

## 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)



The 5-Year Capital Improvement Project budget is a policy document that sets forth the City Council’s capital project priorities over a significant period. The document is a key component of long-term financial planning and forecasting efforts that have resulted in a history of healthy General Fund reserve balances throughout the City’s history.

The most recent five-year plan was developed during the FY 2021-22 budget process, and identifies more than \$48 million in projects varying in degree from “mandatory” to “wished”. These designations will guide staff recommendations to the Council in future years.

# RESPONSIBLE STEWARDSHIP OF PUBLIC RESOURCES

## Strategies and Key Initiatives

### Strategy 1: Secure Long-Term Financial Sustainability

- Adopted a Debt Management Policy with the purpose of updating the guidance and procedures for managing the City's debt financing obligations for the Diamond Bar Center.
- Completed the refinancing of the City's outstanding bonded indebtedness for the Diamond Bar Center. The refinance will result in annual savings of approximately \$150,000 over the remaining term of the bonds.
- Secured the first (approximately \$3.4 million) of two federal American Rescue Act payments, helping to offset revenue loss associated with the COVID-19 pandemic. The second payment will be drawn down in FY 2022-23.
- Submitted an \$18 million congressional funding request for the 57/60 confluence project to Congresswoman Kim's office. If successful, the funding will augment INFRA and other funding sources to close the current project funding gap.

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

- California JPIA Loss Control Reports – The City received favorable results from a recent loss control audit that took place earlier in the year when an independent contractor inspected both City Hall and the Diamond Bar Center facilities. The audit not only looked at the structure of the building, it also examined the City's current maintenance and inspection practices. There were no major findings and a couple of recommendations for continuous

improvement which City staff has taken under advisement.

- Hardscape renovations were completed at Pantera Park.
- Completed parking lot crack seal repair at City Hall and community parks.

### Strategy 3: Leverage Technology to Improve Business Processes

- Launched an online customer service appointment reservation system, providing convenient scheduling and virtual meeting options for residents.
- Launched a new large file sharing platform so that high resolution plans and other documents can be shared with customers and consultants in a safe and secure manner.
- Using virtual meeting software platforms, expanded access to public City Council and Commission meetings by adopting a hybrid in-person and online meeting format. Residents may now participate at the meeting itself or via telephone/internet, providing options that lead to increased meeting engagement and levels of convenience for the public.
- Completed functional requirements for the replacement of the existing Land Management System in preparation for the procurement process in FY 2021-22. The development of comprehensive functional requirements is a cross-departmental process used to identify the key needs of the City and its customers so that selected technologies lead to a better customer experience upon implementation.
- Implemented hardware infrastructure necessary to offer residents the option of conducting counter services via virtual video teleconferencing.

## Outcomes by the Numbers



99.9%

uptime on servers and network equipment



\$150,000

approximate annual savings as a result of the refinancing of bond debt.



91

online planning inquiries



520

online building and safety inquiries

## 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: Virtual Citizen's Academy



### City of Diamond Bar **Citizens Academy 2021**

Wednesday, May 5 | 6-7 p.m.  
Ryan McLean, Assistant City Manager

The inaugural Diamond Bar Citizen's Academy took place over four consecutive Wednesday evenings in May. Due to COVID-19 health and safety guidance, the series was held virtually using live video and a prepared presentation.

Participants learned about a wide variety of local government services, processes, and procedures along with a history of Diamond Bar from its roots as a working ranch to incorporation and beyond. Topics included the road to incorporation and how the City was formed, how the City is governed and the role of the City Council, City Manager, and staff, how the City operates and the services each department provides, and finally, how the City is funded.

Each presentation was designed to last approximately 45 minutes with an open-ended question-and-answer period to follow.

An in-person series will be planned at a later date.

# OPEN, ENGAGED AND RESPONSIVE GOVERNMENT

## Strategies and Key Initiatives

### Strategy 1: Enhance Community Engagement & Communication

- Expanded the e-subscription service to offer residents direct access to timely and topical information such as the Housing Element Updates and Latest News Alerts.
- Launched the new and updated mobile application, Diamond Bar Connected, which provides residents with comprehensive City information on their device. The app, which can be downloaded through the Apple Store or Google Play store, allows users to request services and report a number of concerns such as City code violations, abandoned shopping carts, illegal dumping, graffiti, traffic signal malfunctions, potholes, and facility maintenance issues. Additionally, the app provides a button to access various interactive maps that allow residents to look up their street sweeping and trash and recyclable collection days, obtain information on city park and trail locations and amenities, and learn about capital improvement projects underway around town. Other features include a Frequently Asked Question section, a directory with phone numbers and emails to all City staff, a link to the City's email and text subscription service, City event and meeting calendar, and real-time emergency notifications.
- Hosted town hall-style public events to provide information and solicit input on the status of Lighting and Landscape Assessment Districts 39 and 41. Meetings were conducted virtually in conformance with COVID-19 health and safety guidance.

### Strategy 2: Provide Excellent Customer Service

- The cross-departmental Customer Service Working Group launched, featuring representatives from all levels of the organization working together to reimagine customer service in a time when expectations and preferences have changed dramatically. This long-term project team kicked off with an appointment-based service model and expansion of virtual/video meeting options to provide greater convenience and flexibility to customers.
- Efforts to digitally image the City's archive of paper records continues in earnest, with recent work focusing on pre-incorporation land development documents. Digital records provide more timely responses to public records requests, allow staff greater convenience when conducting research, and reduce monthly archival costs, among other benefits.

### Strategy 3: Create and Sustain a High-Performing Organization

- The digital/online employee onboarding system is now live. The system welcomes new team members with immediate access to paperwork, policies, and resources that provide a more efficient and timely process.
- The comprehensive Loss Control Action Plan (LossCAP) Risk Management Evaluation was completed in cooperation with the City's insurance provider California Joint Powers Insurance Authority (CJPIA). The LossCAP program aims to reduce the frequency and severity of claims, saving public resources in the process. Features include risk management evaluations, contractual risk transfer analysis, staff training, safety programs, and loss analysis.

## Outcomes by the Numbers



98,074

unique website visits



465

building permits issued



149

resident requests processed via an online system



6

virtual town hall meetings were held with Q&A opportunity



12,249

documents 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: \$30 Million INFRA Grant Award



In late June, the United States Department of Transportation announced the award of \$905.25 million for the FY 2021 Infrastructure for Rebuilding America (INFRA) program. Funds were awarded to 24 key transportation projects in 18 states, with awardees selected based on criteria including improving traffic flow, job creation, the use of innovative technologies, and for the first time, how the project would address climate change, environmental justice, and racial equity.

The Los Angeles County Metropolitan Transportation Authority (METRO), in cooperation with project partners in the City of Diamond Bar, was awarded \$30 million for the 57/60 Confluence project. Demand for grant funding far exceeded availability, and the 57/60 Confluence project was regarded highly enough to receive nearly 8% of all available funding. The grant will be used to supplement existing resources to construct major improvements to the nationally-significant transportation corridor.

# SAFE, SUSTAINABLE AND HEALTHY COMMUNITY

## Strategies and Key Initiatives

### Strategy 1: Enhance Public Safety

- Conducted a successful interview process to fill the seat of former Captain Al Reyes, who was promoted to Commander of East Patrol Division. Steve Tousey assumed the role of Captain at the station effective April 14 after previously serving the Diamond Bar community as Service Area Lieutenant (SAL) for several years.
- Recognizing a regional trend related to catalytic converter thefts, deputies at the Diamond Bar/Walnut station took proactive action by creating the “Etch and Catch” program. The program, which became a model countywide, offers residents free etching of the catalytic converter on their vehicle, improving the quality of evidence in the event of a theft.

### Strategy 2: Improve Mobility

- The Grand Avenue / Golden Springs Drive Intersection Improvement Project component of the 57/60 confluence project is well underway, including streetscape work, sidewalk grading, tree wells formation, and electrical work, with paver and precast structure and footing installation scheduled to commence in Q1 of FY 2021-22. Upon completion, the project will provide greater access to the improved freeway confluence while improving aesthetics in the area with the City’s standard landscape features.

### Strategy 3: Enhance Quality of Life & Support Environmental Health

- The Urban Land Institute and its Technical Assistance Panel presented its findings to the City Council on April 16. The panel took initial steps to create a

vibrant, walkable downtown with shops, restaurants, residences, and public plazas envisioned for the Town Center Mixed Use Focus Area established in the adopted General Plan 2040. In developing the options, the panel considered questions of urban form and placemaking, market and financial feasibility, and implementation requirements. The results provide the residents and decision-makers of Diamond Bar with the framework for a successful long-term project.

- The 2021-2029 Housing Element Update was presented to the City Council and Planning Commission on April 6. The Council’s comments were added to the draft and the document was submitted to the state on April 7 for review. The Element is on track for approval by October 1, 2021.
- The City and County of Los Angeles, held a local Household Hazardous Waste collection event. The event was the most attended in ten years.
- The City hosted the first Contactless Shredding Day event on Saturday, May 8 and May 22 at the South Coast Air Quality Management District. The event provided a convenient and free service where Diamond Bar residents would be able to get rid of old, unwanted and confidential papers.
- The Parks & Recreation Department held a series of virtual special events to maintain community spirit. Events included the Bunny Box Drive-Thru, Windmill Hunt competition, Good Neighbor award, Older Americans Appreciation giveaway, May the Fourth, senior talks/seminars, and Senior Drive-Thru Ice Cream Social. The Department also relaunched facility rentals, picnic rentals, recreation classes and field allocations per COVID-19 health and safety guidance.

## Outcomes by the Numbers

