

City News

Published Monthly For Residents & Businesses in Diamond Bar

L.A. County Fair Only \$5!

Diamond Bar Day at the Fair is set for Thursday, September 16, and for its first time ever, the Fair Association is offering special \$5-before-5 pm admission coupons for that day exclusively for Diamond Bar residents, employees, and their friends and families.

By visiting the Fair on September 16, you save money on the admission cost and have the opportunity to participate in a variety of special festivities aimed at celebrating your community, including:

A Community and Business Expo featuring more than a dozen Diamond Bar-based businesses and nonprofit organizations offering informational and freebies;

A Horse Race at Fairplex Park named in honor of Diamond Bar with reserved grand-stand seating;

A Community Days Parade along the Fair's main thoroughfare featuring a variety of community nonprofit and sports groups escorted by the historic Fairplex fire truck and popular L.A. County Fair floats;

A High School Marching Band Competition featuring several bands throughout Southern California vying for top honors;

A Showcase of local talent including the Diamond Ranch High School Dance Academy and Diamond Bar High School all-girl band "Excuse My French"; and

A Community Hero Awards Ceremony honoring Mei Lien Chang (adult) and Yolanda Gong (youth) for their dedicated community service to Diamond Bar.

To get your \$5 admission coupon, simply stop by Diamond Bar City Hall, Diamond Bar Center, or the Diamond Bar Library. You may also download and print the coupon via the City website www.CityofDiamondBar.com by clicking on the "Diamond Bar Day at the Fair" found under the "Recreation" tab. Visit the City website or call the Public Information Division at 909.839.7059 for more information.



New Collection Contracts Keep Diamond Bar Green

While Diamond Bar's refuse collection and recycling service providers will remain the same, the new contract agreements that went into effect last month bring changes to both residential and commercial services.

Waste Management's new monthly rate for single-family residences (standard 64-gallon refuse cart) is \$23.34, while the new Valley Vista rate for multi-family dwellings and businesses (standard 3-yard bin) is \$123.47 per month. As a reminder, Waste Management issues quarterly billings, while Valley Vista does it on a monthly basis.

As part of their new contract agreements, both Waste Management (WM) and Valley Vista (VVS) have augmented their refuse collection and recycling programs with the services detailed below:

New/Enhanced Services:

Home Delivery and Pickup of Sharps (WM)

A new mail-based program and/or drop-off program for Sharps-users who need to request home delivery of a Sharps container or pickup of used needles, syringes or lancets used to manage chronic medical conditions;

Extended On-Call Bulky-Item Pick-Ups (WM)

In addition to the four bulky-item pickups a year, residents are now entitled to two additional pickups and an end-of-the-year pickup (a total of six) of items that do not fit in refuse carts; and

Mulch Give-Away (WM)

Waste Management will host two mulch giveaway events a year to distribute mulch that help enhance gardens and reduce water usage. Every household will receive coupons in their billings that can be redeemed for two free bags of mulch at each event.

Continued Services:

Recycling for Ink Cartridges/Cell Phones (WM)

Free mail-back pouches for the recycling of ink cartridges and cell phones continue to be available at City Hall and distributed during City special events;

Curbside Used Oil & Oil Filter Collection (WM)

Households may continue to request free curbside pickup of up to eight quarts (two gallons) of oil and up to two oil filters per month. The pickups occur on regularly-scheduled refuse and recycling collection days.



- **Curbside Household Hazardous Waste Collection (WM and VVS)** Residents of both single-family and multi-family homes may continue to request free address pickup of select hazardous waste.
- **On-Call Bulky-Item Pick-Ups (VVS)** Multi-family dwellings will continue to be entitled to four bulky item pickups a year at no additional charge.
- **Holiday Tree Recycling (WM and VVS)** Free curbside collection of live seasonal trees following end-of-the-year holidays.
- **Bill Discount for Seniors (WM)** Waste Management customers age 60 and older continue to be eligible for a discounted rate on their 64 or 35-gallon refuse carts.
- **Smaller-Capacity Refuse Carts (WM)** Households who have increased their recycling efforts and therefore do not fill their 64-gallon carts to full capacity, may request a switch to a 35-gallon container for a lower monthly rate of \$18.95 per month.
- **Additional Green and Gray Carts (WM)** Customers who need more space for their recyclables or green waste can obtain one additional recycling and/or green waste cart free of charge.
- **Free Cart Replacement (WM)** Individuals with cracked or broken refuse, recycling, or green carts are eligible for a free replacement.

Other advantages afforded by the new contracts include the continued and new use of refuse and recycling collection vehicles fueled by alternative fuels, as well as compliance with state mandates that require all cities and counties to continue diverting at least 50 percent of their solid waste from disposal facilities through source reduction, recycling, and composting efforts.

Additional details on Diamond Bar's refuse and recycling programs can be found on the City website www.CityofDiamondBar.com.

For more information, contact Waste Management at 800.266.7551 or Valley Vista at 800.442.6454.

September is National Emergency Preparedness Month

Out of all the responsibilities we put off until later, preparing for an emergency shouldn't be one of them. Emergencies often strike without warning, making it essential to take steps now to better ensure you can survive on your own for a minimum of 3 days.

For your peace of mind, make it your goal to check off all items before the end of the month.

Prepare a Family Emergency Plan

- ❑ Discuss the types of disasters that are most likely to happen where you live and what to do in each case.
- ❑ Determine the evacuation routes out of your home.
- ❑ Learn about the emergency plans at all the places where you or your family spend time aside from home, such as work, school, childcare, or a friend's house.
- ❑ Decide where all family members will meet in the event of an emergency. Factor in that the emergency may prevent you from accessing to your neighborhood.
- ❑ Designate an out-of-state relative or friend to be your emergency contact. All family members should have the contact person's address and phone number ready to use following an emergency.

Create/Update a Disaster Preparedness Kit

- ❑ Purchase sturdy, waterproof containers (backpack or duffel bag for your car and a trash bin or rubber container with lid for your house).
- ❑ Stock the kits with items to help sustain your needs and that of your family over a 3-day period. For ideas, visit the City website and locate the Emergency Preparedness page by clicking on "Public Safety" in the "Government" tab.
- ❑ Be sure to check your kit every 6 months and replace items that have expired or add new items your family began needing since last you checked, such as items for a newborn, prescription medication for your older or disabled relative, or food for a new pet.

Become Emergency Ready

- ❑ Visit the City website to sign up for free emergency voice, text or e-mail alerts. The alert system known as Connect-CYT quickly delivers details to Diamond Bar residents and businesses of emergency situations and safety instructions via alerts to emails, cell phones, or landlines.

- ❑ Reduce hazards in your house by identifying and bolting, anchoring, or strapping down unsecured mirrors, bookcases, or glass frames.
- ❑ Learn a new life-saving skill, such as how to administer first-aid and/or CPR and how and when to turn off your utilities and how use a fire extinguisher.

Individuals with internet access can also view an Earthquake Preparedness PSA featuring Deputy Mark St. Amant from the Diamond Bar/Walnut Sheriff's station now streaming on the City website www.CityofDiamondBar.com.

The video can be accessed by clicking on "DBTV-Live Meetings" and scrolling down to "Public Safety Resources and Information."



BE EMERGENCY READY

FIND US on Facebook & Twitter • **REGISTER/UPDATE** your phone, cell or email for Emergency Alerts www.CityofDiamondBar.com
Emergency in Progress: **LOG ON** www.CityofDiamondBar.com • **TUNE IN** to Ch. 3 (Time Warner)/Ch. 47 (Verizon FiOS)

Business Awards

July - Business of the Month

Da Kine Hawaiian Grindz Restaurant
Hawaiian Food



958 N. Diamond Bar Blvd.

Hours:

Monday – Friday
10:30 am to 8:00 pm

Saturday
8:00 am to 6:00 pm

Driving Refresher Class for Adults

The City is again teaming up with the American Association of Retired Persons (AARP) to give drivers age 50 and older an opportunity to refresh their driving skills during a special two-day class.

The AARP Mature Driving Class will be held at the Heritage Park Community Center from 9:30 am to 2:30 pm on September 16 and 17. Current road rules and useful driving adjustments to common age-related changes in vision, hearing, and reaction time will be discussed.

Participants must attend both days to receive a certificate of completion from AARP and preregistration is required. Depending on eligibility, the certificate may be used for auto insurance discounts.

The cost of the class is \$12 for AARP members and \$14 for non-members. For more information or to register, call the City's Recreation Services Division at 909.839.7070.

Extended Excursions for the Adventurous

If you are 55 years of age or older and considering leisure travel in the near future, you may want to sit in on one or more of the three "Extended Tour and Travel Slide Show" presentations scheduled to take place next month at the Diamond Bar Center.

The slide show presentations will provide photos and details of the various extended trips, ranging from 4 to 5 days in length, that be offered in November and beyond.

On Thursday, October 7, the presentation will run from 4:30 to 5:30 pm and feature information about a 5-day New Orleans trip, and 8-day Western Caribbean cruise. On Thursday, October 14, the presentation will run from 5 to 6 pm and cover a 15-day Australia trip, 9-day Costa Rica trip, and 10-day Israel trip. The last presentation set for Thursday, October 21 from 4:30 to 5:30 pm will provide details on a riverboat trip in Egypt on the Nile, and a riverboat trip through the Amsterdam canals.

All trips are "all-inclusive" at 4-star or higher-rated accommodations. Travelers are picked up and dropped off at their Diamond Bar home address.

For more information on any of the trips or to reserve a seat at any of the presentations, call the City's Senior Services Division at 909.839.7068.

Last Chance to Enter Photo Contest

Much like this year, the City's third annual Diamond Bar Through My Lens Photo Contest is coming to an end. You have one month to make the memories of your summer vacation, past holidays, first day of school or other great moments even better with a cash prize.

The contest, co-sponsored by the City and the Diamond Bar Community Foundation, runs through Friday, October 1 and consists of six categories – People, Pets, Nature, Places, Black & White, and Historical Reference (taken prior to 1989). 1st place winners in each category will take home \$100 and a chance to win the \$250 grand prize.

But before you submit a photo of that gorgeous rose in your garden or the snow-capped mountains in the background of Grand Avenue, here are a couple of tips on taking and submitting a contest-winning photo.

Composition 101 – Get close to your subject and if possible move it away from the center of the frame. Also, make sure the background is not distracting.

Take turns – While it is natural to take a photo horizontally, turn the camera on its side and take some vertical shots.

Be flashy – Don't be afraid to use your flash outside to brighten shadows. And know your flash's range. If you are too far away, the flash will be useless.

Get low – Remember to get down to your subjects level, especially when photographing children and pets.

Have fun – Don't over think it. Some of the best photos are those taken of candid moments.

Lastly, make sure the photo represents Diamond Bar. The judges will be looking for photos that clearly represent the City and don't leave them thinking, "How do I know this was taken in Diamond Bar?"

Winning photos may be featured on the City's

website, cable channel, publications or annual calendar and services guide. There is no cost to enter and photographers may enter all categories, but only one photo per category. Contest rules and the entry form are included in the photo contest brochure, available at City Hall, the Diamond Bar Center, and on the City's website www.CityofDiamondBar.com. More information is available by calling the City's Public Information Division at 909.839.7059.

Diamond Bar
Through My Lens
Photo Contest
2010
open to Diamond Bar residents of all ages

New Irrigation System

The City's water conservation efforts have been boosted by the recent installation of a new centralized irrigation control system.

Now in place for several months, the system allows the City's Community Services Department to monitor and manage the 80 landscaping irrigation controllers located in parks and medians citywide from any Internet-connected computer.

This translates into significant staff time savings by not requiring personnel to physically visit every irrigation controller to ensure they are working properly. It also means that City staff is able to quickly adjust watering schedules during weather changes to prevent under or over watering.

Although the major irrigation component is now in place, additional modifications continue to be made to further enhance the system.

When the modifications are complete in early February 2011, the system will be equipped to self-adjust irrigation times and frequency depending on



Parks and Maintenance Superintendent Anthony Jordan is photographed programing one of the irrigation controllers at Starshine Park

the weather, as well as detect leaks, self-diagnose, and even, shut controllers down if necessary.

In the meantime, residents are asked to please report over watering and runoff issues by calling the City's Community Services Department at 909.839.7060.

Pedestrian Safety

With this month's start of a new academic year, the City reminds pedestrians and motorists who travel through school zones to do so in a conscientious and courteous manner to reduce the risk of potential serious injury or fatality.

To refresh your school zone traffic rule knowledge, the City encourages you to view a special 3-minute PSA found on the City website www.CityofDiamondBar.com by clicking on the button on the left corner, and review the following safety reminders:

Reminders for Motorists

- Drive at a safe speed in and around school zones – 25 mph is the maximum speed when children are present.
- Do not pass the school bus while it is stopped with flashing red lights and stop sign out – children are either boarding or getting off the bus.
- Do not create gridlock – yield the right-of-way when required.
- Do not block other traffic – avoid u-turns in congested areas or when close to an intersection.
- Do not park, even temporarily where it is illegal or block other vehicles – use designated areas to drop off or pick up your child.
- Do not instruct or allow a child to cross the street unsafely – send children to a crosswalk or better yet, park and walk with your child.

Reminders for Pedestrians

- Stop at the curb, and look left, then right, then left again for moving cars before attempting to cross the street.
- Never run out into the street or cross in between parked cars
- Whenever possible cross where there are traffic signals or crosswalks, and always look to see if cars might be turning into your path.
- Walk, don't run, when crossing streets.
- Traffic signals, crosswalks, or any other pedestrian crossing devices don't always provide enough protection – make sure motorists can see you before crossing in front of them.
- Refrain from using your cell phone, playing hand-held games, or operating music devices while walking to or from school.

As an added security measure, the Diamond Bar/Walnut Sheriff's Station will be committing additional law enforcement resources at school zones and key city intersections to strictly enforce traffic safety laws, including speeding, cell phone use, illegal parking, jaywalking, and non-seatbelt use.



Online Credit Card Transactions are Deemed Safe and Secure

The safe and responsible processing of credit card payments via the City website has received a stamp of approval in the shape of a favorable audit report from dedicated security technology company – McAfee, Inc.

Required by VISA and MasterCard so that the City may continue to accept credit cards for its online service offerings, the audit is a part of a worldwide information security standard put into effect July 1, 2010 by the Payment Card Industry (PCI) Security Standards Council.

Referred to as the Payment Card Industry Data Security Standard (PCI-DSS), the standard was created to help payment card industry organizations that process card payments prevent credit card fraud through increased controls around data and its exposure to compromise.

Since first integrating transit pass sales and recreation class registration into the City's Online Services program, one of the highest priorities of the City's Information Systems Department has been to maintain sound safeguards that protect credit card data.

"The City has such a strong commitment to protecting constituent data that we go beyond the minimum requirements and test our systems daily for compliance," Information Services Department Director Ken Desforges said.

"My staff and I take great pride in staying on top of existing and emerging payment security risk issues so that our constituents may continue to experience the highest possible level of comfort when using our online services," he added.

To earn validation of PCI compliance, the City's network devices had to pass tests that probe all of



Network/GIS Engineer Isaac Aziz (left) and IS Director Ken Desforges scan the City's server network daily to ensure all components remain in operable condition.

the known methods hackers use to access private information, in addition to vulnerabilities that would allow malicious software (i.e. viruses and worms) to gain access to or disrupt the network devices being tested.

As required by the new standard, the City's network will continue to be audited every quarter by a PCI-accredited outside agency in order to prove continued security compliance.

More information about the new security standards can be found at www.pcisecuritystandards.org.

Median Modification Projects

This month will see the completion of two construction projects aimed at making Diamond Bar roadways more efficient.

One project involves modifying an existing median on Diamond Bar Boulevard between Grand Avenue and Montefino Avenue to improve the line of sight for northbound and southbound traffic making left turns into the nearby U.S. Post Office and condominium community.



The other project entails building a new permanent, landscaped median on Pathfinder Road between the intersection of South Brea Canyon Road/Fern Hollow Drive and the Northbound State Route 57 on and off ramps.

Installation of this new median, replacing the existing pavement markers (Texas Dots), is aimed at improving traffic operations by eliminating unsafe and illegal left-turn access from driveways located on the south side of Pathfinder Road. New pavement markers, signage, and delineation will also be added within the project area.

For more information regarding either of these project, contact the City's Public Works Department at 909.839.7040.

Annual Project Improves School Zone Safety

In preparation for the start of the new school year, the City's Public Works Department last month completed several road and sign enhancements within Diamond Bar's ten school zones. Its efforts included restriping and repainting crosswalks, school zone symbols, and stop mark legends, as well as installing or replacing several signs.

Diamond Bar Roadways set for a makeover

Nearly 12 miles of Diamond Bar residential roadways recently received a makeover as part of the City's Slurry Seal Program.

Based on their condition, the roadways (bounded by SR 60 FWY to the south, Diamond Bar Blvd. to the west, and the City limits to the north and east) will receive one or more of the following surface treatments: slurry seal, cape seal, edge grind and overlay.

The Slurry Seal Program, a key component of the City's ongoing street maintenance efforts, divides the City into seven areas and seven arterial zones, and works on sections on a rotating seven year cycle. This is the sixth year of the current program.

This project was financed by Measure R Local Return Funds, Proposition 42 Congestion Relief Funds, and Proposition 1B Funds.

To learn more about the City's slurry seal program, visit the City's website at www.CityofDiamondBar.com or contact the City's Public Works Department at 909.839.7040.



Ask City Hall

Answers to commonly asked questions about City services, codes, and other matters pertaining to living and working in Diamond Bar.

Q: My neighbors and I have noticed a lot of stray shopping carts in our neighborhood. Isn't it illegal to take carts from retail stores and is there anything we can do about it?

A: Yes. Shopping carts are private property and provided to shoppers as a customer service; removing them from their respective store parking lot is illegal.

Also, carts left on sidewalks or streets create visual blight and pose hazards to motorists, pedestrians, and bicyclists. This makes them a violation of 12.04.140 of the City's Municipal Code that prohibits encroachment within public streets and sidewalks.

Personnel from the City's Neighborhood Improvement Division regularly patrol city streets for health, safety, and aesthetic concerns that, if ignored, could lead to neighborhood decay.

When it comes to abandoned shopping carts, the Division calls the store the cart belongs to, and informs the manager about the cart(s) and the location. You and your neighbors can do the same.

Following are phone numbers to some of the major retail establishments in the area. Be sure to ask for the manager.

Target , 747 Grand Ave.	909.610.2149
Ralphs , 1180 Diamond Bar Blvd.	909.860.6999
Big Lots , 1139 Diamond Bar Blvd.	909.396.7775
Kmart , 249 Diamond Bar Blvd.	909.861.7741
World Market , 21080 Golden Springs Dr.	909.839.1121
H-Mart , 2825 Diamond Bar Blvd.	909.839.0300

You can reach the Neighborhood Improvement Division by phone at 909.839.7030 or by email at neighborhoodimp@ci.diamond-bar.ca.us.

Correction:

The "Ask City Hall" column in the August 2010 City News edition noted the picnic reservation fee as \$25 to non-residents and free to residents. In reality, the rental fee is \$25 for residents and \$50 for non-residents. We apologize for any inconvenience this may have caused.

Low Cost Auto Insurance Program

Thanks to a special program developed by the California Department of Insurance, income-eligible drivers now have an affordable option to keep their vehicles insured for less than \$400 a year.

As part of its California Low Cost Automobile Insurance Program (CLCA), the State has partnered up with select California-licensed insurance companies to make automobile liability insurance policies available to eligible drivers at a reduced price.

To qualify for the CLCA program, applicants should be at least 19 years of age, have a good driving record; be continuously licensed to drive for a minimum of three years, own a vehicle that is valued at \$20,000 or less; and meet income eligibility requirements.

For complete program details, visit www.insurance.ca.gov/lowcost or call 866.602.8861.

Find it Fast Phone Directory

City Services	909.839.7000
City Council	909.839.7010
Building & Safety	909.839.7020
City Clerk's Office	909.839.7010
City Manager's Office	909.839.7010
Community Development	909.839.7030
Community Services	909.839.7060
Facility Reservations	909.839.7070
Finance	909.839.7050
Human Resources	909.839.7015
Library	909.861.4978
Neighborhood Improvement	909.839.7030
Planning	909.839.7030
Post Office	909.860.2469
Public Information Office	909.839.7055
Public Safety Services	909.839.7075
Public Works/Engineering	909.839.7040
Recreation Services	909.839.7070
Senior Services	909.839.7068
Transit Information	909.839.7045
Voter Registration	562.462.2748
Business Information:	
Business Licenses	909.839.7030
Chamber of Commerce	909.869.0701
School Districts:	
Pomona Unified	909.397.4700
Walnut Valley Unified	909.595.1261
Utilities:	
So Cal Edison (electric)	800.611.1911
So Cal Gas (gas)	800.427.2200
Time Warner (cable TV)	888.892.2253
Verizon (telephone)	800.483.5000
Walnut Valley Water	909.595.7554
Waste Disposal:	
Valley Vista (businesses)	800.442.6454
Waste Management (residents)	909.599.1274
Public Safety:	
Animal Control	909.623.9777
Fire (LA County)*	909.629.9671
Police (LA Co. Sheriff)*	909.595.2264
Vector Control	562.944.9656
24-Hour Hotlines:	
Building Inspection Hotline	909.839.7027
Graffiti Hotline	800.794.7384
Job Hotline	909.612.4636 x 1410

*For emergencies, dial 9-1-1

Calendar Key

-  City Council Meeting*- starts at 6:30 pm
Please note: The September 7 City Council meeting is canceled due to lack of quorum.
-  Planning Commission Meeting*- starts at 7 pm
-  Parks & Recreation Commission Meeting*- starts at 7 pm
-  Traffic & Transportation Commission Meeting*- starts at 7 pm
-  Transit Late Night - City Hall open until 7 pm
-  Street Sweeping Week
-  Fall Fun Festival - 4:30-8:30 pm at Heritage Park recommended for ages 2 to 8
-  Hall of Horrors - 6-9 pm at Heritage Park recommended for age 8 and older

September 2010

S	M	T	W	T	F	S
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5	6  Labor Day Holiday City Offices Closed	7 	8	9 	10	11
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26	27	28  	29	30		

October 2010

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24	25	26  	27	28 	29	30 
31  						

*All meetings take place at the AQMD/Government Center, 21865 Copley Drive. Additional event and meeting details are available at www.CityofDiamondBar.com.



21825 Copley Drive
Diamond Bar, CA 91765-4178
909.839.7000 ♦ 909.861.3117 Fax
www.CityofDiamondBar.com
info@ci.diamond-bar.ca.us

Postal Customer

Presorted Standard
U.S. Postage
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Permit #3339
Chino, CA

Elected Officials
Mayor..... Carol Herrera
Mayor Pro Tem Steve Tye
Council Member Ling-Ling Chang
Council Member Ron Everett
Council Member Jack Tanaka
City Manager James DeStefano

Published by the City of Diamond Bar, City News contains information on City issues, policies, events, and programs. It is published and mailed monthly to all residences and businesses in Diamond Bar. For more information, contact the Public Information Division at 909.839.7056.



Snapshots Around The Community



FUN AL FRESCO...

"Hot August Night" closed out the City's popular Concerts in the Park series on August 18 with its rendition of Neil Diamond's most popular pop songs spanning two decades. In addition to the music performance, younger concert-goers were entertained with fun arts and crafts, while older attendees obtained the latest information about community services and programs and scored cool giveaways. For those who missed this concert or just want to relive the fun, a rebroadcast will play every Saturday, Sunday, and Monday at 7 pm through the end of this month.

TOTS ON TRAIL...

Fresh air, exercise, and nature observation were the order of the day when the City's Tiny Tots program participants visited Sycamore Canyon Park last month. With binoculars and microscopes in hand, the excited group of 4 and 5-year-olds got to experience wilderness through a variety of nature-related activities, including a walk through the park's scenic crushed gravel trail, bird watching, and arts and craft activities.



MATH MATTERS...

Michelle Chang (left), Allyah Lanot, and others who enrolled in one of the City's Math Academy courses held at Pantera Park this summer will be at an advantage when they resume school this month. The trio kept their brains in shape by boosting their math skills through a 5-week class that introduced them to 2-digit subtraction, multiplication, and division problem solving. The City's menu of year-round enrichment courses always includes Math Academy over the summer, as well as SAT preparation in the fall. Page 13 of the City's fall recreation guide has details of the SAT class offered to ages 14 to 18 beginning September 12.

