

RESPONSIBLE STEWARDSHIP OF PUBLIC RESOURCES



What it Means

The phrase “public resources” often calls to mind tax dollars, and while it is one aspect, it is not the only one. “Public resources” refers to everything within a city that is not privately owned and is used or depended on by the general public. Roads, sidewalks, parks and facilities are just a few examples, as are the staff and equipment used to construct, maintain and enhance them.

The commitment to being responsible stewards of these resources means the City will plan for and invest in them in a way that meets the needs and reflects the values of the diverse Diamond Bar community of today and tomorrow. The City will make it a priority to stay on top of preventive maintenance, to shop for the best price and service, and to set fiscal policy that provides flexibility to enhance services and withstand economic uncertainty. It will seek out new revenue sources to provide long-term fiscal sustainability, invest in equipment and applications to improve service and customer convenience, and pursue economic development initiatives to support local businesses and provide ideal conditions to attract new retailers.



The Challenge/Opportunity

Local governments have an inherently limited amount of resources. Major economic events often arrive without warning, putting additional pressure on cities. With two 100-year economic storms (the Great Recession and the COVID-19 pandemic) in the past 12 years, local governments have been tested like never before, and therefore, must be prepared.

The City’s ongoing stewardship requires forecasting, planning and prioritization. Items like the Long-Term Financial Forecast, Five-Year Capital Improvement Program (which includes new construction and preventative maintenance), Fund Balance & Reserves Policy, and proactive budgeting lay the foundation for fiscal success. Investments in maintenance, accessibility, and business infrastructure and processes save money over the years and ensure continuity of service to the public.



In the Spotlight: 5-Year Capital Improvement Program (CIP)



In June, the City Council adopted a 5-Year Capital Improvement Program (CIP), a long-term planning document that prioritizes investments in developing and improving the City’s capital infrastructure in five categories: street improvements, traffic management/safety improvements, transportation infrastructure improvements, miscellaneous public works improvements, and facilities, parks, and recreation improvements. The 2022/23 program includes 20 projects totaling \$8.70 million, of which \$8,344,000 is for new projects and \$356,000 is requested for ongoing projects continued from FY 2021/22.

Strategies and Key Initiatives

Strategy 1: Secure Long-Term Financial Sustainability

- In June, the City Council adopted the Fiscal Year 2022-23 municipal budget, a process that ultimately implements the Council's priorities and provides the financial resources to deliver services. For the first time, the budget was developed in a native-digital format, making it easier for the public to access the document.
- Adopted the Investment Policy and Gann appropriations limit.
- The City Council's adopted budget includes performance measures for the first time. These new metrics will be used to measure the effectiveness of programming in relation to the Council's goals and objectives. A new online dashboard will provide public access to progress made on each item.

Strategy 2: Maintain and Improve Parks, Facilities and other Infrastructure

- Plans and specifications for the Canyon Loop Trail project were reviewed and approved by Building & Safety with an anticipated release for construction proposals in summer 2022.
- Completed the Groundwater Drainage Improvements-Phase 3 CIP project, which directly diverts groundwater from the public street into the sewer system. Before this project, the year-round flows would create a buildup of algae and calcium in the gutters impacting pedestrians and vehicles.
- Continued with the design efforts and notifications to the required resource agency (i.e., California Fish and Wildlife) to repair the damaged area of

Sycamore Creek located at the rear parking area downstream of the concrete culvert crossing the park maintenance road inside the Sycamore Park. The damaged area within a concrete-lined section where the 2017 runoff (storm) event had dislodged a tree growing within the concrete channel sidewall along the south side of the channel is currently underway. The design, notifications, and repairs are scheduled to be completed before the end of 2022.

- Provided inspection and support to the Grand Avenue and Golden Springs Intersection Enhancement project. In Q4 2022, the following was completed on the project: relocation of the traffic signal cabinet, power meter pedestal, removal of the old signal poles, and installation and energizing of decorative traffic signal poles along Golden Springs Drive west of Grand Avenue. All grading and the construction of the new curb and gutter, custom tree grates, and concrete color flat work at the southwest corner of the intersection were completed as well. Construction work on decorative crosswalks has started this Q4 and will be completed in Q1 2023. The project is scheduled to be completed by February 2023.

Strategy 3: Leverage Technology to Improve Business Processes

- The Community Development, Finance, and Information Systems Departments have been working cooperatively to implement the Enterprise Land Management System, a solution that will improve management of development services functions, improving the customer experience and day-to-day operations. Following a competitive bid and formal interviews, staff is now working with two vendors to determine the most responsive. A selection is expected in Q1 of FY 2022-23.

Outcomes by the Numbers



161

online business license applications



757

accounts payable processed



98

online planning inquiries submitted



519

online building and safety inquiries submitted

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT



What it Means

The commitment to open, engaged and responsive government means the City will welcome and encourage public participation in all aspects of local government and make it easy to do so. Fundamental municipal services like public safety and trash collection will be readily available and of high quality, the public's business will be conducted openly and with ample opportunity for public participation, and customer service will be timely and professional.



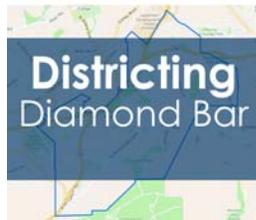
The Challenge/Opportunity

Because of their origin and purpose, Cities provide individuals the most direct access to government and elected leaders. Individuals want and expect their local government to be responsive and transparent in their actions and communication. Therefore, it is incumbent upon the City to encourage public trust and facilitate public participation by offering a variety of options for residents to engage with City leaders, and learn about City services and programs.

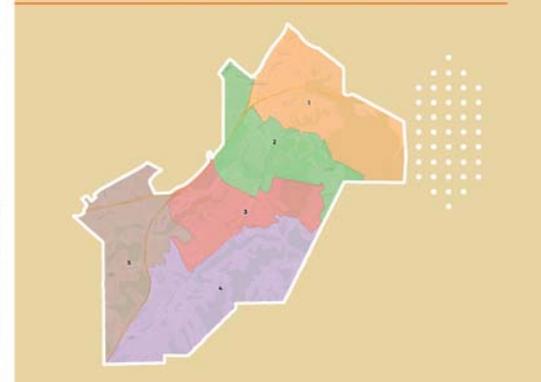
These options should be convenient and include both face-to-face opportunities, online/interactive public meetings, and digital materials and technologies such as dashboards and databases. To this end, the City will hire and retain qualified and professional staff to implement effective business practices and community programming and facilitate timely and effective communication and response.



In the Spotlight: District-based Elections



DIAMOND BAR CITY COUNCIL VOTING DISTRICTS



Following an extensive public outreach program that included five public hearings and five public workshops, the City Council adopted an ordinance and resolution completing the transition to district-based elections and adopting a district map that will be valid until 2030. The changes, which will be effective beginning with the November 2022 election, will divide the city into five districts, with the mayor appointed by the City Council annually. Districts 1, 3, and 4 will be up for election in November 2022.

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT

Strategies and Key Initiatives

Strategy 1: Enhance Community Engagement & Communication

- On May 22, the Diamond Bar Center hosted the biyearly Bridal Show to showcase the facilities amenities, potential vendors, and City's excellent staff. This year approximately 350 guests, including many brides and grooms, enjoyed a day networking with wedding professionals and touring the facility.
- The annual Concerts and Movies in the Park series returns to Summitridge Park and will now include non-profit organizations hosting information booths to network with the community.
- In May, the City entered into a consultant services agreement with Torti Gallas + Partners to assist in the preparation of the Town Center Specific Plan. In the coming months, several outreach initiatives will be launched to encourage stakeholders and the community at large to take part in the planning process, beginning with the launch of a dedicated website (Downtown4DB.com). Over the summer months, the consultant team will conduct stakeholder interviews, a community workshop will be held at the DBC and a weeklong design charrette will be conducted.

Strategy 2: Provide Excellent Customer Service

- Public Works staff issued 76 encroachment permits for various improvements within the City's right-of-way. Most of the permitted construction activities consist of telecommunications companies installing new fiber optic cable services and local utilities performing routine maintenance of their existing

infrastructure throughout the community. The department has also issued entitlement conditions for four (4) preliminary projects and reviewed 42 building plans, 11 geotechnical reports, eight (8) grading plans, and four (4) hydrology reports. Staff has also inspected three (3) active grading projects, eight (8) completed building projects, and investigated two (2) violations of the National Pollution Discharge Elimination System (NPDES) permit.

Strategy 3: Create and Sustain a High-Performing Organization

- There was a marked increase in hiring efforts during FY 2021/22. Approximately 15 recruitments were conducted to fill both part-time and full-time positions. The implementation of NEOGOV's ONBOARD product has made for a smooth and expedient process for both new hire and staff.
- The first set of recommendations generated by the Human Capital Investment Program were approved by the City Council. As such, the Fiscal Year 2022-23 municipal budget includes funding for three new fulltime positions, each with the express purpose of improving customer service at the public service counters and in the field. It is expected that recruitments for these positions will be completed in the first quarter of Fiscal Year 2022-23.
- Completed state-mandated employee training as required by AB 1661.
- Held two virtual financial wellness educational opportunity for staff.
- Held three organizational "All Hands" meetings to enhance communication across departments.

Outcomes by the Numbers



SAFE, SUSTAINABLE AND HEALTHY COMMUNITY



What it Means

The commitment to creating a safe, sustainable and healthy community means the City prioritizes the overall well-being and quality of life of Diamond Bar residents and their families.

To meet this goal, the City will fund and implement initiatives that enhance public safety and reduce crime, develop and maintain parks, facilities and enrichment programming that build community, improve health and encourage personal development, engineer traffic solutions that reduce commute times and make streets safer for drivers and pedestrians, and set proactive policy that protects the natural environmental features that define life in Diamond Bar.



The Challenge/Opportunity

The environment in which someone lives or works has a profound effect on their ability to lead a healthier life. Safe neighborhoods, walkable streets, quality recreational facilities and programs, and clean air and water all create conditions that contribute to better health outcomes for community members.

With this understanding in mind, the hope is that over time the Diamond Bar environment will support and encourage healthier lifestyles where more individuals spend time outdoors appreciating nature, walking or biking to schools, parks and shops, getting to know their neighbors, and taking part in City-organized recreation programs and events.



In the Spotlight: Neighborhood Traffic Management Program (NTMP) Projects



The Neighborhood Traffic Management Program (NTMP) is managed by the Public Works department and is designed to work with residents in a series of public workshops to address traffic congestion and safety issues unique to their neighborhoods..

In the last quarter, local traffic patterns were analyzed and traffic-calming measures were designed for two neighborhoods - North Del Sol Lane and Hawkwood Road. Residents from both neighborhoods previously contacted City staff to express their concerns about speeding and driver behavior in their neighborhoods. Residents of the North Del Sol Ln neighborhood were surveyed to acquire their approval of the final construction plans. Once approved by the residents and Council, the project will be advertised for construction. Preliminary design alternatives for Hawkwood Rd. were created and scheduled to be shared with the community.

SAFE, SUSTAINABLE AND HEALTHY COMMUNITY

Strategies and Key Initiatives

Strategy 1: Enhance Public Safety

- Year-to-date total burglary incidents continue to decline (data available through May 2022 when compared to the previous year).
- The Coffee With a Cop program returned from a COVID-19 hiatus, providing additional public safety education and engagement to the public.
- The Safety Speak blog now includes video content featuring Deputy Scheller.

Strategy 2: Improve Mobility

- A contract was awarded for the Area 1 pavement rehabilitation project, which will improve approximately 19 centerline miles of residential and collector streets with slurry seal, chip seal, localized asphalt concrete (AC) dig-outs, and curb ramp improvements, with work expected to be completed in the first quarter of Fiscal Year 2022-23.

Strategy 3: Enhance Quality of Life & Support Environmental Health

- The summer youth day camp returned to Heritage Park in a format very similar to pre-pandemic levels and includes proper health and safety measures.
- The summer Concerts and Movies in the park series returned to Summitridge Park for a full schedule of events, this time featuring food options provided by food truck vendors.
- The annual Breakfast with the Bunny event sold out while relocating outdoors at the Diamond Bar Center in order to enhance health and safety.
- The Senior Dance program was reinstated on May 5 for a special Cinco De Mayo dance for 92 local

seniors who enjoy the time to dance and socialize with friends.

- In response to severe drought conditions, local and State water authorities have restricted irrigation of all non-functional turf areas. As such, the City staff and contractors worked on separating and suspending irrigation on public properties, including: City Hall turf, greenbelts along streets, and medians not irrigated with recycled water. The City is currently working with its contractors to make further changes to reduce (or eliminate) irrigation times and frequencies at all other City maintained facilities as necessary.

Outcomes by the Numbers

