END OF THE YEAR REPORT
ACCOMPLISHMENTS

PRESENTED BY:
JESSICA BINNQUIST,
CITY MANAGER
This year has been shaped by major public health and economic emergencies. None of us could have predicted the many challenges that we would face in providing COVID-19 community and emergency response efforts.

Our ability to adapt, innovate, and leverage current resources have helped us meet the needs of our community while advancing the Council’s strategic goals and priorities.

Through it all, I’m proud our City has been able to maintain core services while providing support for the community during these tough times.
ADDRESSING THE CHANGING NEEDS OF THE COMMUNITY

❖ Covid-19 Activities

- Addressed COVID-19 closures and the subsequent careful reopening of certain City services.
- In response to COVID-19, brought forward a No-Fault Eviction policy and spending plans for CARES Act Funding for projects such as:
  - Additional senior meals (1,000)
  - Two rounds of community COVID testing (3,199)
  - Three rounds of low income housing assistance which provides financial assistance (6 months at $500 each) to 470 households impacted by COVID-19.

❖ Strategic Priorities

- Moved forward the affordable housing project at 2nd and Main that includes 50 units of permanent supportive and low-income housing.
- Continued an aggressive homeless outreach program to help reduce the City’s homeless numbers. In 2018, the City's homeless number was 68, and in 2019 the number dropped to 46.
- Approved a contract with an assertive new homeless outreach services provider (L.A.CADA) to better align with management's goals of combining law enforcement outreach, mental health services, substance abuse treatment, and emergency housing/shelter.
- Approved the Five-Year Consolidated Plan (2020-2024) for Community Development Block Grant Program and HOME, including the One-Year Action Plan supporting low and moderate income services to the community.
- Brought forward policies including the Inclusionary Housing Ordinance, Historic Preservation (with a phased approach toward an ordinance), CDBG/HOME training, affordable housing projects, electric vehicle charging stations in City parking structures, and study of East Main Street.
- Reviewed the data modeling for the City's 710 projects. Directed the outreach and study phase for data-driven proposed alternatives to alleviate traffic at the Valley terminus and at the on/off ramps at Fremont, Atlantic, and Garfield.
- Focused on assessing community needs and the feasibility for the reuse of Shorb Clinic as a Community Center.
• Authorized grant applications for the development of a bike and pedestrian improvement plan to enhance mobility options and help guide the planning of future improvements.
• Authorized the solicitations of proposals for a new commercial and residential waste hauler contract, which begins on July 1, 2021.

FISCAL RESPONSIBILITY
• Called and ordered Measure AL, a $6.8M annual sales tax initiative, which the voters approved at the March 2020 General Municipal Election.
• Reviewed and approved the 2020-21 Fiscal Year Budget and the City's Five Year Capital Improvement Plan.
• Authorized grant applications for various projects and programs across all departments, with heavy emphasis on a multimodal planning, creating/enhancing park space, and housing planning.

INTERGOVERNMENTAL & COMMUNITY RELATIONS
• Increased community outreach through social media interaction, stories on AlhambraCityNews.org, information in water bills, articles in the Leisure Guide, a new “Public Outreach” page on the City's website, and email “City of Alhambra Announcements”. During COVID, more residents participated in Council meetings via zoom and more individuals provided their perspective through emailed comments.
• Actively worked with a variety of outside stakeholders (State Representatives, Metro Board/staff, surrounding agencies, COG, etc.) on issues such as issues such as COVID response, reopening after closures, 710, legislation, and homelessness.
• Participated in county and statewide census coordination efforts.
• Maintained membership on the COG Governing Board.
• Launched the Love My City Campaign to build meaningful bonds and improve communication between residents and the community.
FINANCE DEPARTMENT HIGHLIGHTS

• Prepared for Council consideration the Fiscal Year 2020-21 Annual Budget and Capital Improvement Plan.
• Received the Certification of Achievement for Excellence in Finance Reporting from the Government Finance Officers Association of the United States for Fiscal Year 2018-19 Comprehensive Annual Financial Report.
• Pursued multiple federal/state/grant funding sources to maximize COVID-related reimbursements.
• Received Council approval for award of contract to modernize the network wiring and cabling for faster and higher volume capability for data transmission at public safety facilities.
• Drafted a comprehensive city-wide cost fee study for Council consideration in 2021.
• Coordinated with the Department of Homeland Security to complete cyber hygiene scanning to prevent vulnerabilities and apply best practices.
• Recovered transient occupancy tax.
• Improved online features for payments of overnight parking permits.
• Coordinated with the Police Department to improve online interface of payments of parking citations.
• Implemented stricter internal controls for petty cash and cash handling process.
• Purchased a budget software to streamline the budget preparation process, promote efficiency, and minimize errors with previously utilizing 100 spreadsheets to create the Annual Budget.
• Provided a uniform timesheet tracking system for non-safety employees to improve efficiency and promote paperless entry.
• Conducted paperless external financial audits.
• Ensured availability of resources to adequately staff critical operations.
• Restructured the Finance Department staff to provide future succession planning.
• Received Council approval for the renovation of the Finance breakroom.
Received Council approval on a new Inclusionary Housing Ordinance (IHO), including contract approval for an analysis to assist the City in a recommended in-lieu fee schedule for projects subject to the IHO.

Issued a Request for Proposals for a new Affordable Housing Project on Chapel Avenue.

Received Council approval for a Disposition & Development Agreement for a proposed 50 unit affordable project in the City's downtown.

At Council's request, developed a no fee “Temporary Outdoor Dining Permit” program on private property and public right-of-way in response to COVID-19 to allow restaurants to offset the loss of indoor seating.

Secured Council approval for award of contract for a Historic Context Statement, which is considered the first step in developing a Historic Preservation Program.

Received Council authorization to award contract for the new 2021-2029 Housing Element update of the City's General Plan and launched a dedicated project website.

Received Council authorization to develop a new comprehensive Zoning Code branded as “CODEAlhambra” and launched a dedicated project website.

Completed the development of a new online land management and permitting software system. The general public can now apply and submit applications online and track the progress of applications in real-time, request inspections, look up zoning on a property, and research projects currently taking place in the City.
• Installed electric vehicle charging stations at 18 locations and at 3 parking structures in Downtown Alhambra. These are the first charging stations installed by the City for public use.
• Received a Permanent Local Housing Allocation (PLHA) Grant in the amount of approximately $2.8m for housing related projects over a five year period.
• Became a member city of the newly formed San Gabriel Valley Regional Housing Trust Fund and requested Council approval to deposit $116,400 in PLHA funds to the Trust.
• Received $310,000 from the SB2 Planning Grant from the California Department of Housing and Community Development for projects that will assist in accelerating housing production.
• Secured Council authorization to apply for the Local Early Action Planning (LEAP) Grant Program Funds in the amount of $300,000 for housing projects.

**COMPLETED PROJECTS - 2020**

**YMCA West San Gabriel Valley Expansion**

The YMCA West San Gabriel Valley Expansion consists of a one-story 12,700 square foot addition to the existing 15,690 square foot YMCA facility. The addition expanded the existing gym, added a family locker/shower facility, and a new daycare facility. The existing outdoor basketball court was relocated on the site.

**Wondries Toyota**

The development consists of a new 116,426 square foot automobile dealership and outdoor vehicle display lot on an approximate site area of 3.67 acres.

**Alhambra Kidney Care**

The new one story 14,125 square foot medical office building was built on an approximate land area of 1.2 acres.
Coordinated Covid-19 antibody testing for sworn safety employees.

Ensured compliance with COVID-19 Emergency Paid Sick Leave and Emergency FMLA forms and administered FFCRA benefits.

Provided employees with information on other benefits available during COVID, including childcare benefits provided in partnership with Alhambra Education Fund (AEF).

Coordinated mandatory testing for all Department of Transportation (DOT) drivers in the Public Works and Utilities Departments.

Participated in Citywide Safety Committee Meetings to discuss City updates on COVID-19 and to distribute safety and hand sanitizing equipment.

Updated various policies including Public Safety Camera System, Vehicle Use, and other workplace policies.

Finalized the Reporting Serious Injuries/Illnesses to Cal/OSHA Policy.

Met and conferred with employee and labor groups regarding Covid impacts and other workplace issues.

Coordinated ADA management items with the California Joint Powers Insurance Authority and disability access consultants.

Updated various classification specifications for Council approval.

Provided support in the recruitment and hiring of Police Officers.

Coordinated the annual Employee Recognition Luncheon.

**CITY CLERK’S OFFICE HIGHLIGHTS**

(*FY 2019 - 2020*)

- **Public Records Act Requests Processed**: 409
- **Agendas Prepared**: 34
- **City Contracts Processed**: 47
- **Insurance Certificates Processed**: 279
- **Ceremonial Recognitions Prepared**: 256
- **Notarizations Performed**: 69
**LIBRARY SERVICES HIGHLIGHTS**

(*FY 2019 - 2020*)

**LIBRARY VISITORS:**

413,336

**CIRCULATION:**

188,797

**DATABASE SEARCHES:**

48,038

**WI-FI SESSIONS:**

99,787

**CHILDREN’S PROGRAMS ATTENDANCE:**

9,664

- Reopened the library in November for in-person essential services.
- Created digital card services for Alhambra residents to access the library’s online resources and collection. The service was immediately implemented after closing due to COVID-19.
- Received two rounds of crisis collection funding through the Southern California Library Cooperative to support the library’s digital resources during the pandemic.
- Provided a full slate of virtual library programming including creating and marketing a new library YouTube channel to facilitate virtual Storytimes, craft programs, and book talks.
- Launched curbside services to access the library’s collection items.
- Created to-go kits for all ages to support information, discovery, and creativity needs.
- Introduced eight new databases, through the California State Library, which supports distance learning, workforce development, job seeking and veteran support.
• Rearranged the library’s collection to create better access to foreign language materials, increase shelving in the teen area, and create more study spaces on the second floor.
• Installed new public computer workstations.
• Launched summer reading, In-N-Out's Cover to Cover Reading Program, 1,000 Books Before Kindergarten, and winter reading onto an online platform.
• Completed the Limitless Fitness Grant from the California State Library to distribute health and nutrition program kits to seniors at the Joslyn Center and Senior Ride.
• Received various grants including: NASA/STARNET, Ezra Jack Keats grant, and 2 bilingual book grants.
• Applied for the California State Library’s upcoming CopyCat and Library Services and Technology Act grant opportunities.
• Replaced the HVAC VAV units.
• Replaced the carpet from the Homework Center and Storytime room.
• Installed new water-bottle filling stations.
Adapted various community services to be COVID-19 safe to enable continuous service to the community.
- Farmers Market (with COVID Safety Protocols)
- Participated in the 2020 Tournament of Roses, 92 years of participation.
- Received Tree City USA Designation
- Senior Ride Program
- Aquatics Program
- Tiny Eagles Basketball
- Camp Alhambra
- Halloween Driving Howl
- Holiday Home Decorating Contest
- Drive-Through Senior Lunch Program
- Senior Drive-In at the Joslyn Center
- Hispanic Heritage Scavenger Hunt
- Virtual Cheerleading
- Virtual Football
- Virtual Memorial Day
- Virtual Veterans Day
- Virtual Pumpkin Run
- Virtual Senior Programs
- Youth Summer Lunch Program
- Published Two Leisure Services Guide
- Keiki Camp
Completed the Almansor Grill Patio Project, the Almansor Court Restroom Project, and the Almansor Court Fire Monitor System Project.

Completed the Alhambra Golf Course Netting Project.

Refinished the Almansor Gym and Activity room wood floors.

Leveled Tee Boxes 6, 12, and 13 at the Golf Course Laser.

Extended Cart Path 3 and 16 at the Golf Course.

Installed LED Lighting at the Almansor Park upper parking lot and at the Joslyn Center parking lot.

Completed the wood floor re-finish at the Alhambra Room at the Joslyn Center.

Painted the Alhambra Bandshell activity room and installed new flooring.

Installed new HVAC at the Alhambra Historical Society building.

Improved three Picnic Shelters at Granada Park with new roof coverings and paint.
Coordinated with Alhambra Police Department to review plans and Emergency Operations Center (EOC) logistics. Also coordinated with LA County Emergency Medical Services (EMS) Agency to discuss, review and agree on several EMS policy and protocol changes, revisions, and adopt new policies related to COVID-19.

Deployed Strike Team 1204 Alpha to Yorba Linda and Chino Hills on the Blue Ridge Fire.

Assigned Engine 71 and Engine 72 to the Bobcat incident in two separate assignments during the month of September.

E71 responded as part of Strike Team 1204-A to the Lake incident, the Holser incident, the Carmel incident, and the CZU August Lightning Complex. Strike Team 1204-A was out a total of 17 days.

Acquired the Lucas Chest Compression System, which aids in treating cardiac arrest patients by delivering guideline-consistent, high quality chest compressions even under difficult conditions and for extended periods of time. Patient outcomes are improved with greater blood flow to the patient’s brain and heart.

Installed new Computer Aided Dispatch (CAD), which enables remote connectivity to the Verdugo CAD application via the Mobile Data Computer (MDC) devices.

Participated in three Urban Search and Rescue exercises in the City of Monrovia for the Regional Task Force 4 (RTF4).

Completed the 2020 EMS Updates mandated by the Los Angeles County EMS Agency for all paramedics.

Conducted Driver/Operator 1A training at the Fire Training Center for all Probationary firefighters, as mandated by the California Department of Motor Vehicles.
Introduced the Cordico Wellness App for employees and their families to address the emotional health and wellbeing of employees.

Two Firefighters attended the Mt. San Antonio Community College Paramedic Academy, a 16-week intensive didactic (classroom and skills lab) program. This was followed by six weeks of Clinical Internship in several hospitals, then 10-12 weeks of Field Externship as a practicing Paramedic Intern under the guidance and supervision of a Paramedic Field Preceptor.

Held a virtual 9/11 Memorial Ceremony that was streamed live on the City’s Facebook page.


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<th>EMS INCIDENTS:</th>
<th>FIRE INCIDENTS:</th>
<th>TOTAL INCIDENTS:</th>
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<td>4,601</td>
<td>1,494</td>
<td>6,095</td>
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Coordinated with the Fire Department to help manage the City’s response and planning efforts related to the pandemic.

Instituted the Area Command service delivery model, dividing the City into four distinct geographic areas to aggressively address crime issues and improve quality of life through Community-Oriented or Problem-Oriented Policing.

Continued ongoing support of the HOME Team, including assisting in the recommendation of a new contract to enhance services for homeless persons. Approximately 45 clients have been assisted since the new contract was approved by Council.

Assisted with removing approximately six illegal encampments throughout the city.

Launched Unmanned Aircraft System (UAS) program to aid officers with investigations. Three officers and a sergeant obtained their pilot’s license from the FAA.

Utilized mobile data computers (MDC) as a vital communication tool between the Dispatch center and the Officers. The MDC technology connects the officers in the field with wireless access to the Police Department’s computer aided dispatch and report writing system. It also provides a secure and encrypted connection so officers can access the California Law Enforcement Telecommunication System (CLETS) to make inquiries into a variety of law enforcement and public safety databases.

Implemented the Motorola Spillman FLEX CAD/RMS system.

Implemented a comprehensive and interlinked system comprised of an in-car Mobile Audio Video System (MAV), Body-worn Camera System (BWC), and Digital Evidence Management Software.

Interfaced with Axon department’s current Spillman Flex CAD/RMS system for auto-tagging of MAVS and BWC videos to eliminate the need for officers to immediately tag or label videos.

Received COVID-19 grant funds for emergency response in the amount of $36,679 under the Bureau of Justice and the CARES Act.

Transitioned from a traffic collision report paper system to a paperless system called Crossroads Report Writer for greater efficiency.

Promoted one Lieutenant, two Sergeants, and three Corporals. Hired seven Police Laterals, eight pre-service Academy Graduates, one Police clerk, two Police Service Officers, and one Police Cadet.

The City’s Canine Officer and Police Service Dog “Mitch” completed a six-week training course.
• FBI and DOJ hosted a joint weeklong online training for National Incident-Based Reporting System (NIBRS) which was set to be adopted by law enforcement agencies by January 1, 2021.
• Received the 2019-2020 Office of Traffic Safety (OTS) Grant, which provides a new DUI Trailer, used to carry the necessary equipment to operate DUI Checkpoints.
• Received the 2020-2021 OTS Grant for $127,000 for a variety of enforcement operations (traffic enforcement, DUI enforcement, DUI checkpoints), the purchase of a new radar trailer, and the purchase of a UAS mapping software component.
• Department of Justice conducted their triennial CLETS Database Audit and found the Police Department to be in compliance.
• Held an Employee Recognition Ceremony at Almansor Court in early March.
• Received Council approval for Phase III for the HVAC upgrade, and the building roof upgrade; completed elevator modernization, and remediations in the Report Writing room, Records Manager Office and Property Room.

46,821  
CALLS FOR SERVICE

7,401  
COUNTER CONTACTS

304  
DISCOVERY & SUBPOENAS

14,519  
PHONE CALLS ANSWERED

6,376  
REPORTS PROCESSED
PUBLIC WORKS HIGHLIGHTS

- Installed new traffic signs and pavement legends as outlined in studies/reports adopted by the Transportation Commission.
- Approved Measure R Funding Agreements with Los Angeles County Metropolitan Transportation Authority (LACMTA) for Mobility Improvement Projects - Traffic Synchronization Projects at various locations throughout the City.
- Approved the Recertification of the City of Alhambra Traffic Survey.
- Completed the 2020 Street Improvement Project at Olive Ave. between Woodward Ave. and Main St., and Third St. between Alhambra Road and Main St.
- Completed the FY 17/18 SB1 Street Rehabilitation Project with improvements on Almansor St. from Huntington to Main St., Dos Robles Place, Electric Ave., Marengo Ave., Marguerita Ave. and Pine St.
- Upgraded Compressed Natural Gas Station, replaced the two compressors that fuel all of the City's CNG vehicles and replaced five fueling stations for the ACT Busses.

ENCROACHMENT PERMITS ISSUED

417

TRANSPORTATION PERMITS ISSUED

49

REQUEST FOR SERVICE CARDS COMPLETED

188

EDRC & PC APPLICATIONS RENEWED

198

- 978 lamps replaced
- 29,556 square feet of graffiti removed
- 145 trees planted
- 5,981 trees trimmed
- 9,420 miles of street sweeping
- 25 vehicles sent to auction
- Purchased 12 new vehicles for various departments
- Placed two new ACT Buses into service
UTILITIES DEPARTMENT HIGHLIGHTS

- Improved Interior Lining Vessels 202A and 207A at the Ground Water Treatment Plant.
- Replaced Sewer Station #2 at Ramona Ave. and Orange Grove Ave.
- Replaced Sewer Station #7 at Sarazen Dr. and Hathaway Ave.
- Replaced Sewer Station #4 at Westmont Ave. just north of Cabrillo Ave. This project is 85% completed.
- Replaced Story Park Sewer Station. Started construction on electrical upgrades at Mansfield Sewer Station.
- Upgraded Chapel Sewer main to a 12” main from Woodward to Bay State.
- Started construction on replacing the Marguerita Sewer Main from Front Street to Valley.
- Valley Sewer Replacement between Marguerita and 8th Street is at 90% design.
- Started construction on replacing the Winchester Water Main.
- Completed the Phase One City Wide Sewer Spot Repairs.
- Completed Main Street Sewer Replacement Project from Marengo to Atlantic.

536,249’ OF SEWER MAIN CLEANED.

122,996’ OF SEWER MAIN CLOSED CIRCUIT TELEVISION.

1,137 STORM DRAINS CLEANED.

11,100 OF ROOT CONTROL COMPLETED

700 MANHOLES TREATED FOR INSECT CONTROL.

37 WATER MAINLINE AND WATER SERVICE LEAKS REPAIRED.

121 WATER SERVICES INSTALLED, REPLACED AND REPAIRED.

2,328 WATER MAINS AND WATER SERVICES MARKED FOR UNDERGROUND SERVICE ALERTS.

6,138 ACRE FEET OF WATER PRODUCED.
Environmental Compliance

- St. Thomas More School Career Day.
- Ramona Convent High School Presentation.
- Maintained membership in the Rio Hondo Watershed Area Steering Committee for the Safe Clean Water Program since April 2019.
- Rainwater Harvesting Class/Rain Barrel Distribution.
- Identified over 40 potential stormwater capture projects in the City.
- Identified six (6) potential stormwater project collaboration opportunities with other agencies.
- Awarded funding from the Technical Resources Section of the Safe Clean Water Program to develop feasibility studies for a Green Street Demonstration Project on Main St at Fremont Ave.
- Conducted non-contact Annual NPDES Training.
- Responded and mitigated 19 illicit discharges and connections to the storm drain system.
- Issued and assured compliance with 31 Notices of Violations to the Fats, Oil, Grease and Stormwater Programs.
- Conducted 254 inspections for Food Service Establishments in compliance with the Fats, Oil, and Grease (FOG) Program.
- Mailed 28 final compliance notices to clear blockages in the City’s Sanitary Sewer System.

Water Quality

- Collaborated with UC Davis for the Department of Water Resources USC backflow test site program.
- Completed UCMR 4 (Unregulated Contaminant Monitoring Regulation) Samplings.
- Submitted an application for a Permit addendum for Well 9 for the Ground Water Treatment Plant (pending).

Customer Service Center

- Began installation of an Advanced Metering System (AMI) that will allow water meters to be read from the Customer Service Center and provide real time data on consumers usage. Customers will have the ability to obtain utility information which will reduce consumption and assist with prompt notification of leaks.
- Completed the upgrade of the Customer Information Utility Billing System.
- Implemented SB 998 requirements; development of a Policy on Discontinuation of Residential Water Service for Non-Payment.
THE CITY OF ALHAMBRA IS DEDICATED TO RESPONSIVE AND CREATIVE LEADERSHIP AND QUALITY SERVICE.

FACEBOOK.COM/CITYOFALHAMBRA
TWITTER.COM/CITYOFALHAMBRA
INSTAGRAM.COM/CITYOFALHAMBRA