

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: Maintain Secure and Reliable Network Infrastructure



In the past 15 years, the City has made long-term targeted investments in network infrastructure, hardware equipment, and enterprise systems with the purpose of providing an improved service experience to the public and staff. These investments, combined with thoughtful planning contained in the Information Systems Department’s E-Government Strategic Plan, paid off when the COVID-19 pandemic hit in March 2020. With the public facilities forced to close immediately and indefinitely, the City’s network and infrastructure was prepared to offer immediate remote access to computer and telephone systems so that public service continued without interruption.

RESPONSIBLE STEWARDSHIP OF PUBLIC RESOURCES

Strategies and Key Initiatives

Strategy 1: Secure Long-Term Financial Sustainability

- Measure DB, a 3/4-Transactions and Use Tax (add-on sales tax), was approved by the City Council and will be before the voters at the November 3, 2020 election. If approved, it is estimated that Measure DB will generate up to \$3.8 million annually.
- The City Council approved the Business Recovery Program, leveraging federal CDBG-CV and CARES Act funding allocations to assist small businesses.
- Restaurant Week was expanded to include all eateries in Diamond Bar.

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

- The Residential and Collector Street Rehabilitation Project is well underway. Work includes working with a Civil Engineering firm to design the street improvement plans for the next three years for residential and arterial streets. The locations are prioritized using the City's latest Pavement Management Plan, and include:
 - Areas 1 and 2, located west of the Country Estates and east of city limits
 - Diamond Bar Boulevard, from Pathfinder Road to Mountain Laurel Way
 - Golden Springs Drive from Brea Canyon Road to Lemon Avenue
 - Golden Springs Drive from Grand Avenue to Brea Canyon Road

- Environmental analysis was completed on the Canyon Loop Trail project, paving the way for final construction design and City Council consideration.
- The Summitridge Park slope stabilization project is underway and is expected to be completed in fiscal year 2020-21.
- The Maple Hill restroom roof replacement project is underway and is expected to be completed in fiscal year 2020-21.
- The Diamond Bar Boulevard rehabilitation project is underway and expected to be completed in late 2020. Work includes complete rehabilitation of Diamond Bar Boulevard from Pathfinder Road to Mountain Laurel Way. Based on existing pavement conditions it is likely the treatment will include AC edge grind or full width overlay and ADA curb ramp improvements.

Strategy 3: Leverage Technology to Improve Business Processes

- The Tyler Munis Enterprise Resource Planning (ERP)/finance system went live July 1 after an 18-month implementation.
- Staff is in the process of deploying the Human Capital Management (HCM) component of the ERP system, which will provide new and more efficient Human Resources functions like payroll, time management/timcard system, and employee self-service center.
- The implementation of a new land management system is underway, with staff and consultants working together to develop functional requirements for the new system. In the interim, existing resources have been leveraged to expand access and maintain service in the midst of the pandemic.

Outcomes by the Numbers



99%

uptime on servers and network equipment



\$470,000

in federal funding was allocated to the Business Recovery Program



94

small businesses received Business Recovery Grants



167

diners entered the 2020 Restaurant Week Contest

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: Digital Records Initiative



Staff continues efforts to process, image, and audit permanent City records. During the pandemic, part-time staff have stepped up to provide additional support to supplement budgeted contract work.

The most recent focus has been on historic Planning Division project files. These files include the applications, resolutions, staff reports, and approved plans for residential and commercial developments dating back to the City's earliest years including some prior to incorporation.

A concerted effort has been made to process permanent documents housed in off-site archives with the ultimate goal of improving record-keeping, preserving aging paper documents, expediting public records requests, and expanding online public record libraries. This initiative will also reduce overhead costs associated with maintaining storage unit rentals.

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT

Strategies and Key Initiatives

Strategy 1: Enhance Community Engagement & Communication

- Enhanced education and engagement materials were prepared for Measure DB, including interactive public meetings, video presentations, infographics, literature and other web-based materials.
- Work on a comprehensive Community Engagement Strategy is underway, with the intent to enhance communication and participation with the public using a variety of tools.
- A Virtual Citizen's Academy is under development, with the goal of improving resident engagement and understanding of local government. A pilot, focusing on the City's overall fiscal condition, was launched as part of the Measure DB information and is online now. Staff continues to work on scripts for future videos which are planned to cover local government basics to more complex municipal matters, all under one banner.

Strategy 2: Provide Excellent Customer Service

- With the onset of the COVID-19 pandemic, innovative no/low-cost solutions were deployed to provide safe customer service to the public. Online development services in the Building & Safety and Planning Divisions, the CP Connect online 311 customer service system provided a vehicle for residents and business owners to report issues and request services, and new online workflows were

leveraged to launch the Business Recovery Grant Program, providing a paperless system that safely expedited the issuance of relief funds to recipients. Web-based public meetings have ensured that the public's business continues without delay.

- The impacts of COVID-19 required adjustments to normal business practices to ensure staff and public safety. Despite these challenges, the Building and Safety Division issued 439 permits and received \$405,094 in plan check and permit fees, and performed 561 inspections during the first quarter of the current fiscal year.

Strategy 3: Create and Sustain a High-Performing Organization

- Staff is in the midst of configuring an automated online onboarding system for new employees. The system is expected to go live in spring 2021.
- The Employee Relations Committee has developed virtual programming to maintain employee engagement in a time of remote work. Examples include virtual coffee breaks to provide face time with colleagues, financial wellness seminars, and remote "Maintain, Don't Gain" Holiday Wellness Challenge.
- Provided enhanced employee communication and engagement related to COVID-19 response via employee surveys, departmental training, screener protocol, PPE distribution, and policy development.

Outcomes by the Numbers

*Figures reflect totals from mid-March to mid-October



843*

building applications were submitted and processed by staff*



153*

planning inquiries were submitted online*



498*

resident requests processed via an online system*



4

virtual town hall meetings were held with Q&A opportunity



1,067

planning files were added to digital records repository

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: Progress on 57/60 Confluence Project



For years, Diamond Bar has led the charge for regional traffic congestion relief, partnering with local, state, and federal agencies to fund the 57/60 Confluence project. Phase 2 of this project includes widening of the Grand Avenue and Golden Springs Drive intersection, and is anticipated to start construction this winter.

Additionally, Phase 2 of this 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.

These improvements pave the way for Phase 3 of the project, which is currently in design and will include mainline improvements on the freeway confluence - the two-mile stretch where the 57 and 60 merge causing severe congestion and delays as well as high accident rates. When ultimately completed, the 57/60 Confluence project will increase driver safety, shorten commute times, and reduce cut-through traffic on city streets.

SAFE, SUSTAINABLE AND HEALTHY COMMUNITY



Strategies and Key Initiatives

Strategy 1: Enhance Public Safety

- Year-to date Part 1 Crime (through September 2020) continues to fall. The City is on track for the third consecutive calendar year with reduced Part 1 Crime.
- The City implemented, promoted and shared Los Angeles County Department of Health COVID-19 orders and guidance on all City media channels, including print, digital, social media, and web, in an effort to ensure the community was safe, informed and aware of rapidly changing conditions and policy.

Strategy 2: Improve Mobility

- The Adaptive Traffic Management System was completed, providing split cycle optimization of traffic signals at intersections across the City.
- Traffic signal battery backup systems are now deployed at all signalized intersections, providing additional redundancy to maintain a period of operation during power outages.

Strategy 3: Enhance Quality of Life & Support Environmental Health

- With popular community special events cancelled due to County health orders, new all-ages virtual programming and socially-distanced events like food drives, virtual tiny tots, and care package giveaways for seniors have brought people together safely.
- The Council-adopted Climate Action Plan prioritizes the reduction of local greenhouse gas emissions. Remote work has significantly reduced vehicle miles

traveled and associated emissions generated by daily commutes.

- Neighborhood Improvement Officers continue to show a proactive presence despite COVID-19 restrictions. Through September 30, 535 code compliance cases have been closed this year, one abatement has been completed, and socially distanced conferences with property owners and the City Prosecutor have continued.
- Legislation affecting how traffic impacts are defined and measured under CEQA went into effect on July 1, 2020. The legislation required the City to implement a new metric, "vehicle miles traveled" (VMT), and establish associated new thresholds of significance based on VMT. The SGVCOG Planning and Public Works Technical Advisory Committees worked collaboratively to develop local thresholds for each participating member agency. The City Council approved local VMT thresholds on July 21, 2020, and staff subsequently developed the methodology for measuring VMT that traffic engineers must now follow when preparing transportation impact studies.
- On March 3, just days before the state's Safer-at-Home orders went into effect, the City entered into a consulting services agreement with JHD Planning to prepare the 2021-2029 Housing Element Update. The first of five tasks in the scope of work has been completed. The State Legislature has not extended the deadline for completion of local housing elements in light of the COVID-19 pandemic, so staff continues to work toward completion of this project by October 1, 2021.
- Submitted SB 1 Trade Corridors Enhancement Program 2020 Grant Application for the 57/60 project.

Outcomes by the Numbers



28%

reduction in Part I violent crime year to date



23%

reduction in Part I property crime year to date



40%

reduction in residential burglaries



66

intersections feature battery backup systems



45%

reduction in injury traffic collisions