END OF THE YEAR REPORT 2019

ACCOMPLISHMENTS

PRESENTED BY JESSICA BINNQUIST, CITY MANAGER
CITY MANAGER'S MESSAGE

It is an honor to work with employees, the community and the City Council to advance the goals and priorities of the City of Alhambra. In 2019, we’ve made progress on important issues like affordable housing and community and intergovernmental relations.

Success requires significant support and collaboration with all of our diverse stakeholders. These accomplishments were made possible because of the continued leadership of the City Council, dedication of Department Directors and hard work by all City employees. Together, we are committed to working to advance Alhambra’s interests and quality of life.

CITY COUNCIL MEMBERS

Ross Maza
Mayor

David Mejia
Vice Mayor

Katherine Lee
District 1

Jeff Maloney
District 3

Adele Andrade-Stadler
District 5
CURRENT ACTIVITIES & PROJECTS

Changing Needs of the Organization & Community

- Brought forward an affordable housing project that includes 40 units of permanent supportive and low-income housing.
- Continued to oversee the homeless outreach program and the team’s progress in reducing the City’s homeless numbers.
- Applied for, and awarded an additional $316,000 of Measure H homeless funds for emergency hotel/motel vouchers.
- Working with the COG on a JPA for an Affordable Housing Trust Fund.
- Aggressively pursued and awarded $241 million in Measure R funds for the City’s 710 projects.
- Collaborated with regional partners and consultants on 710 Early Action projects, providing the Council and community with data driven projects, and participating in future legislation.
- Continued to promote an aggressive hiring plan for Police Officers, and adjusted the base salary to be more competitive for recruitment and retention purposes.
- Conceptually assessing community needs for the reuse of Shorb Clinic as a Community Center.
- Implemented an Administrative Policy for providing translation services at City Council Meetings.
- Joined the COG’s Coyote Management Implementation Plan.
- Brought forward a long overdue General Plan update.
- Ready to bring forward an Inclusionary Housing Ordinance, Historic Preservation Ordinance, CDBG/HOME training, Bike Plan Implementation, and ACT bus route/ridership study.
Financial Management
- Spearheading the “Join the Conversation” educational outreach to engage the community in areas of importance with regard to General Fund spending for budget and future planning purposes.
- Assessing the need and timing for a potential \( \frac{3}{4} \% \) sales tax ballot measure.
- Educated the employee groups on the City’s 6-year financial forecast, and explained its importance in the labor negotiations process.
- Completed and presented to the City Council for adoption the fiscal year 2019-20 budget and the Capital Improvement Plan for fiscal years 2019-20 through 2023-24.
- Secured grant funding for projects and programs across all departments.
- Reorganized the Public Works, Utilities, and Management Services Departments, lowered the vacant Finance Director’s salary, and canceled a communications consultant agreement in order to hire a Marketing and Communications Specialist and a Deputy City Manager to achieve the Council’s goal of providing more outreach and shift staff to actively seek out grant opportunities, while still resulting in an overall savings to the City.

Community & Intergovernmental Relations
- Hired a qualified communications professional to provide more outreach through social media interaction, stories on AlhambraCityNews.org, information in water bills and articles in the Leisure Guide.
- Member of the COG City Manager’s Technical Advisory Committee.
Streamlined the recruitment process to provide for a speedy timeframe from receipt of recruitment request to hire of new employee.

Annual Health Benefits enrollment completed on time, on-line and with input from 100% of eligible employees.

Worker’s Compensation - closing old claims and great reduction in lost work time while increased use of modified duty.

Secured two-year labor agreement with APOA, ACEA, AMEA, APNSEA, AFMA, and executive-confidential employees.

Actively work with a variety of outside stakeholders (State Representatives, Metro Board/staff, surrounding agencies, COG, etc.) on issues such as 710, coyote management, legislation, and homelessness.

Created a Census Oversight Committee to raise awareness on the upcoming 2020 Census Count. Participated in county and statewide census coordination efforts.

CITY CLERK & HUMAN RESOURCES

- Streamlined the recruitment process to provide for a speedy timeframe from receipt of recruitment request to hire of new employee.
- Annual Health Benefits enrollment completed on time, on-line and with input from 100% of eligible employees.
- Worker’s Compensation - closing old claims and great reduction in lost work time while increased use of modified duty.
- Secured two-year labor agreement with APOA, ACEA, AMEA, APNSEA, AFMA, and executive-confidential employees.
- A Citywide safety committee has been established and meets monthly to discuss safety issues and provide related information to all department employees.
- Citywide training has been conducted on a number of safety-related topics to ensure a safe workplace for our employees.
- Hosted Employee Appreciation Luncheon.
- Human Resources now provides monthly reminders regarding performance evaluation due dates. Number of overdue evaluations has been greatly reduced.

Fiscal Year 18-19

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<thead>
<tr>
<th>Count</th>
<th>Description</th>
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<tbody>
<tr>
<td>89</td>
<td>BOARDS/COMMISSIONS APPOINTMENT/REAPPOINTMENT/TERMINATION LETTERS PROCESSED</td>
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<tr>
<td>478</td>
<td>PUBLIC RECORDS ACT REQUESTS PROCESSED</td>
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<td>362</td>
<td>CEREMONIAL RECOGNITIONS PREPARED</td>
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<td>51</td>
<td>FORMS 700 (STATEMENT OF ECONOMIC INTERESTS) PROCESSED</td>
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<tr>
<td>162</td>
<td>CITY CONTRACTS PROCESSED</td>
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<tr>
<td>22</td>
<td>AGENDAS PREPARED AND 27 SETS OF MINUTES</td>
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Conducted extensive additional outreach for the new comprehensive General Plan leading to adoption.

Worked with L.A. County to return the property at 612 W. Shorb Street to the City of Alhambra in May 2019.

Issued a RFP for a needs assessment, feasibility study, programming and concept for the rehabilitation of the former Shorb Clinic property into a community center that resulted in awarding a contract to AECOM.

Issued a RFP that resulted in entering into an ENA with American Family Housing & National Core for a new affordable housing project in the Downtown.

Issued a RFP for an Electric Vehicle Charging Infrastructure program and awarded a contract to EV Charging Solutions to install 18 charging stations at 3 parking structures in Downtown Alhambra.

Coordinated with Tyler Technologies to develop a new land management and permitting software system and purchased new integrated GIS software.

Completed the rehabilitation of 910 N. Benito and offered the home to a family through the City’s First Time Home Buyer program.

Enhanced notification procedures for projects requiring Planning Commission approval to include notification to tenants and large, on-site notification signs.

Implemented various housing laws, including the provisions of SB35 (Affordable Housing Streamlining Act), and developed a pamphlet and online questionnaire available on the City’s website.

Increased enforcement of the Shopping Cart Containment system requirement to eliminate abandonment of shopping carts throughout the City.

Focused abatement of property nuisance on East Main Street to enhance vacant commercial storefronts.
New Century BMW Expansion
1139 W. Main Street
A 25,100 square foot expansion comprised of 34 new service bays, relocation of the existing car wash, and new car inventory parking.

Camellia Court
128 S. Marengo Avenue
A new 3-story, 126 residential townhome development with office and a new “Commons” building for an existing skilled nursing facility.

Hellman Medical Office
1 W. Hellman Avenue
A new 3 story, 13,372 square foot medical office building with subterranean parking.

Mandarin Baptist Church
110 W. Woodward Avenue & 128 N. Second Street
A 19,900 square foot expansion comprised of a two-story children’s ministry building that will provide a preschool, classrooms, and new gymnasium.

Toyota - Phase 1 & 2
1439 W. Main Street
A new two-story, 81,381 square foot dealership building, vehicle storage and display lot.

Pacific Villas
700 N. Stoneman Avenue
A new residential development comprised of 79 condominiums.
PUBLIC WORKS

- Completed Mission Road: Garfield Ave to West City Limits Rehabilitation Project.
- Completed 2018 Story Park-Alhambra Park ADA Improvement Project.
- Completed 2018 HUD Street Improvements Project.
- Completed 2018 Alley Rehabilitation Project.
- Completed FY 18/19 SB1 Street Rehabilitation Project.
- Adopted FY19/20 SB1 Project and Design.
- Transitioned to a First Transit as the City’s ACT transit operator.
- AOC CNG Station Upgrade.
- Valley Blvd Pedestrian Improvements Project, 9th Street to Garfield Avenue – currently under Design/Engineering Services.
- 17/18 SB1 Street Rehabilitation Project - currently under construction.
- Reviewed 124 DRC and PC applications.
- Completed 127 Work Orders for miscellaneous requests such as sign replacements/uploads/posting, signage for special permits, pavement marking refreshing, curb painting (i.e. red, green, address stenciling).
- Traffic control set-up and street closures for various special events (Lunar New Year, Fourth of July, National Night Out, Pumpkin Run, Homecoming Parade, Neighborhood Clean-up, Active Shooter Training).
- Refreshing of crosswalks around/near schools.
- Installation of Street Banners.
- Hanging of American flags for holidays.
- Issued 434 Encroachment Permits.
- Issued 89 Transportation Permits.
- Completed 496 Request for Service cards.
- Installation of all new traffic signs and pavement legends outlined in studies/reports adopted by the Transportation Commission.
**Fleet Operations**

- 32 vehicles sent to auction; additional 10 vehicles identified to go to auction.
- Implement new GPS vehicle tracking.
- Placed two New ACT Buses into Service.
- Implemented Fleet Management Software.

**Maintenance**

- 320 lamps replaced through 11/30/19.
- 34,767 square feet of Graffiti removal through 11/30/2019.

**UTILITIES**

- Completion of the Glendon Way Sewer Replacement Project - 2652’ of sewer main replaced at a total cost $2,495,850.00.
- Completion of the Sewer Plant #3 Replacement Project – Total cost $1,809,534.49.
- Completion of the Stoneman Avenue Parking Lot Rehabilitation and LID Project - total cost $149,777.
- Completion of Rehabilitation of the Garfield No. 3 Reservoir and Safety Upgrades of the Newtonia Reservoirs project - total cost $741,400.00.
- Replacing of Sewer Plant #4 Project - Design completed; Construction started on December 2019.
- Construction of Sewer Plant #2 Replacement Project - Notice Of Completion pending.
- 90% complete construction of Sewer Plant #7.
- Main Street Sewer Replacement Project. – Construction was completed in December 2019.
- Chapel Sewer Replacement Project – Design completed; it is advertised for bid.
- Story Park lift station Replacement Project - design completed.
- Construction for Major Sewer Spot Repair and Lining Project, Phase 1 - Design completed, construction will be starting in January 2020.
- Front Street Water Main Replacement and Zone Change Project. - Design has completed.
- Water Main Replacement Project on Winchester Avenue and Winthrop Drive Project. - Design has completed.
- New Vactor truck purchased and delivered December 2019.
Environmental Compliance Specialist Water & Environmental Compliance Assistant positions filled, January 2019.


Eco Fair (626 Golden Streets) – May 2019.


Secured a seat on the Rio Hondo Watershed Area Steering Committee for the Safe Clean Water Program, April 2019.


Alhambra Pumpkin Run – October 2019.


Application submitted to the Safe Clean Water Technical Assistance Program for funding to develop the feasibility studies for the Main/Fremont Green Street project, December 2019.

Partnered with Circle 3 and offered residents a tree giveaway program where residents could have a tree planted on their property for free.

Planted 43 trees in various parkways throughout the City.

Sewer

- 570,592’ of sewer main cleaned.
- 179,751’ of sewer main CCTVed.
- 1,137 storm drains cleaned.
- 9,928’ of root control completed.
- 450 manholes treated for insect control.
- All staff trained and certified through the Pipeline Assessment Certification Program.

Water

- 51 Water mainline and water service leak repairs.
- 179 Water services installed, replaced and repaired.
- 2120 Water mains and water services marked for USA’s.
- 80 Large meters replaced.
- 6,168.17 acre feet of water produced.

Environmental Compliance

- Sewer
- Water
- Environmental Compliance
Water Quality

- Start UCMR 4 Samplings (Due December 31, 2020).
- Completed TITLE 22, GENERAL MINERAL AND GENERAL PHYSICAL (once every 3 years).
- Submitted application for a Permit addendum for Well 9 for GWTP (pending).
- Streamlined weekly lab sampling.
- Updated “Preliminary Application” LID Projects in coordination with B&S.
- Coordinated Citywide Annual Fire Extinguisher Training.
- Conducted Annual NPDES Training for affected staff (Public Works, Building & Safety, Planning, Code Enforcement, Utilities, and Parks & Recreation).
- Responded and mitigated eleven (11) illicit discharges to the storm drain system.
- Issued and assured compliance with 22 Notices of Violations to the Fats, Oil, Grease and Stormwater Programs.
- Managed monthly safety inspections and attended Citywide monthly meetings.
- Inspected 230 Food service Establishments in compliance with the Fats, Oil, Grease (FOG) Program.
- Updated and revised the City’s Sewer System Management Plan (SSMP).
- Mailed 15 notices to clear blockages in the City’s Sanitary Sewer System.
- Developed Mobile Businesses - Conditions of Approval.
- Updated Special Event Permit NPDES BMP Checklist.

Customer Service Center

- Awarded a Water Smart/Water Efficiency Grant issued by the US Bureau of Reclamation, May 2019.
- Released RFP for installation of Advanced Metering System (AMI), November 2019.
- Began the process to upgrade our current Customer Information Utility Billing System (Springbrook) to the latest version, September 2019.
- Implemented a new voice mail system with several menu options, November 2019.
- Installed waterless urinals in the Men’s Restroom and received a rebate.
-Commenced cross-training front office staff to complete various Department tasks.
- Field Service Representative service vehicles were wrapped with a water conservation message.
- Outsourced customer utility bill printing and mailing.
- Installed card key entry system for improved security.
• The Alhambra Police Department hired 11 new officers and 8 professional staff members.
• Collaborated with the Alhambra Police Foundation to secure funding for the purchase of a new canine for the K-9 program.
• Conducted Active Shooter Training for all Alhambra Unified School District staff.
• Expanded the Gang Resistance Education and Training (G.R.E.A.T.) Program to our elementary school students by providing the program to 180 fifth grade students for the 2018/2019 school year.
• Property Crimes decreased by 6% compared to FY 17, while violent crimes fell 8%.
• Completed a full Property Room Audit.
• Upgraded to a new CAD/RMS system.
• Hosted in conjunction with the Alhambra Police Foundation the first annual Employee Recognition luncheon.
• Expanded the department’s social media outreach to include Instagram.
• Through a grant from the Office of Traffic Safety, we improved technology by securing e-citation books.
• Through the Justice Assistance Grant Program (JAG) we expanded recruitment efforts by ensuring our Recruitment Team attended job fairs, expos, colleges and universities as a means to introduce and highlight career opportunities with the Alhambra Police Department.
• Held the Youth Academy for Alhambra Unified School District high school students and residents, ages 14-18. Students learned about bullying prevention, decision making, peer pressure, the signs and symptoms of mental health, and about setting goals for their education and career.

• The Untested Sexual Assault Evidence Grant Program (USAEG) is administered by the California Department of Justice (DOJ). They provided funding through a grant to the City of Alhambra to conduct audits of untested victim sexual assault evidence kits that have been collected. The grant supports the Police Department efforts to cover cost in complying with recently enacted Assembly Bill (AB) 3118. The grant total we received is $28,500.

• APD along with seven other agencies (Pasadena, Glendale Burbank, San Fernando, Sierra Madre, Beverly Hills PDs and Verdugo Fire) are jointly participating in the RING (Regional Integrated Next Generation) 9-1-1 Project. The system went live on the Emergency Services Information Network (ESInet) in May 2019. This project was in the making for the last 6 years with many technological challenges. The hosted IP solutions gives us the following benefits:
  - Smarter Security – Minimize risk by securing data far from the public internet and enhance reliability thanks to a hardened network.
  - Smarter Call Routing – Speed emergency responsiveness and manage how 9-1-1 calls are routed to help ensure they reach the desired agency.
  - Smarter Connectivity – Our PSAP stays connected through a highly redundant, diverse and available AT&T VPN network.
  - Transferring 9-1-1 calls to one of the 8 agencies if your center doesn’t answer after 10-15 rings.
  - Send dispatchers to another PSAP to answer our phone calls if the need arises.
• The Alhambra Fire Department hired two new Firefighter Paramedics. They successfully completed their recruit training in 2019.
• Purchased and installed a new mobile data network equipment that will utilize common carrier cellular data networks for all four fire stations and all Mobile DataComputers (MDC’s) in all fire department apparatus. This system will meet the requirements of the new Computer Aided Dispatch system that Verdugo Communications is moving towards.
• Installed new P25 Motorola Mobile Radios in all fire department apparatus.
• Distributed all personnel their new Motorola portable radios. These new radios replaced older and outdated portable radios that were 13 years old.
• Installed new Panasonic Toughbook Mobile Data Computers (MDC’s) in all fire department apparatus.
• Purchased new Personal Protective Equipment (PPE) for fire department personnel. The PPE project is 60% completed for all new PPE for fire personnel. This is an on-going project over a four-year period.
• Completed Fire Station alerting system project. Now all fire stations have a state-of-the-art station alerting system that can receive tones and alerts when the fire station is being alerted by Verdugo Communications Center.
• Four firefighters have been trained to the Urban Search & Rescue (US&R) Technician level. The training was funded through FEMA Department of Homeland Security Grants.
• New LED lighting has been installed on the trailer section of Truck 71. This new advanced lighting is brighter, safer, more visible and reduces the amperage draw on the electrical system.
• A new Dodge 4500 Rescue Ambulance manufactured by Leader Emergency Group based in South El Monte, CA was put into service in August of 2018.
• Conducted emergency management training to City staff.
NEIGHBORHOOD CLEAN UP

EGGSTRAVAGANZA

LATINO HERITAGE FESTIVAL

OPEN HOUSE & PANCAKE BREAKFAST

PUMPKIN RUN

ECO FAIR

4TH OF JULY

NATIONAL NIGHT OUT

ARBOR DAY

626 GOLDEN STREET

FARMERS MARKET

YOUTH CHEERLEADING

YOUTH DRILL TEAM

YOUTH FLAG FOOTBALL

YOUTH BASKETBALL

CAMP ALHAMBRA

MOVIES IN THE PARK

HOLIDAY HOME DECORATING

SENIOR HOLIDAY LUNCHEON

CONCERTS IN THE PARK
• Repaired a broken playground feature at the Alhambra Park playground and upgraded the lighting (LED) at the Almansor Park playground.
• Replaced irrigation heads at all Alhambra Parks.
• Repaired the women’s restroom at the Almansor Gym.
• Replaced burnt out lights at the golf course driving range.
• Repaired the HVAC at Solon #3 at Almansor Court.
• Repaired irrigation valves at Alhambra, Granada and Almansor Park.
• Notice Inviting Bids for the Almansor Court Restroom Improvement Project was circulated in August.
• Planted 55 trees throughout City parks.
- Fully converted to a new Integrated Library System which allows for text renewing of materials, mobile check out and the installation of three self-check-out machines with POS capabilities so patrons can manage their library accounts and pay for late fees on their own.
- Converted our RFID book security system to comply with new RFID tag standards and manually re-tagged over 150,000 library items.
- Opened the library’s Discovery Center which allows patrons to use the latest in technology tools, such as Virtual Reality Googles, 3D printers, Cricut machines, Robotics, Glowforge Laser Cutter, computerized sewing machines and more.
- Collaborated with City Hall to produce YouTube videos on Library services.
- Received a State grant of $10,000 to purchase and introduce to our patrons a NAO Humanoid Robot.
- Received a State grant to implement “Sit and Be Fit @ the Library: Rotating Resources” targeting older adults and adults with disabilities with access to exercise programs, information about health and wellness and opportunities to engage with the community.
- Completed the re-decking project on the library patio which eliminated leaks in the building.
- Introduced several new programs including a very popular “Donuts with Dad” and “Muffins with Mom” for Father’s and Mother’s Days.
- Began hosting a series of Alzheimer’s Awareness Programs in both English and Mandarin.
- Held our annual Volunteer Appreciation Dinner.
Recruited and filled vacant full-time positions: Asian Services Librarian, Youth Services Librarian and E-Resources Librarian.
Collaborated with the Alhambra Library Foundation on a successful Table of Contents Fundraiser “An Evening at Hogwarts”.
Partnered with the American Red Cross to present a Youth Disaster Safety Puppet Show.

In Fiscal Year 18/19 the library saw:

1. **Almost 600,000 Library Visitors**

2. **A 112% Increase in E-Media Circulation**

3. **Answered Almost 100,000 Reference Questions**

4. **The Public Offer Over 5,000 Volunteer Hours**

5. **Presented 577 Programs with Over 15,000 People in Attendance**

6. **Offered 217,731 Wi-Fi and Computer Use Sessions**

7. **Circulated Over 271,000 Items to Library Patrons**
THE CITY OF ALHAMBRA IS DEDICATED TO RESPONSIVE AND CREATIVE LEADERSHIP AND QUALITY SERVICE.