

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 39 Election



The City conducted a second Proposition 218 election for property owners in Lighting and Landscape Assessment District 39. This time, voters 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, in the hundreds of thousands of dollars every year, the maintenance of privately-owned open space, parkways, and other areas. This funding can now be reprogrammed to other community-wide programs and services, ranging from public safety to parks and recreation.

RESPONSIBLE STEWARDSHIP OF PUBLIC RESOURCES



Strategies and Key Initiatives

Strategy 1: Secure Long-Term Financial Sustainability

- Using FY 2020-21 year-end surplus monies, funded reserve accounts in accordance with City Council policy. These include the Contingency Reserve Fund, OPEB Reserve/Trust Fund, Building Facility and Maintenance Fund, Vehicle Maintenance and Replacement Fund, and Technology Reserve Fund. These funds can be appropriated for specific uses in the annual budget.
- Adopted the mid-year budget, adjusting revenues and expenditures to ensure services are completed and programs are adequately funded.

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

- Design work for the Area 1 Residential/Collector Rehab Project and the Golden Springs Drive from Brea Canyon to Lemon Rehab Project has been finalized. The design of Area 2 Residential/Collector Rehab Project and the Golden Springs Drive from Brea Canyon Road to Grand Avenue Rehab Project is underway and scheduled to be completed during Q4 FY21-22.
- Work continues on the Groundwater Drainage Improvements-Phase 3 on Flapjack Dr.. The In Q3, staff worked with the property owner to acquire a permanent easement for installing and maintaining the French drain system. Plans and specifications are now under final technical review with construction of the project anticipated to begin during Q4 of FY21-22.

- Work on plans and specifications for the Canyon Loop Trail project continue to progress. The project is expected to begin construction in late 2022.

Strategy 3: Leverage Technology to Improve Business Processes

- Compiled functional requirements for the Enterprise Land Management system and released the Request for Proposals (RFP). A number of qualified responses were received, and staff is in the process of interviewing a small group of firms before making a recommendation to the City Council. It is expected that the City Council will consider a contract for the system plus consulting services later this year.

Outcomes by the Numbers



99%

uptime on servers
and network
equipment



\$300,000

storm water grant
funding secured



120

online planning
inquiries submitted



0

audit findings

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: Employer of Choice



The 2021-2024 City Council Strategic Plan was adopted with a focus on the development of a high-performing organization with a positive, value-based culture that attracts and retains talent. This effort, concurrent with the shift in workplace norms brought on by the COVID-19 pandemic requires a forward-thinking approach to achieve continued success. The newly developed Employer of Choice initiative is a step in that direction.

Diamond Bar has historically possessed the stability, talent, and resources to foster a positive workplace and customer service culture. Its structure limits silos, establishes relationships with colleagues across departments, and provides the opportunity to pursue meaningful and fulfilling work. The conditions exist to build workplace and customer service culture that could be among the most attractive in the region. Three overarching themes describe and build out the framework for the Employer of Choice vision and they are: 1) Attraction and Retention, 2) Community Building, and 3) Organizational Innovation, Performance and Development. The Employer of Choice playbook charts a course for the next three fiscal years, identifying a series of initiatives with the acknowledgement that creating an "employer of choice" is an unending effort.

OPEN, ENGAGED AND RESPONSIVE GOVERNMENT

Strategies and Key Initiatives

Strategy 1: Enhance Community Engagement & Communication

- Conducted an extensive public education and engagement program related to the District 39 Proposition 218 election process. This effort provided residents with information and opportunities to share comments in a variety of forums prior to making a decision at the polls.
- Launched the Districting Diamond Bar webpage, complete with issue information, mailers, reports, videos, FAQs, and mapping tools, all with the goal of engaging the public in the process. Key materials were also translated into multiple languages.
- Held two virtual public workshops on the districting process. The meetings provided not only an educational opportunity, but a forum for the public to provide testimony on communities of interest and factors that should be considered when drawing district boundaries.

Strategy 2: Provide Excellent Customer Service

- Returned to in-person public meetings (City Council and Commission) while maintaining the hybrid/call-in option for residents. This increases opportunities for members of the public to participate in the public process.

Strategy 3: Create and Sustain a High-Performing Organization

- Completed city-wide organizational staffing needs assessment and communicated results of study to the Executive Team.
- Held city-wide all hands meeting to educate staff on current organizational events and provide employee service milestone recognition. The meetings will continue on a monthly basis to enhance communication, highlight key Strategic Plan initiatives, showcase quality customer service, and develop organizational culture.
- Held a virtual financial wellness educational opportunity for staff.
- The Investment Committee approved investment and share class changes to improve participant returns.
- In March of 2022 the Idea Lab was created to provide an opportunity for staff to design solutions for real work challenges. Specifically, we asked staff to identify new concepts or address existing challenges - a total of 21 ideas were submitted during the submission period. Over the next few months, an Innovation Team will come together to refine and implement a variety of the solutions that were presented. Some solutions will be simple and easy to implement whereas others may be more complex. This unique opportunity allows staff to come together in a cross-departmental effort to improve the way we conduct City business. This is one more example of how we are supporting the City's goal of fostering an Open, Engaged and Responsive Government.

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: Grand Ave./Golden Springs Dr. Intersection Improvement Project



Work on the Grand Avenue / Golden Springs Drive Intersection Improvement Project continues with boring operations underway for the shoring installation on the west side of the project in preparation for the jacking pit operations and the installation of the 120-inch Reinforced Concrete Pipe (RCP). Due to unforeseen field conditions, the golf course tunnel work has been rescheduled to start in June 2022 and be completed by August 2022. All retaining walls in front of the Golf Course parking lot have been completed, along with the new concrete curb and gutter and cast iron tree grates.

All electrical work, streetscape, concrete flatwork, pre-cast architectural features, and architectural lighting will continue through early Q4 on the west side of Golden Springs Drive. Staff will continue to work closely with the contractor to minimize delays at this intersection and keep the Sheriff's Department, Fire Station #120, and the public informed of potential delays.

SAFE, SUSTAINABLE AND HEALTHY COMMUNITY

Strategies and Key Initiatives

Strategy 1: Enhance Public Safety

- The City's law enforcement team from LASD held additional "Etch and Catch" public events to fight catalytic converter thefts. At these events, residents can have their license plate number engraved on the catalytic converter, making it easier to tie scrapped parts to stolen property, ultimately leading to an improved chance of prosecution for grand theft.
- Completed the Annual Public Safety report and continued to update public safety-related Open Data webpages, providing transparent access to information for residents.

Strategy 2: Improve Mobility

- Staff is actively working with residents in a number of Neighborhood Traffic Management Program (NTMP) project areas, including those in the Del Sol, Highland Valley, and Hawkwood neighborhoods. Staff will work with the residents to develop unique traffic-calming measures for their streets.
- Staff continues to actively pursue funding and grant opportunities necessary to close the approximately \$3 million funding gap needed begin design and construction of the Diamond Bar Boulevard Complete Streets project. Work will be coordinated with the ongoing Town Center Specific Plan process to ensure the best integration with future development.

Strategy 3: Enhance Quality of Life & Support Environmental Health

- In partnership with the County of Los Angeles, opened a free COVID-19 testing site at the Diamond Bar Center.
- In collaboration with the County of Los Angeles, hosted a public Household Hazardous Waste/E-Waste collection event that served over 1,100 households.
- Design of the CDBG Area 2 ADA Curb Ramp Project began in Q3 FY21-22, and the construction work is scheduled to be completed in Q4 FY21-22. This work will continue the City's efforts to make public streets and sidewalks accessible for all pedestrians.
- Recreation staff implemented new practices for Diamond Bar Center tours and attended a Bridal Show in Los Angeles. Overall, events are steadily increasing as residents look to make up for lost time.
- Recreation staff modified the youth basketball program to provide an outdoor season, rather than cancel the program due to COVID-19 restrictions.
- Senior programming returned after a COVID-19 health and safety pause. Seniors are back to regularly scheduled club meetings, City-sponsored programming, and jointly-organized activities such as bingo.

Outcomes by the Numbers

