

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 such as 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: CSFMO Operating Budget Excellence Award



In January, the City was notified that the Fiscal Year 2020-21 Municipal Budget was awarded the Operating Budget Excellence Award by the California Society of Municipal Finance Officers (CSMFO). To earn this award Excellence Award, a strict set of criteria must be met, demonstrating that the adopted budget follows the latest in accounting standards, contains well-organized summaries of revenues and expenditures across funds, uses design features and clear language to enhance reader comprehension, and analyzes financial trends, among other criteria.

This is the fourth time the City has received a budget award from this distinguished organization.

RESPONSIBLE STEWARDSHIP OF PUBLIC RESOURCES

Strategies and Key Initiatives

Strategy 1: Secure Long-Term Financial Sustainability

- Prepared and shared the Comprehensive Annual Financial Report (CAFR) to the City Council and community, providing a detailed and transparent overview of the City's financial condition.
- Mid-year budget adjustments were completed and approved by the City Council in February.
- The City Council took action to dissolve LADs 39 and 41, with the intent to reduce General Fund subsidy of private properties. With most of the private property in LAD 41 owned by homeowner's associations, the City will fund a second Prop. 218 election that, if approved, will increase the annual assessment to levels that will allow the City to continue maintenance efforts without subsidy. The election is scheduled to be held early in FY 2021-22.
- Filed state park development and community revitalization program grant applications for the construction of a new park on Sunset Crossing Road and renovation of Heritage Park and Community Center. If awarded, the funds will offset approximately \$12 million that would otherwise come from General Fund reserves.

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

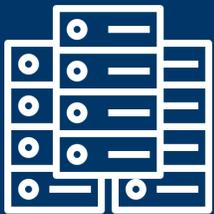
- Completed playground poured-in-place resurfacing at Washington Park.
- Completed erosion control work to repair storm damages on public property near Steep Canyon Drive, Fallow Field Drive, and Chino Hills Parkway.

- Completed outdoor lighting fixture repair and replacement at the Diamond Bar Center.
- Completed additional deep cleaning of public restrooms at City parks, beyond standard janitorial service.
- Replaced fascia and siding at the Peterson Park restroom building.
- Completed annual turf renovation at Peterson Park and started turf renovation at Lorbeer Middle School athletic fields in preparation for the expected easing of COVID-19 restrictions in Q4.

Strategy 3: Leverage Technology to Improve Business Processes

- The employee self-service component of the Human Capital Management (HCM) module of the ERP system went live, providing staff with the more efficient on-demand personnel services including payroll and time cards.
- The Information Systems team completed installation and testing of a software application that will facilitate appointments for City services. This application will be a key component in the safe reopening of in-person services during Q4.
- The Information Systems team also tested and installed webcams and other infrastructure necessary to expand video conferencing and virtual meeting capabilities across the organization.
- The Risk Management Division participated in a pilot project with CJPIA to monitor City Hall/Library seismic activity. The program provides enhanced information that will help to improve overall risk management strategies.

Outcomes by the Numbers



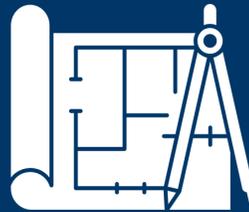
99+%

uptime on servers and network equipment



419

online building and safety inquiries



136

online planning application inquiries



228

Information Systems help desk tickets

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.



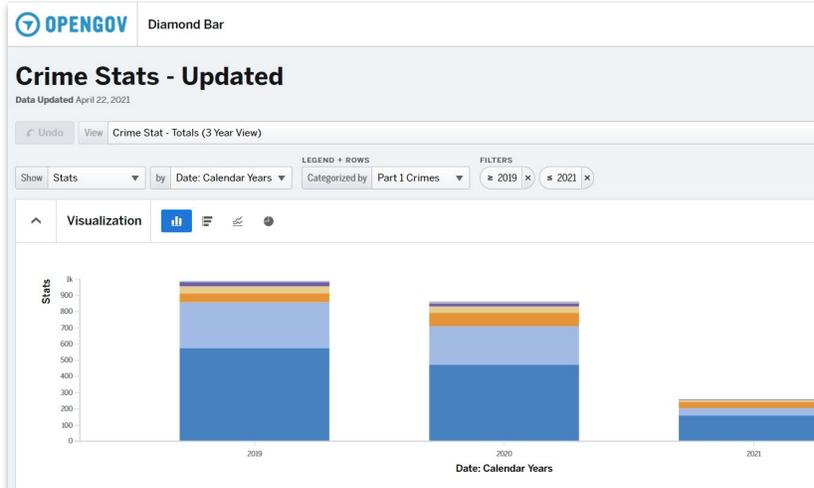
The Challenge/Opportunity

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: OpenGov Data Dashboards



Staff has completed a series of interactive dashboards containing data pertinent to City operations and performance. These dashboards, which will launch to the public in early Q4, highlight public safety (crime statistics, fire and emergency medical services numbers, and animal control information), building permits, neighborhood improvement cases, and public records requests, among other topics.

Users can access the open data sets at the City's website, with a dedicated page at diamondbarca.gov/opendata. Standardized reports are available, but users can drill down and create custom views and graphics based on their interest.

The data sets will be available on an open data page on the City website and will be expanded to include other items of interest, including a deep dive into the budget and annual fiscal reporting.

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT

Strategies and Key Initiatives

Strategy 1: Enhance Community Engagement & Communication

- Conducted a series of interactive virtual town hall meetings related to Landscape Assessment Districts (LADs) 39 and 41.
- Released the 2020 Public Safety Annual Report, a document providing a comprehensive overview of the City's law enforcement, fire and emergency medical services, and animal care and control programs. The document provides a variety of information and statistical analysis, with the intent of providing an accessible and informative summary for the public.
- Launched an interactive Recreation Guide, which allows residents to click through to register for classes and programs.
- The Diamond Bar Center hosted a virtual Business Showcase offering business education, virtual tours, and guest speakers.
- Conducted a virtual Neighborhood Traffic Management Program meeting, ensuring residents were able to make their voices heard while respecting health orders that restricted in-person gatherings.
- With the City Council's decision to resume street sweeping enforcement in January, City staff created online resources and mailed postcards to all Diamond Bar addresses to directly inform residents of the change in policy.

Strategy 2: Provide Excellent Customer Service

- The pandemic has required the City to adapt its business processes to meet distancing guidance. Although in-person services are expected to return in Q4, the lessons of the pandemic have brought much needed changes to delivery models that will likely outlast the pandemic itself. Online and virtual services in development services, recreation, and public meetings sectors have been successful and provide convenient options that should remain available in the future. Examples include online building and planning applications and project reviews, appointment-based services, and virtual public comments, all of which have expanded City Hall accessibility to residents and businesses.

Strategy 3: Create and Sustain a High-Performing Organization

- With the employee self-service module completed, the automated online onboarding system for new employees is underway. The onboarding system will streamline new employee training and provide direct access to policies and procedures among other services. It is expected to go live in Q4.
- Provided City supervisors with enhanced virtual professional development opportunities, including courses on public sector employment law and performance management.

Outcomes by the Numbers



10,428

social media followers



84,843

unique website visits



2

virtual town hall meetings were held with Q&A opportunity



56,834

pages 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: Diamond Bar Homelessness Response Plan



In February, the City's Homelessness Response Plan was completed and adopted by the City Council. This policy document will guide City efforts to address the needs of people experiencing and at-risk of homelessness in Diamond Bar.

In addition to creating a map of the city's current and future investments and involvement in homelessness response, the City seeks to align with Los Angeles County Homeless Initiative Strategies and Measure H funding requirements.

The Homelessness Response Plan also lays out shared community goals and action steps to increase awareness of homelessness resources within the community, promote increased housing connections for people in need of affordable units, encourage affordable housing development and preservation, and further relationships with the regional and Los Angeles Countywide partners.

The development of programming and community engagement will be an ongoing process, but will remain consistent with the plan.

SAFE, SUSTAINABLE AND HEALTHY COMMUNITY

Strategies and Key Initiatives

Strategy 1: Enhance Public Safety

- In response to a recent regional spike in catalytic converter thefts, Diamond Bar deputies hosted a series of drive-through events at which residents could get the catalytic converters on their vehicles etched with an identifying mark. This way, if the converter was unfortunately stolen, it could be identified and the thief charged with a crime.
- To improve access to seniors and residents with disabilities, Diamond Ride service was expanded to include regional COVID-19 vaccination site at Cal Poly Pomona.
- Work is underway on the revised and updated Natural Hazard Mitigation Plan (NHMP), a key City emergency preparedness policy document. The consultant and staff project team have convened kickoff meetings with the expectation that the revised document will be completed and presented to the City Council for consideration in the next twelve months.
- Conducted various high-visibility suppression patrols related to current crime trends.

Strategy 2: Improve Mobility

- Construction of the Grand Avenue/Golden Springs Drive Intersection Improvement Project began February 22. Work underway includes grading of the westerly slope inside the golf course, reconstruction of the median along Grand Avenue, north of Golden Springs Drive, lane re-striping, reconstruction of the Target driveway, installation of temporary SCE street lights, and demolition of sidewalks and curb gutters on the east side of Grand Avenue, north of Golden Springs.

Phase III traffic control improvements are expected to be installed in Q4.

- The 57/60 Confluence project is in the design phase. Project design plans, excluding structural and architectural/landscape components, were submitted for review to Caltrans and the other parties (including the City) for review. The City submitted its comments to the project team on February 26. The project design phase (including public right-of-way, and other components) is scheduled to be completed by the end of 2021 with an anticipated project construction start date in mid-2022.

Strategy 3: Enhance Quality of Life & Support Environmental Health

- The annual General Plan Status Report was submitted to and approved by the City Council. This report provides the community with a regular update on projects and programs that are ongoing or have otherwise been completed in support of General Plan goals and policies.
- In partnership with Los Angeles County Department of Public Works, the City held a COVID-19-safe household hazardous waste roundup for residents. Diamond Bar was one of the first Cities to be chosen to partner with the County on in-person services during the pandemic.
- The Parks and Recreation Department continued to adapt to COVID-19 restrictions, offering a suite of virtual programs for all ages with the intent of fostering community in a time of social distancing. Events held during Q3 included a Gingerbread House decorating contest, a Senior Valentine's Day Lover's Lane, Virtual Bingo, and Kinder Skills, among others.

Outcomes by the Numbers



2,188

service calls to the Sheriff's Station



66%

reduction in YTD residential burglary when compared to Q1 2020



174

Neighborhood Improvement cases closed



1,400

households served at the HHW event