Community Development & Services Annual Report

Presented by Joe Bettencourt,

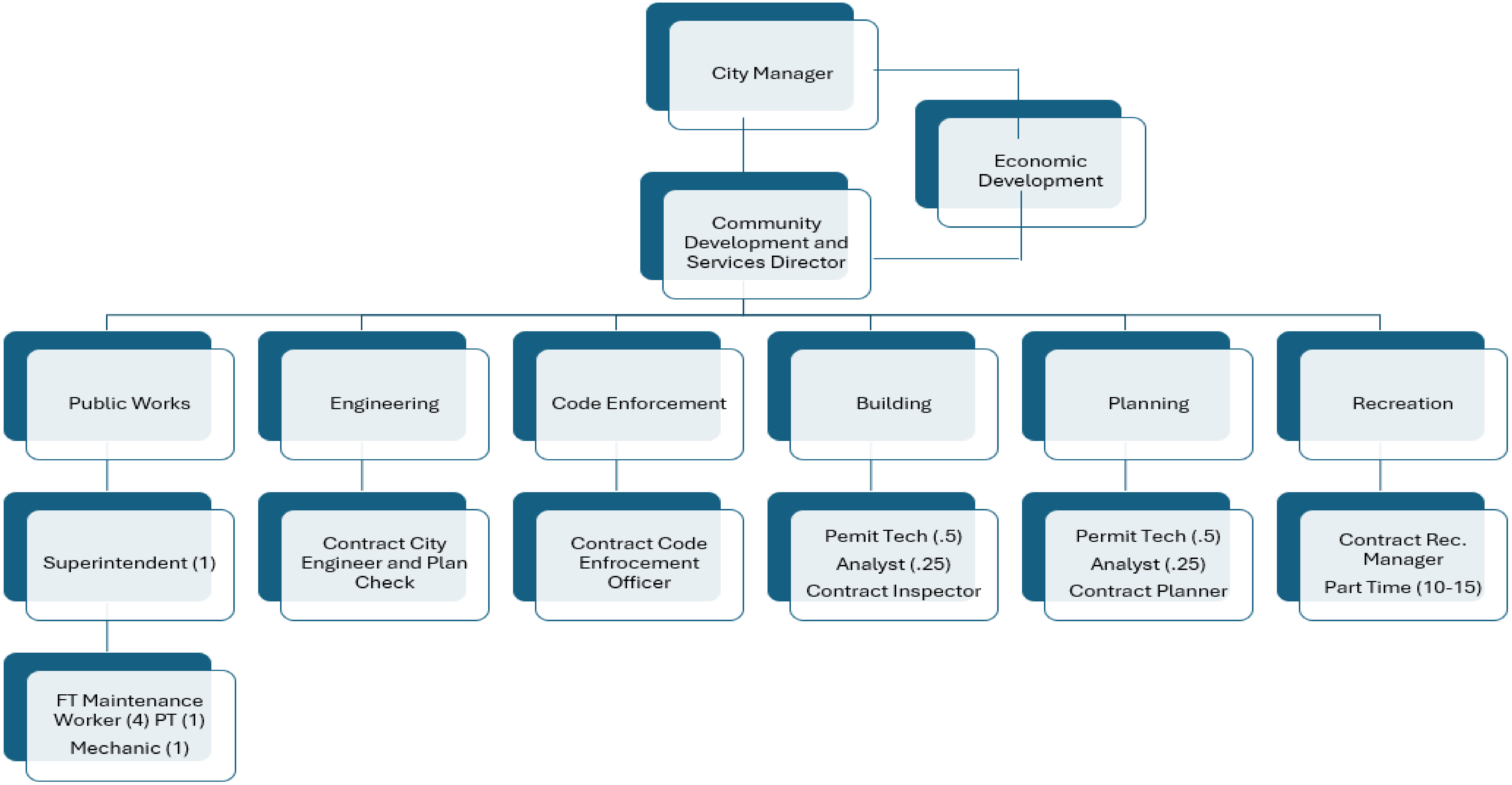
Community Development and Services Director

September 8, 2026

Community Development & Services Department Divisions

- Public Works
- Sewage
- Engineering
- Building
- Code Enforcement
- Planning
- Recreation
- Economic Development (Shared w/ CM)

Community Development & Services Organization Chart



Public Works

- ❑Overview
- ❑Budget
- ❑Completed Maintenance
- ❑Equipment Needs
- ❑Goals

Public Works

Overview

1. Street/Alley/Sign Maintenance
2. Sewer Line and Lift Station Maintenance
3. Storm Drain Maintenance
4. Parks/Softball Field Maintenance
5. Facilities Maintenance
6. Fleet and Equipment Maintenance
7. Emergency response during storm events and other public works related incidents.

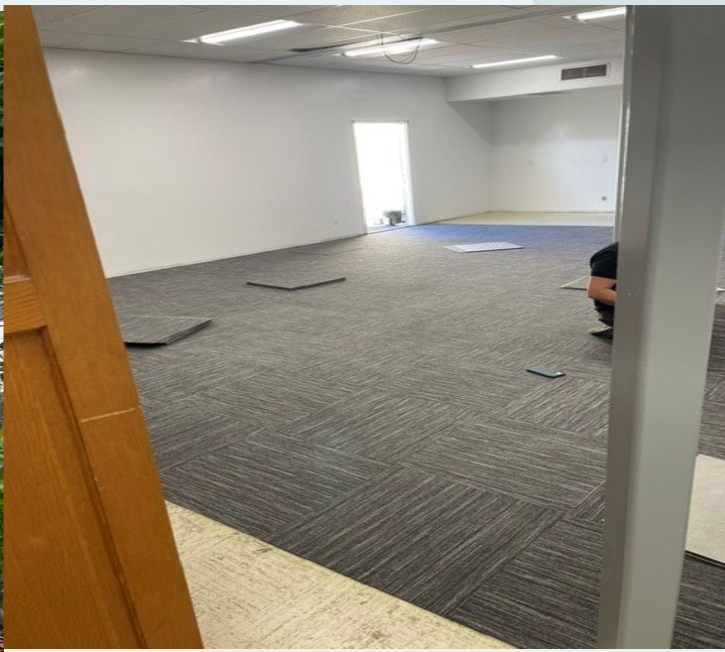
Public Works

25/26 Budget

1.	Public Works	
	Personnel-	$ 440,000
	Materials and Services-	$ 92,600
2.	Parks Maintenance-	$ 49,700
3.	Museum Maintenance-	$500
4.	Streets-	$ 20,000
5.	Total	$ 605,300

Public Works

Completed Maintenance




STOP


N PLUMAS
W WOOD ST

Public Works

Equipment

Equipment	Model Year	Years Past Service Life	Estimated Replacement Cost
Jet/ Vacuum Truck	2001	14	$850,000
Grader	1968	36	$120,000
Street Sweeper	2013	1	$250,000
Dump Truck	1989	15	$120,000
Water Truck	1987	17	$120,000
Leaf Vacuum Box	1989	20	$20,000
Asphalt Hotbox	Unknown	Unknown	$15,000~$40,000


CITY OF WILLOWS
CALIFORNIA
CARLYLE


California Environmental Protection Agency

Air Resources Board

CERTIFICATE OF REPORTED COMPLIANCE

OFF-ROAD DIESEL VEHICLE REGULATION

is issued to

This certificate indicates that the fleet listed above has reported off-road diesel vehicles to the California Air Resources Board and has certified they are in compliance with title 13 CCR, section 2449. All applicable vehicles owned by the individual, company, or agency must be reported and labeled, as specified in Section 2449, with all possible completeness, else this certificate is null and void. **Certificate expires**

Michelle Buffington

Michelle Buffington
Chief, Mobile Source Control Division
California Air Resources Board

Off-road Diesel Fleet Identification

To verify the authenticity of this certificate, enter this number at


4X4

Public Works

Future Goals

1. Invest in Deferred Maintenance
2. Enhance the Public Works Team to Support Effective Service Delivery
3. Improve Road and Pedestrian Safety
4. Implement the Sewage Repair Plan
5. Enhance Maintenance and Appearance of City Parks
6. Apparatus Replacement Plan

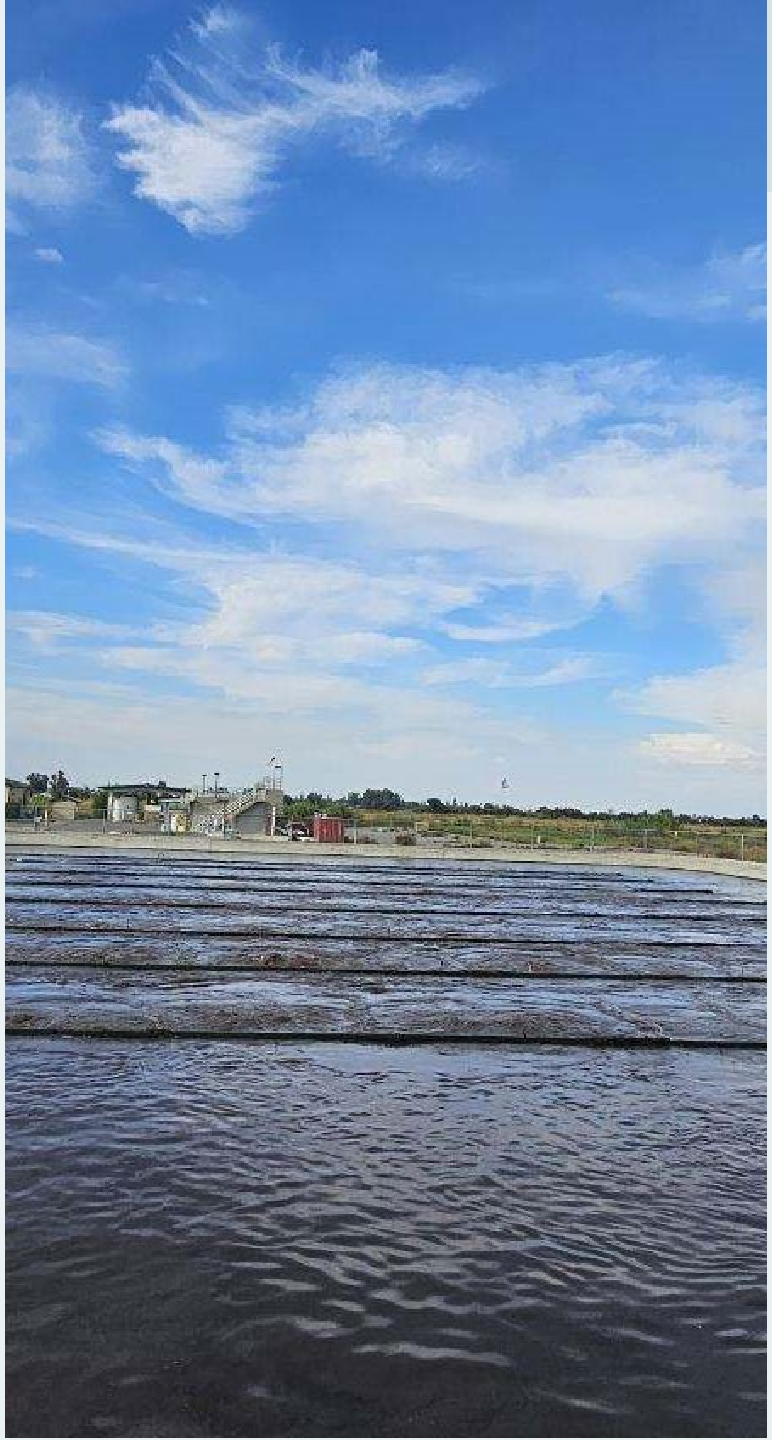
Sewage & Wastewater Treatment

- ❑Overview
- ❑Budget
- ❑Planned Projects

Sewage & WWT

Overview

The City contracts with Inframark for operations of the Wastewater Treatment Plant. The City is responsible for the cost of maintenance and repair of sewage infrastructure including sewer mains, manholes, lift stations and WWTP equipment.

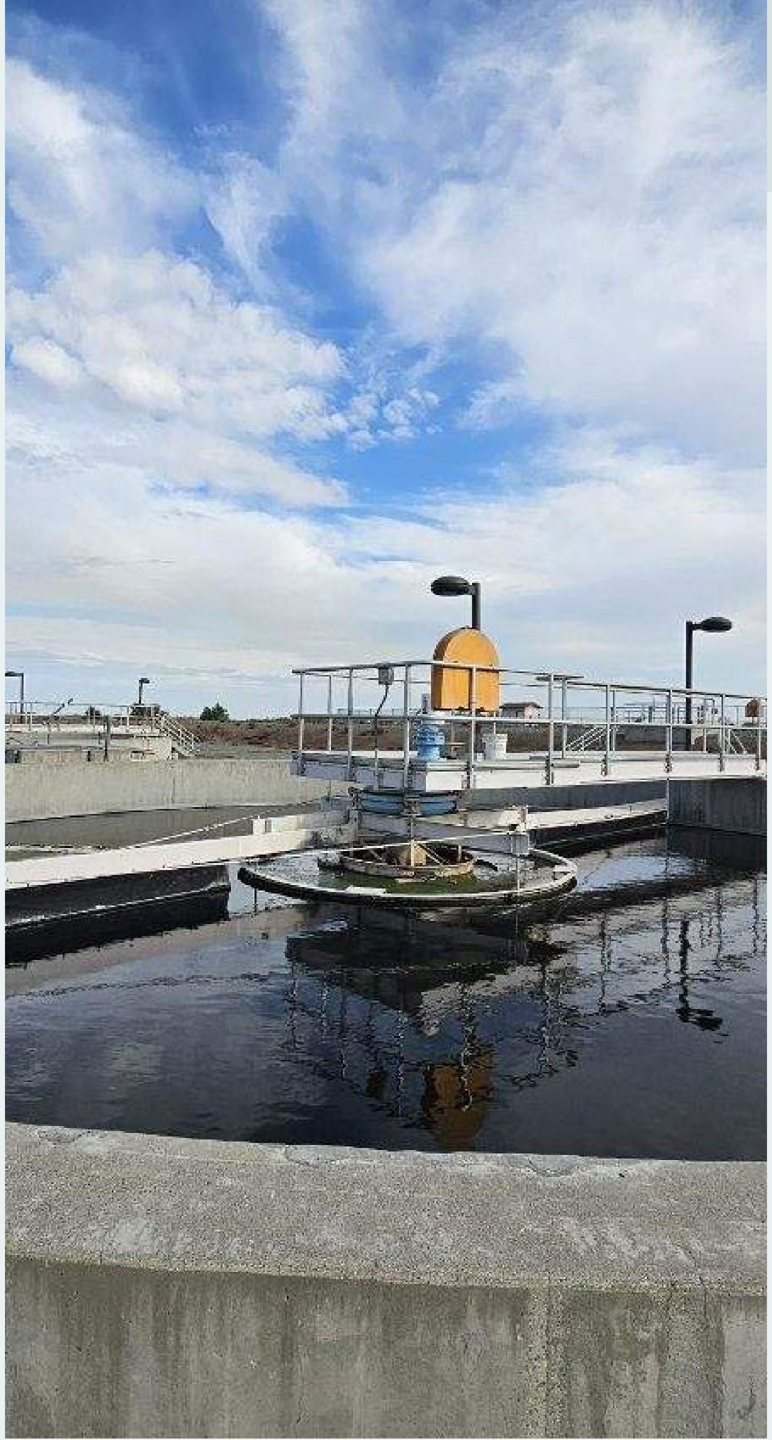


WWT

Overview (Cont'd)

Why is Sewer Treatment Contracted

- Highly technical licenses required for sewer treatment employees. We do not have that level of licensing in house.
- City would need to pay in the competitive market, statewide, to attract in-house staff.
- Contract operator has the ability to tap expertise of others within their organization. City would have to pay for such technical support.
- Contract operator assumes liability for violation fines. City would bear that directly with in-house employees.
- Contract operator prepares and submits majority of complex reporting to Federal, State and Local agencies.



WWTP

Budget

The WWTP Budget is not general funded but is instead funded by fees from customers who use our sewer system. Expenditures in this fund can only be used for items that are sewer related.

1. Revenue

Sewer Fees-	$ 2,600,000
Interest Income-	$ 100,000
Misc. Revenue-	$ 33,550

2. Expenses-

Maintenance-	$ 487,239
Operation of WWTP Plant-	$ 700,000
Debt Service	$ 581,944
General Fund Overhead Cost	$ 265,035

Engineering

- ❑Overview
- ❑Budget
- ❑Plan Review
- ❑Projects
- ❑Goals

Engineering

Overview

The Engineering Division coordinates the technical review and delivery of City infrastructure, capital improvement, and private development projects.

Division Responsibilities

* Capital project design, bidding, management, and inspection
* Building and civil plan-check review
* Encroachment permits and right-of-way coordination
*Capital Improvement Plan, Lighting and Landscape District, legal descriptions, and other engineering services

Laurie Loaiza, P.E., of DCCM serves as the City Engineer.

Engineering

Budget

General Fund

City Engineering and Plan Check/E.P.

(Cost Recovery) - $190,000

Engineering

Plan Check Services

1. Transparent Cost-Recovery Process
2. Protection of Public Funds
3. Expanded Plan-Check Capacity
4. Flexible, Cost-Conscious Assignments

Engineering

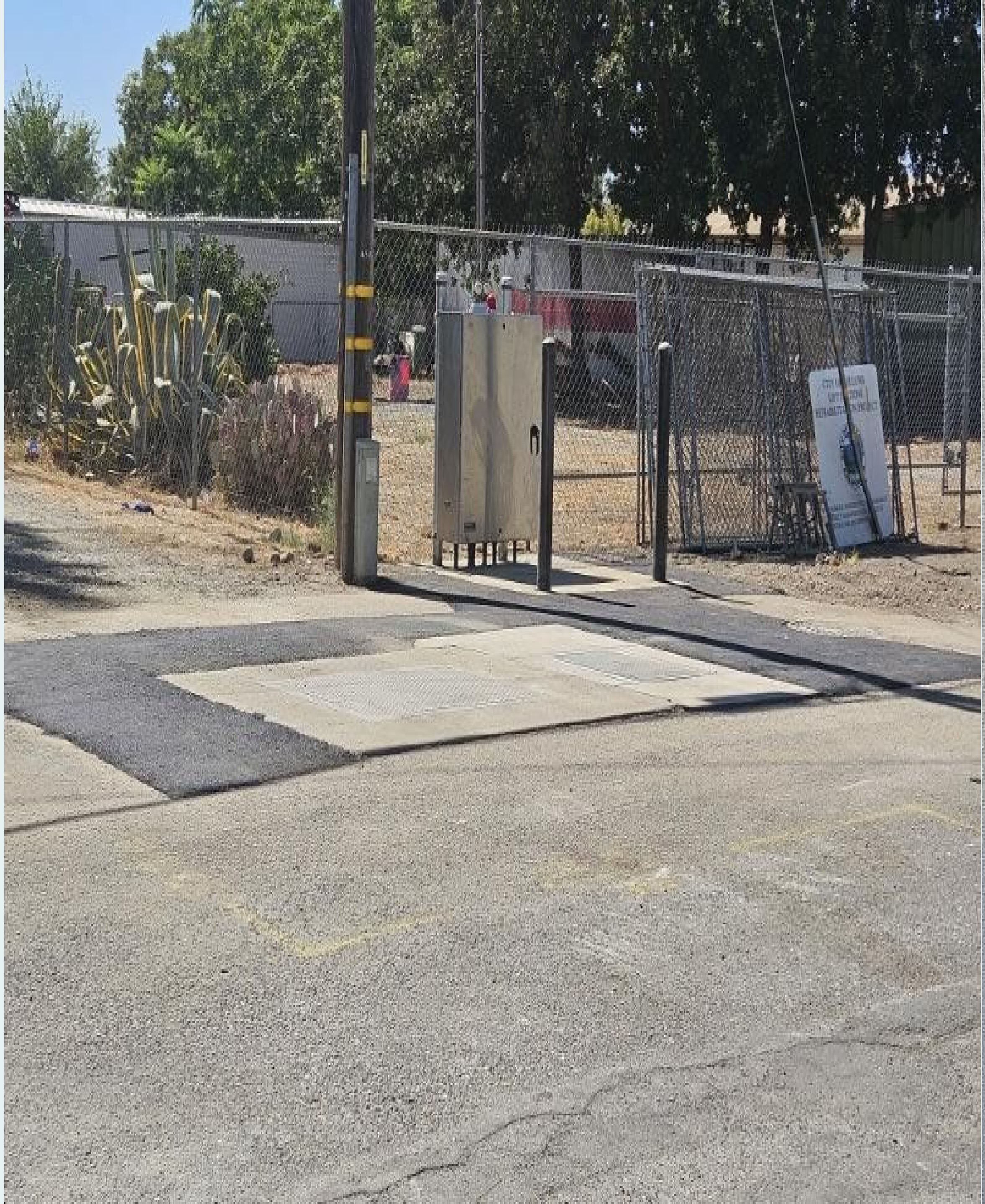
Projects

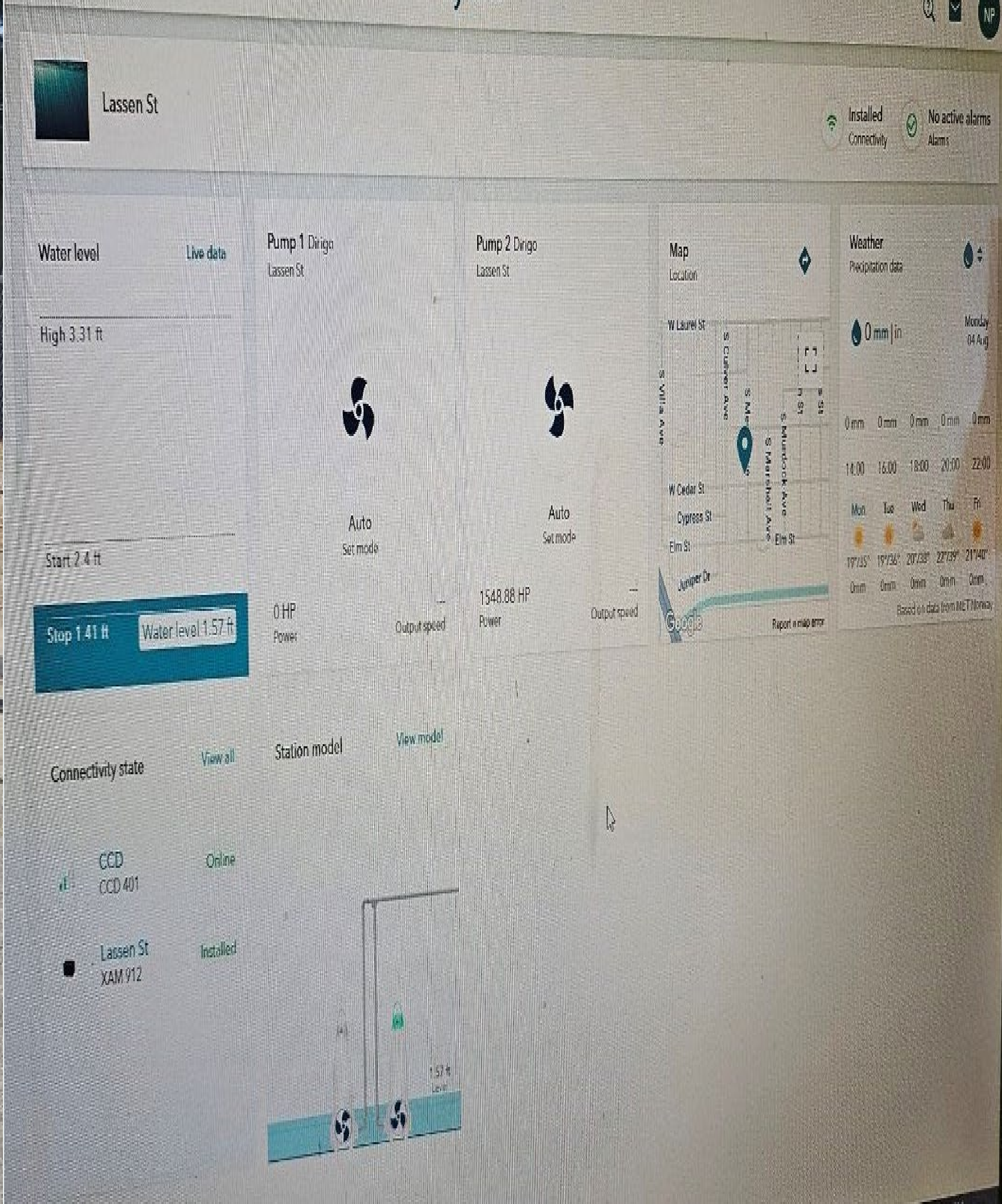
Completed:

- Wastewater Lift Station Rehabilitation
- Sewer Main Replacement and Rehabilitation Project
- Fire Station Solar Installation
- Library Structural Beam Replacement

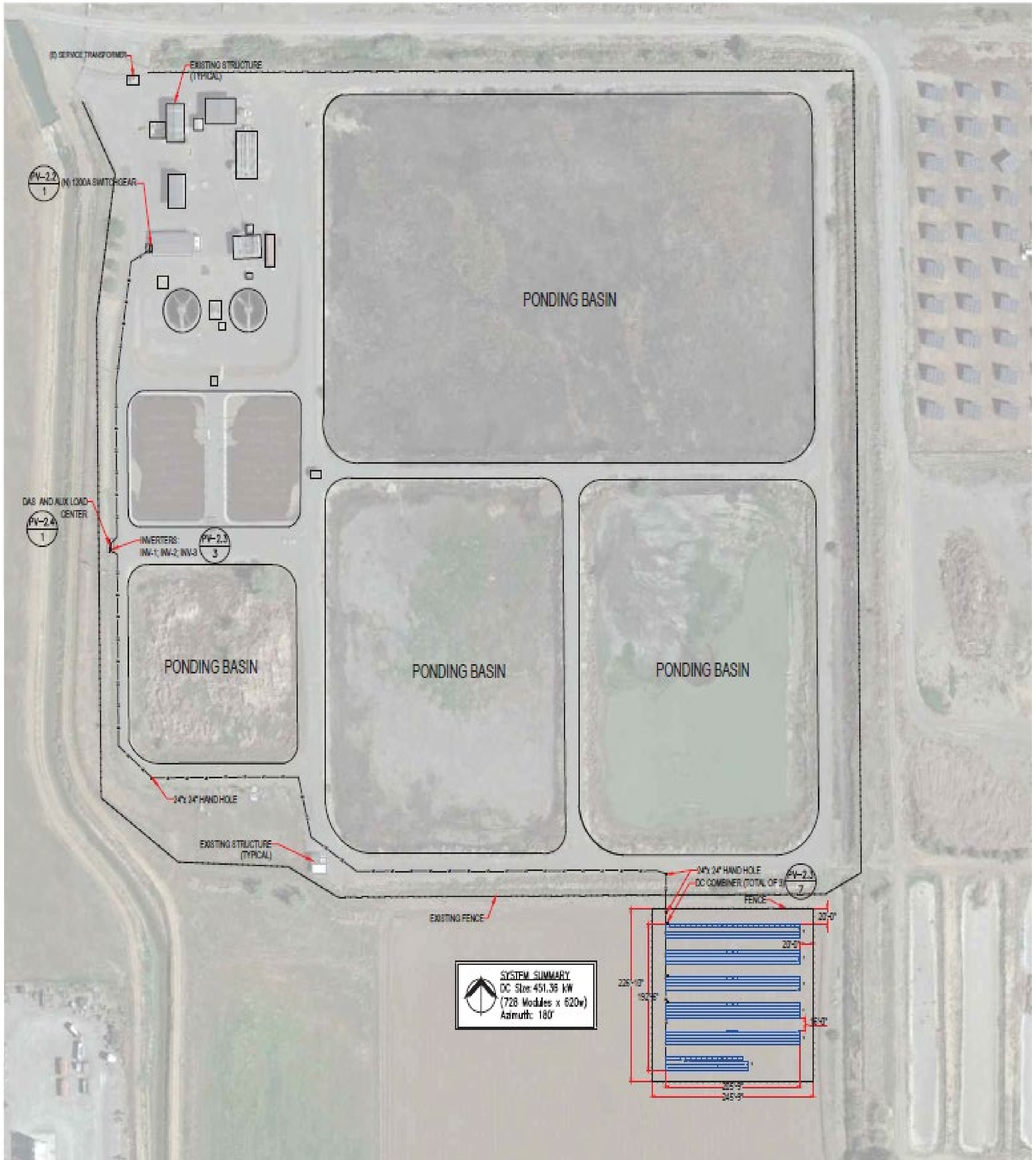
In Progress:

- Oak Street and Madrone Manor Pavement Project
- Wastewater Treatment Plant Solar Project
- Civic Center and Library ADA Improvements
- Road 57 Chevron and South Court Street Vacation





Lassen St
Installed
Connectivity
No active alarms
Alarms
Water level
Live data
High 3.31 ft
Start 2.4 ft
Stop 1.41 ft
Water level 1.57 ft
Pump 1 Dirigo
Lassen St
Auto
Set mode
0 HP
Power
Output speed
Pump 2 Dirigo
Lassen St
Auto
Set mode
1548.88 HP
Power
Output speed
Map
Location
W Laurel St
W Cedar St
Cypress St
Elm St
Juniper Dr
Report a map error
Weather
Precipitation data
0 mm | in
Mon
Tue
Wed
Thu
Fri
Connectivity state
View all
CCD
CCD 401
Online
Lassen St
XAM 912
Installed
Station model
View model



(E) SERVICE TRANSFORMER
EXISTING STRUCTURE (TYPICAL)
PV-2.2 1
(N) 1200A SWITCHGEAR
PONDING BASIN
DAS AND AUX LOAD CENTER
PV-2.4 1
INVERTERS: INV-1; INV-2; INV-3
PV-2.3 3
PONDING BASIN
PONDING BASIN
PONDING BASIN
24"x 24" HAND HOLE
EXISTING STRUCTURE (TYPICAL)
24"x 24" HAND HOLE
DC COMBINER (TOTAL OF 5)
PV-2.3 7
FENCE
EXISTING FENCE
SYSTEM SUMMARY
DC Size: 451.36 kW
(728 Modules x 620w)
Azimuth: 180°
20'-0"
20'-0"
226'-10"
192'-6"
245'-9"


NO PARKING

Engineering

Goals

- Update the Development Impact Fee Nexus Study
- Pursue Infrastructure Grant Funding
- Strengthen Cost Recovery and Tracking
- Improve Client Service and Cost Efficiency

Building & Code Enforcement

- ❑Overview
- ❑Budget
- ❑Building Statistics
- ❑Code Enforcement Cases
- ❑Goals

Building & Code Enforcement

Overview

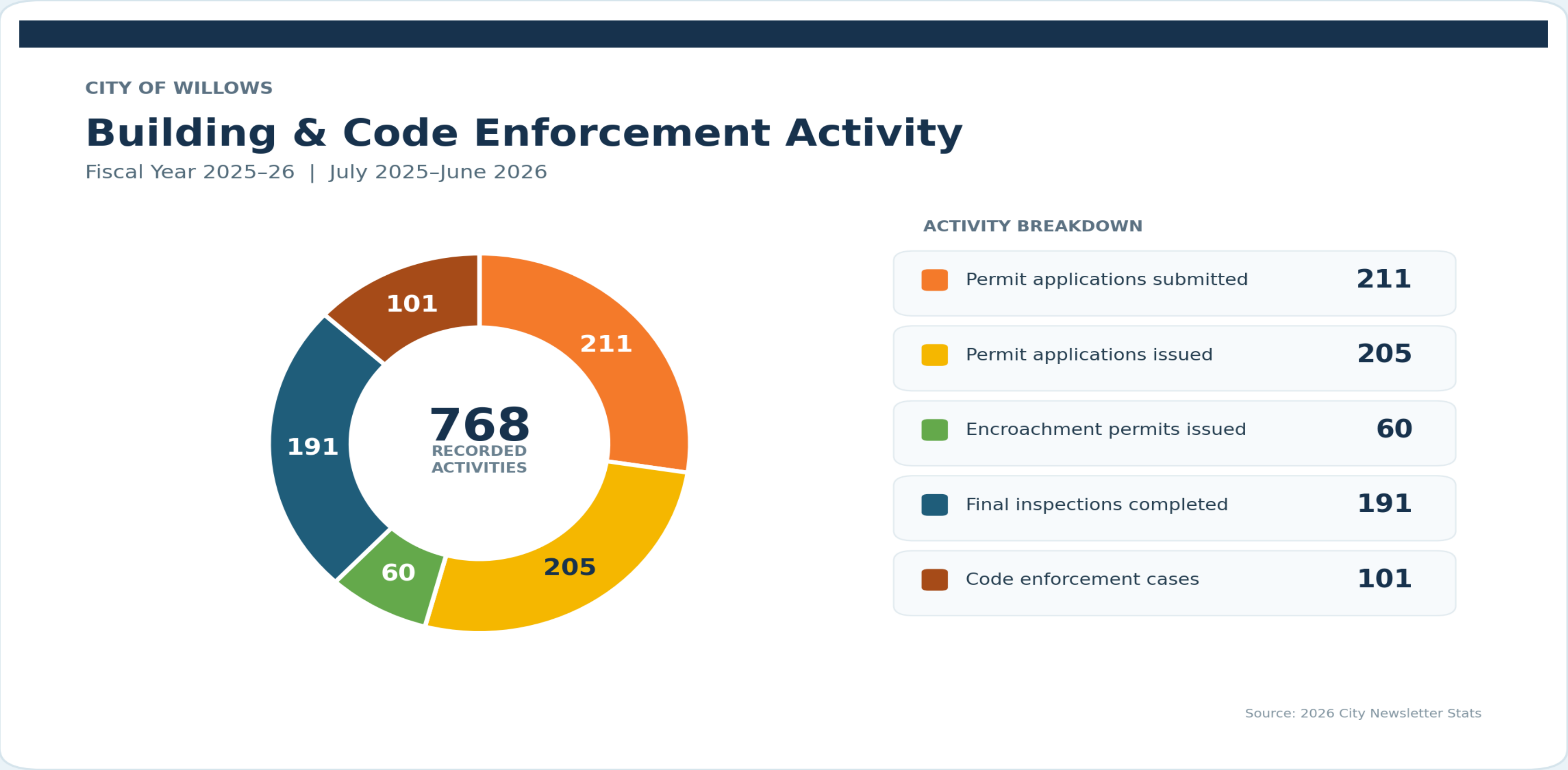
- Permit assistance and coordination
- Building inspections and safety compliance
- Code-enforcement investigations
- Property-owner outreach and case resolution

Building & Code Enforcement
Budget

▪ Permit Technician:	$77,033
▪ Contractor:	$90,000

Building & Code Enforcement

Statistics



Building & Code Enforcement Code Enforcement Cases

805/815 Willows St: BEFORE

Building & Code Enforcement

Code Enforcement Cases

805/815 Willows St: AFTER

Building & Code Enforcement

Code Enforcement Cases

309 N. Crawford Ave: BEFORE

Building & Code Enforcement

Code Enforcement Cases

309 N. Crawford Ave: AFTER

Building & Code Enforcement

Goals

- Continue improving the permit process
- Strengthen complaint resolution and enforcement
- Improve tracking and reporting

City of Willows
201 North Lassen • Willows, California 95988 • (530) 934-7041 • FAX (530) 934-7402

BUILDING PERMIT PROCESS

From Application to Project Completion

1 SUBMIT APPLICATION

Submit a building permit application for your project along with all required information and supporting documents.

Staff Review:
Staff reviews the application to ensure all required information and supporting documents have been submitted before beginning the application process and determine whether plan check is required.

PLAN CHECK REQUIRED

2 PLAN CHECK REVIEW

Plans and documents undergo a technical review for compliance with the California Building Code, California Fire Code, and all other codes and regulations.

Timeline: The estimated consultant review timeframe is 2–4 weeks. The applicant will be notified if corrections are required or if additional costs will be incurred.

4 APPROVAL & PAYMENT (PLAN CHECK)

Once all plan check comments are resolved and the plans are approved, staff finalizes the review. The permit fee is due at this time. upon payment of all applicable fees, permits issued.

PLAN CHECK NOT REQUIRED

3 INTERNAL REVIEW (NO PLANS REQUIRED)

Staff reviews application and any required documentation internally to ensure compliance with the California Building Code, California Fire Code, and all other codes and regulations.

PERMIT ISSUANCE

Upon successful review and payment of all applicable fees, permit is issued.

5 CONSTRUCTION & INSPECTIONS

Work may begin once permit is issued and posted on-site as required. Permit holder is responisble for scheduling required inspections at various milestones.

Building Department: Structural, plumbing, mechanical, electrical, energy, and other applicable inspections.

Fire Department: Fire supression systems, alarms, and life safety compliance.

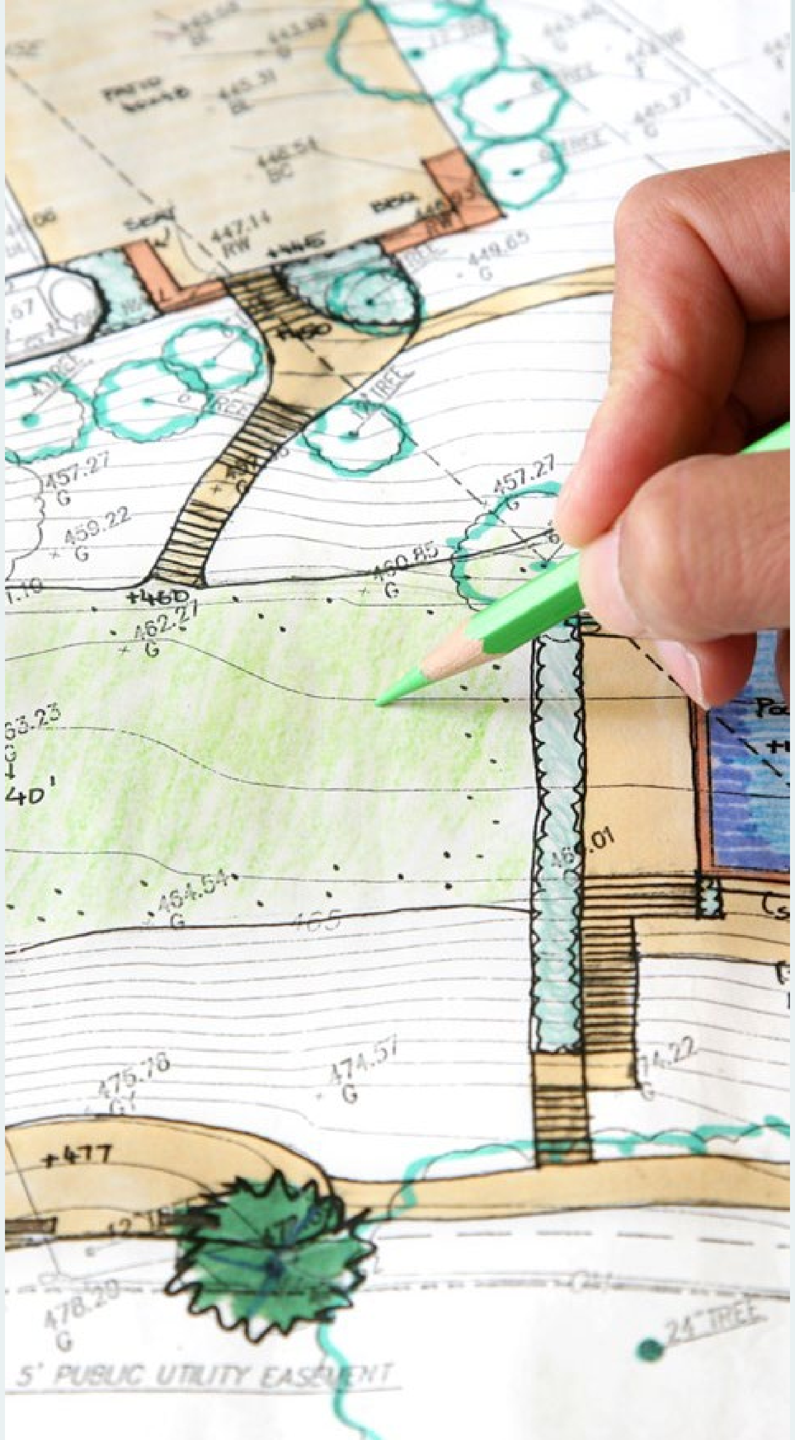
5 FINALIZATION & CLOSEOUT

After all required inspections are successfully completed and all final requirements are met.

- If required, a Certificate of Occupancy is issued to verify the building or structure is safe and compliant for occupancy and use.
- The permit is closed in the system and all project records are filed in the building permit folder, including plans and documents.

Planning

- ❑Overview
- ❑Budget
- ❑Projects
- ❑Goals



Planning

Overview

Planning services are provided through a combination of in-house staff and contracted planning support from Harris & Associates.

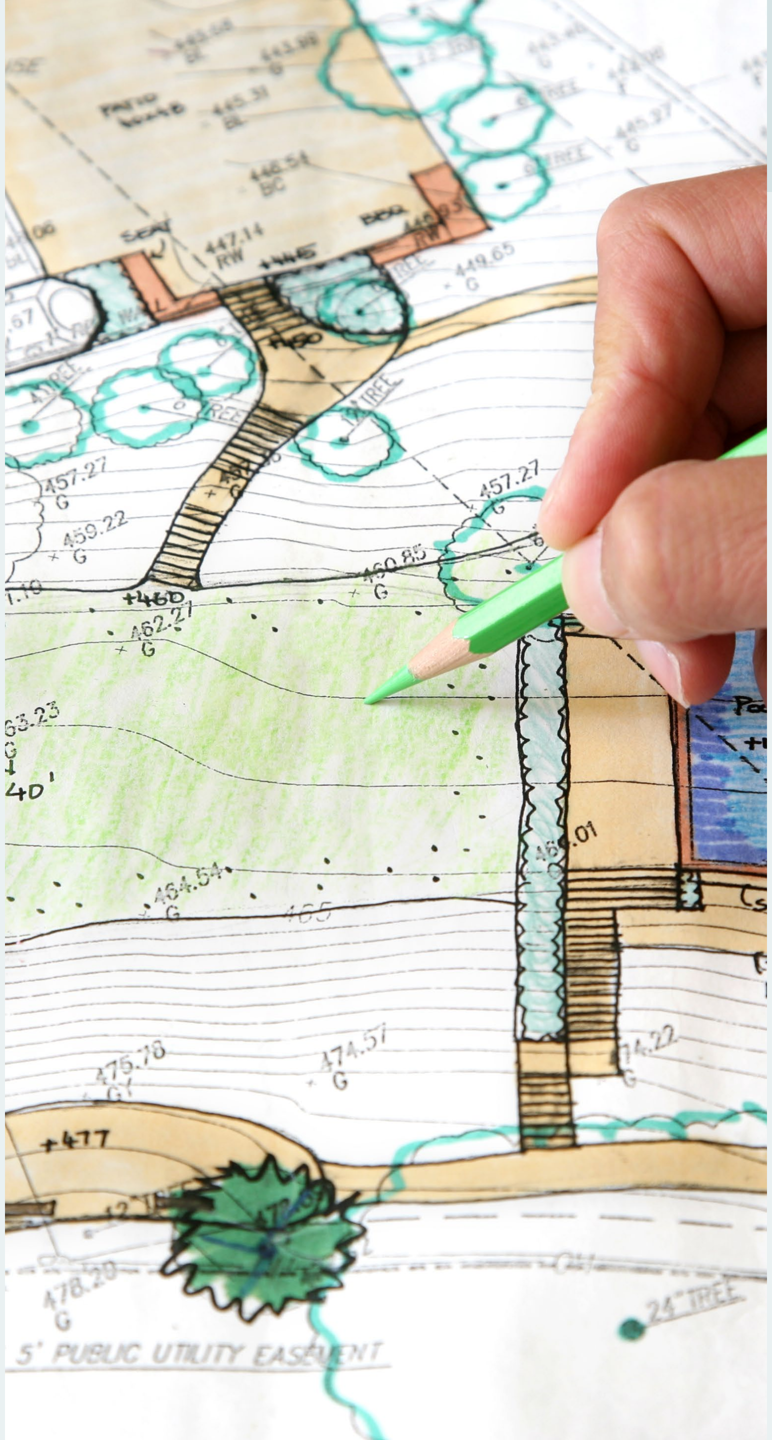
The Planning Division is responsible for:

1. Reviewing building permits and development applications for zoning and environmental compliance.

2. Processing use permits, design reviews, variances, lot line adjustments, and other planning applications.

3. Maintaining and updating the General Plan, Specific Plans, Zoning Ordinance, and related land-use regulations.

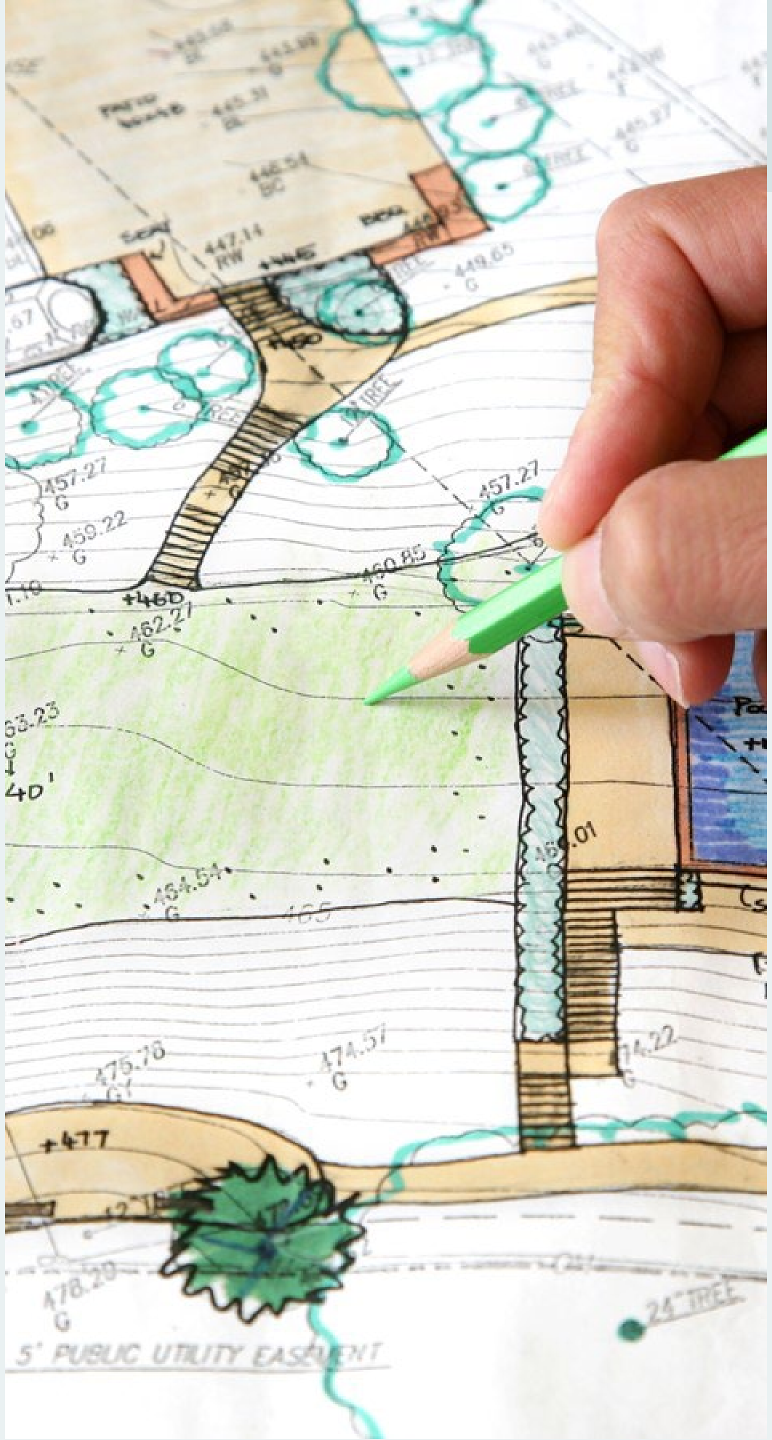
4. Supporting the Planning Commission and City Council through staff reports, public hearings, and coordination with applicants, agencies, and the community.



Planning

Budget

- Contractor- $190,000



Planning

Completed Projects

- 57 Chevron/ Travel Plaza – Design Review and Lot Merger
- Spark by Hilton Expansion – Design Review and CUP
- Tesla 96-Stall Supercharger Design Review
- Cannabis Dispensary CUP 's
- NVIH Behavioral Health Building Design Review and CUP
- City Wayfinding Sign Design Review
- Planning Application Flow Chart

Planning

Current Projects

- Title 18 Zoning Update
- Citywide Zoning Map Update
- Development of New Planning Applications

Planning

Goals

- Make the Planning Process Easier to Navigate
- Strengthen Conditions of Approval Follow-Up
- Maintain Clear and Current Planning Tools
- Improve Coordination and Applicant Service

Recreation

- Overview
- Budget
- Participants
- Goals

Recreation

Overview

Recreation services are provided entirely by a contract employee, Pedro Bobadilla. He is responsible for:

- Coordinating youth sports programs including fall and spring youth soccer and youth basketball.
- Assisting with the setup and registration for the Jump Start Program.
- Staffing and managing the summer swimming pool.

Recreation

Budget

- Contractor: $15,000
- Part Time Salaries:
  - Recreation: $6,000
  - Pool Rental: $19,500

Total: $40,500

Recreation

Participants & Revenue

FY 2025–26

Program	Number Enrolled	Revenue Collected	Notes
Youth Fall Soccer	128	$6,400	Ages 4–14 · 09/27/25–11/01/25
Youth Spring Soccer	136	$6,800	Ages 4–14 · 03/28/26–05/02/26
Youth Basketball	67	$3,350	Ages 4–13 · 01/24/26–03/07/26
Jumpstart Week 1	12	$240	07/07/25–07/11/25
Jumpstart Week 2	13	$260	07/14/25–07/18/25
Jumpstart Week 3	13	$260	07/21/25–07/25/25
Jumpstart Week 4	14	$280	07/28/25–08/01/25
TOTAL	**383**	**$17,590**	**All reported revenue collected**

Soccer and basketball totals combine all age divisions. Total reflects program enrollments.

Recreation

Goals

- Add additional recreation opportunities e.g. second basketball camp, flag football league, swim classes etc.
- Apply for grants to fund recreation facility projects and replace equipment.

Economic Development

- ❑Overview
- ❑Budget
- ❑Projects
- ❑Goals

Economic Development

Overview

Economic Development is managed by the Director of Community Development and Services and the City Manager:

- Business and Development Assistance
- Project Coordination
- Business Retention and Attraction
- Partnerships and Resources

Economic Development

Projects

- Rural Economic Development Strategy and Business Attraction Project
- Basin Street Properties
- Peterson Cat
- Commercial Fueling Station
- North Valley Indian Health Behavioral Health Building
- Wayfinding signs

Economic Development

Goals

- Complete the Economic Development Strategy and Business Attraction Study.
- Implement the Strategy and Actively Market Willows.
- Establish Dedicated Economic Development Staffing or Consultant Support.
- Pursue Grant Funding to Market Willows and Support Local Businesses.

DISCUSSION **& QUESTIONS?**