

7.0 CITY OF HEMET

The services that are provided by the City of Hemet (City) and included within this MSR include:

- Law Enforcement
- Fire Protection
- Solid Waste
- Storm Water Drainage
- Roadways and Circulation
- Parks and Recreation
- Library Services
- Animal Control

7.1 LOCATION AND GOVERNANCE

The City of Hemet is centrally located in Riverside County. The City is adjacent to the City of San Jacinto to the north and otherwise surrounded by unincorporated areas. As a reference, the Lakeview Mountains are located to the west, the Badlands to the northwest, and the San Jacinto Mountains to the north and northeast. The City currently occupies 16,958.41 acres and has a SOI of 28,555.04 acres. Figure 7.1 shows the City’s location, existing boundary, SOI, and public facilities.

The City of Hemet was incorporated in 1910 and is governed under a council manager form of government. The City Council consists of the mayor and four other council members. Council members serve four-year staggered terms. The Mayor is selected by the City Council to serve a one-year term.

7.2 FINANCIAL INFORMATION

The City’s budget is adopted annually. The process begins with City departments submitting budget requests. The City Manager uses these requests to develop a proposed budget, which is submitted to the City’s Fiscal Committee for review and revision prior to review by the full City Council. The City’s Fiscal Committee is comprised of two City Council Members and the City Manager. The Council holds public hearings on the proposed budget prior to adoption.

As shown in Table 7.A, in 2003 the City’s overall expenses exceeded revenues. However, for the fiscal years ending 2004 and 2005, the City’s revenues exceeded expenses. Similarly, the budget for FY 2005–06 is balanced and is expected to result in revenues, which exceed expenditures.

Table 7.A: City of Hemet Summary of Total Revenues and Total Expenses

	2003	2004	2005
Total Expenses	\$65,600,000	\$61,200,000	\$62,500,000
Total Revenues	\$61,800,000	\$49,400,000	\$70,100,000
Net Revenues (Loss)	(\$3,800,000)	\$11,800,000	\$7,600,000

Source: Comprehensive Annual Finance Reports for the fiscal years ending 2004 and 2005.

The City has policies for reserve funds. The City requires the reserve for contingencies to be set at 0.5 percent of the annual operating expenditure budget for the General Fund, water, sewer, and refuse funds. For capital assets, unappropriated fund balances and working capital funds from prior fiscal years should be maintained at 15 percent or greater of the operating expenditures for each fund. At the end of the fiscal year ending June 2004, the City had a total of \$17,407,689 in reserve funds. Of this, \$10,069,960 was reserved for encumbrances, receivables, land held for resales, debt service, interfund advances, and prepaid items; \$4,076,542 was designated for capital projects; and \$3,261,187 was undesignated. In addition to the use of reserves, the City has utilized long-term debt to finance capital projects. At the end of the fiscal year ending June 2005, the City had a total of \$19,393,751 in long-term debt.

The City adopted a Fiscal Policy in 1998. The policy was created to assure that products and services needed by the City are cost effective. The policy states that the City's operating budget shall be funded with current revenues and that a comprehensive budget review would occur at mid-year. In addition, the policy provides that the City Council will receive monthly revenue and expenditure summaries with prior year comparisons.

In 1999 the City also adopted an expenditure control policy that provides for an Expenditure Control Account. The expenditure control account is intended to reduce the rate of growth in appropriations of the General Fund that cover costs associated with new City facilities. This Policy requires City departments to retain 50 percent of any unexpended appropriations to be held in an Expenditure Control Account; when needed, funds can be transferred by the department head to the departmental account.

The City has also adopted a purchasing policy, which has the objective of securing supplies and equipment at the lowest possible cost and defining authority for purchasing. This policy provides that with City Manager approval, department managers can authorize purchases up to \$2,500; all purchases over \$2,500 must be approved by the City Manager first. Any purchases over \$50,000 must receive approval from the City's Fiscal Committee.

The City also adopts an investment policy annually, which is intended to minimize credit and market risks, while maintaining a competitive yield on its portfolio. The specific objectives of the policy are safety, liquidity, and yield. The City treasurer is responsible for implementation and management of the City's Investment Program, which includes submitting a monthly investment report to the City Council.

The City responded to an increase in expenditures for both water and refuse services by implementing rate increases in July 2003. Water rates increased 14 percent, and refuse rates increased 10 percent for residential service and 17 percent for commercial service. Likewise, the FY 2005–06 budget includes another 10 percent increase for refuse rates.

7.3 CITY GROWTH

As shown in Table 2.C, SCAG has estimated that the City of Hemet's population will grow approximately 2.7 percent annually and housing will grow approximately 3.0 percent annually through 2030. Similarly, the City has forecast building permits for 1,000 new housing units per year,

which equates to 3.08 percent of the Department of Finance's 2005 housing estimate for the City (32,452).

7.4 LAW ENFORCEMENT SERVICES

Law enforcement services within the City of Hemet are provided by the City Police Department. The Department provides services from a 24,401-square-foot facility located at the southwest corner of Latham Avenue and Juanita Street, as well as from two substations. The substations are located on either side of the City. The west end substation is located at 3663 West Florida Avenue, and the east end substation is located at 2047 East Florida Avenue.

The Police Department is currently staffed with 82 sworn officers, 32 civilian personnel, and 6 part-time civilian positions. In 2004, the Police Department responded to approximately 65,700 calls for service. The City's FY 2005–06 budget provides for five new police officers, which would provide 1.21 officers per 1,000 population. However, the City's preferred service standard of officer to population ratio is 1.3 officers per 1,000 population. Therefore, the City is currently slightly below the preferred service standard.

The Police Department is organized into several divisions, as detailed below.

- The Patrol Division consists of four patrol teams. Each team is comprised of one sergeant, one corporal, and seven officers. The Department also deploys two K-9 units.
- The Traffic Bureau consists of one traffic sergeant, one traffic corporal, five motorcycle officers, and two community service officers. The motor officers are assigned the responsibility of investigating traffic collisions, enforcing traffic laws, conducting follow-ups on traffic-related crimes, and assisting patrol when the need arises. The two community service officers are tasked with investigating traffic collisions, tagging, citing and removing abandoned vehicles, and community education through various activities, including bicycle rodeos, child safety fairs, and traffic safety classes taught in the schools.
- The Special Operations Unit is a team of officers that is prepared and equipped to resolve critical incidents that go beyond the scope of normal police operations. The primary objective is to save lives by resolving critical incidents with decisiveness and precision.
- The Hostage Negotiations Team is a four-member team comprised of one sergeant and three corporals.
- The Investigations Bureau consists of one detective sergeant, seven detectives, and one crime scene technician, all of whom are responsible for the follow-up of major crimes.
- The Crime Suppression Unit focuses on gang and drug enforcement and is a team comprised of one sergeant, one corporal, and five detectives.

The Hemet Police Department has a Communications Center that is staffed by certified public safety 911 dispatchers. The center receives nearly 30,000 911 calls every year in addition to over 110,000 calls on the regular business lines. The Communications Center employs 12 full-time Public Safety Dispatchers and several experienced part-time dispatchers.

The City has stated that it does not have a response time goal. The current average response times are 7 minutes, 12 seconds for emergency calls; 12 minutes, 20 seconds for in-progress calls; and 30 minutes, 48 seconds for report calls.

Police service costs are presently the second largest single expenditure by the City, consuming 17.6 cents of each dollar expended by the City. The Police Department operates on a budget of \$15.5 million, supplemented by approximately \$700,000 in federal and State grants. In addition to this, the Police Department was recently awarded a two-year federal grant project entitled “Reducing Impaired Driving” or “Operation RID.” The project was implemented to combat driving under the influence of alcohol and other drugs, as well as increasing seatbelt and child restraint compliance. This grant dedicates one additional police officer and one Community Service Officer to specifically combat DUI drivers. The Police Department has stated that it will continue to seek grant funding to offset the cost of various programs.

The existing police facility is overcrowded. The City has prepared plans for a new police facility to house operations, a Class II Jail, and a modern dispatch center. The new facility would also serve as the City’s emergency operations center during disaster situations. The new facility will be constructed on City-owned property at Devonshire Avenue and Juanita Street, adjacent to the present facility. The project is currently in the conceptual stage, and no timeline for construction has been determined.

The Hemet Police Department has mutual aid agreements, which include:

- The City’s Police Department and the Riverside County Sheriff’s Department have an oral, unwritten, mutual aid agreement. The Riverside County Sheriff’s Department maintains a station in Hemet. This station is located at 43950 Acacia Avenue.
- A joint task force between a special operations (special weapons and tactics, or SWAT) task force and the Murrieta Police Department to train and field an effective SWAT team using personnel from both cities.

7.5 FIRE PROTECTION SERVICES

Fire prevention and protection services within the City of Hemet are provided by the City of Hemet Fire Department. The Fire Department operates five fire stations strategically located throughout the City. Each station houses at least one engine company. The Hemet Fire Department owns and maintains all of the City facilities and equipment. Table 7.B lists the Department’s facilities, stations, equipment, and personnel.

In addition to the City fire stations, the Riverside County Fire Department owns and maintains four stations in and around the City of Hemet. These stations serve the unincorporated County areas and provide mutual aid assistance for incidents that may occur in the City. These stations are listed in Table 7.C.

The City of Hemet Fire Department responds to all emergencies, including fire, hazmat, rescue, and medical aids, as well as non-emergency public aid such as water evacuation, odor investigations, and elderly assistance. Other services or programs provided by the Hemet Fire Department include fire inspection, prevention, arson investigation, weed abatement, public education, disaster preparedness,

Table 7.B: City of Hemet Fire Department Facilities and Staffing

Station Location	Equipment	Staffing
Station No. 1 220 North Juanita Street	Engine 1 Rescue 1 Truck 1 OES engine 239 Water tender	1 captain 2 engineers 3 firefighters
Station No. 2 895 West Stetson Avenue	Engine 2 Engine 2R	1 captain 1 engineer 1 firefighter
Station No. 3 4110 West Devonshire Avenue	Engine 3 Brush 3 RACES communication trailer	1 captain 1 engineer 1 firefighter
Station No. 4 4710 West Stetson Avenue	Engine 4, Hazmat 4, Fire safety house Air support trailer	1 captain 1 engineer 1 firefighter
Station No. 5 120 North Hemet Street	Engine 5 Engine 5R	1 captain 1 engineer 1 firefighter
Fire Administration 510 East Florida Avenue	5 staff units 1 utility unit 1 command unit	1 fire Chief 1 fire Marshal 1 ES Coordinator 2 battalion chiefs
Fire Training Center 319 East Latham Avenue	1 staff unit	1 battalion chief

Table 7.C: Riverside County Fire Stations Located within and Near Hemet

Fire Station No.	Address
25	132 S San Jacinto San Jacinto
26	25954 Stanford Street Hemet
28	35655 Sage Road Hemet
72	25175 Fairview Avenue Hemet

and Community Emergency Response Teams. In addition, the Fire Department provides specialized services such as a hazardous materials team to mitigate serious hazardous chemical spills and a swift water rescue team to provide rescues from rapidly moving water in flood control channels and natural drainages. Hemet firefighters also participate in regional activities such as an urban search and rescue task force.

The City of Hemet Police Dispatch receives 911 calls and dispatches all response units. The City has a response time standard of five minutes or less for 80 percent of fire and emergency medical calls. In 2003, the Department responded to 10,942 emergency and nonemergency requests for service, including 369 fires, 8,442 medical emergencies (including 92 defibrillation cases), and 390 traffic collisions. Since opening of Fire Station No. 5, the Department's response times have averaged 5 minutes or less. The City has stated that additional staffing and training in order to prioritize calls would improve the delivery system.

The Fire Department measures the impacts of growth on fire services by regularly evaluating response times in order to meet the criteria of the City's General Plan. Department services are regularly evaluated to incorporate changing needs. For example, operations are evaluated by staff on a regular basis due to high call load. Department facility and equipment needs are determined by third-party consultants who are contracted periodically. Constraints (due to rapid growth) are considered minor and temporary. Constraints affect nonemergency type operations only such as staff functions, fire prevention, and public education.

The Department currently utilizes Development Impact Fees and Community Facility Districts to finance additional facilities, equipment, personnel increases, and services to meet the demands that are created by growth. A site is currently being negotiated for Fire Station No. 6 near Diamond Valley Lake (East Dam). The City has stated that development currently being proposed in the west end of the City will require another fire station. The location has yet to be determined. Future plans also include a new training facility at Fire Station No. 4.

The City of Hemet Fire Department has a mutual aid agreement with Riverside County Fire Department. The agreement also includes public education resources that are coordinated for various events in the San Jacinto Valley. The Hemet Fire Department does not have any joint power agreements or other arrangements for sharing facilities, equipment, services, or tasks with other agencies at this time. While the Department has stated that potential opportunities for future shared facilities, studies, programs, staff, or equipment exists, none are being discussed at this time.

7.6 SOLID WASTE SERVICES

The City of Hemet operates its own refuse and recycling division as a utility service instead of contracting with a private company. The solid waste that is collected within the City of Hemet is hauled to the following Class III landfills that accept construction/demolition waste, dead animals, and mixed municipal refuse. Additional detail regarding these facilities is located in Appendix A.

- Badlands Sanitary Landfill
- El Sobrante Landfill
- Lamb Canyon Sanitary Landfill

- Simi Valley Landfill & Recycling Center

In 2000, the City of Hemet disposed of 50,368 tons of solid waste. The CIWMB shows that the solid waste disposal generation factor for the City is 1 pound per resident per day and 15.7 pounds per employee per day.

Diversion rates are defined as the percentage of total solid waste that a jurisdiction diverted from being disposed in landfills through reduction, reuse, recycling programs, and composting programs. The California Public Resources Code (PRC 41780) requires all jurisdictions to achieve 50 percent solid waste diversion. Per the CIWMB, the City exceeds this goal and had a 52 percent diversion rate in 2003, which is the most recent data posted.

Solid Waste Rates

The City has a flat rate for residential solid waste services, which is dependent upon the number and size of refuse carts. Commercial rates are based on the larger refuse bin size and by number of pickups per week. Table 7.D provides Hemet’s current solid waste rates.

Table 7.D: Monthly Solid Waste Rates

Service	Rate
Residential	60-gallon cart: \$14.60 additional carts: \$9.55 90-gallon cart: \$17.35 additional carts: \$14.10
Commercial and Industrial	\$21.15–1,368.00, depending on bin size and number of pickups

7.7 STORM WATER DRAINAGE

Storm water drainage infrastructure and maintenance services within the City of Hemet are provided by both the RCFCWCD and the City. Historically, curbs and gutters of streets have been used as the primary flood control devices in Hemet. Storm flows generally discharge into the streets flowing from east to west without underground facilities, except in the western portion of the City. As a result, numerous dips in roadways have been constructed to convey flows across intersections. The majority of the storm water collected in the City of Hemet is ultimately discharged into Salt Creek, which is located in the southwest part of the City. A small northeast portion of the City drains into the San Jacinto River. Both Salt Creek and the San Jacinto River ultimately discharge into Lake Elsinore, which is the terminus point of the San Jacinto River Watershed.

A Master Flood Control and Drainage Plan for Hemet was completed in 1984. The major storm water drainage facilities in the City include the Hemet Channel, the Stetson Channel, and Salt Creek. Both the Hemet Channel and Stetson Channel are owned and maintained by the RCFCWCD. The City owns and maintains Salt Creek. Currently, there are 24 City-owned retention and detention basins

within Hemet. In addition, there are 26 basins that are privately owned and maintained, and one basin that is owned and maintained by the RCFCWCD.

The City has stated that expansion of the flood control system has not kept pace with development. However, recent drainage improvements have resulted in reduced flooding on several major east-west streets, including Florida Avenue, Acacia Avenue, and Stetson Avenue. All of the improvements have been completed in accordance with the City's Master Flood Control and Drainage Plan. A few parts of the City are still subject to flooding, especially the westerly portions of the east-west streets of Menlo Avenue and Whittier Avenue. Drainage infrastructure needs in Hemet are determined by drainage studies, development of specific and citywide master plans, and evaluation of interim/field drainage conditions. There are several infrastructure projects that are currently in the planning/design stage, including:

- Stetson storm drain, Yale Street to Buena Vista (RCFCWCD)
- Cawston storm drain north of Florida Avenue
- Line E channel extension to Esplanade
- Sanderson storm drain, Commonwealth to Esplanade

The City of Hemet levies a storm water drainage fee that applies to all properties within the City. This fee funds the maintenance and repair of storm drain facilities. The City also levies development impact fees to fund new or upgraded infrastructure. In addition, new developments within Hemet are required to include both on-site and off-site storm water drainage infrastructure as needed.

7.8 ROADWAYS AND CIRCULATION

Hemet's roadway system consists of a traditional grid pattern. Major east-west roadways in the City include Florida Avenue, Devonshire Avenue, Acacia Avenue, Whittier Avenue, and Stetson Avenue. Major north-south roadways include Warren Road, Sanderson Avenue, State Street, and San Jacinto Street.

The City's General Plan states that LOS C is the desirable goal on mid-block segments and LOS D at intersections. Since the 1992 General Plan, the City has not completed a citywide traffic study; however, as a result of growth within the City, Hemet is beginning to experience a drop in LOS along area roadways. The City is currently preparing an update to the General Plan, which is expected to evaluate the service levels of all City roadways.

The City has a Pavement Management Plan that is expected to be updated this year and linked to GIS. The City plans for maintenance and rehabilitation of roadways in the City of Hemet is based on several factors, including (1) evaluation of existing road conditions; (2) citizen concerns and complaints; and (3) City maintenance department levels of efficiency. The major funding mechanism for maintenance and rehabilitation of roadways is Measure A funds.

Transit Services

Transit services within the City of Hemet are provided by the Riverside Transit Agency. There are currently six routes that serve the City. These routes are listed below:

- Route 27: Galleria at Tyler to Florida and Lincoln
- Route 31: Hemet Valley Mall to Banning K-Mart
- Route 32: Hemet Valley Mall to Mt. San Jacinto College
- Route 33: Hemet Valley Mall to west Hemet
- Route 74: 4th and Wilkerson to Mt. San Jacinto College
- Route 79: County Center Drive to Hemet Valley Mall

In addition to local routes, Riverside Transit Agency provides Dial-A-Ride curb-to-curb transportation services to Hemet residents within a specific service area. This service is for seniors and persons with disabilities only and requires an advance reservation. The fares for Dial-A-Ride services are:

- Senior/disabled: \$1.50 per ride
- Children: free (first two, age 5 and under; additional child \$0.50)

7.9 PARKS AND RECREATION SERVICES

Park and recreational facilities within the City of Hemet are owned and maintained by the City and the Valley-Wide Recreation and Park District. The City of Hemet coordinates the planning of all new park and recreation facilities with the Recreation and Park District. The facilities that are owned and maintained by the City are listed below in Table 7.E, planned facilities are shown in Table 7.F, and facilities provided by the Parks District are listed in Table 7.G.

Table 7.E: City of Hemet Park and Recreational Facilities

Facility and Location	Amenities	Acreage
Weston Park 700 East Florida Avenue	Picnic areas; playground; covered shuffleboard courts; basketball courts; a stage; restrooms; a senior citizen center that includes a small stage and a meeting room	4.00
Gibbel Park 2500 West Florida Avenue	Playground areas; picnic tables; baseball diamonds; roller-skating area; tennis courts; lawn bowling green; horseshoe pits; basketball court; restrooms; shade structures	11.00
Welch Green Park Florida Avenue and Buena Vista Street	Sitting areas	0.32
Cawston Community Park 4110½ Cawston Avenue	Tot lot; playground; half basketball court; picnic tables	1.00

Facility and Location	Amenities	Acreage
Simpson Park 28505 Rawlings Road	Picnic tables; hiking trails; restrooms; high school field biology lab; on-site living quarters for its wardens	483.48
Griffith Way Community Green 303 South Weston Place	Picnic table; turf area	0.21
Spencer Park 895 West Stetson Avenue	Large grass area; picnic facilities	0.50
Rodeghier Green Park Acacia Avenue and Palm Avenue	Sitting areas	0.25
Mary Henley Park 801 South Kirby	Playground area; half basketball court; picnic tables; shade structures; large turf area; walking path	16.00
Brubaker Park 3703 West Mustang Way	Baseball and softball fields; half basketball court; playground; picnic tables; shade structures	60.00
Total		576.76

Table 7.F: Planned City Park Facilities within Hemet

Planned Facility and Location	Planned Amenities	Acreage
Stoney Mountain Park Cinnabar and Inglestone Drive	Tot lot/playground; shade structures; picnic tables; basketball court (constructed by developer; ownership to be transferred to the City)	6.50
KB Homes Park Northeast corner of Fruitvale and Cawston	Tot lot/playground; picnic tables; shade structures; walking path (constructed by developer; ownership to be transferred to the City)	6.00
Retention Basin Park Devonshire and Columbia	Project to retrofit existing detention basin as park is currently being considered	9.00
Total Planned Acreage		21.5

Table 7.G: Valley-Wide Recreation and Park District Facilities within Hemet

Facility and Location	Amenities	Acreage
Bill Gray Park 25330 Lake Street	One ball diamond; two half-court basketball areas; a children's play area; picnic grounds	5
Devonshire Canston and Devonshire	Under construction	10
Diamond Valley Lake Aquatic Facility 1800 Marina Drive	Opened in June 2006. A heated 25 yard outdoor pool with a water slide and zero depth entry; fountain sprayers; and a play structure for small children.	5
Diamond Valley Lake Community Park 1800 Marina Drive	Planned construction of 8 lighted ball diamonds; 2 lighted soccer ball fields; and a snack bar.	80

Facility and Location	Amenities	Acreage
Louis Jackson Park/Valle Vista Community Center 43935 Acacia Avenue	15,000 sq. ft. community activities and senior center including a gym; meeting rooms; kitchen and restrooms; indoor basketball court; indoor racquetball court; picnic area; three diamonds; children's play area.	10
Santa Fe Field/ R.C. Track 252 South Santa Fe Street	One lighted softball field, racetrack	5
Searl Youth Sports Park 1001 North Buena Vista	Three lighted ball diamonds; one lighted soccer field; 5,000 sq. ft. community building; 800 sq. ft. maintenance garage	11
Valle Vista Park 25175 Fairview	500 sq. ft. restroom building; picnic shelter; play area; horseshoe pits; picnic tables; and basketball court	4
Total		130

The City has an adopted standard of providing 5 acres per 1,000 population of park land and/or recreational facilities. Based on the Department of Finance's estimate for the City of Hemet (66,455), the City is currently providing 8.68 acres per 1,000 population, not including the Park District facilities. Therefore, the City is currently meeting the adopted standard.

The City of Hemet has a joint use agreement with the Hemet Unified School District for two baseball fields located at Brubaker Park, which is adjacent to West Valley High School. The City also has a joint use agreement with Hemet Youth Baseball for additional facilities at Brubaker Park, including 10 baseball fields and a snack bar/restroom building.

The City levies a Park Development Fee on all new residential development within the City. The fees provide funding for additional facilities to meet the increased demand created by new development.

The City does not provide any recreational programs. All of the programs that are provided within the City are provided by the Valley-Wide Recreation and Park District and are detailed in Section 18.0.

7.10 LIBRARY SERVICES

The City of Hemet has been providing library service to the community since 1910. The existing City library is housed in a 51,010-square-foot facility at 300 E. Latham Ave. This facility opened in July 2003 and was designed to accommodate future growth within the City. The City has no plans for additional library branches at this time.

The City library currently contains 103,475 volumes, which provides 5.99 volumes per capita. The library circulates 398,140 volumes per year. The City has adopted the following library service standards: 2.5 books per capita and 0.5 square feet per capita. Based on these standards, the City is currently providing sufficient square footage, however, the City should be providing 166,138 volumes (an increase of 62,633), based upon its 2005 population as estimated by the State Department of Finance.

The Library uses volunteers extensively. In the year ending June 30, 2004, over 12,600 hours of volunteer services was provided by residents, with an additional 12,000 hours of volunteer service provided by the Friends of the Library, the Library Foundation, and the Library's Heritage Room Staff. The Hemet Public Library is part of the Inland Library System. The system is a public library cooperative serving 18 member libraries in Riverside, San Bernardino, and Inyo Counties. This cooperative is supported with membership fees and State funds provided by the California Library Services Act.

In addition to standard library services, the Hemet Library provides talking books from the Braille Institute, homebound service, children's summer reading program, year-round weekly preschool story times, and Spanish-language books.

In addition to the City's library, the Riverside County Library System also has a library branch within the City that residents can use. The Valle Vista Library branch is located at 25757 Fairview Avenue. This facility is 5,000 square feet, currently holds 37,973 volumes, and had an annual circulation of 62,654 in FY 2004–05.

7.11 ANIMAL CONTROL SERVICES

The City of Hemet contracts with Riverside County Animal Control for animal control services. One animal control officer is stationed in the City of Hemet. In addition to serving the City, this officer is assigned to the southwest area of the County. Coverage is provided from 7:30 a.m. to 5:00 p.m. daily. The County contracts with the Ramona Humane Society for animal sheltering services. The shelter is located at 690 Humane Way in San Jacinto.

The City's contract with the County provides the following services:

- **Clinic Services:** spaying and neutering; vaccinations; low-cost rabies clinics; microchipping; quarantine of animals; euthanizing
- **Field Services:** stray, injured, and dead animal complaints; animal turn-in; cruelty investigations; barking dog complaints; leash law violations; rabies reports; bite reports and quarantines; potentially dangerous, dangerous, and vicious dog hearings; dog license inspection/collect fees; kennel license requests/inspections; emergency response and investigations; subpoenas for records
- **Shelter Services:** adoptions; animal turn-in; animal behavior classes; upkeep of impounded animals; animal records