

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.



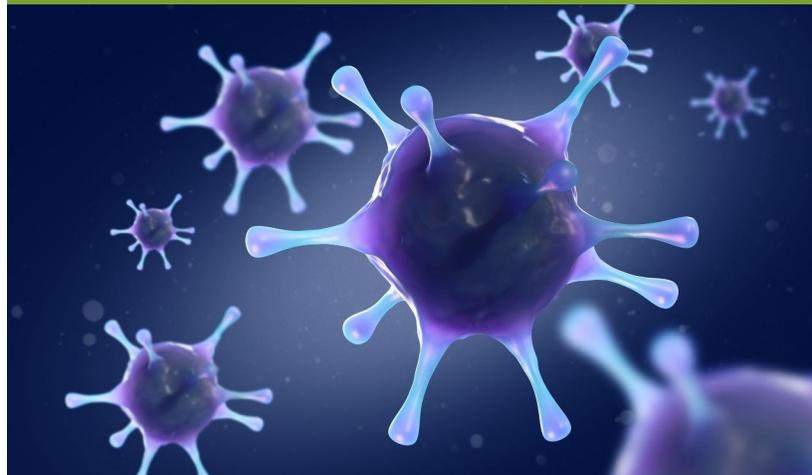
The Challenge/Opportunity

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: CARES Act Reimbursements



The COVID-19 pandemic has had a tremendous financial impact on families, businesses, and local governments across the nation. Upon passage of the federal CARES Act in the first half of 2020, staff developed a plan to maximize the impact of the City’s funding allocation in compliance with the terms and conditions of the Act.

In late December, the City submitted the final report to close out the state allocation of CARES Act funding, ensuring that the City receives its full reimbursement allocation of approximately \$700,000 helping to offset impacts of COVID-19 on the City’s General Fund and local businesses while also providing funding to implement appropriate workplace safety measures for staff and the public.

RESPONSIBLE STEWARDSHIP OF PUBLIC RESOURCES

Strategies and Key Initiatives

Strategy 1: Secure Long-Term Financial Sustainability

- Measure DB was rejected by the voters at the November 3, 2020 election, closing out this item.
- The annual financial audit conducted by independent auditors Lance, Soll, & Lunghard, LLP was completed. In the opinion of LSL, the financial statements reflect fairly the financial position of the City as of June 30, 2020. No instances of material weaknesses were found in internal controls and no instances of non-compliance with provisions of laws, regulations, contract or grants which could have a material effect on the determination of financial statement amounts we noted. The City's financial statements were awarded an "unmodified" opinion by the auditors, the most favorable outcome bestowed upon governmental financial statements.
- The annual Metro/MTA audit of the City's Prop. A, Prop. C, Measure R, and Measure M funds resulted in no findings.

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

- Final plans and specs for the Diamond Bar Boulevard arterial street rehabilitation project have been approved by the City Council and are being prepared for bidding. Construction is expected to begin in March 2021.
- Final plans and specs for the Area 1 Residential and Collector Street Rehab project have been completed, with construction expected in FY 2021-22.

- The CEQA review for the Canyon Loop Trail project was completed. On February 2, 2021, the City Council adopted a Mitigated Negative Declaration (a CEQA document specifying mitigation measures that must be implemented to reduce environmental impacts to "less than significant" levels) and approved the conceptual trail improvement plan. These actions authorize staff to proceed with the preparation of construction documents in conjunction with ascertaining and complying with California Department of Fish & Wildlife (CDFW) requirements for habitat avoidance and/or restoration.
- The DBC slope stabilization project is in the design phase, with 95% plans and specifications expected to be completed in February. Final design will be completed in FY 20/21 with construction slated for FY21/22 if funds are available.
- Plans and specs for the Maple Hill Roof Replacement project are completed. Construction is expected to be completed in late spring 2021.

Strategy 3: Leverage Technology to Improve Business Processes

- The development of functional requirements for the enterprise land management system is nearing completion, with the formal bidding process to follow.
- The Community Development and Parks and Recreation Departments worked cooperatively to utilize the Recreation system to offer credit card payments to patrons and the Planning and Building and Safety counters.
- The Information Systems Department was awarded the Municipal Information Systems Association of California (MISAC) Excellence in Information Technology Practice Award for 2020.

Outcomes by the Numbers



99%

uptime on servers
and network
equipment



\$705,792

in state CARES Act allocations
received



2.11%

effective rate of
return on
investments in 19-20



528

credit card
transactions
processed in
RecTrac in 2020

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: Certification of General Municipal Election



Free and fair elections are at the core of democracy at all levels of our nation's government. The City conducted its General Municipal Election for two seats on the City Council on November 3, 2020. The results of this election were certified by the City Council on December 1, 2020, with Stan Liu and Ruth Low elected to four-year terms on the Council. Voters also considered Measure DB, a local three-quarter cent sales tax measure. The measure did not pass.

The City Clerk's Office managed the election, which was consolidated with the County of Los Angeles. In the course of managing the election, the Clerk's office provided candidate orientation, processed candidate paperwork, conducted resident outreach and engagement, and assisted with the placement of ballot drop boxes in the months leading up to election day.

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT

Strategies and Key Initiatives

Strategy 1: Enhance Community Engagement & Communication

- In the absence of in-person meetings, online accessibility options for public meetings have allowed for safe and convenient public input and participation in the decision-making process.
- The City has continued to leverage the use of social media to engage constituents and communicate messages surrounding a variety of important topics. Topics include but are not limited to LA County Public Health updates, COVID-19 resources, emergency preparedness updates, and promotion of virtual City offerings. Platforms like Facebook, Instagram and Twitter reach a large audience, allow messages to be shared amongst users, and provide continuous engagement.

Strategy 2: Provide Excellent Customer Service

- A cross-departmental team has completed nearly all of the City's archived Planning project files. These records are now available at the click of a mouse, providing better access to historical records and improved response to public records requests. The work will also result in ongoing annual savings, as the rented off-site storage unit that housed the records for decades was closed out. Work is also underway on the off-site Public Works archives.
- The automated public records request portal managed by the City Clerk's Office has resulted in

expedited response times. During the second quarter of FY 2020-21, the average response time (from the first request to closeout) was 8.04 days, about 20% less than the 10 day maximum required by law. Continued imaging of historical records should reduce response times further over time.

- The City's law enforcement team from the Los Angeles County Sheriff's Department improved response times across the board, with a 2.2% improvement on emergency calls, a 10.5% improvement on priority calls, and an 18.7% improvement on routine calls.
- The City's online service request portal continues to provide convenient, on-demand access to City Hall. In Q2, 135 unique customer service requests were processed in the system.

Strategy 3: Create and Sustain a High-Performing Organization

- The Investment Committee made adjustments to the 457 fund lineup, providing improved performance and a lower cost to participants.
- Completed City-wide training on preventing sexual harassment and abusive conduct in the workplace that satisfies California's legal training requirements pursuant to Gov't Code 12950.1.
- The payroll component of the Human Capital Management (HCM) module of the ERP system went live with the first pay period of 2021. Work continues on the employee self-service components with rollout expected in spring 2021.
- Completed two full-time employee recruitments and onboarding using a mostly virtual process to adapt to COVID-19 health and safety protocols.

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: 57/60 Confluence Project Funding



In December 2020, the California Transportation Commission approved approximately \$218 million in SB 1 funding for Phase 3 of the project. With this milestone, the freeway confluence mainline improvements move ever-closer to a reality. These improvements will reduce congestion delays and improve driver safety. Provided total project cost estimates remain in line, construction is expected to begin in August 2022.

Phase 2 of the project is currently underway. The project will create a more attractive atmosphere and welcoming environment for pedestrians and cyclists by including the widening of sidewalks for ADA accessibility and new traffic signals with pedestrian countdown timers, as well as the installation of several streetscape elements such as decorative streetlights, colored pavers, trees and other landscaping.

SAFE, SUSTAINABLE AND HEALTHY COMMUNITY

Strategies and Key Initiatives

Strategy 1: Enhance Public Safety

- For the third consecutive year, total Part 1 Crime was reduced.
- Coordinated firefighting, public education efforts, and proactive property maintenance campaigns by the Los Angeles County Fire Department were instrumental in Diamond Bar's preparedness and avoidance of property loss during the Blue Ridge wildfire. This incident also included successful deployment of public outreach components, including the emergency alert system.
- The City is moving forward with the update to its Natural Hazard Mitigation Plan with the assistance of a Federal Emergency Management Agency (FEMA) grant. The City released a Request for Proposals in September 2020, and the vendor selection process was completed October 2020, with contract executed with Innovative Emergency Management (IEM) November 2020. The kickoff meeting with IEM was conducted December 29, with the Planning Committee scheduled to have its first meeting in early 2021. The project is expected to take approximately 12 months including submission of the formal plan to FEMA and the City Council for approval.

Strategy 2: Improve Mobility

- Traffic safety improved dramatically in 2020, with traffic collisions at the lowest level on record. While this change is largely the result of less traffic volume on the streets due to widespread remote work, recently completed City initiatives such as the Adaptive Traffic Management System have also helped improve safety and reduce congestion.

Strategy 3: Enhance Quality of Life & Support Environmental Health

- The public health orders imposed to limit the spread of COVID-19 have limited community interaction via customary in-person special events, enrichment classes, and other popular recreation programs. Creative, COVID-19-friendly options have been created to ensure community links are maintained during this difficult time. Examples include Senior How-Tos, Drive-Thru Canned Food Drives, Senior Virtual Bingo, development of a Diamond Bar Center Instagram page, virtual Healthy Diamond Bar programming like Relaxation Sensation, youth programming like virtual Tiny Tots, DB 4Youth and Kinder Skills, and special programming like the Halloween Costume and Pumpkin Decorating Contests, Veterans Signs, and Holiday Home Decorating Contest.
- The City has engaged Urban Land Institute and its Technical Advisory Panel to workshop the opportunities and constraints associated with the Town Center project as outlined in the General Plan. The panel is expected to convene in mid-April, with a report due by summer 2021.
- Completed the Waste Hauler Franchise Audit and presented the findings to the City's two contract waste haulers and the City Council. This audit includes a thorough analysis of hauler performance to ensure environmental and customer service mandates are met.
- Work on the Housing Element update continues. A joint City Council and Planning Commission workshop on the matter was held January 26, 2021.

Outcomes by the Numbers

