

## Section 7

# Public Facilities and Services







## Introduction

Public facilities and services are important assets that contribute to the quality of life that San Bernardino has to offer. High-quality public services and facilities, police and fire protection, libraries and educational facilities, health and medical facilities, and so forth enhance community health, well-being, and prosperity. San Bernardino is fortunate to be in a stronger financial condition than in past decades and can support public facilities and services.

San Bernardino civic leaders recognize the importance of public and services to the community. Not only are these services essential for quality of life, but they are also financed by local taxes paid by the community, businesses, and visitors. It is incumbent upon the City to be a responsible steward of the tax revenue by wisely investing in the maintenance, construction, and improvement of public facilities and services and distributing the benefits to the community.

While the Public Facilities and Services Element is not a State-mandated chapter of the 2050 General Plan, civic leaders recognize that public facilities and services are key to quality of life. This element shows the City's dedication to enhancing public facilities and services as the community grows and changes over time.



Overlooking Downtown San Bernardino



## Regulatory Framework

Although the Public Facilities and Services Element is an elective, not a required element of the general plan, residents have weathered economic downturns over the years that have resulted in periodic curtailments in public facilities and services, so the San Bernardino community clearly understands the impact such facilities have on quality of life. Therefore, the 2050 General Plan includes this Public Facilities and Services Element.

## Element Organization

The Public Facilities and Services Element is organized into the following topics, followed by goals and policies. Parks and utilities/infrastructure are addressed in separate elements.

- Educational services and library services provided by local schools, colleges, and universities in the City.
- Community safety, including police and urban fire services not covered by the Safety Element.
- Health and wellness facilities and services needed for San Bernardino's growing population.
- Environmental programs, including waste management, code enforcement, urban forestry, and beautification.
- Infrastructure planning, including the responsible planning for public facilities, services, and infrastructure projects.

## Relationship to Other Elements

The Public Facilities and Services Element supports other elements of the general plan. The Land Use Element identifies new areas for development within the city, which will need new facilities and expanded services. The Safety Element discusses goals, policies, and implementation measures to respond to natural and human-caused hazards and protect the health, safety, and welfare of the community. The Environmental Justice Element also addresses the siting of and equitable access to public facilities and services. Collectively, these elements offer, maintain, and enhance the facilities and services necessary to ensure the community's quality of life.



## Achieving the City's Vision

This element, in addition to the Land Use, Utilities, and Environmental Justice Elements, underscores the importance of public facilities and infrastructure to the community. Without functioning public facilities, services, and infrastructure, the City's economic prosperity cannot be sustained. Moreover, the City's health, safety, and natural environment all depend on the availability of quality infrastructure. And timely decisions about capital investments affect the availability and quality of government services provided to the community.



Broadly, the General Plan vision for San Bernardino is to facilitate and provide public services and infrastructure systems that enable the high quality of life desired by the community. This includes:

- An educational and library system that provides lifelong learning opportunities.
- An adequately trained and staffed police and fire department that is capable of keep the community safe.
- Health and wellness facilities and services that are capable of meet the needs of the community.
- Environmental programs that address waste management, street cleaning, urban forestry and related programs.
- Timely maintenance, repair, renovation, and construction of capital infrastructure.



## Educational System

San Bernardino provides an exceptionally broad range of educational opportunities that offer the full array of opportunities from early childhood to post-secondary education opportunities. Below is a summary of the major educational institutions in San Bernardino.

### San Bernardino City Unified



*San Bernardino Valley College*

Founded in 1964, the San Bernardino City Unified School District (SBCUSD) is a public school district that serves San Bernardino, western Highland, Muscoy, and a small part of Rialto. The District's mission is to ensure that all students develop the knowledge base, skills, and resilience for college, career, and civic success as well. The District has an enrollment of approximately 50,000 students, employs more than 5,000 people, and operates a budget of \$1 billion—making it one of the largest school districts in California. SBCUSD is known for implementing a linked-learning approach to education.

### San Bernardino Valley College



*Cal State, San Bernardino*

Founded in 1926, the San Bernardino Valley College (SBVC) campus is located on an 82-acre site near downtown San Bernardino. Since its original founding, the SBVC has become a key educational institution and employer in San Bernardino, enrolling 15,000 full-time equivalent students, employing more than 1,600 people, and operating a \$60 million budget. SBVC has an active program to assist students graduate and transfer to four-year colleges or pursue technical educational and training. SBVC offers 200+ degrees and certificates in six career and academic pathways.

### California State University, San Bernardino

The California State University at San Bernardino (CSUSB) is one of the 23 main campuses of the California State University system. CSUSB's main campus sits on 440 acres in the City's northwest area. Five academic colleges offer more than 70 degree and certificate programs. CSUSB has an enrollment of 19,500 students and graduates more than 5,000 students each year. In 2020/2021, CSUSB had 440 full-time faculty, employed more than 2,000 people, and operated a budget exceeding \$250 million. Student enrollment is projected to reach 25,000 students at buildout.

## Local Libraries

San Bernardino's public library (SBPL) provides services valued by residents. The SBPL provides ample opportunities for lifelong learning; provides opportunities for preserving culture and history; and provides settings for informal and formal community activities. San Bernardino is currently home to multiple library systems managed by the City, County, or local educational institutions.

### San Bernardino Public Library

Established in 1891, the San Bernardino Public Library system has four locations: the Norman F. Feldheim Library and three branches, the Dorothy Inghram, Howard M. Rowe, and Paul Villaseñor libraries. The San Bernardino Public Library is governed by a five-member library board of trustees as provided by the City's charter. The library system holds 200,000 print, video, and audio materials. The Friends of the Public Library, a nonprofit 501C3 organization, works with library service staff to enhance local services.

The San Bernardino Public Library provides a variety of popular and special services, including but not limited to:

- Local history collections in the Haenszel California Room
- Lifelong Learning Center (e.g., literacy, homework, career)
- Early literacy stations and learning software at all libraries
- Community rooms for municipal, public, and private events
- Summer reading sponsored by the San Bernardino Friends
- Animakerspace for patrons to learn cutting edge technology

### Educational Institutions

Local colleges in San Bernardino provide additional library services. The CSUSB's Pfau Library at 5500 University Parkway serves the north area of the City. This 300,000-square-foot facility houses more than 750,000 books, bound periodicals, and other items. Community members not enrolled at CSUSB can access the library by applying for a library card. San Bernardino Valley College operates a public library on its local campus with approximately 70,000 volumes. Access to the SBVC library is available to the public with a library card. The San Bernardino County Law Library, at 402 N. D Street in downtown, serves the legal-information needs of residents of the county.



## Goal PFS-1 Educational Services

A community that meets the educational needs of the City's residents, provides lifelong learning opportunities for all ages, and leverages the importance of higher educational institutions into its fabric.

### Policies

- PFS-1.1 Educational Needs.** Collaborate with the local school districts, California State University, and San Bernardino Valley College to improve facilities and services to meet the educational needs of students.
- PFS-1.2 New Development.** Work with the School Districts to ensure that new residential subdivisions dedicate land or contribute fees for the expansion of school facilities to meet the needs attributable to new development.
- PFS-1.3 Adult Education.** Work with the Unified School District and all local educational agencies, including private schools, to provide continuing adult education courses that meet the needs of residents and business.
- PFS-1.4 Library Technology.** Maintain and periodically upgrade facilities with appropriate technology, including hardware and software and information technology support to provide current and secure library services.
- PFS-1.5 Library Facilities.** Rehabilitate, maintain, and expand existing facilities to meet the needs of residents; consider building new facilities to replace temporary facilities or building facilities in underserved areas.
- PFS-1.6 Library Collections.** Acquire an increasing amount of physical and electronic materials that reflect the educational, recreational, and cultural interests of residents at a level competitive with similar-sized cities.
- PFS-1.7 Library Funding.** Through the City's General Fund, provide increasing funding for library staff to maintain and possibly increase library hours, number of facilities, and activities; examine other potential funding sources.



## Public Safety Services

Ensuring the health and safety of San Bernardino residents, business, and visitors is one of the primary mandates implemented by City Hall. This includes the provision or facilitation of police, fire, and health services that are responsive, effective, and efficient in delivery. **Figure PF-1** shows the locations of police and fire stations.

### Police Services

The San Bernardino Police Department's (SBPD) mission is to provide quality and cost-effective services to the people of San Bernardino, with a focus on excellence in leadership through the allocation of public resources. The SBPD philosophy centers around community-oriented policing, data-driven approaches, civic partnerships, and community engagement to improve quality of life and reduce crime.

SBPD provides a range of police services (patrol, investigation, traffic control, case resolution, etc.). Special services include gang suppression, violence intervention, alcohol/drug diversion, etc. The City is divided into four patrol districts, each with one station. SBPD provides services to local hospitals, San Manuel, and the Airport. Unincorporated areas are served by the County Sheriff's Department. SBPD also maintains mutual aid agreement with adjacent cities, which allows the City to seek augmented resources.

The City of San Bernardino places the utmost priority on police protection, spending more than \$100 million annually on services. SBPD responds to more than 100,000 calls for services each year, and expenditures amount to nearly \$500 per resident each year. Because the City has successfully exited bankruptcy, the SBPD has increased the number of sworn officers by 50 percent since 2015. SBPD staffing is at approximately 1.4 sworn officers per 1,000 residents.

While the SBPD is responsible for patrolling local streets, the California Highway Patrol provides traffic patrol on State highways and roads in the unincorporated areas of the county. The Highway Patrol also provides emergency response backup to the SBPD and the County Sheriff, upon request. The Highway Patrol office is within the corporate limits of the City and will also assist SBPD in its enforcement activities and other services upon request.





## Urban Fire Protection

Fire prevention, fire protection, and emergency medical service within San Bernardino's city limits and planning area are provided by the San Bernardino County Fire Protection District (SBCFD). SBCFD has provided urban and wildland fire services to the City since 2016. This section addresses urban fire services; the Safety Element addresses fire service to high fire severity zones in wildland areas.

SBCFD provides a broad range of urban fire services to the community. Among others, these services include:

- Fire Suppression
- Medical Response
- Hazardous Materials
- Search & Rescue Operations
- Arson Investigation
- Business Inspections
- Vegetation Abatement
- Dispatch & Communications
- Disaster Response
- All Administrative Functions

Fire protection services are often measured by response times to an emergency. The time required to access a location is directly related to the imminent health and safety risk to occupants in urban fires. In addition, the Insurance Services Officers (ISO) routinely ranks the level of service provided by a fire agency based on its ability to have available and adequate resources (water, equipment, and fire staffing) to respond to fires in an efficient and effective manner.

San Bernardino is home to nine fire stations (along with State and federally managed fire stations). According to LAFCO's 2020 Service Review, the City's fire stations are placed so that all areas, except for a small area in northwestern San Bernardino, can be served by a fire engine crew within eight minutes assuming a standard turnout time. SBCFD strives to meet National Fire Protection Association objectives for an eight-minute response time.

The Insurance Services Office uses a standard Grading Schedule to rate fire protection services. The ISO rating is on a scale from Class 1 to 10 with Class 1 representing the highest rating nationally. ISO ratings are based on four criteria: the level of emergency communications infrastructure, fire department, water supply, and risk reduction measures. San Bernardino has an ISO rating of 3, which is comparable to most suburban communities in the Inland Empire.



## Health Care

Access to comprehensive and high-quality healthcare services is a priority for San Bernardino. As the seat of San Bernardino County, the City is home to a wide range of health care services, including mental health, behavioral health, disability services, independent living, and other services, for children, youth, adults, and seniors. Growing the City's healthcare sector continues to be important for San Bernardino given the projected growth envisioned by the General Plan 2050.

Available facilities in San Bernardino include three hospitals, a dozen health clinics (including mobile health clinics), skilled nursing facilities, home health agencies, substance abuse and mental health treatment centers, and hospice facilities among others. Despite these facilities, the City is known for having a healthcare professional shortage with respect to primary care and mental health professionals. This shortage is discussed in the Environmental Justice chapter.

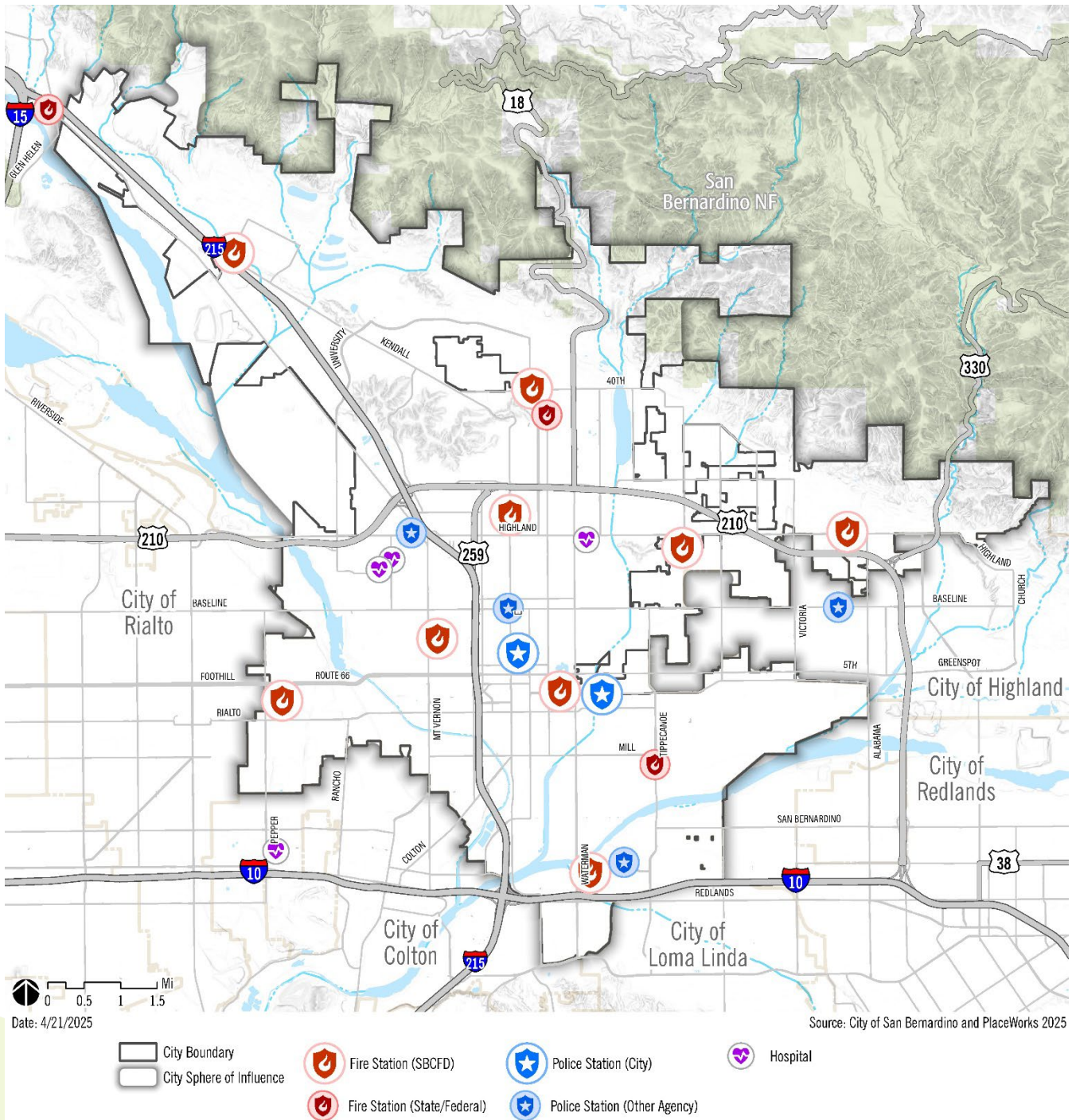
San Bernardino continues to see expansion in the healthcare sector. Loma Linda Medical Center provides a clinic and educational center. In 2022, St. Johns opened a community clinic on Waterman Avenue. In 2025, SacHealth opened a 300,000-square-foot campus at the former Wells Fargo Building in San Bernardino. IEHP also broke ground on a new Community Wellness Center to be opened in 2025. These projects augment healthcare services in San Bernardino.

Expanding the health care sector also includes providing affordable care options locally, within neighborhoods and schools. The San Bernardino City Unified School District is developing a sustainable model for school-based health centers to enhance district-wide access to comprehensive health services for all students and families. School based health centers are under construction at high schools and will provide physical, mental, and other health services.

While the City of San Bernardino is not the lead agency that directly provides health and wellness services, it can nonetheless serve as the lead for facilitating and encouraging the development of such facilities and services to meet community needs. Goals and policies are therefore provided to facilitate this role and objective.



*Loma Linda University Clinic*



**Figure PF-1 Police, Fire, and Hospital Facilities**



## Goal PFS-2 Police Services

A safe and secure community where residents, businesses, and visitors are protected from criminal activity and where police have the resources necessary to improve and maintain public safety.

### Policies

- PFS-2.1 Police Staffing.** Maintain a complement of personnel in the Police Department that are capable of providing timely response to criminal activity and can equitably protect all citizens and property in the City.
- PFS-2.2 Interagency Cooperation.** Work with the State of California, County, and adjacent cities via inter-agency agreements to secure additional assistance on crime caseload, emergencies, and inter-jurisdictional cases.
- PFS-2.3 Crime Prevention.** Support community-based crime prevention through coordination with neighborhood watch programs, neighborhood organizations, the business community, schools, and other stakeholders.
- PFS-2.4 Police Resources.** Provide City police personnel with sufficient resources, including equipment, technology, and regular training, including cultural awareness training, to effectively perform their job.
- PFS-2.5 Community Policing.** Promote community policing strategies that support community partnerships and problem-solving techniques that build public trust and proactively address public safety issues.
- PFS-2.6 Employee Recruitment.** Recruit a diverse and talented pool of community police candidates who possess the values and skills consistent with those required by the Police Department and community.
- PFS-2.7 Community Accountability.** Regularly work with City officials, the Public Safety and Human Relations Commission, and other entities to keep them abreast of public safety issues in San Bernardino.



## Goal PFS-3 Fire Services

A safe and secure community where residents, businesses, and visitors are provided adequate fire and emergency medical service and where fire staff have the resources to maintain public safety.

### Policies

- PFS-3.1 Fire Staffing.** Contract with the County Fire District to provide an adequate complement of personnel that are trained to effectively respond to urban fires and emergency medical response throughout the City.
- PFS-3.2 Interagency Cooperation.** Require maintenance of mutual aid, automatic aid, and other multi-agency agreements to ensure that urban fire, wildfire, tactical response, hazmat, and other services are available.
- PFS-3.3 Fire Codes.** Require compliance with the most recent edition of the California Fire Code, County Fire Protection District Fire Code, and public works standards to ensure that buildings, infrastructure, and water supplies and delivery infrastructure meet local fire safety standards.
- PFS-3.4 Fire Station Siting.** Work with the SBCFD to provide, maintain, and retrofit, as needed, fire stations that will enable timely and effective response to emergencies in keeping with city standards and fiscal resources.
- PFS-3.5 Evacuation Routes.** Maintain safe and accessible evacuation routes throughout the city; take precautions and ensure backup or mitigations for routes crossing high hazard areas (e.g., flood, seismic, high fire, etc.)
- PFS-3.6 Fire Safety Prevention.** Support efforts to enhance fire safety throughout San Bernardino by participating in emergency preparedness, community events, community education, and other efforts to promote a fire-safe community.
- PFS-3.7 Community Accountability.** Periodically monitor performance of fire service contracts to ensure that response times are consistent with the District's standards and supplemental standards of the National Fire Protection Association to the extent feasible.



## Goal PFS-4 Health Services

A community with health and wellness facilities and associated services that addresses the needs of San Bernardino residents, workforce, and visitors of all ages and life stages.

### Policies

- PFS-4.1 Adequate Health Care Facilities.** Encourage the development of a full range of health care facilities, including hospitals, acute care facilities, and mental health facilities, to meet the needs of all residents.
- PFS-4.2 Neighborhood Based Health Centers.** Encourage and support the development of neighborhood-based health centers at schools and other appropriate locations within neighborhoods to increase access for residents.
- PFS-4.3 Supportive Housing Services.** Encourage and support the development of supportive residential facilities in neighborhoods and throughout the City to address the health and supportive care needs of residents.
- PFS-4.4 Interagency Partnerships.** Work with private, nonprofit, and governmental service providers to increase the supply of health care programs and services for residents in San Bernardino.



SAC Health campus, San Bernardino



## Environmental Programs

San Bernardino is an established community with significantly older infrastructure, neighborhoods, and pattern of development. To keep the community clean and free from debris, the City's Public Works Department provides integrated waste management, blight removal, and community beautification among other services.

### Waste Management

The Public Works Department implements a waste management program that is designed to reduce materials that enter the landfill through waste reduction, re-use, recycling, and composting efforts. Solid waste collection, transport, and disposal are handled by a contracted private firm. The City uses a three-container system—one for recyclables, one for organic material, and one for trash. The City also implements special programs for waste tire cleanups, used oil collection, and household hazardous waste among others.



Community cleanups help to beautify neighborhoods.

Landfill management is an important issue in San Bernardino and one that caused significant environmental pollution in the city. Over the last decade, at least ten landfills have closed in the county. San Bernardino has four legacy landfills, two which led to underground plumes and contamination of the aquifer. The City continues to work with the EPA and responsible agencies to address environmental pollution from the Cajon and Waterman landfills. These examples underscore the need for managing solid waste in a responsible manner to prevent resulting pollution in the future.

### Urban Forestry

Urban forestry efforts have become increasingly important in recent years as a means to reduce the heat island effect of impermeable surfaces and a means to filter air pollutants. Trees and landscaping are also the most visible ways to beautify private properties, streetscapes, and public areas. San Bernardino values its urban forest and has an established program to plant and maintain its trees. In 2025, the City was recognized as a Tree City USA by the Arbor Day Foundation. The City's inventory of trees includes more than 40,000 street trees that are valued in excess of \$150 million. The City is implementing various programs to restore its tree inventory.

## **Code Enforcement**

Blight and public nuisances degrade the quality of the community. The City's Code Enforcement Division is tasked with enhancing quality of life by enforcing local regulations. Collaborating with the Police Department, Building and Safety, Planning, Housing, Public Works, Business Registration, and the County Health Department, the Division addresses a wide range of public nuisance and blighting influences. These include abandoned and hazardous buildings, non-functional vehicles, unkept property, graffiti, excessive weeds and vegetation, and unlawful dumping among others.

## **Public Works Maintenance**

The Public Works Department is also entrusted with the care and maintenance of many of the City's infrastructure, landscaped areas, and neighborhoods among other community assets. This includes the upkeep of asphalt pavement, sidewalks, curb, gutter, and parkland. This is an extensive effort for a 60-square-mile city. The Public Works Department maintains approximately 600 centerline miles of streets, 7,000 streetlights, 120 miles of stormwater drains, and 1,800 catch basins. Annually, the Public Works Department also responds to 10,000 graffiti removal requests, maintains 500 acres of City parks, and provides other landscape services in the city.

## **Roadway Investments**

The provision of well-maintained roadways is essential to ensure safe travel by residents, to transport goods and services from businesses throughout the city, and to improve and maintain quality of life. San Bernardino oversees the provision of approximately 600 centerline miles of roadway and repairs 30,000 potholes each year. Of the total lane mileage, one-half is in good condition, 40 percent is in fair condition, and 7 percent is in poor condition. The City has retooled its pavement management system to document roadway conditions and provide optimal scenarios for rehabilitating local roadways. Preventive and rehabilitation scenarios for pavement management are programmed into the City's capital improvement plan.





## Goal PFS-5 Environmental Programs

Provide for adequate waste management, community beautification, and infrastructure maintenance to achieve State mandates, reduce environmental pollution, and keep San Bernardino clean.

### Policies

- PFS-5.1 Waste Management.** Continue to reduce the amount of municipal waste disposed and transferred to the landfill through recycling, source reduction, organics, and composting/green waste programs.
- PFS-5.2 Street Sweeping.** Regularly maintain and clean streets to keep streets free of debris; reduce the amount of waste that contributes to urban runoff; and maintain clean residential, commercial, and industrial areas.
- PFS-5.3 Community Cleanups.** Prioritize regular community cleanups, illegal dump cleanups, and other neighborhood- and citywide-based programs to reduce the volume of trash deposited in the community.
- PFS-5.4 Special Waste Programs.** Implement special waste management efforts to address special issues, such as e-waste, household hazardous waste, construction and demolition debris, oil and tire collection, and so forth.
- PFS-5.5 Landfill Monitoring.** Continue to monitor and implement effective measures to address vapor intrusion, groundwater quality, and other impacts of legacy landfills and disposal practices in the community.
- PFS-5.6 Tree and Landscape Maintenance.** Continue to plant, maintain, and expand urban forest as well as public landscaping to provide shade, beautify neighborhoods, reduce air pollution, and improve quality of life.
- PFS-5.7 Infrastructure Maintenance.** Regularly maintain the City's physical roadway infrastructure, including but not limited to roads, streetlights, medians, parkways, trees, and other infrastructure in the community.

## Capital Planning

San Bernardino depends on a reliable system of infrastructure. Infrastructure includes not just the buildings, roads, utilities, and the various spaces surrounding us. San Bernardino's infrastructure—its roads, sidewalks, parks, libraries, fire stations, water facilities, and so forth—shapes the health, safety, economic vibrancy, environmental well-being, and overall quality of life in our neighborhoods.

Each year San Bernardino adopts a Five-Year Capital Improvement Program (CIP) aligning with strategic targets and goals established by the Mayor and City Council. The CIP provides a comprehensive plan to develop and maintain the City's capital facilities and infrastructure. Due to the significant cost (approximately \$150 million over five years) and importance of capital projects, significant planning and consideration is given when allocating resources to these projects.

CIP projects are evaluated and selected based on an assessment of community needs, the Mayor and City Council priorities, available funding, and specific requirements tied to the funding source. The latter refers to the situation when a granting agency (e.g., federal government) has specific geographic requirements for where and how the funds should be spent. The four adopted priorities for CIP expenditures are:

- Highest Priority: significant health or safety issues; potential liability; ADA compliance
- High Priority: commitments to the community; less urgent safety issues; structural repairs; phased repair
- Medium Priority: important projects with safety concerns; improvements of existing facilities
- Lower Priority: longer-term project that may depend on other decisions; projects that can be delayed without service impacts

The following section provides the goals and policies for maintaining and improving public facilities, services, and infrastructure in the city.



## Goal PFS-6 Capital Planning

Capital planning for services, facilities, and infrastructure that in San Bernardino addresses equitable distribution, responsible management, and adequate funding to maintain city assets.

### Policies

**PFS-6.1 Capital Improvement Priority.** Continue to prioritize capital improvement projects based on

- Significant health, safety, disability/ADA compliance, and potential liability concerns.
- Commitments to the community, less urgent safety needs, structural or phased repair.
- Important projects without safety concerns, improvements to existing facilities, etc.
- Longer-term projects that depend on other decisions and/or can be delayed without service impacts.

**PFS-6.2 Equitable Distribution.** Provide public services, facilities, and infrastructure in a manner that considers equality and equity in their distribution, particularly addressing the needs of underserved neighborhoods.

**PFS-6.3 Master Plans.** Prepare, maintain, and implement public facility and infrastructure master plans to ensure compliance with legal requirements and ensure that the City's physical assets are managed appropriately.

**PFS-6.4 Maintenance Needs.** Provide timely maintenance of all public facilities, roadways, and other infrastructure to avoid the accumulation of deferred rehabilitation needs and early replacement needs.

**PFS-6.5 Development Fair Share.** Ensure that developers pay a fair share of the cost of developing new public facilities and services and/or expanding/upgrading existing facilities and services as a result of new development.

**PFS-6.6 Funding Strategy.** Employ a diverse strategy for funding capital projects and infrastructure improvements, including but not limited to: taxes, financing districts, grants, bonds, user fees, donations, and so forth.