ~~an~~ adequate ~~system of~~ water service delivery ~~to increase the level of service~~ necessary for fire protection ~~within the limitations of the water system and relative to site elevations and conditions.~~

Policy 6.4.13: It is the policy of the city to develop and maintain an accurate and comprehensive mapping program of city water and sewer utilities. ~~This accurate mapping of utilities shall be made available to the Regional Planning Commission in their review of development proposals and land use decisions.~~

STORMWATER MANAGEMENT

Policy 6.4.14: It is the policy of the city to protect the health, safety, and welfare of the public from the impacts of flooding.

Actions:

- Promote sound floodplain and stormwater management practices.
- Develop and maintain a cost effective and efficient citywide drainage system in an environmentally sound manner.
- Meet new state stormwater standards (NPDES Phase II Program).
- Identify the city's drainage system management needs and improvements.
- Improve inadequate or undersized drainage facilities to solve both small neighborhood and large regional drainage and flood control problems.
- Where possible, prevent development in floodplain and flood prone areas.
- Use floodplain areas for open space, trails, and recreational facilities provided the natural drainage properties of the basin are retained.
- Consider a variety of drainage solutions for different portions of the community, such as mixed-use areas, higher intensity areas, and areas of different topography.
- Flood protect buildings and limit walls in areas subject to sheet flow.
- Study and address erosion control, wet weather conveyance, and small unstudied creeks.
- Evaluate and establish greater protections of riparian corridors (from development) in order to manage stormwater and maintain vegetation which prevents erosion, mitigates flooding, and maintains habitat.

POLICE DEPARTMENT

Policy 6.4.15: It is the policy of the city to provide a safe environment for all

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citizens, visitors, and private interests by alleviating physical risks that may be encountered in the normal operation and development of the community.

Actions:

- Replace pursuit vehicles on an eight-year cycle.
- Identify and properly manage hazardous materials to minimize their potential harm to people and the environment (Fire Dept).
- Provide the best possible police service to all parts of the city.
- Encourage the use of crime prevention strategies in the design and redevelopment of all areas of the city utilizing CPTED recommendations (Crime Prevention Through Environmental Design).
- Support and comply with all regional and national laws, regulations, and programs, (such as the National Flood Insurance Program, National Weather Service, and National Pollutant Discharge Elimination System) designed to protect the public from potential natural and man-made hazards and disasters (Emergency Management).

Policy 6.4.16: It is the policy of the city to maintain adequate staffing levels in the Police Department.

Policy 6.4.17: It is the policy of the city to continue enhanced police service through the use of new technology that will make the Police Department more efficient.

Policy 6.4.18: It is the policy of the city to establish and maintain standards that represent current professional law enforcement practices through accreditation with CALEA (Commission on Accreditation for Law Enforcement Agencies).

Policy 6.4.19: It is the policy of the city to continually strive for the greatest ~~increase~~ equity, effectiveness and efficiency in the delivery of law enforcement services.

Policy 6.4.20: It is the policy of the city to establish standards that address and reduce liability for the agency and its members.

Policy 6.4.21: It is the policy of the city to establish standards that make an agency and its personnel accountable to the people they serve.

Policy 6.4.22: It is the policy of the city to establish standards that do not conflict with the Communications Assistance for Law Enforcement Act (CALEA)

PUBLIC LIBRARY

Policy 6.4.23: It is the policy if the city to maintain the Johnson City Public Library as one of the premier libraries in the region.

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Actions:

- Utilize the space and functional potential of the entire library building to its fullest capacity.
- Incorporate and make full use of new technologies in library services, including Internet access, computerized circulation and acquisition functions, and additional applications as they evolve.
- Explore development of branch libraries in the northern area of the city **or cooperating with Washington County to operate a shared facility.**
- Adapt to the changing needs of the community with advanced service methods i.e., on-line renewal or checkout, information retrieval, etc.
- Focus on youth as future users of library services through special recreational and educational programs.
- Continue to network the city's library services with other libraries and sources of information outside of the city.
- Use libraries as community resources for education and public meetings.