

**Town of Danville  
Fiscal Year 2014/15  
Annual Report**

**DEVELOPMENT SERVICES**

BUILDING | ENGINEERING | CIP

PAVEMENT MANAGEMENT | CLEAN WATER

This report, prepared by Steven C. Lake, Development Services Director and City Engineer, provides a review of activities, statistics, goals, and objectives of the Development Services Department for the fiscal year period of July 1, 2014 to June 30, 2015.

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### **Cover Page Photography**

Hartz Avenue Beautification Project

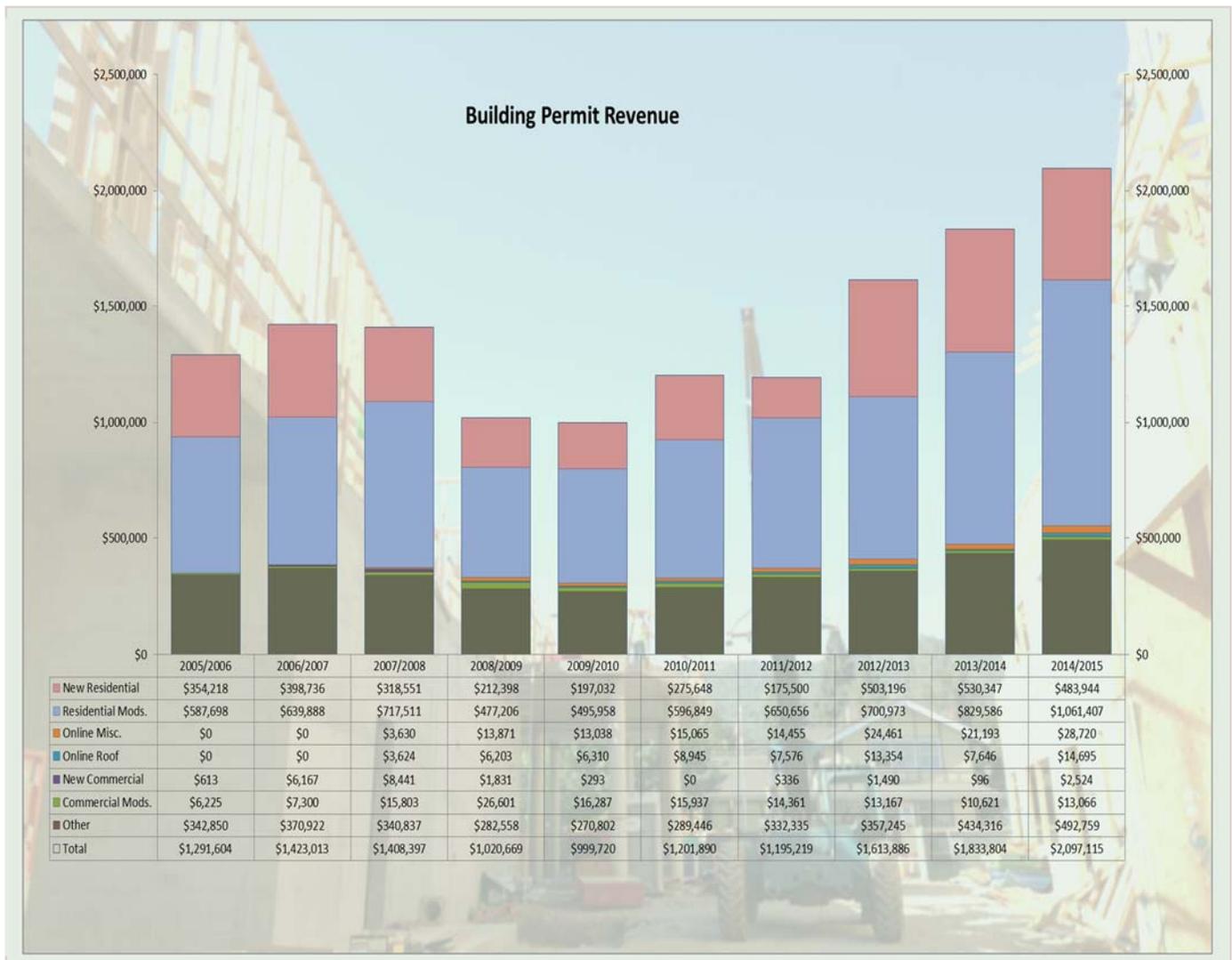
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## Building Permit Revenue and Expense

Building Permit revenue improved significantly over last fiscal year, keeping up with expenses, during one of the most active fiscal years on record. While new single family residential permits were down significantly, residential modifications and additions were up 28%. All of the other permit categories exceeded last fiscal year leading to an overall increase of 14%.

Building Division expenses increased accordingly as plan checking and permit processing increased to accommodate the increased activity. The additional permit processing pushed the Building Division workforce to their limits with 11,529 counter contacts and 244 complex plan checks. As a result, 2 temporary part-time permit technicians were brought on board to help with the processing tasks.

This fiscal year the Building Division added a new credit card processing method that uses “chip” credit cards. Widely used outside the United States, this enhanced security process is becoming more popular. The new credit card device will soon be able to accept other forms of payment using smart phones.



ANNUAL BUILDING PERMIT REVENUE BY CATEGORY



RESIDENTIAL CONSTRUCTION IN DANVILLE OFTEN REQUIRES A SIGNIFICANTLY LONGER INSPECTION PROCESS

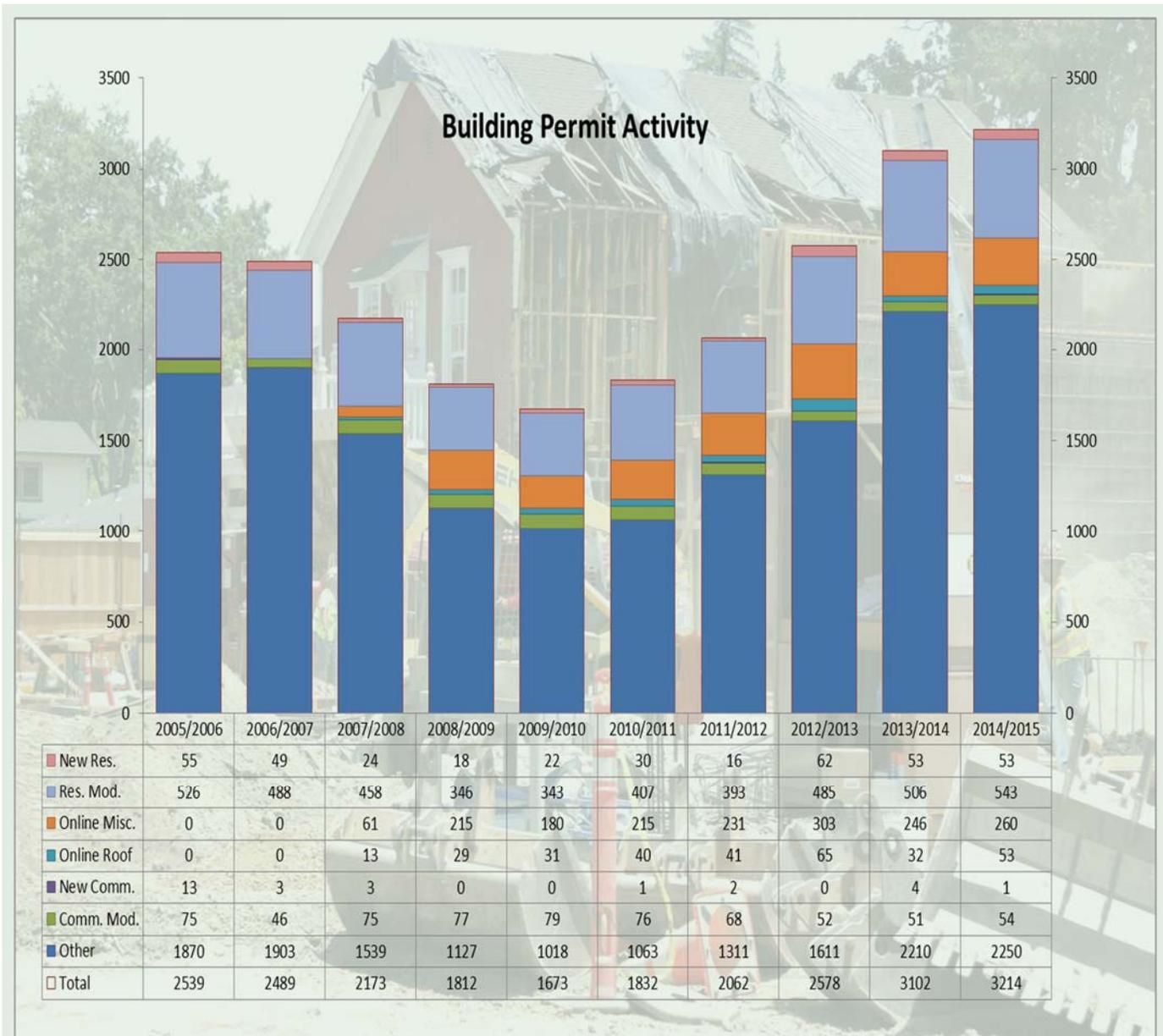


BUILDING INSPECTION INCLUDES MUDDY AND OFTEN DIFFICULT ACCESS CONDITIONS

## Building Permit Activity

Building permit activity for the fiscal year is at its highest since 2000. The permit activity has increased across all of the permit subtypes. However, it is clear that the rate of increase has slowed, indicating that a peak of permit issuance may occur next year. Building inspectors conducted 7,554 inspections with an average of 14 inspections per person per day at 11.5 locations per person per day.

In total, 3,214 permits were processed this fiscal year. The Town’s plans examiner provides a quick turn-around for over-the-counter permits and less complex building additions and alterations. The average turn-around time for the complex consultant plan checked plans was 14 days during the fiscal year.



ANNUAL BUILDING PERMIT ACTIVITY BY CATEGORY

Building Division



NEW PERMIT AND RECEPTION CENTER CREDIT CARD READER READS "CHIP" SECURITY CREDIT CARDS



DANVILLE HAS EXPERIENCED A SIGNIFICANT INCREASE IN NEW WEST-SIDE RESIDENTIAL CONSTRUCTION

## Customer Surveys

The Building Division distributes self-addressed and postage paid customer surveys to all finaled building permit applicants. The feedback from these surveys help to improve customer service by monitoring the customer’s building permit inspection service and to better understand the relationships between customers and the Building Division staff. This fiscal year the town received 114 customer surveys.

Question	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
<b>Plan Check Process</b>					
My plan check process was completed in a timely manner	416	86	19	5	3
My plan checker was courteous, knowledgeable and helpful	440	56	17	1	2
My plan check comments and directions were clear and understandable	420	76	11	3	2
My plan checker was available or accessible for questions	418	66	10	5	1
<b>Permitting Process</b>					
The staff was knowledgeable, courteous and helpful	406	88	12	5	2
My building permit was issued in a timely manner	431	77	11	5	4
The staff displayed a positive customer service attitude	438	66	12	5	2
<b>Building Inspection Process</b>					
My Building Inspector was knowledgeable and professional	536	53	5	2	3
My Building Inspector was punctual per the pre-arranged time	516	63	12	3	2
My Building Inspector had a positive customer service attitude	538	51	3	2	5
My Building Inspector communicated in a professional manner	545	47	4	1	4
<b>Overall Experience</b>					
My overall experience was positive and exceeded expectations	457	110	23	8	4
My overall experience left me with a positive feeling	464	101	21	8	5
My experience was comparable to or better than my last permit	339	67	22	5	4

### RESULTS OF ALL 628 CUSTOMER SURVEYS RECEIVED SINCE INCEPTION OF THE CUSTOMER SURVEYS

Over 3700 customer surveys have been distributed since July 1, 2010 with 628 returned to the Town. All of the survey comments received are listed below: ■

All was excellent. The lady was especially excellent, cheery, informative, helpful, but strict, which was great.  
 Love the smiles. Love this Town!  
 Great experience with everything  
 The plan checker gave me some very helpful tips.  
 What an exceptional group! Amazing!  
 Great experience overall.  
 Bernie was a pleasure to work with.  
 Great job and service.  
 First permit process in Danville.  
 Felt the Building Inspector was there to help.  
 Easy Process!  
 Great experience, very pleased. Right on time, very nice as well.  
 Dean was very professional, knowledgeable, and nice guy! Thank You!  
 Bernie Zipay-very professional and courteous.  
 Owners live in Hawaii. I was just handling the final inspection for them.  
 I had a warm positive interaction with the whole process.  
 The people make the difference, keep it up.  
 Brian was Great!  
 I have pulled permits in 20 cities in six counties, my experience with Danville was second to none.  
 Very nice and courteous inspectors!  
 This whole experience was a delight! Everyone who participated were top notch pros!  
 Longer counter permit hours would be helpful  
 Very good.  
 Danville Building Dept. is a tight ship.  
 Raylee, Michael, and Brian were all a pleasure to work with!

I work with many Building Depts. and you guys were great.  
 Dean is a professional who is also very approachable with questions.  
 Highly recommended.  
 Pre-remodeling and post-remodeling work and inspection went very smoothly and was very educational. Appreciate all the work by Dean Kuenzi.  
 Deans attitude was very positive and friendly.  
 Really nice inspector. Like everyone on Mike’s staff. Have always been impressed with everyone connected with the Building Department of Danville  
 I have always had great experiences working with the Building Division for the last 15 years. Keep up the good work, we all as a team serve the residents of Danville.  
 Very helpful in discussion about pool safety. Very professional, helpful and courteous.  
 Most positive, courteous and reasonable individual. Excellent at his job.  
 Dean, what a nice guy! The inspection went quickly. I appreciate the thoroughness.  
 Very professional.  
 Outstanding representative! Knowledgeable and professional. Danville process is easy to manage. Loved working with Richard. Wish all government worked this well. Always been a positive experience with Danville.  
 Very good inspector. This man is an asset to the Town. (Richard Ames)  
 Very nice, professional and knowledgeable.  
 Very helpful positive and friendly.  
 Made my day-Inspector Richard Ames was great! Danville Building Dept.-very helpful in answering questions & offering suggestions.



NEW RAILROAD AVENUE IMPROVEMENTS DEFACED BY UNDERGROUND SERVICE ALERT (USA) MARKINGS



USA MUST REMOVE MARKINGS AS REQUIRED BY THE TOWN'S ENCROACHMENT PERMIT

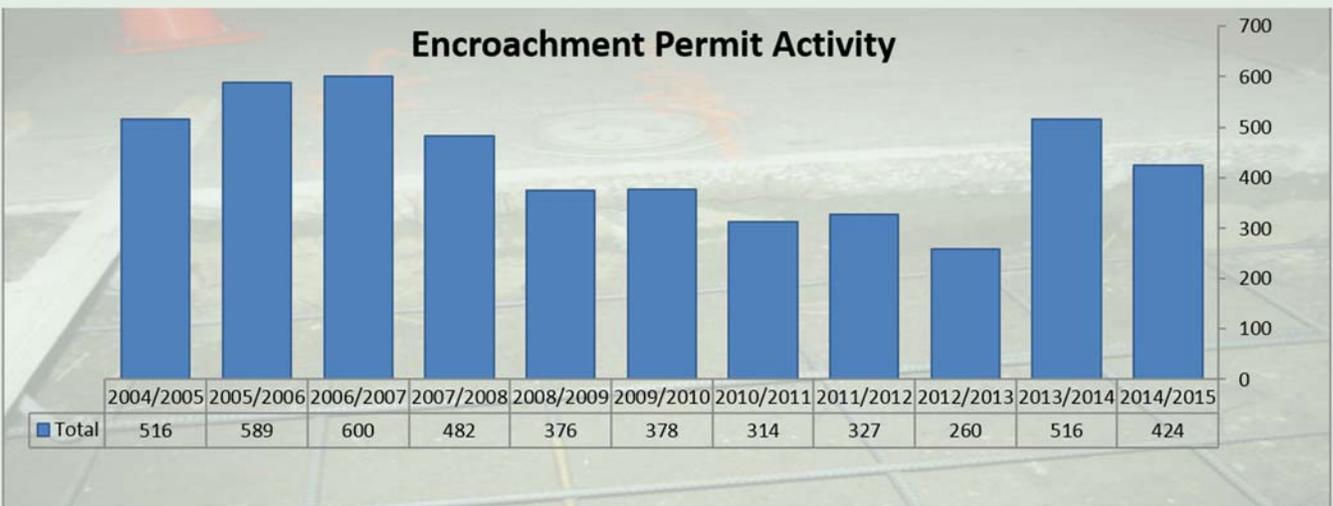
## Engineering Activity

Utility encroachment permits continue to dominate the encroachment permit activity, including the



ENCROACHMENT REVENUE FOR THE FISCAL YEAR

amount of public works inspector activity. Utility companies typically have a significant impact on pavement quality. Pavement trench cuts dominate pavement complaints Town-wide.



ENCROACHMENT PERMIT ACTIVITY FOR THE FISCAL YEAR

Other Engineering Division activities for the fiscal year are:

- 7 Lot Line Adjustments
- 4 Major Subdivisions/Development Plans
- 2 Grading Permits
- 1042 Building Permit reviews

The Engineering Division development activity continues to respond to the upswing in the economy. ■

Capital Improvement Program



REMOVING OLD SIDEWALK ON HARTZ AVENUE



INSTALLATION OF A NEW DECORATIVE CROSSWALK ON HARTZ AVENUE AT RAILROAD AVENUE

## Capital Improvement Program

The following Capital Improvement Program projects were completed during the fiscal year 2014/15:

Parks and Trails		Expenditure
A-266	TOWN-WIDE WAYFINDING AND DIRECTIONAL SIGNAGE	\$209,549
B-120	TOWN-WIDE TRAILS - SYCAMORE CREEK TRAIL	\$201,630
B-450	PARK SYSTEM SIGNAGE PROJECT	\$224,314
A-492	CENTRAL IRRIGATION SYSTEM CAPITAL MAINTENANCE	\$685,160
Roadways		
A-241	CROW CANYON ROAD SOUND WALLS	\$970,609
C-577	PAVEMENT MANAGEMENT	\$468,016
C-585	ELECTRIC VEHICLE CHARGING STATIONS AT TOWN-OWNED FACILITIES	\$85,461
C-587	SAN RAMON VALLEY BOULEVARD GAP CLOSURE SOUND WALL	\$3,200,000
C-589	LAWRENCE ROAD TRAFFIC SAFETY IMPROVEMENTS	\$67,933
<b>Total</b>		<b>\$6,112,672</b>

### CAPITAL IMPROVEMENT PROJECTS COMPLETED IN FISCAL YEAR 2014/15

## Active Projects

The projects shown below are in the design phase, under construction, or nearly completed. The Engineering Division is also working on several major projects as part of major private development.

Facilities		Expenditure
A-540	TOWN FACILITY SECURITY MONITORING SYSTEM	\$20,517
B-216	TOWN SERVICE CENTER CAPITAL MAINTENANCE	\$67,408
B-415	CIVIC FACILITIES CAPITAL MAINTENANCE PROJECTS	\$297,870
B-515	SECURITY ACCESS CONTROL FOR TOWN BUILDINGS	\$11,016
B-553	VILLAGE THEATRE CAPITAL MAINTENANCE	\$61,077
Parks and Trails		Expenditure
A-533	TOWN-WIDE LANDSCAPE REPLACEMENT	\$93,448
B-101	PARK AND RECREATION FACILITIES CAPITAL MAINTENANCE	\$1,208,311
B-120	TOWN-WIDE TRAILS	\$626,519
B-280	SPORTS FIELD RENOVATION	\$890,187
B-450	PARK SYSTEM SIGNAGE	\$213,000
B-495	DIABLO VISTA PARK SYNTHETIC TURF REPLACEMENT	\$49,998
B-591	BOCCE COURT EXPANSION AT SYCAMORE VALLEY PARK	\$90,366
Roadways		Expenditure
A-482	STREET LIGHT MAINTENANCE	\$195,505
A-579	TOWN-WIDE ROADWAY DAMAGE REPAIR	\$14,477
C-017	TOWN-WIDE SIDEWALK REPAIRS	\$307,783
C-319	HARTZ AVENUE BEAUTIFICATION - LINDA MESA TO RAILROAD	\$5,715,082
C-391	HARTZ AVENUE BEAUTIFICATION - LINDA MESA TO SOUTH OF DIABLO RD	\$275,600
C-405	RAILROAD AVENUE IMPROVEMENTS PROSPECT TO SCHOOL	\$971,354
C-508	CAMINO TASSAJARA/CROW CANYON SAFETEA-LU IMPROVEMENTS	\$4,686,519
C-527	SAN RAMON VALLEY BLVD. AND IRON HORSE TRAIL SIGNAL ENHANCEMENT	\$10,000
C-545	TRAFFIC SIGNAL CONTROLLER UPGRADE	\$348,835
C-552	INTERNALLY ILLUMINATED STREET NAME SIGN LED RETROFIT	\$88,724
C-566	TOWN-WIDE BICYCLE PARKING PROJECT	\$26,854
C-577	2014/15 PAVEMENT REHABILITATION	\$2,566,513
C-586	SAN RAMON VALLEY BOULEVARD WIDENING	\$500,152

### CURRENTLY ACTIVE CAPITAL IMPROVEMENT PROJECTS



PAVEMENT GRINDING MACHINE REMOVING PAVEMENT ON RAILROAD AVENUE AT NIGHT



HARTZ AVENUE BIO-RETENTION BASIN AT THE NORTH END OF THE PROJECT

## Project Highlights

### **Hartz Avenue Beautification Project—Diablo Road to Railroad Avenue**

Construction is finished on Hartz Avenue. The Town owned parking lot at the north end of the project has doubled in size. Completion of the project “punch list” is under way. New diagonal parking on the west side of Hartz Avenue was well received by the business community. The Town appreciates the patience, participation, and understanding of the business community affected by the construction activity.

### **Railroad Avenue Improvements—Prospect Avenue to School Street**

At last, construction activity ended on Railroad Avenue. Overhead utilities are gone, new bulb-outs, new curb, gutter, and sidewalk, mid-block crosswalk, street trees, and street lights are all installed. Street light electrical, trash enclosures, and minor concrete sidewalk issues will be completed by the end of October.

### **San Ramon Valley Boulevard Widening**

This developer-funded project is currently under construction. Grading and road subgrade construction is complete. Undergrounding of the overhead utilities is complete, except at the EBMUD pumping plant. Sidewalks, retaining walls, curbs and gutters are all installed. The lower layer of asphalt has been placed. The asphalt overlay requires shifting traffic lanes with new pavement markings and delineators. Road construction at the EBMUD pumping plant at the north end of the project is scheduled for later this year. Final paving over the entire project will be completed later this year as weather permits.

### **Bocce Ball Court Expansion at Sycamore Valley Park**

Construction is underway on the new bocce ball courts. Underground utilities and ADA accessible sidewalk are being installed. This project also includes a shade structure, lighting, and seating. The project completion is set for May 2016.

### **Synthetic Turf Replacement at Diablo Vista Park**

Construction is scheduled to start October 26, 2015 on this fast-track project. New synthetic turf and upgraded drainage will be the major components of this project. Work is scheduled for completion in early February 2016.

### **Camino Tassajara/Crow Canyon SAFTEA-LU Improvements**

The final phase of this \$6,000,000 project will be under construction next summer. Federal and state requirements for the SAFTEA-LU grant, a major part of the processing time for this project, are complete. The design is 95% complete. The project will go out to bid next spring. Significant upgrades to the traffic signal system will be incorporated in this project as traffic signal detectors are replaced.

### **Rose Street Parking Facility**

The request for design proposals will be sent out this month. Preliminary layouts and options are under review. Work is starting on the environmental approvals. Construction of this project is scheduled for Summer 2016. ■

Capital Improvement Program



BEFORE THE HARTZ AVENUE BEAUTIFICATION PROJECT



AFTER THE HARTZ AVENUE BEAUTIFICATION PROJECT

## RAILROAD AVENUE - 2014



RAILROAD AVENUE IMPROVEMENT PROJECT PRIOR TO THE START OF CONSTRUCTION



COMPLETED PROJECT AS SEEN FROM PROSPECT AND RAILROAD AVENUES



REPLACEMENT OF THE ACCESS PATH TO THE NEW BOCCE BALL COURTS



THIS CONCRETE REINFORCEMENT BAR IS USED IN THE SHADE STRUCTURE FOUNDATIONS

Capital Improvement Program



SAN RAMON VALLEY BOULEVARD TRAFFIC TEMPORARILY MOVED TO THE WEST SIDE WHILE ROADWORK CONTINUES



TEMPORARY STRIPING IS NEEDED WHILE THE EAST SIDE OF SAN RAMON VALLEY BOULEVARD IS WIDENED

Danville Historic Photos



DANVILLE HOTEL AS SEEN FROM RAILROAD AVENUE AT SHORT STREET CIRCA 1962 (PERMISSION W. HOCKINS©)



HARTZ AVENUE AT LINDA MESA, LOOKING NORTH IN 1958 (PERMISSION W. HOCKINS©)

## Pavement Management

The Town will continue to place maximum effort in maintaining our Town streets above the target Pavement Condition Index (PCI) of 70. The maintenance effort places a significant burden on the Town as most of the pavement management projects are funded by the General Fund. Keeping the PCI above 70 is a Town-wide goal set by the Town Council.



THE PAVEMENT CONDITION INDEX FOR THE LAST 13 YEARS

The 2014/15 Pavement Management Program project is complete . The Town continues to put emphasis on streets with a low PCI and that are structurally failing.

The following streets represent 1,310,400 square feet of asphalt overlay completed this fiscal year:

- |                   |                    |                    |                  |
|-------------------|--------------------|--------------------|------------------|
| Bali Court        | Everett Drive      | Luree Court        | Plata Court      |
| Barrons Place     | Foothill Court     | Luz Court          | Pulido Court     |
| Brookside Drive   | Gerald Drive       | MacGregor Place    | Pulido Road      |
| Brooktree Drive   | Golden Hills Court | MacKenzie Place    | Quivira Court    |
| Carole Meadows Ct | Greenlawn Drive    | MacPherson Place   | Raven Court      |
| Casita Court      | Haven Hill Court   | Matadera Court     | Sabina Court     |
| Celine Court      | Horizon Court      | Mia Court          | San Rey Place    |
| Cerro Court       | Hunters Terrace    | Mission Drive      | Scotts Mill Road |
| Devonshire Court  | Indian Home Road   | Mission Place      | Senca Court      |
| Dover Court       | Larkstone Drive    | Morninghome Road   | Stanton Court    |
| Eastward Lane     | Leeds Court East   | Morris Ranch Court | Thornhill Road   |
| Elati Court       | Lomitas Drive      | New Boston Court   | Tunbridge Road   |
|                   |                    |                    | Verde Mesa Drive |
|                   |                    |                    | Verona Court     |

## Pavement Management Program



IMPROPERLY REPAIRED UTILITY CUTS IN TOWN STREETS MAY LEAD TO ADJACENT PAVEMENT FAILURES



"DIG-OUT AND REPLACE" SECTION IS A TYPICAL WAY TO FIX STRUCTURALLY DAMAGED PAVEMENT

## Pavement Management Program



A PAVEMENT GRINDER REMOVES OLD WORN-OUT PAVEMENT PRIOR TO ASPHALT OVERLAY PLACEMENT



NIGHT PAVING ON RAILROAD AVENUE LOOKING TOWARD THE DANVILLE HOTEL PROJECT

## Pavement Management Program

Next fiscal year the Town plans to place 2,942,000 square feet of slurry seal on the streets listed in the candidate street list below:

Adagio Drive	Durham Court	Monza Court	Shelly Place
Adair Court	Eastward Lane	Mustang Court	Soda Place
Alexander Lane	Enterprise Drive	Mustang Drive	St Ann Court
Arthur Court	Farm Hill Court	Navajo Place	St Beatrice Court
Baldwin Drive	Gatetree Court	Novara Court	St Charles Court
Barrett Circle	Gatetree Drive	Old Farm Court	St Christopher Drive
Barrett Court	Glen Court	Old Farm Road	St David Drive
Barton Court	Glen Hollow Road	Princeton Court	St Jean Court
Blair Court	Glen Road	Princeton Lane	St Joan Court
Bormio Court	Grado Court	Reading Place	St Luke Court
Bower Place	Gwen Court	Remington Court	St Mark Court
Brightwood Circle	Hap Terrace	Remington Drive	St Maurice Court
Brightwood Way	Hartford Road	Remington Loop	St Patricks Court
Brooktree Drive	Heather Place	Richard Court	St Patricks Drive
Burgess Court	Hornet Court	Richard Lane	St Timothy Court
Camaritas Court	Hornet Drive	Rima Court	St Vincent Court
Camaritas Way	Hunters Terrace	Robyn Drive	Sunglen Way
Cambridge Court	Lancelot Court	Rovigo Court	Sunhaven Road
Cavalry Court	Leafield Road	Royal Palm Place	Torino Court
Century Circle	Magee Ranch Road	Rutherford Drive	Van Gordon Place
Century Way	Margone Court	Savona Court	Vicenza Court
Clarita Place	McCauley Road	Scotch Court	Volterra Court
Clover Hill Court	Merano Street	Scout Place	Westward Lane
Crownridge Drive	Merrimac Court	Shadewell Court	Windover Drive
Crownridge Terrace	Merrimac Place	Shadewell Drive	Windover Terrace
Dartmouth Place	Milano Court	Shana Court	

The candidate street list represents those streets that meet the requirements for slurry seal. These requirements include having a PCI greater than 70 and are included in a contiguous area of streets. The slurry seal cost is significantly reduced when adjacent streets are part of a single large project. ■



FEW CAN APPRECIATE THE CARE AND SKILL NEEDED FOR A PERFECT ASPHALT OVERLAY APPLICATION

### Solar Photovoltaic System

The Town of Danville is committed to green and sustainable practices, energy conservation, recycling, water conservation, improved water quality, improved air quality, reduced greenhouse gas emissions, and green building standards. The Town has further demonstrated this commitment in the area of electrical energy conservation by:

- Installing light emitting diode (LED) traffic signals and street lights
- Improving energy efficiency in the Town facilities
- Use of solar cells to reduce the use of carbon-intensive electrical generation

Solar electrical production reached 79% of total electrical use at the four solar photovoltaic sites. The savings as a result of solar electrical production is equal to the amount of solar energy produced times the equivalent PG&E cost per kilowatt-hr (kWh). In calendar year 2014 the Town realized an estimated \$143,400 in real dollar savings for the four solar sites.

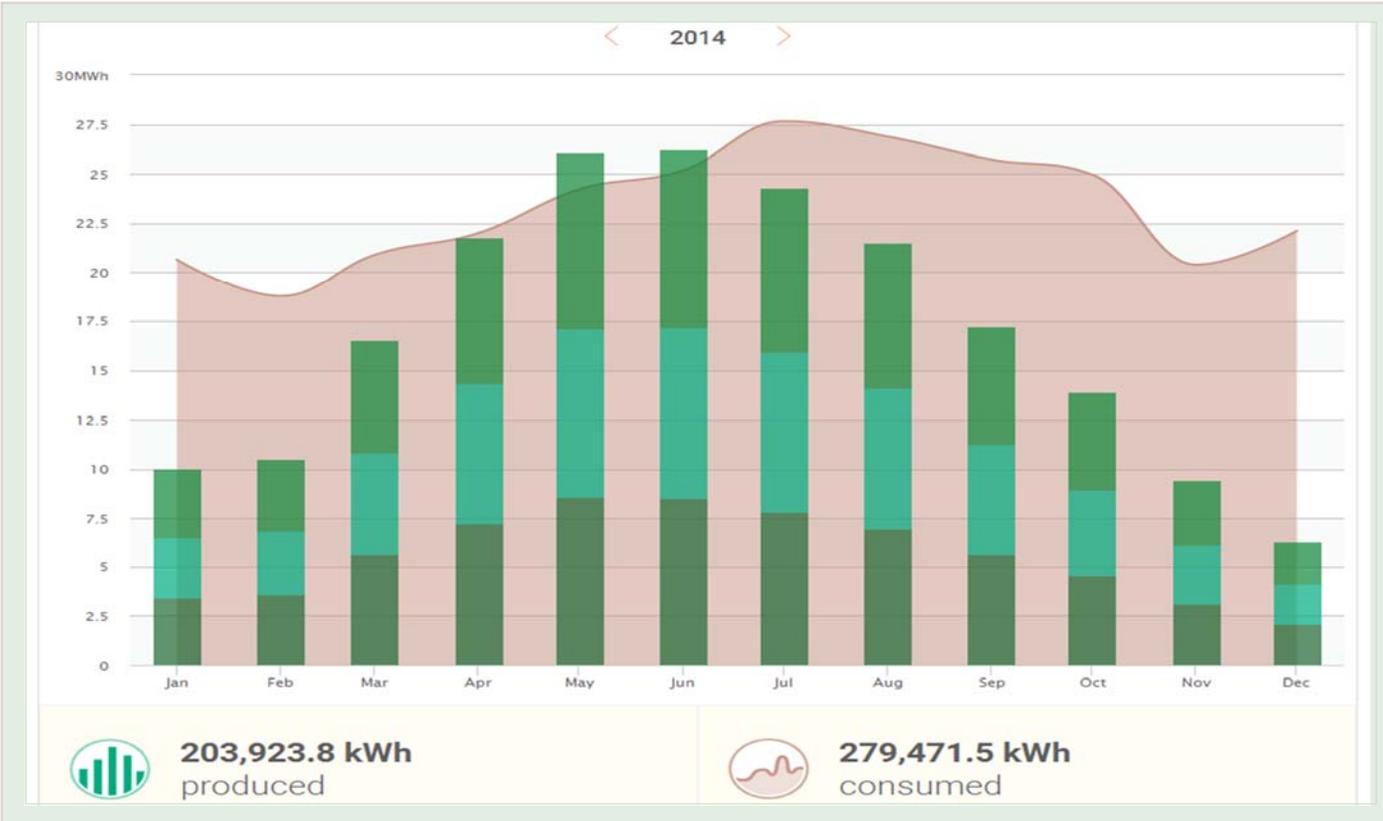
- Sycamore Valley Park produced 286,652 kW at \$0.15 per kWh and saved \$42,998
- Service Center produced 132,360 kW at \$0.15 per kWh and saved \$19,854
- Diablo Vista Park produced 101,936 kW at \$0.15 per kWh and saved \$15,290
- Town Offices produced 203,924 kW at \$0.32 per kWh and saved \$65,255

The feasibility study prepared for the Town in 2012 indicated that the annual savings in 2014 would be \$150,271. While the overall production is about 4.6% below projection, it still represents a significant savings to the Town. ■

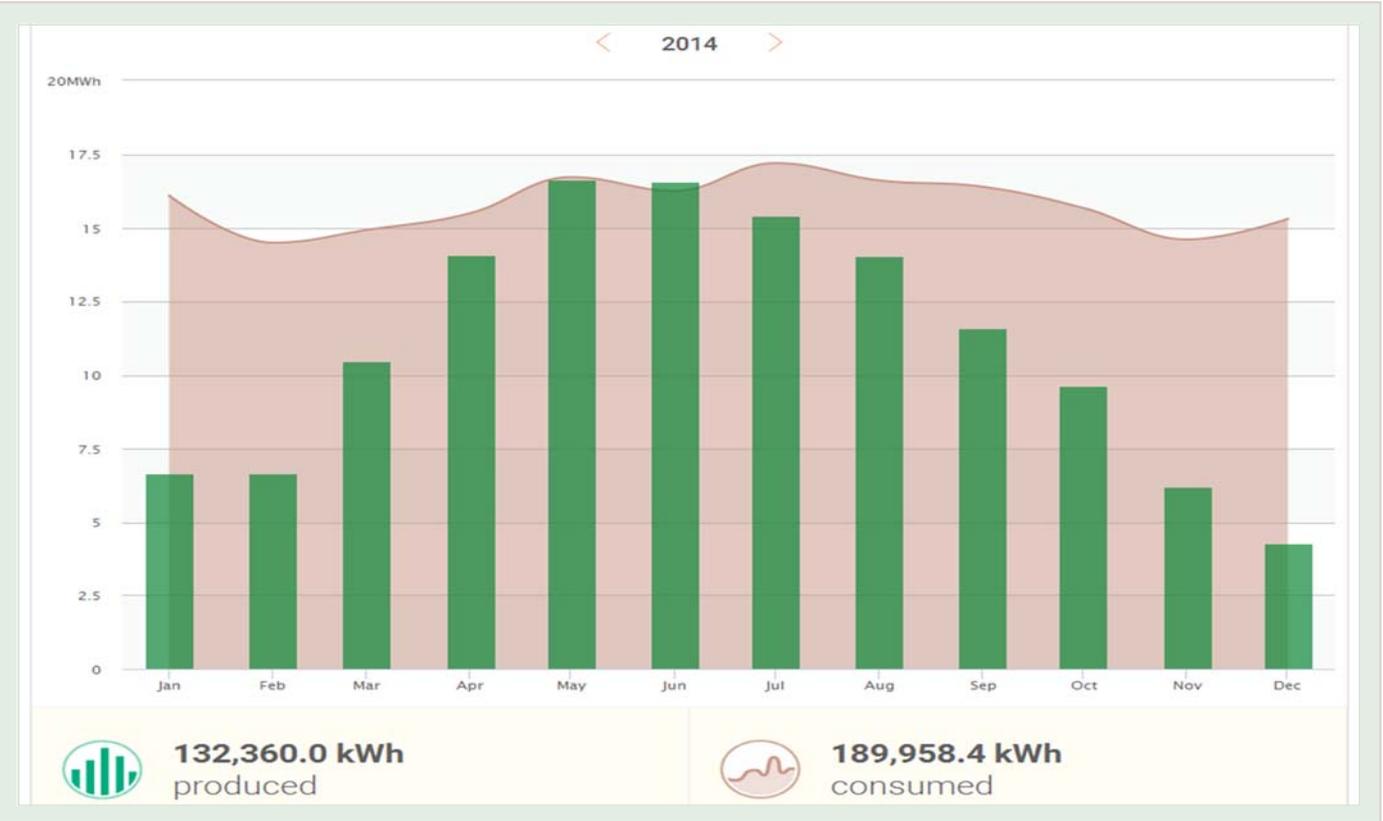


THE TOWN PROVIDES VEHICLE CHARGING STATIONS IN TWO PUBLIC PARKING LOTS AND THE TOWN OFFICE

## Solar Photovoltaic System

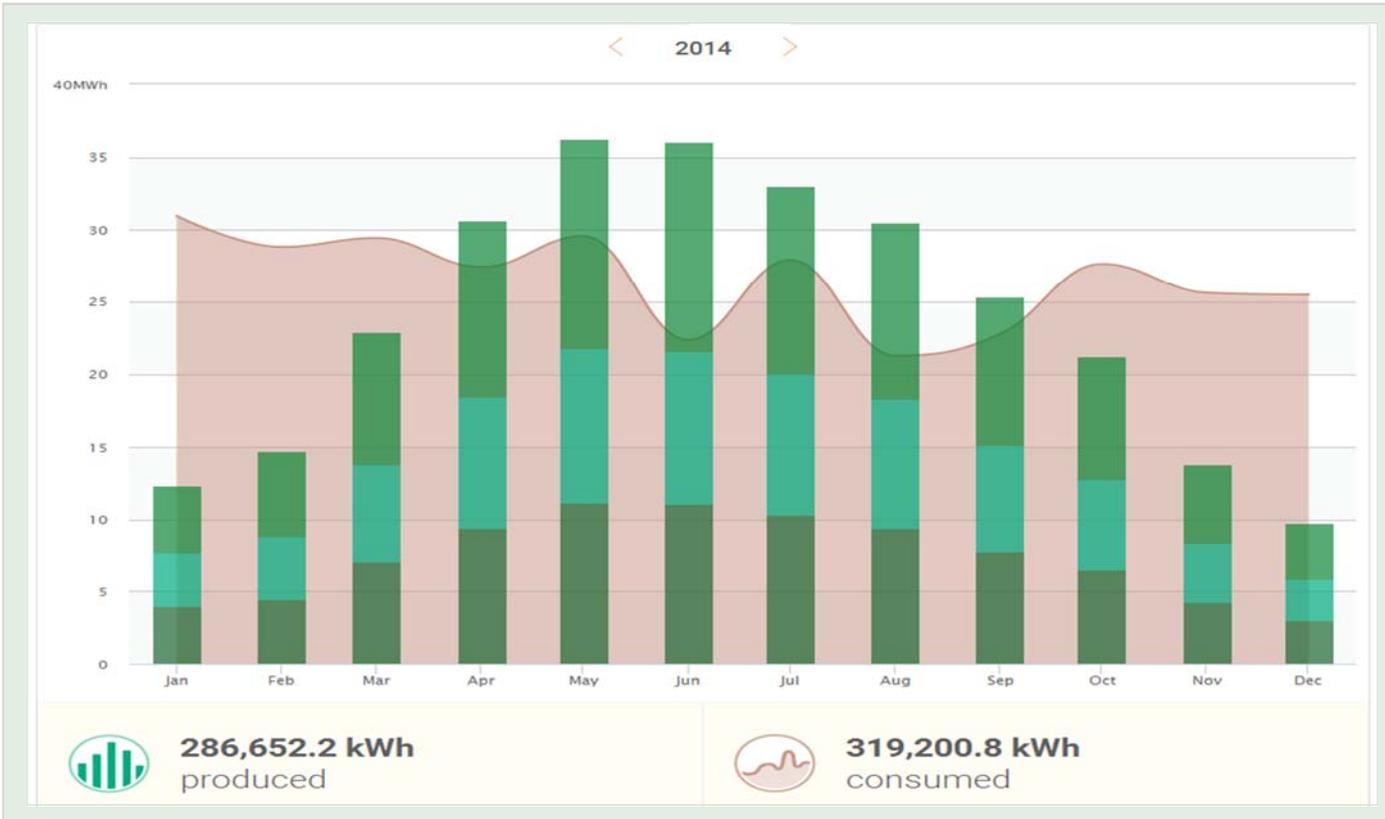


## TOWN OFFICE ELECTRICAL PRODUCTION AND USAGE FOR 2014

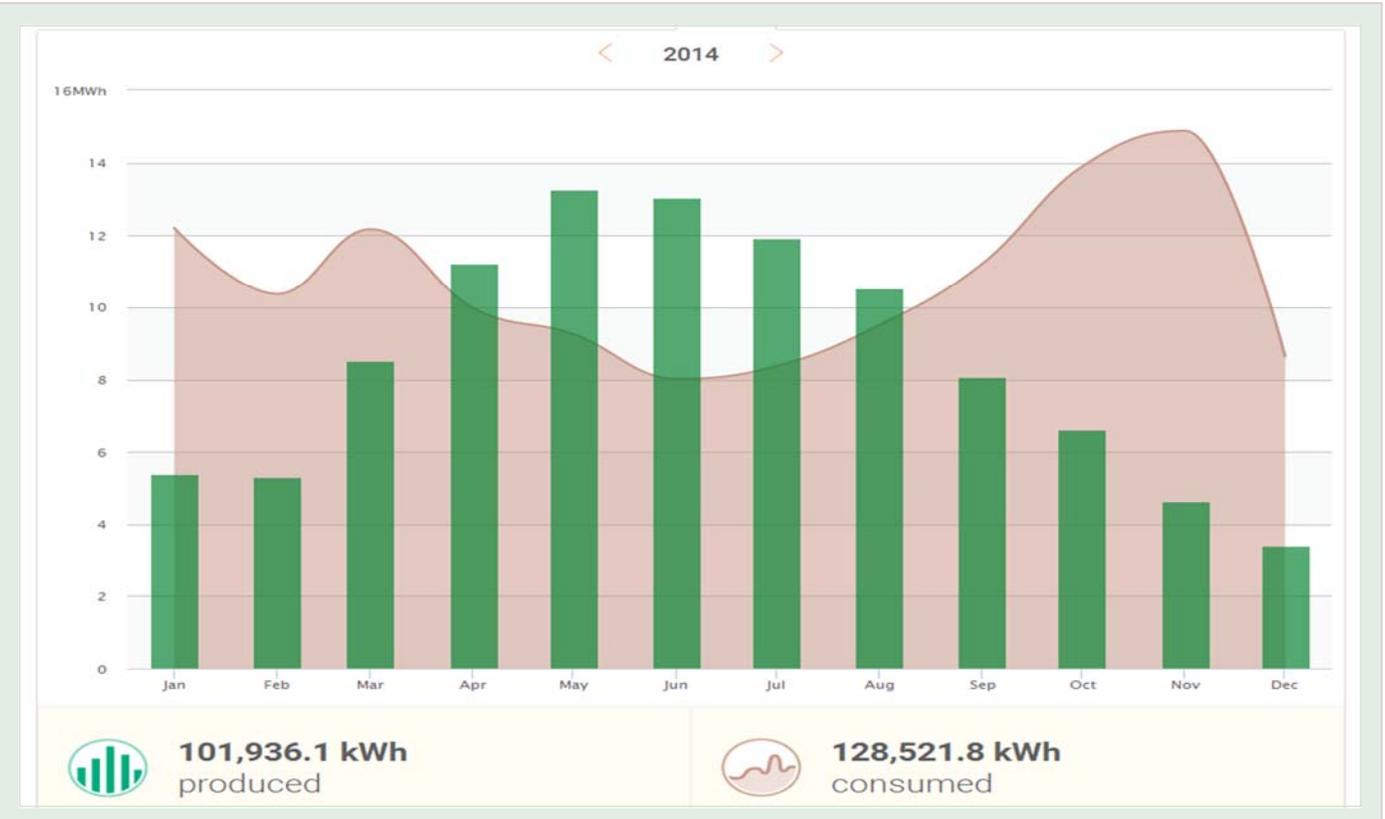


## MUNICIPAL SERVICE CENTER ELECTRICAL PRODUCTION AND USAGE FOR 2014

## Solar Photovoltaic System



## SYCAMORE VALLEY PARK ELECTRICAL PRODUCTION AND USAGE FOR 2014



## DIABLO VISTA PARK ELECTRICAL PRODUCTION AND USAGE FOR 2014

## Storm Water Pollution Prevention

### Municipal Regional Permit Update

The San Francisco Regional Water Quality Control Board (SFRWQCB) issues permits on a five-year cycle for the Clean Water Program. On October 14, 2009, a Municipal Regional Permit (MRP) for the entire Bay Area was adopted and was up for renewal November 2014; however, discussions are still ongoing with Regional Board staff regarding the requirements of the new Municipal Regional Permit (MRP). Its new anticipated adoption date now is November 18, 2015. Town Council members are encouraged to attend the SFRWQCB hearing and make comments.

### Trash Reduction Assessments

The Town conducted one trash assessment per the requirements of the MRP last summer and now it appears that the new MRP is going to require additional time to prove that the Town's trash reduction efforts are effective.

### Development Projects

Clean Water staff has provided comments for nine projects so far this Fiscal Year.

### Enforcement Activities

Clean Water staff has been involved in six Code Enforcement issues this Fiscal Year. ■



SILT BUILDUP IN CREEKS MAY CAUSE FLOODING



MAINTENANCE DEPARTMENT REMOVING SILT

## About Us

The Development Services Department protects and promotes public health, safety and welfare through the development and administration of the General Plan and other planning, zoning, building, engineering and transportation programs, plans and standards.

The Department is responsible for reviewing and processing private developments to ensure consistency with community vision and character.

The Department designs and supervises construction of capital projects including roadways, facilities and parks.

The goals of the Department are to:

- Provide a full range of services and activities related to all of the Divisions and Programs provided through the Department.

- Continue to streamline and enhance the development review process; solicit customer feedback through the use of follow-up surveys.
- Ensure compliance with all applicable state and federal laws and regulations related to transportation, clean water, environmental protection and building safety.
- Coordinate with Maintenance Services and Recreation Services on all Department projects and activities.
- Continue to pursue federal and state transportation funds to improve the public roadway network.

As part of its ongoing customer service enhancement efforts, the Department continues to expand online-oriented permit applications and inspection requests as well as providing updated informational materials for applicants and residents.

## Contact Information

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