

Public Facilities and Infrastructure

Public facilities and infrastructure addresses all the physical and programmatic needs of the City to continue to provide quality service to its residents and businesses. Many of the policies found in this plan inform the needs moving forward for public buildings, infrastructure, and services such as communications.

Public Buildings and Related Facilities

Currently, the City of Pflugerville owns five buildings (not related to Parks or Water):

1. City Hall, 100 East Main Street
2. Justice Center, 1611 Pfenning Lane
3. City Library, 102 10th Street
4. Public Works Facility, 2609 East Pecan Street
5. Fleet Maintenance Facility, 1600 Waterbrook

The facilities owned by the city are in various lifespan stages. The City has likely outgrown its City Hall and Library and various plans have been explored for expansion or redevelopment of these facilities. The City is currently designing a library expansion that will address the capacity issues. Construction documents for bid will be available by May 2011. Completion of the new Library is planned for Spring 2012. The other facilities have been updated as needed with new equipment, expanded parking and storage facilities. A detailed facilities plan should be conducted that will determine a phased approach to maintenance, repair, and replacement for each facility. Opportunities to work with other jurisdictions to develop shared-use facilities is encouraged.

Citizens Communication

The International City/County Management Association states that:

“Communication with citizens is ‘a basic obligation of government’ - an essential component of a democratic process. Good public communication isn’t a goal that stands apart from the City’s other activities; it should be an integral part of achieving success in almost every city project.”

The city has a wide variety of interests in maximizing the use of all available communication channels with residents. Effective communication helps foster an informed citizenry that actively participates in opportunities for public involvement to shape the future of the community. It forms a dialogue where residents will be comfortable to express their needs and work cooperatively with the city to find a means to meet them. The city can disseminate information about the services it provides and help residents understand how their tax dollars are used. Communication with fellow residents as well as with City government fosters a sense of community that increases overall satisfaction amongst all parties. Good relations within the city will help promote a positive image of the city to others. This will draw new residents to the city and attract new employers that will in turn strengthen the ability of the city to provide future services.

Citizens in Pflugerville are informed about news, issues and events in the community through a variety of media outlets and City-supported means. The city plays an active role in ensuring that information about city governance, future development proposals, city services, and public events is carried

by multiple outlets to ensure that as many residents as possible receive the information. The Public Information Office for the City of Pflugerville is responsible for coordinating the communication on behalf of the city including public and media relations. The office was created in 2009 and reports to the City Manager. It is the primary representative to the media charged with managing relations with the media such as handling requests from the media and filing press releases of significant stories. This allows residents to know more about local events and raises the profile of the community in the region.

During the Values Workshop, the residents were surveyed about the sources of information they receive regarding issues facing Pflugerville and the City’s events.

Other sources cited by residents included:

- Greater Pflugerville Chamber of Commerce
- Pflugerville Council of Neighborhood Associations
- Pflugerville Downtown Association
- Pflugerville Community Development Corporation
- Austin American-Statesman
- Recreation Center bulletin board
- MeetUp group
- Old Town newsgroup
- Local activists
- Utility bill fliers

Where do you receive information about local issues and events?

Source	Response
City Website	62%
Community Impact Newspaper	57%
Word of mouth	49%
Pflugerville Pflag	48%
Street banners	43%
‘Key to the City’ - City newsletter	37%
Homeowner Association	21%
Other	15%
City Council meetings	14%
PfTV Channel 10	7%
Local radio stations	4%

Source: Values Workshop and Survey

PfTV is a cable access channel available to the basic tier programming subscribers of Suddenlink (formerly Cox) cable subscribers. The City of Pflugerville Information and Community Development office broadcasts governmental and educational programming. City Council and other departmental meetings are taped and replayed on the channel. Public Service Announcement notices from the City of Pflugerville, PISD and other local government organizations are played on Channel 10 when other taped programming is not scheduled.

The Pflugerville Pflag, a Cox Newspaper, the publisher of the Austin American-Statesman, is published every Thursday. It is the official newspaper of the City of Pflugerville and has been serving the community since 1980. Currently, it is available only in print.

The City has printed public notices directly onto utility bills as a way to promote City events and programs. These reach every household that is currently served by City utilities and/or solid waste services.

The City of Pflugerville’s website is the City’s official on-line presence. It is intended to be the primary portal for information for residents, businesses and visitors in a simple, logical, and convenient form about City services, ordinances, events, and operations. Pages on the website provide accurate, non-

editorial content that will inform, educate and enlighten citizens about the functions, services, activities, issues, operations, and projects of Pflugerville’s municipal government. One of the site’s highlights, the ‘Key to the City’, is an on-line newsletter that chronicles recent news, promotes local organizations, and provides notices for future events. The City also uses the website as a way to provide a transparent view into government for the community. The site has downloadable videos of all City Council meetings as well as the minutes of past meetings and other relevant government documents.

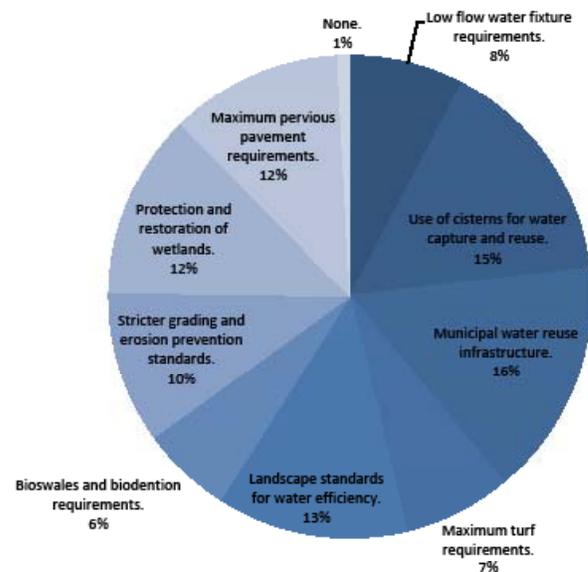
The three workshops and online survey for the Pflugerville 2030 Comprehensive Plan attracted an unprecedented amount of public participation in Pflugerville. There were over 150 people at each of the three meetings and nearly 300 hundred people took the survey online. The contact information gathered through these events will form an expanded database of people for the Development Services Department to contact for future planning events. The Pflugerville 2030 Comprehensive Plan workshops and events assembled a larger and more diverse pool of participants than ever before in Pflugerville. 30 percent ‘strongly agreed’ and 47 percent ‘agreed’ that they saw a lot of people that are not in their immediate circle of friends. People who have traditionally been involved locally or groups that never met before on a city-wide level took part.

Citizen involvement has played an influential role in multiple stages of the development of the Pflugerville 2030 Comprehensive Plan and will be needed to ensure its goals are met in the future. Sixty-three percent of participants during the workshops believed that they had a chance to provide meaningful input to the process and another 32 percent said they had a partial chance. Sixty-two percent felt that as a whole that the participation had reflected what was best for community, not just the individual. Thirty-seven percent felt that the planning process met their expectations, and 43 felt it went above or well above expectations for participation. The involvement and enthusiasm generated by this process should be carried into future processes and programs.

Water System

To meet the needs of its current and future citizens, the City of Pflugerville initiated in 2002 the design of major improvements to its water supply, treatment and distribution system. To provide a more reliable source of water and to reduce its dependence on water supply wells that draw water from the

Supported Strategies in water conservation



Lake Pflugerville provides the large capacity of water to the community.

Edwards Aquifer, the city constructed an intake structure on the Colorado River, a 30-inch raw water transmission main, a raw water storage reservoir (surface impoundment), and a 15 Million Gallons Per Day (MGD) water treatment plant. The storage reservoir (Lake Pflugerville) and treatment plant are located east of SH 130 on Weiss Lane.

The city’s summer of 2009 peak day water demand was 10 MGD including approximately 1 MGD from the city’s wells. Based on these values, the City’s water treatment plant has approximately 5 MGD in available capacity which is equivalent to 5405 Land Use Equivalent’s (LUE).

Existing Water Treatment Plant Demand & Capacity (2009)

Item	MGD	LUE’s*
Water Treatment Capacity	15.0	16,216
Peak Day Demand	10.0	10,811
Available Capacity	5.0	5,405

* (1 LUE = 925 gpd/LUE)

Source: Darren Strozewski, P.E., 10-30-09

While the City’s water system currently has excess capacity, it is important to note the constraints to the extension of water service imposed by other utility providers within the city’s ETJ as identified by their Certificates of Convenience and Necessity (CCN). The private Windermere Utility Company provides water and wastewater service to the portions of the western areas of the city . The Manville Water Supply Corporation’s CCN encompasses a large portion of the city’s ETJ east of SH 130. Windermere and Manville have requested and received treated water contracts from the City of Pflugerville for 0.27 MGD and 1.9 MGD respectively. In addition, the city has agreed to sell up to 0.26 MGD of treated water to the city of Manor. Combined, the wholesale water contracts total 2.43 MGD.

Wastewater System

The City of Pflugerville currently owns and operates two wastewater treatment plants: the Central Waste Water Treatment Plant (WWTP) located in the Gilleland Creek Watershed adjacent to the Travis County Northeast Metropolitan Park, and the Wilke Lane WWTP located in the upper portion of the Wilbarger Creek Watershed. The capacities and current flows to these plants are summarized here.

In 2008, the City’s engineering consultant, HDR Engineering, completed a Wastewater Master Plan for the City of Pflugerville. The report provides detailed information about the city’s existing wastewater facilities and provides recommendations for new and expansions to existing facilities based on anticipated growth rates. As part of its implementation of the report’s recommendations, the city has initiated the following components of the system improvements:

Current Wastewater System Major Improvements

Wastewater System Improvements	Status	Date of Completion
Construct new 4.0 MGD Wilbarger Creek WWTP	In Design	Summer 2014
Construct Phase 1 Wilbarger Creek WW Interceptors	Design Contract Pending	Summer 2014

Source: City of Pflugerville

With the completion of these improvements and planned abandonment of the Wilke Lane WWTP in 2014, the City’s wastewater treatment capacity will be 9.3 MGD. The table summarizes the treatment plant capacities and projected wastewater flows based on 500 to 1000 annual new connections through the year 2012. Prior to the 2008/2009 economic downturn, the City had experienced an increase of approximately 1000 new connections per year.

Other existing and proposed wastewater treatment plants within the City's jurisdiction include the existing Windermere WWTP, the proposed Wildflower WWTP, and the proposed New Sweden WWTP. Based on the City's Wastewater Master Plan, wastewater flows from the Windermere WWTP Service Area are not planned to be incorporated into the City's system. The City has been discussions with the developers of the Wildflower and New Sweden projects concerning possible temporary lift stations (to divert the flows to the City's Central WWTP and planned Wilbarger WWTP) and City cost participation in these plants.

Wastewater Treatment Plant Flows and Capacities (2009)

Wastewater Treatment Plant	Current Flow (MGD)	Capacity (MGD)
Central WWTP	3.2	5.3
Wilke Lane WWTP	0.2	0.3
Totals	3.4	5.6

Source: Wastewater Master Plan (2008)

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Projected Wastewater Flows and Treatment Capacities

Year	Projected WW Flow (MGD) at 500 new connections per year	Projected WW Flow (MGD) at 1000 new connections per year	WW Treatment Capacity (MGD)
2009	3.40	3.40	5.60
2010	3.53	3.66	5.60
2011	3.66	3.92	5.60
2012	3.79	4.18	9.30

Source: Wastewater Master Plan (2009)

The Lower Colorado River Authority (LCRA) has identified approximately 75 homes within the Gilleland Creek watershed with on-site sewage facility systems. Site surveys of the areas with on-site sewage systems adjacent to Gilleland Creek between Edgemere Road and Grand Avenue Parkway within the City of Pflugerville and the Windermere Utility District were performed by the LCRA and Texas Commission on Environmental Quality staff in May, 2006. Traces of optical brighteners commonly found in detergents and elevated bacteria concentrations were measured in some of the water samples indicating a potential leaking on-site sewage facility or wastewater collection line. (Source: LCRA September 2006 Final Data Analysis Report for the Gilleland Creek Total Maximum Daily Load Project)

The City's wastewater facilities include the initial elements of a reclaimed water system. The existing reclaimed water system delivers up to 90 million gallons per year from the Central WWTP to the nearby Travis County Northeast Metropolitan Park for irrigation use. The City's Wastewater Master Plan includes a description of other improvements to the reclaimed water system which could greatly expand the beneficial reuse of the treated effluent from the Central WWTP. The Plan recommends the conversion of the City's existing wastewater force mains to reclaimed water lines upon the completion of the Wilbarger Creek WWTP and interceptors.

The City's utility policies stipulate that the subdivider/developer is responsible for all costs associated with extending water and wastewater service to the development. The City's policies require the developer to extend the lines through their property to serve adjacent and upstream tracts. As part of its review of proposed utility extensions, the City may propose to oversize the facilities through a cost participation agreement with the developer. These utility extension policies are consistent with other Central Texas cities.

The City's utility impact fee ordinance establishes a combined fee of \$4817 per service unit and provides credits against the fee for facilities constructed or dedicated by the Developer identified in the City's Capital Improvement Program. The City last amended its utility impact fees in July 2007 based on the March 2007 Update of the City's Water and Wastewater Impact Fees prepared by the City's Impact Fee Advisory Committee and HDR Engineering. This report provided a description of the portions of the fees associated the component pieces of the water and wastewater improvements including supply, treatment, pumping, storage, and transmission. In comparison to impact fees collected by other Central Texas cities ranging from \$890 (San Marcos) to \$6829 (City of Round Rock), the City of Pflugerville's fee is mid-range.

The City is following the recommendations of its Wastewater Master Plan including the permitting and design of the Wilbarger Creek wastewater treatment plant and initial segments of the Wilbarger Creek wastewater interceptors to relieve existing treatment plants and lift stations in this watershed.

The City is also evaluating its adopted Capital Improvement Program to confirm and adjust the timing of its expenditures for the construction of needed expansions to the water and wastewater facilities based on current economic and growth trends. The City has adopted policies concerning the creation of Municipal Utility Districts within the City's planning jurisdiction. The policies are intended to 1) promote cooperation between the developer, the City, and other governmental entities (i.e. school district); and 2) establish the annexation schedule, City fees, and construction standards for the MUD's infrastructure.

The City's utility policies prohibit the construction of on-site sewage systems within the City except as approved by the City Engineer. Such systems may be appropriate on a case-by-case basis for individual homes on large lots (one acre minimum) located outside of flood prone areas.

Stormwater Management & Water Quality

The City of Pflugerville is located in the upper reaches of three watersheds, Gilleland, Wilbarger and Cottonwood Creek, which define the natural drainage patterns of the city. Each of the watersheds flows in a southeasterly direction to the Colorado River. Storm runoff from the higher (westerly) areas of the watersheds is conveyed through the city by underground pipes, drainage channels, and natural creeks.



Bioswales integrated with a median creates a natural stormwater mitigation technique.



Large water detention areas can be designed to function as open space amenities for the surrounding community.

Soils, Topography and Ground Coverage

The soil types, topography and ground coverage of the land within the city have and will continue to play an important role in establishing the stormwater characteristics of the city’s watersheds. The predominate soil types are clays (Trinity, Houston Black, Heiden and Austin silty) with relatively low infiltration rates and high shrink-swell potentials. Slopes within the city are generally less than five percent with many areas less than two percent. While ground coverage in the watersheds is predominately grassland, land uses in the Gilleland Creek and Wilbarger Creek watersheds are rapidly transitioning from agricultural to suburban and urban development.

Floodprone Areas

As the city’s population has grown the amount of impervious surfaces has increased resulting in the potential for more frequent flooding events, greater storm flows, and higher stream velocities. As a result of this urbanization, more frequent overtopping of inadequate drainage structures, higher sediment loading of the runoff during storm events, and accelerated erosion of the natural drainage ways has occurred. Areas adjacent to the creeks susceptible to periodic flooding have been mapped by the City of Pflugerville, FEMA and others including the City of Austin (Gilleland Creek Flood Hazard Assessment, March 20, 2009).

From a positive perspective, the broad floodplains of the city’s creeks have created opportunities for public open space and recreational amenities including the city’s extensive trail system. The orientation of the creeks, however, has restricted vehicular circulation within the current city limits. The broad floodplains, the product of the region’s hydrologic conditions and the creek characteristics, also have the potential to cause flooding damage to structures (buildings, roads and bridges) located within flood prone areas. The City of Austin’s Gilleland Creek Flood Hazard Assessment identified 168 flood prone structures including 14 overtopped bridges and culvert structures within the City of Pflugerville.

Water Quality

While stream flow in some areas of the city’s three major creeks may have been intermittent in the past, discharges from 6 wastewater treatment plants in the Gilleland Creek watershed have resulted in perennial base flows that are effluent dominated. Slightly elevated E-Coli bacteria concentrations measured in Gilleland Creek have resulted in the creek becoming listed on the Clean Water Act 303 (d) list, requiring a Total Maximum Daily Load (TMDL) for bacterial levels. Since the creek has been listed, the City in conjunction with the other stakeholders in the watershed, continue to work



Stormwater can be mitigated integrating bioswales within the streetscape environments such as in bulbouts and tree lawns.



Water quality can be mitigated in detention ponds that also serve as a natural open space amenity to surrounding residents.

collaboratively to create a plan on addressing the impairment status. Although the current impairment level according to the Texas Commission on Environmental Quality (TCEQ) indicates the standards for contact recreation have been exceeded, the data used to list the creek is based on a mean value that is currently being evaluated by TCEQ and EPA. Based on the results of water quality sampling and analysis performed in 2005-2006, the Lower Colorado River Authority (LCRA) concluded that the most probable sources of the impairment are nonpoint sources (those sources that do not have a direct, permitted discharge into the creek i.e. septic systems or stormwater runoff) in origin and not point source (flows from permitted dischargers into the creek i.e. wastewater treatment plants). The water quality samples showed rising concentrations of bacteria as storm flows increased and declining concentrations after the flow had peaked. After the creek flow had dropped below the median value of the rainfall event, the bacteria level had fallen below the contact recreation standard. (Source: Gilleland Creek Total Maximum Daily Load report adopted August 8, 2007)

Current drainage policies of the City of Pflugerville address both stormwater quantity and quality issues. Regarding quantity and flooding issues, the City's policies stipulate that development activities shall not increase peak runoff rates. This requirement is typically met through the construction of on-site stormwater detention ponds which temporarily hold and release storm flows at pre-development rates. Several regional stormwater detention ponds have also been constructed or proposed within the City of Pflugerville including those installed by the developer of the Springbrook subdivision along Picadilly Drive within the Gilleland Creek watershed. Such regional stormwater detention ponds have been approved on a case by case basis by the City. The City's drainage policies also stipulate that the developer shall not construct buildings within the 100-year floodplain and shall provide to the City a permanent drainage easement for the floodplain.

The City's adopted February 11, 2008 Stormwater Management Program (SWMP) identifies best management practices (BMP's) designed to reduce pollutants in the creeks during storm events. Implementation of these best management practices by the City is intended to fulfill the requirements of the Total Maximum Daily Load (TMDL) for Bacteria in Gilleland Creek draft Implementation Plan.

The City's initial BMP's include the following:

- Create an organizational structure that can effectively implement the SWMP;
- Adopt and enforce a stormwater pollution control ordinance;
- Develop and adopt interlocal agreements with other governmental agencies to coordinate stormwater control and regulation;
- Create a public education program for the City's stormwater permit requirements and activities;
- Promote water conservation programs to reduce stormwater pollution;
- Adopt and follow the requirements of the Implementation Plan for the Total Maximum Daily Load project to reduce bacteria loading in Gilleland Creek;
- Detect and eliminate illegal disposal of wastes to the city's storm drain system;
- Inspect and repair wastewater lines near the creeks;
- Adopt and enforce stormwater management control requirements for construction sites; and
- Adopt appropriate structural and non-structural practices to address stormwater runoff quality from new development projects.

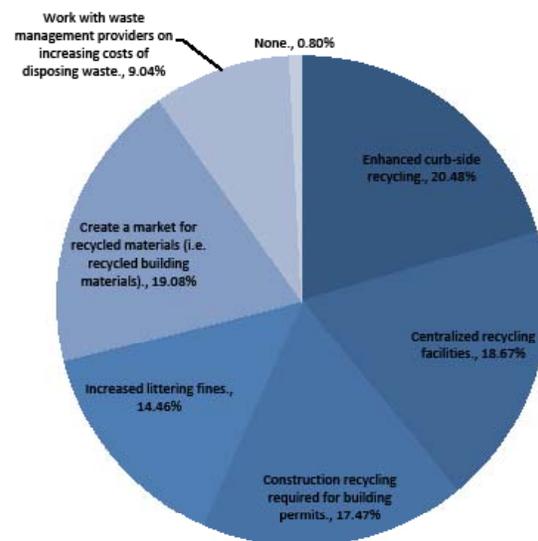
Recognizing the water quality benefits of natural riparian corridors, the City has also purchased approximately 6 acres of land near Gilleland Creek as part of its improvements to Pecan Street/FM 1825.

Participants in the public forums and interviews for this plan indicated strong support for continuation of the City’s policies to preserve creek corridors in their natural condition. Significantly, the city’s parks, trails and open spaces ranked as the second highest factor enhancing the city’s quality of life. In addition, residents favored improvement of the streams’ water quality through implementation of best management practices and cost-effective regional stormwater facilities.

Solid Waste and Recycling

The City currently does not have a solid waste facility or transfer station and continues to contract solid waste services in the City limits and ETJ to a contract operator. As voiced by the citizens and included in the February 2010 renewed contract, the solid waste provider has implemented a single-stream recycling operation in conjunction with the solid waste pickup to all Pflugerville customers. According to the contractor, the single-stream recycling initiative has been successful in collecting over three times the amount of recyclables as compared to that of the previous contract. In addition, the City continues to operate its own recycling center near the Travis County Northeast Metropolitan Park for bulky materials including white appliances, oil, tires, batteries, brush, cardboard and glass. Among many reasons, recycling is a positive service to be provided to the community as it allows solid waste to be diverted from the waste stream, reducing impact to landfills. It is recommended that the City continue its endeavors to ensure this service continues to be provided to the community.

Supported Strategies for waste reduction



Capital Improvement Programs

The City of Pflugerville has an active Capital Improvement Program (CIP) to implement improvements to its public infrastructure and other facilities. The City's short range (approximately 5 year) CIP is reviewed and adjusted, as necessary, annually by the City's Management, Planning and Zoning Commission, and City Council. Sources of funding for the improvements have included General Obligation Bonds (debt) issued by the City, impact (capital recovery) fees, utility revenue and funds from other entities including Travis County, the Pflugerville Community Development Corporation, and the State of Texas.

The City's CIP policies are best described by the current Capital Improvement Program Plan. Currently funded projects include several arterial and collector roadways, drainage facilities, and water and wastewater utilities (pump stations, treatment plants, water lines and wastewater interceptors). The funded improvements address existing inadequacies of the City's infrastructure and new facilities to provide service to the City's adopted utility service area. The City's CIP reflects proactive decisions by the City to implement its wastewater and roadway master plans; to correct deficiencies; and to respond to private development projects.

Input received from personal interviews and public meetings relevant to the City's CIP include statements citing first, the current low traffic congestion as a factor contributing to the city's quality of life, and second, the desire to provide additional roadway capacity and improved circulation to meet the needs of the city's projected growth. Other indirect input includes statements supporting the City's implementation of long range utility improvements in order to attract commercial (non-residential) development and expand the City's tax base.

The City's Capital Improvement Program should be considered an integral part of the City's annual comprehensive planning process. Implementation of the City's strategic vision is dependent on the City's prioritization and funding of projects consistent with the Comprehensive Plan. To this end, the following annual CIP review process is recommended:

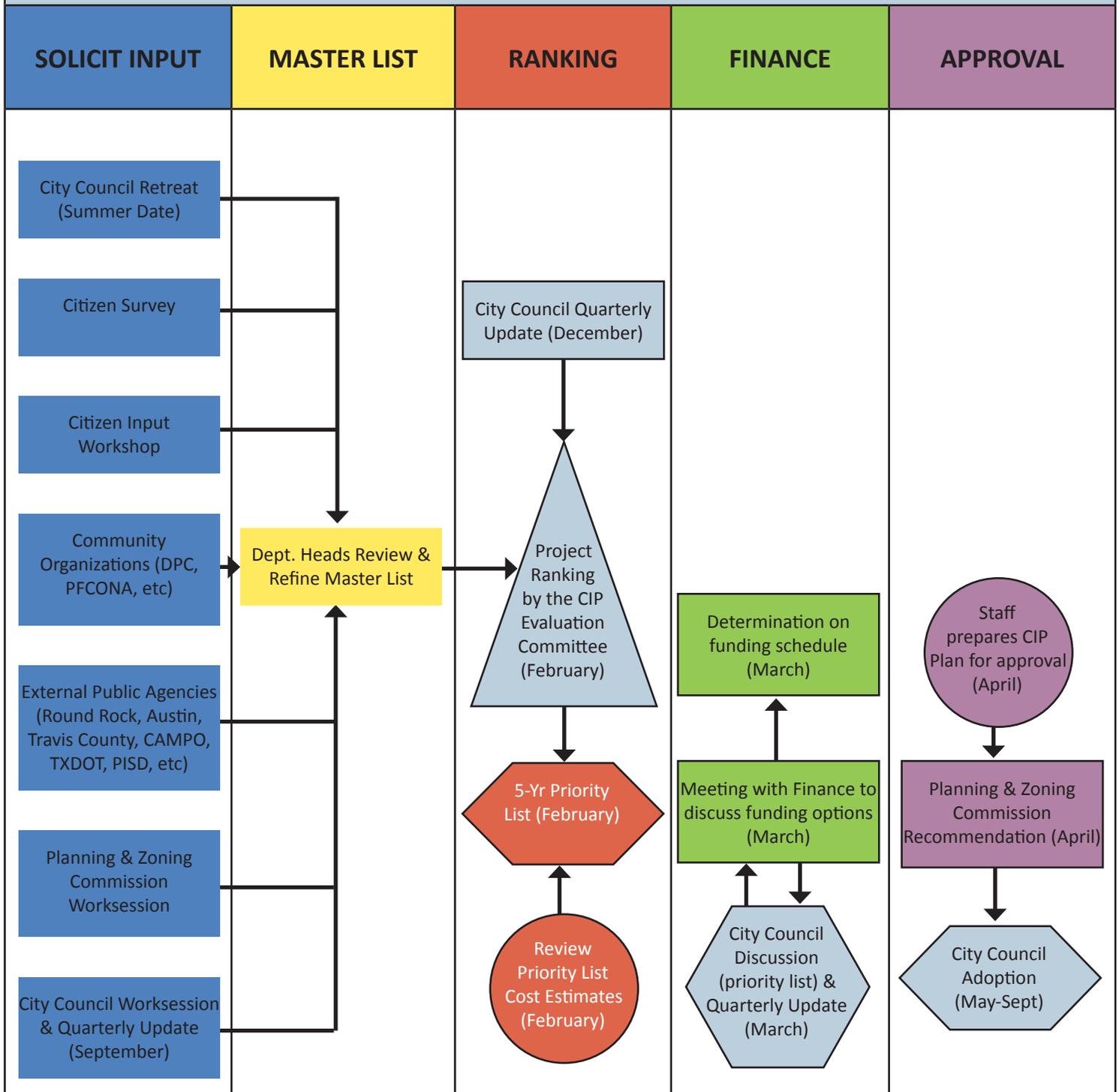
- Each city department evaluates their on-going projects and identifies their additional needs for the next five years based on input and requests from citizens, city boards and commissions, City staff, public agencies (i.e. neighboring cities, Travis County, TxDOT, etc.), and the City Council.
- On a yearly basis, each department head prepares and forwards their CIP project proposals to the CIP Coordinator which will facilitate the CIP evaluation process by a CIP Evaluation Committee. The CIP Evaluation Committee may consist of City staff determined by the City Manager.
- The Finance Department forecasts the City's 5-year operating expenditures, debt service and revenues. After the 5-year CIP Priority List has been determined by the CIP Evaluation Committee, the Engineering Department will verify the preliminary cost estimates of projects are accurate.
- The CIP Evaluation Committee ranks the projects and prepares a recommended 5-year CIP Priority List for Finance to determine the fiscal impacts on the Operating Budget including costs associated with the CIP facilities scheduled for the next fiscal year.
- The 5-year CIP Priority List may be taken to City Council for preliminary review to allow for Council feedback of the CIP evaluation.

- Further coordination is required between the Finance Department, the CIP Coordinator, and the affected Departments needing capital improvements. This collaboration is necessary to develop a funding schedule for the proposed 5-year CIP.
- Staff prepares a CIP to be considered by the Planning and Zoning Commission 120 days before a public hearing of the City Council. The Planning and Zoning Commission will make a recommendation to City Council.
- The City Council holds public hearings on and adopts a final Capital and Operating Budget.
- Throughout the next fiscal year, the city staff monitors and reports the expenditures (costs) and schedule (completion) of the projects.

The following criteria are suggested for establishing the CIP priorities:

- The project contributes to the implementation of the City's adopted utility, transportation, parks and recreation and other public facility master plans;
- The project is cost-effective and achieves the City's goals of solving deficiencies and meeting future demands on the City's facilities; and
- The project's schedule and expenses are consistent with the City's adopted master plans and budgets.

CAPITAL IMPROVEMENT PLAN PROCESS (AUGUST - MAY)



Public Facilities and Infrastructure Goals

Goal 1: City facilities will sufficiently fulfill the functions necessary to accommodate a high level of services to residents in 2030.

Policy 1.1: Expand and replace existing facilities to meet future service needs or as they becoming functionally obsolete.

Action 1.1.1: Create a City-wide facility master plan.

Action 1.1.2: Inventory and assess existing facilities and identify maintenance needs, accessibility issues, improvements, and expansions as part of the annual CIP review process

Action 1.1.3: Investigate opportunities to share resources such as libraries, auditoriums, and athletic facilities with community partners.

Goal 2: Water use per customer within the City will be reduced in order to lower costs and impacts associated with water treatment, maximize the potential for the water owned by the City, and encourage responsible water conservation practices by residents and businesses in the community.

Policy 2.1: The City will adopt a Water Master Plan to expand the City's water system to meet projected domestic demands and fire flows.

Action 2.1.1: Update the Water Master Plan every five years or sooner to reflect the actual conditions of the system and growth patterns.

Action 2.1.2: Develop a water model system to accurately plan for improvements and extensions of existing infrastructure.

Action 2.1.3: Continue to work with Texas Commission on Environmental Quality (TCEQ) and others to secure the City's Certificate of Convenience and Necessity (CCN).

Policy 2.2: Demonstrate commitment to the conservation of water.

Action 2.2.1: Intensify activities that result in the efficient and wise use of water such as expanding the Drop-by-Drop rebate program and xeriscape standards for landscape and irrigation systems.

Action 2.2.2: Consider installing cisterns for water capture and reuse in public buildings where effective.

Goal 3: The water quality in Pflugerville’s creeks will continue to meet or exceed federal and state standards and contribute positively to the water quality of downstream segments.

Policy 3.1: Enhance and protect the water quality resources of lakes, streams, and creeks.

Action 3.1.1: Work with Lower Colorado River Authority (LCRA), TCEQ and surrounding jurisdictions upstream and downstream to address regional water quality.

Action 3.1.2: Continue close monitoring of water quality levels of Lake Pflugerville and primary creeks.

Action 3.1.3: Buffer surface water with appropriate measures to protect water quality.

Action 3.1.4: Ensure stormwater detention areas are designed to protect water quality and open space amenities.

Action 3.1.5: Review maximum impervious cover requirements.

Action 3.1.6: Create manual of best practice alternatives for materials and new technologies.

Policy 3.2: Continue and expand the City’s programs of preserving riparian creek corridors.

Action 3.2.1: Use the Sensitive Lands Map to identify high priority riparian areas within the City’s jurisdiction for the purposes of protection and / or acquisition.

Action 3.2.2: Evaluate policies requiring the preservation of creek buffer zones beyond that stipulated by the City’s drainage standards (100-year floodplain).

Action 3.2.3: Prohibit development in sensitive natural areas as identified on the Sensitive Lands Map such as floodplains.

Action 3.2.4: Prevent the spread of invasive plant and animal species with continual review of nuisance trees and establishing invasive species list.

Policy 3.3: Continue cooperative initiatives with other governmental entities to adopt and implement measures to reduce pollutants in the City’s creeks.

Action 3.3.1: Continue to participate in TCEQ TMDL Implementation Plan for Gilleland Creek.

Action 3.3.2: Continue to implement the Best Management Practices (BMP’s) contained in the City’s Stormwater Management Program.

Action 3.3.3: Consider adoption of water quality regulations for the City’s watersheds.

Action 3.3.4: Work with the City of Austin to determine the outcome of existing ponds within the Pflugerville City limits under their jurisdiction.

Policy 3.4: Apply appropriate preventative measures to protect against the risks of flooding and implement mitigation strategies to avoid future losses.

Action 3.4.1: Monitor at-risk flood areas and utilize communication channels to warn the public of potential flooding occurrences.

Action 3.4.2: Develop dam safety plan for the “Pflugerville Dam” at Lake Pflugerville and update as required.

Action 3.4.3: Develop and adopt a Regional Stormwater Master Plan.

Action 3.4.4: Continue implementation of Phase 2 Municipal Separate Storm Sewer System (MS4) permit.

Goal 4: Pflugerville will manage its wastewater and reuse program in order to reduce the use of potable water for irrigation, reduce the costs and impacts associated with water treatment, and maximize the potential for the water owned by the City.

Policy 4.1: The City will continue to implement its Wastewater Master Plan to expand the wastewater system to meet wastewater flow projections.

Action 4.1.1: Update the Wastewater Master Plan every five years or sooner to correlate the planned construction of wastewater facilities with actual conditions and growth patterns.

Policy 4.2: The City will adopt a Reclaimed Wastewater Master Plan identifying the major components of the system related to the City’s Central WWTP.

Action 4.2.1: Prepare Reclaimed Wastewater Master Plan consistent with the City’s Wastewater Master Plan.

Action 4.2.2: Pursue reclaimed water agreements with potential users.

Action 4.2.3: Investigate opportunities to establish funding for reclaimed wastewater improvements in the adopted CIP.

Goal 5: Pflugerville’s utility infrastructure will support planned growth and development in order to allow future growth to occur in the desired pattern and maintain the current high quality of life in the community.

Policy 5.1: Base CIP priorities on the Comprehensive Plan’s Preferred Land Use Vision Map.

Action 5.1.1: Prepare revised Utility, Roadway, Drainage, Parks and Recreation, and other Public Facility Master Plans based on the goals of the updated Comprehensive Plan.

Action 5.1.2: Adopt policies to encourage growth contiguous to existing development and to discourage leap-frog development.

Action 5.1.3: Continue to correct deficiencies in utility service within the City limits.

Policy 5.2: Pflugerville will continue to coordinate with other public entities that operate facilities to ensure the efficient delivery of services in Pflugerville.

Action 5.2.1: Coordinate future development plans with PISD.

Action 5.2.2: Coordinate future development plans with Travis County Emergency Service District 2.

Action 5.2.3: Continue coordination with existing MUDs and other CCN holders.

Goal 6: Pflugerville’s CIP will support the Comprehensive Plan in order to ensure funds are being spent on capital improvements most likely to fulfill the vision of the residents.

Policy 6.1: The City will establish funding strategies for utility improvements consistent with the Comprehensive Plan’s Preferred Land Use Vision Map.

Action 6.1.1: Continue to require that new development connect to existing infrastructure or pay for the expansion to service the development.

Action 6.1.2: Seek and support cost-sharing agreements with developers whose projects are consistent with the Comprehensive Plan and other Facility Master Plans.

Action 6.1.3: Evaluate on an annual basis funding mechanisms for the needed improvements including adjustments to the utility fees.

Action 6.1.4: Consider adoption of other funding mechanisms including assessments for roadway and drainage improvements and the establishment of a Drainage Utility Fee.

Action 6.1.5: Establish annual budgets that provide funds to maintain and enhance existing facilities and construct new facilities.

Policy 6.2: Develop the CIP to incorporate all aspects of the Comprehensive Plan including the Preferred Land Use Vision Map.

Action 6.2.1: Continue to enhance the City’s CIP review process to include all City departments and fully integrate the prioritization and implementation of projects with the City’s Comprehensive Plan.

Action 6.2.2: Prepare and adopt short range (5 year) and long range (10-15 year) CIP.

Goal 7: Pflugerville’s CIP will promote economic development consistent with the City’s financial goals and objectives.

- Policy 7.1: Pflugerville will continue its cooperative efforts with other governmental entities and developers to provide incentives for economic development within the City consistent with the Comprehensive Plan.
 - Action 7.1.1: Actively promote joint funding of CIP projects with other cities, PCDC, Travis County, the State, and private entities.
- Policy 7.2: Prioritize extension of public utilities and transportation facilities into all areas planned for base employment uses.
 - Action 7.2.1: Support the efforts of the PCDC by maintaining continued coordination between the PCDC plans and the Pflugerville CIP to assure that adequate transportation, water, sewer, and drainage infrastructure is available to facilitate the creation of employment centers.
 - Action 7.2.2: Include in the City’s annual CIP review process projects that will improve the availability of infrastructure to potential employment centers.

Goal 8: The City of Pflugerville’s communications strategy will encourage greater informed participation in local governance.

- Policy 8.1: Make open and transparent the City’s decision-making process.
 - Action 8.1.1: Broadcast live on Pftv and on the City’s website all City Council meetings.
 - Action 8.1.2: Provide all adopted planning and development documents online by a single link at the City’s homepage.
 - Action 8.1.3: Digitize and provide online the city’s archive of historic documents.
 - Action 8.1.4: Pursue new means to allow citizens to reach elected officials as technologies develop.
- Policy 8.2: Enable citizens to use and re-purpose City data for new applications.
 - Action 8.2.1: Freely share with citizens, businesses, and other jurisdictions the greatest amount of data possible while respecting privacy and security concerns.
 - Action 8.2.2: Adopt prevailing open standards for data, documents, maps, and other formats of media.
- Policy 8.3: Expand the opportunities for residents to take part in the planning process.
 - Action 8.3.1: Mandate that a public participation plan become a central element of all planning initiatives.
 - Action 8.3.2: Hold periodic town hall forums in individual neighborhoods with elected officials from the City.

Goal 9: The City will foster dialogue between citizens as well as between individuals and the government.

Policy 9.1: Improve awareness of city events and services.

Action 9.1.1: Promote the City’s E-news email blasts.

Action 9.1.2: Continue the link to the Pflugerville 2030 blog and create new blogs for future projects.

Policy 9.2: Residents will be able to contact the appropriate representative of the City of Pflugerville with questions, comments or concerns and receive a timely response.

Action 9.2.1: Establish a single phone number that residents can contact for general inquiries 24 hours a day.

Policy 9.3: Creating a comprehensive Emergency Preparedness Plan for all City-owned facilities.

Action 9.3.1: Identifying hazards, risks, and assets for the Plan.

Action 9.3.2: Developing a plan with specific action steps - particularly regarding resumption of operations

Action 9.3.3: Developing a schedule of training, drills and exercises to ensure all players are equipped for a real emergency

Goal 10: Effective communication will build community pride and character.

Policy 10.1: Use unique signs and banners decoratively as well as a means to notify the public.

Action 10.1.1: Expand the use of signs and banners at key gateways to centers along major roadways.

Action 10.1.2: Revise signage rules to allow greater flexibility for informational signs and banners.

Action 10.1.3: Expand the public information kiosks at the Recreation Center and introduce them at other recreation facilities.

Policy 10.2: Utilize state-of-the-art tools for social networking.

Action 10.2.1: Establish an online presence on social networking sites, such as Facebook or Twitter, to notify local residents of community events.