

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 preventive maintenance), Fund Balance and 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 service continuity.



In the Spotlight: Successful Audit Reports



In the third quarter, the City successfully completed organization-wide financial statement and internal control audits of the City's federal awards (Single Audit) and senior programming funded with federal Community Development Block Grant (CDBG) funding.

Strategies and Key Initiatives

Strategy 1: Secure Long-Term Financial Sustainability

- The City received the GFOA Distinguished Budget Award for Fiscal Year (FY) 2022/23 and the CSMFO Operating Budget Excellence Award for FY 2022/23, and adopted the mid-year budget—adjusting revenues and expenditures to ensure services are completed and programs are adequately funded for FY 2022/23.
- The Finance Department filed the annual Continuing Disclosure financial report with the Municipal Securities Rulemaking Board (MSRB), and the State Controller's Annual Cities Report (open data) for the City of Diamond Bar and the Public Finance Authority.
- Diamond Bar Center rentals have increased significantly, tripling year-to-year in Q3. This resurgence has a corresponding increase in revenues, offsetting operating costs of the facility.

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

- The construction contract for the Area 2 Pavement Rehabilitation project was awarded at the March 21 City Council Meeting. Construction is scheduled to commence in mid-May and is anticipated to be completed by the end of July. This project enhances 12 centerline miles of residential and collector streets through various techniques such as slurry seal, chip seal, localized asphalt concrete digouts, and curb ramp improvements.

- The construction phase of the Diamond Bar Center Slope Stabilization project was completed, and the Notice of Completion is scheduled to be presented to the Council for consideration in May 2023.
- The design phase of the Grand Avenue at Diamond Bar Boulevard median drainage improvements project is completed. Plans and specifications are anticipated to be approved in May 2023, with bidding for construction to commence shortly thereafter. The construction work is anticipated to begin in early August.
- Progress on the Brea Canyon Road Underground Utility District project continues. Following City Council approval of an easement to facilitate the installation of underground and overground infrastructure, staff is working with Southern California Edison to secure remaining easements needed on private properties. The City has issued an encroachment permit to Edison, and construction is scheduled to start in the summer.

Strategy 3: Leverage Technology to Improve Business Processes

- The Information Systems Department replaced three servers, one core switch, and FatPipe network appliances. Maintenance of such hardware is essential to the City's record of network uptimes that exceed 99.9%.


Outcomes by the Numbers



\$543,000
investment interest
earned in Q3



79
online planning
inquiries received



555
online building permit
applications

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT



What it Means

The commitment to open, engaged and responsive government means the City welcomes and encourages 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.



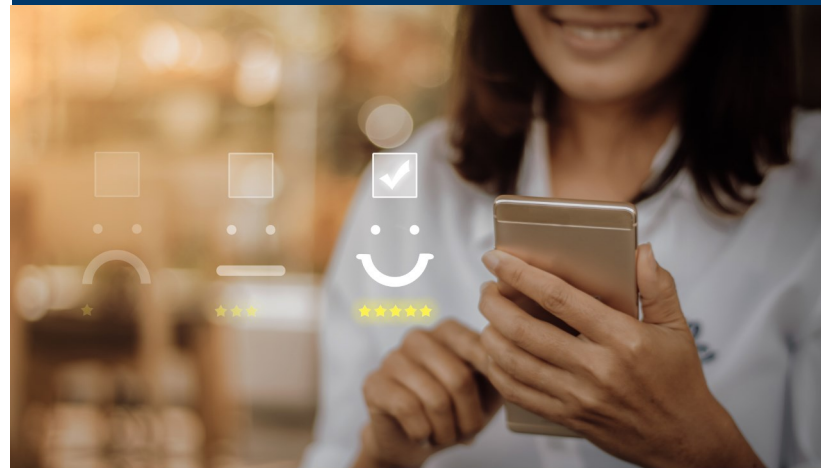
The Challenge/Opportunity

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: Human Capital Investment Program (HCIP)



The City Council approved a contract amendment with the City's Building and Safety consulting and staffing services provider, enabling the City to hire a second in-house Permit Technician, in lieu of having that position staffed by the consultant, at no net cost to the City. With a fully in-house front counter permit services staff, all employees are reporting to the same supervisor, which in turn fosters morale and productivity, all of which lead to higher levels of customer service and overall productivity.

Strategies and Key Initiatives

Strategy 1: Enhance Community Engagement & Communication

- The City Government Explained educational series got underway in January. The series includes eight standalone sessions, each covering a topic essential to understanding local government structure, services, and programs. It is also an effective way to foster two-way communication and build relationships with Diamond Bar residents.

Strategy 2: Provide Excellent Customer Service

- The Customer Service Working Group has continued work in three primary areas: auditing customer service practices and identifying improvement opportunities, developing an employee mission, vision and values that guides our service approach, and engages employees to develop a culture dedicated to service.

Strategy 3: Create and Sustain a High-Performing Organization

- All City departments and divisions participated in detailed City Council orientation meetings.
- The City conducted public recruitments for positions on the Parks and Recreation, Planning, and Traffic and Transportation Commissions. Following the application process, the City Council made appointments to two-year terms.

- The City's Human Resources and Risk Management Division assisted with the City Commissioner recruitment, new Council Member orientation, Mt. Sac Work Experience Intern-Finance, and Ancillary Benefits Analysis.
- Consistent with the Employer of Choice and Human Capital Investment Program initiatives, employees across departments participated in various training and development programs, including three all-hands staff meetings, customer service training, harassment prevention training, and de-escalation and situational awareness training. Employees also participated in department-specific training including, AB 2766 annual reporting training, Cal Cities City Manager's Conference, California Society of Municipal Finance Officers (CSMFO) annual conference, and California Parks and Recreation Society (CPRS) conference. These events provide educational and networking opportunities to employees that develop new ideas and services to improve service in Diamond Bar.

Outcomes by the Numbers



54,210

unique web page views



12,498

social media followers



139,177

total webpage views

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: Town Center Specific Plan



Progress continues on the Town Center Specific Plan regulatory document. A joint City Council/Planning Commission study session was conducted on January 24 where staff was given direction to proceed with the analysis of a buildout scenario that would accommodate up to 2,055 residences and 419,000 square feet of commercial space. Work on the Supplemental Environmental Impact Report (SIR) based on the above-described buildout scenario commenced immediately after the joint study session. A second community workshop was hosted on March 21 where a conceptual site layout depicting this buildout scenario, along with renderings of potential public spaces and streetscape designs were presented.

Strategies and Key Initiatives

Strategy 1: Enhance Public Safety

- Neighborhood Traffic Management Program work continues in two neighborhoods. Striping for the Hawkwood Road neighborhood has been completed, and a 6-month monitoring phase is underway in the North Del Sol Lane neighborhood. Traffic data collection for both neighborhoods will be completed this summer to assess the effectiveness of the measures and make any necessary adjustments.
- Design of the Area 3 Curb Ramp Project is underway. This project will add or upgrade ADA-compliant curb ramps to existing sidewalks at 14 locations. Area 3 is located south of Pathfinder Road, west of Diamond Bar Boulevard, and east and west of the SR-57 freeway.

Strategy 2: Improve Mobility

- Staff continued providing inspection and support to the Grand Avenue and Golden Springs Intersection Enhancement project. Construction of the precast concrete west tunnel is now complete, and work on the east tunnel is about to start. The new project completion date is August 2023.
- Work on the citywide bus shelter replacement project started last quarter and continued this quarter with the installation of unsheltered bus stops. Sheltered bus stop replacements and related concrete work started in early May 2023. Maintenance and advertising of the sites is handled by the new management franchisee, Focus Media.

- The procurement process for the Bus Shelter Replacement project at Golden Spring Drive and Calbourne Drive has been completed. Installation is set for early May 2023. A grant from Foothill Transit Authority funded this project.

Strategy 3: Enhance Quality of Life & Support Environmental Health

- Following City Council's adoption of an ordinance clarifying the City's zoning regulations prohibiting short-term rentals (e.g., Airbnb, Vrbo), and making it a misdemeanor offense to advertise or operate short-term rentals (STRs), the City entered into a contract with Deckard Technologies, Inc. to assist with activity monitoring, and enforcement and prosecution efforts.
- The Wednesday Walkers group, created as part of the Healthy Diamond Bar initiative, continue to meet regularly. In February, the City held a Wednesday Walker Mash Up event that had more than 25 residents participating.
- The City sponsored teen group, DB 4Youth, continues to work for causes that benefit or enhance the community. This quarter, the group organized and participated in a clean-up effort at Sycamore Canyon

Outcomes by the Numbers



72

private event rentals
booked at DBC



536

building permits
issued



128

neighborhood improvement
cases closed