

Provide Quality Community Facilities, Services and Infrastructure (Theme 7)

Statement of Ideal

Residents will receive timely, efficient, and safe delivery of quality services and facilities.

What does this theme address?

7.1 – Level of Service Plans

7.2 – Funding for Community Facilities

7.3 – Community Facility Location

anticipated growth does not outpace the ability of local governments to provide appropriate infrastructure.

Why is this theme addressed?

Residents, businesses, and guests in the town and county rely on the efficient, timely, and safe delivery of essential utilities and services such as fire protection, emergency medical treatment, water and sewer. Residents and businesses should also expect local government to take appropriate and reasonable steps to prepare for essential service delivery in times of emergency. In addition to essential services, the Town of Jackson and Teton County recognize that livable and desirable communities include quality schools, libraries, arts, culture, and other social services and activities that support the social fabric of the community. To ensure the provision of these services and infrastructure, the town and county will create a countywide Capital Improvement Plan (CIP), which outlines and budgets for both existing and future facility and service. They will consult and evaluate the approved countywide CIP to ensure that



The Teton County Recycling Center.



What the community has said about this theme

Community members repeatedly expressed concern that not appropriately balancing growth with the provision of necessary infrastructure, such as schools, roads, utilities, law enforcement and emergency service delivery, threatens our quality of life and safety. Community members specifically asked for this seventh theme and its policies to be added to this Plan to address community infrastructure.

Principles and Policies

Principle 7.1—Provide quality services and facilities to residents in a safe, efficient, and timely manner

Residents and businesses in the Town of Jackson and Teton County rely on the efficient, timely, and safe delivery of essential utilities and services such as fire protection, emergency medical treatment, water, and sewer. This Plan identifies measures to ensure an acceptable Level of Service is maintained for services and facilities.

Policy 7.1.a: Maintain Level of Service (LOS) plans for the provision of public services

Level of Service (LOS) is the quality and quantity of services supplied to the community by a provider of public services. To ensure that services are delivered to the public in a safe, efficient and timely manner, the Town of Jackson and Teton County will coordinate with governmental and nongovernmental service providers to accomplish the following:

- A. Identify each provider's acceptable Level of Service
- B. Create a Level of Service plan for each service provider
- C. Develop standards for measuring service delivery success

The **first priority** will be to identify acceptable Levels of Service, create LOS plans, and develop standards

for measuring service delivery success for the following services:

- Fire/EMS and law enforcement,
- Library,
- Parks and recreation,
- Public health,
- Utilities/infrastructure,
- Public transportation, and
- Weed and pest management.



Parks are important to livability and neighborhoods

The **second priority** will be to identify acceptable Levels of Service, create LOS plans, and develop standards for measuring service delivery success for the following services provided by non-profit, public and quasi-public entities:

- Arts/culture and community events,
- Human services,
- Medical care,
- Schools, and
- Child care.

Policy 7.1.b: Identify barriers to the achievement or maintenance of acceptable Levels of Service

Service providers may or may not be currently delivering their services at an acceptable level. The reasons for sub-optimal service delivery can be the result of internal or external factors. It is important to identify barriers to acceptable service delivery, so the service provider can correct obstacles within control and understand and accommodate those beyond their control.

Policy 7.1.c: Encourage provision of housing on-site or within response areas for critical service providers

Critical service providers, such as those working in Fire/EMS and law enforcement, have identified a need for employee housing within the town and county. Ideally housing will be on-site or within the employee’s response area. Especially in the case of volunteer service providers, having critical service employees located significant distances from their response areas increases response time and reduces the efficiency of service delivery. In some instances, road closures may considerably reduce or eliminate service delivery for some time. The community recognizes that a paid Fire/EMS department may be needed if workforce housing cannot be provided in a capacity that allows for a continued volunteer force.

Principle 7.2—Adequately fund existing and future public services and facilities

To ensure that the community can adequately fund existing and future services and facilities, the Town of Jackson and Teton County will create a countywide Capital Improvement Plan (CIP) that outlines existing and future facility/service needs and budgets for those needs.

Policy 7.2.a: Ensure development will pay its fair share of the cost of necessary facilities and services

New developments will create demand for services and facilities, and the development will provide a fair share of costs of avoiding impacts to existing residents. The town and county will consider updating the system of fees and requirements that assess cost of public facilities and service needs

generated by new development. Regulations will be clear and predictable and should not increase the cost of workforce housing provision.

Policy 7.2.b: Identify funding sources to maintain acceptable LOS provision

Services and facilities provided to existing residents will require maintenance and potentially replacement over time. Continued reliable funding is needed to ensure the continued provision of these services and

facilities. Funding may also be needed to bring existing suboptimal services and facilities up to acceptable levels.

Principle 7.3—Ensure that services and facilities are distributed equitably and efficiently

Residents and businesses should expect that the governments that serve them reasonably provide for essential service delivery and quality social components such as schools, libraries, arts, culture, social services and activities that generate community spirit. These services should be distributed in town and county nodes.

Policy 7.3.a: Provide infrastructure and public services in an efficient, equitable manner

Project the infrastructure and public facilities needed for the buildout and future development pattern. In addition, develop Capital Improvement Plans and development requirements to ensure the facilities and services are provided concurrently with development. Create, update, and fund Capital Improvement Plans in the town and county.

Policy 7.3.b: Provide redundant community services and facilities to accommodate county nodes

It will be important to ensure that services are available to citizens dispersed throughout the county, particularly those that are physically separated from the town by the Snake River or Teton Pass. During natural disasters, severe weather, or other times of emergency, services may be delayed or entirely unavailable to those in outlying communities due to road closures or bridge failures. The community’s preferred solution to this problem is to make critical or key services available through satellite facilities on the west bank, co-located wherever possible. Given Alta’s proximity to Driggs, Idaho, the community will maintain and improve interlocal agreements, with the City of Driggs to provide services to Alta residents.



Moran School.



The Jackson Library.

Strategies

The Town of Jackson and Teton County will undertake the following strategies in initial implementation of the policies of this theme. The town and county should periodically update strategies as tasks are completed or when additional action is necessary, based on monitoring of the Theme’s indicators.

Strategy 7.1: Define and evaluate acceptable Levels of Service

- Work with service providers to define and determine acceptable LOS.
- Identify barriers to acceptable service delivery.
- Create Level of Service plans for each service provider.
- Develop standards for measuring service delivery success.

Strategy 7.2: Create Countywide Capital Improvement Plan (CIP)

- The first priority will be to create a countywide CIP that incorporates the capital needs of all Town of Jackson and Teton County agencies and departments.
- Create a countywide CIP that incorporates the capital needs of all relevant governmental and nongovernmental public service providers (as a longer-term strategy).
- Evaluate the CIP regularly to ensure development approvals are consistent with the capacity of existing and planned facilities. The CIP will also ensure that existing facilities are maintained and new facilities are anticipated.

Strategy 7.3: Expand funding for public facilities and services

- Amend the Land Development Regulations to update the development exaction regulations and incorporate impact fees as necessary.
- Identify additional, reliable funding sources to finance existing service and facility deficits and maintain current services and facilities.

Indicators

The community will use the following indicators to monitor achievement of this theme.

Community Facilities, Services, and Infrastructure Indicators	Goal	Review Period
1. Level of Service plans implementation	monitor	5 yr
2. Funding for community facilities, services, and infrastructure	monitor	1 yr

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