

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: District 41 Election



In July, the City conducted a second Proposition 218 election for property owners in Lighting and Landscape Assessment District 41. This time, voters overwhelmingly voted in favor of maintaining the District with an increased annual assessment that will be subject to CPI adjustments, ensuring the district will remain solvent at current service levels.

The result is that the City’s General Fund will no longer be subsidizing the maintenance of privately-owned open space, parkways, and other areas in the hundreds of thousands of dollars every year. This funding can now be reprogrammed to other community-wide programs and services, from public safety to parks and recreation.

RESPONSIBLE STEWARDSHIP OF PUBLIC RESOURCES



Strategies and Key Initiatives

Strategy 1: Secure Long-Term Financial Sustainability

- Diamond Bar Restaurant Week was held October 8 -24, with dozens of restaurants, bakeries, and coffee/specialty drink shops participating.
- Secured grant funding for a feasibility study to address storm water runoff at the future park site on Sunset Crossing Road.

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

- CDBG Area 2 ADA Curb Ramp Project (Construction) – An RFP was prepared and sent to the City's on-call civil engineering consultants to obtain proposals for design services. The informal bid process and on-call consultants currently under contract with the City will provide an expedited selection process to begin design in Q3 FY 21-22 and complete construction in Q4 FY21-22.
- Installed four ionizer units at the City Hall/Library facility to improve air quality inside these heavily trafficked facilities.
- Completed the Heritage Park Re-roof/ Rehabilitation Project.
- Completed phase one environmental survey work for the Canyon Loop Trail project.
- The City Council approved concept plans for the replacement of all existing bus shelters, benches, and trash receptacles. This project is envisioned as an in-kind replacement of the existing 32 sheltered and 50 unsheltered bus stop amenities.
- Installed new Americans with Disabilities Act (ADA)-compliant audible pedestrian signal pushbuttons at

the intersection of Golden Springs Drive and Diamond Bar Boulevard.

- The Flapjack groundwater drainage project went into design in Q1, and an innovative design was finalized for it in Q2. The alternative design will significantly reduce the project's cost by connecting the groundwater runoff to the nearby sewage system instead of the initially proposed storm drain system. The City has acquired approvals for the design from all agencies involved with the sewer system. The project will require installing a French drain system on private property. City staff has coordinated with the property owner throughout the design process. Staff is currently working with the property owner to acquire a permanent easement for installing and maintaining the French drain system. This process is anticipated to be completed in Q3 FY 21-22.

Strategy 3: Leverage Technology to Improve Business Processes

- Implemented a new online public service request platform, offering a streamlined, user-friendly way for residents to contact city hall via computer and app.
- Launched a chatbot feature on the City website. The feature uses artificial intelligence to learn popular searches and identify gaps in content.
- Released the Request for Proposals (RFP) for the Enterprise Land Management System that will replace the current CityView platform. The new system will integrate functions for a better customer service experience for residents and staff.

Outcomes by the Numbers



99%

uptime on servers
and network
equipment



\$300,000

storm water grant funding secured



177

online planning
inquiries submitted



200

diners entered the
2021 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: Classification and Compensation Adjustments and Hiring



The COVID-19 pandemic has had significant impacts on the workforce and job market across employment sectors. Pandemic-related impacts led to a shortage of successful applicants for positions key to the operation of community programs and special events.

In response, the City Council approved a series of classification and compensation adjustments and hiring incentives to make the City more competitive with the private sector. As a result, the Parks and Recreation Department saw an increase in successful applicants and was able to adequately staff and operate events like the Halloween Party, Veterans Day celebration, and Winter Snow Fest.

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT

Strategies and Key Initiatives

Strategy 1: Enhance Community Engagement & Communication

- Launched a new, public weekly newsletter with the purpose of sharing the latest news, programming, and project updates from City Hall.
- 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.
- The digitization of City records continues in earnest. Tens of thousands of documents were added in 2021, and two long-term storage units were permanently closed after all records were reviewed, scanned, and destroyed in compliance with the adopted Records Retention Schedule, saving 193 trees, 79,293 gallons of water, and 4,304 gallons of oil.

Strategy 2: Provide Excellent Customer Service

- Launched an automated customer service survey system to track the customer experience. All customers that schedule an appointment receive a post-appointment survey via email within 24 hours. Feedback has been overwhelmingly positive thus far.
- In December the City launched a new online Business License Application. All individuals and businesses doing work within City limits, whether or not they have a physical location in the City, are required to have a business license. Those individuals now have the option to conveniently complete and submit their applications online without having to

come in to City Hall. The development of this application was a collaborative cross-departmental effort which focused on leveraging technology and providing timely/efficient self-service options.

Strategy 3: Create and Sustain a High-Performing Organization

- The vacant Finance Director and Accountant positions were filled, and a Finance Supervisor position approved and in the recruitment process, establishing a long-term, sustainable structure for the department.
- 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.
- Work is underway on an organizational personnel needs assessment to determine long-term staffing needs and establish an appropriate succession planning strategy.

Outcomes by the Numbers



1,421

online appointments scheduled



4.8

average customer service satisfaction rating (out of 5)



128,023

unique web page views in 2021



7 days

average public records request response time



48,128

digital records added to repository in 2021

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: Grand Avenue/Golden Springs Drive Intersection Improvement



Significant progress has been made on the Grand Avenue/Golden Springs Drive Intersection Improvement Project. Settlement slope preloading for the proposed relocation of the golf course tunnel (west of Golden Springs Drive connecting the northern and south sides of the golf course) was removed. The tunnel excavation is scheduled for mid-January 2022, with a duration of 3 months to complete. The new retaining wall along the golf course parking lot has been completed, followed by right of way patching, saw cutting, and backfilling.

Backfilling along Golden Springs Drive is scheduled to continue through the end of Q2 and early Q3, followed by streetscape work. Streetscape work east of Golden Springs Drive (in front of Chili's and Mobil) includes electrical pavers, tree wells, precast structures, and flat concrete work.

SAFE, SUSTAINABLE AND HEALTHY COMMUNITY



Strategies and Key Initiatives

Strategy 1: Enhance Public Safety

- Completed the Draft Natural Hazard Mitigation Update and posted it for public comment. It is anticipated that the Council will consider adoption in 2022.
- In cooperation with Mt. Calvary Lutheran School, completed school zone traffic safety improvements on Golden Springs Drive, including improved signage and updated crosswalk striping.

Strategy 2: Improve Mobility

- Completed arterial street rehab work on Diamond Bar Boulevard from Pathfinder Road to Mountain Laurel Drive. The project was completed on August 9, 2021, on time and under budget with a total cost savings of \$104,464.20 for a project budgeted at approximately \$1.2M.
- Completed design of the Area 1 Residential/Collector Rehab project and the Golden Springs Drive from Brea Canyon Road to Lemon Avenue project.

Strategy 3: Enhance Quality of Life & Support Environmental Health

- The 2021-2029 Housing Element Update was approved by the City Council in November and has been submitted to the California Department of Housing and Community Development (HCD) for review.
- The state-required organic waste ordinance, was approved by the City Council.
- In partnership with LA County Public Health Department, staff has coordinated two free COVID

vaccination and booster opportunities at the Diamond Bar Center.

- The City sponsored a free public paper shredding event with approximately 600 vehicles passing through.
- In coordination with local businesses and non-profit organizations, the City has provided monthly senior drive through events to provide food, supplies, and COVID related equipment for local seniors at no cost.
- Completed the installation of five electric vehicle chargers at the City Hall parking lot adjacent to the entrance.
- Community-wide special events and in-person senior programs and services were reinstated safely, providing thousands of residents much-needed physical, social, and mental benefits to the community.
- The Senior Resource Drive-Thru Giveaway provided over 110 seniors with Personal Protective Equipment and other resources to assist during the difficult COVID -19 era.
- Submitted a Tree City USA application, with hopes of receiving recognition for the twentieth consecutive year. Tree City USA recognizes communities that grow and maintain their urban forest and an avenue to showcase that work.

Outcomes by the Numbers

