



Accomplishments 2012

Vision Statement #1 - Beverly Hills offers the highest quality of life achievable and maintains a unique and friendly character for residents, visitors and neighbors.

- Completed Historic Preservation Ordinance & held 4 meetings of the new Cultural Heritage Commission.
- Approved first Mills Act contract for a historic property.
- Adopted ordinances regulating special needs housing and procedures for disabled persons to request reasonable accommodations in the Zoning Code (implementation of Housing Element).
- Conducted public outreach and received approval to implement pilot bicycle route projects on Burton Way and Crescent Drives and to install 30 bicycle racks citywide.
- Completed zoning code changes that allow existing, single family homes more flexibility in their renovations.
- Initiated view restoration ordinance enforcement (based on complaints received).
- Established holiday ice skating rink.
- Completed initial proactive inspection and educational outreach of commercial signage throughout the business area.
- Implemented an ongoing proactive effort to enforce commercial area signage regulations.
- Provided targeted neighborhood monitoring and public educational outreach to address specific animal related code violations.
- Conducted community outreach for wood roof ordinance, developed alternatives and approved amendments to the ordinance.
- Initiated Insurance Service Office (ISO) audit for a Class II certification which lowers insurance rates of the City and the community.



Accomplishments 2012

- Completed the renovation of the Children's Library and relocated the Library's Teen Zone to a larger and more functional space.
- Developed and kick-started the 'Positive Change, not Spare Change' Panhandling public awareness campaign.
- Recipient of the PR Excellence Award from the California Library Association.
- Held the first "Junior Firefighter Camp", staffed by volunteer Fire personnel, in cooperation with Community Services Summer camp programs and personnel.
- Commenced construction of Public Works Warehouse and Shops.
- Produced and published five-year Capital Improvement Plan with a 2012-2013 CIP budget of just over 41 Million Dollars and approximately 80 projects underway.
- Coordinated the City's Succession Plan, including marketing & coordinating the application and selection process to prepare internal candidates for key positions vulnerable to retirements.
- Completed the design and paving of eleven alleys and four streets raising the city-wide average Pavement Condition Index from 77 to 79.
- Completed the RFP for Automated Pavement Condition Surveying of all of the 102 miles of streets and 41 miles of alley in the city to allow updating of the city's current Pavement Management Program (PMP).
- Completed the RFP for Design Consultant Services for the upcoming street rehabilitation of North Santa Monica Boulevard.
- Completed the design and commenced construction on the city's westside Gateway Monument on Wilshire Boulevard at Whittier Drive (westerly city limit).
- Completed the design on the city's eastside Gateway Monument on North Santa Monica Boulevard at Doheny Drive (easterly city limit).



Accomplishments 2012

- Updated the Solid Waste residential program brochure.
- Will complete installation of iLegislate – the City’s new paperless agenda packet preparation solution.
- Will complete installation and conduct first filing of electronic Form 700 (Statement of Economic Interest) for all required filers.
- Will complete the 2013 Municipal Election filling 3 vacant City Council seats and 1 Treasurer.
- Trained all Commission secretaries in Granicus and ensured that all Commission meetings are being recorded and posted online.
- Completed 2 desk manuals for the Executive Assistant I classifications.
- Completed City Council Retreat and developed Summary Report.

Vision Statement #2 - Beverly Hills is a world-class community, offering an extraordinary environment, activities and events.

- Facilitated quarterly meeting of State Historic Commission held in Beverly Hills.
- Completed 2nd of three phases of the Olympic Boulevard Street Tree Master Plan.
- Recipient of the Tree City USA award for the 27th consecutive year.
- Held a successful Summer Reading Club program for 2012 with over 1,100 children participating.
- Launched the City’s first Teen Summer Reading Club with over 200 teens participating.
- Issued 547 film and still photo permits and 88 special event permits (635 total).



Accomplishments 2012

- Graduated the 16th class of Team Beverly Hills with a current number of 462 alumni members.
- Supported the citizen driven initiative to restore the Beverly Gardens Park to historical standards.
- Received unanimous City Council approval to proceed with the design of the new Roxbury Community Center and park improvements.
- Developed a new publicity strategy for Community Services programs including Recreation and Parks activities, with expanded marketing to new demographics including bloggers, foodies, and young parents.
- Introduced four new summer camps to the community, Young Ninjas, Junior Firefighting Camp, Soccer Academy, and a Skateboard Camp.
- Created a Teen Night Out at La Cienega Park which attracted over 100 teens.
- Coordinated tours and canine unit visits to various recreation programs.
- Visited City Preschools and summer camps to encourage the Summer Reading Program and provided weekly story times as well as reading/craft activities that coordinated with the week's theme.
- Provided 1,240 Adult Sport league games serving over 3,000 participants.
- Coordinated a "Spirit of Giving" Boutique and Luncheon with a portion of the proceeds assisting the Beverly Hills Active Adult Club.
- Introduced the *Scholastic Let's Find Out* weekly take home workbook to the six Preschool Program sites.
- Introduced the Beverly Hills Gators Youth Football Program attracting over sixty players playing in four divisions.



Accomplishments 2012

- BH Farmers' Market partnered with the Institute of Domestic Technology to offer a variety of food crafting classes at Greystone Mansion.
- Hosted the start for the final leg of the "Tour of California" bike race on Rodeo Drive with Network Television Coverage.
- Coordinated Beverly Hills Cocktail Week, held August 10-18, 2012, as a way for Concerts/Movies on Canon, the Farmers' Market and local businesses to come together and bring Beverly Hills residents and patrons cutting-edge, market-fresh-Farm-to-Shaker cocktails.
- Expanded the 2012 Concerts on Canon summer concert series to include 12 Thursday night concerts and 5 Sunday Outdoor Movie Nights.
- Held the 3rd Annual Greystone Mansion Concours d'Elegance.
- Produced a new marketing wedding brochure for Greystone Estate.
- Following an extensive RFP process, three caterers were selected to be the exclusive caterers at Greystone Estate.
- Created a Demonstration Garden through collaboration between the City and community members in the area adjacent to the Greenhouse at Greystone Estate.
- Completely renovated the Greystone Rose Garden with new plant material in collaboration with the Beverly Hills Rose Society.
- Began the implementation of the advertising program in the Community Services Department Quarterly Brochure, and for first half of season, collected \$4,000 in advertising revenue.
- Several City departments collaborated on the "National Night Out" event for the community, held on Rexford Drive, with crime and drug prevention messages, public safety demonstrations, camp fire stories, etc.



Accomplishments 2012

- Celebrated the second phase of the Embrace Civility Initiative with the first annual Embrace Civility Award being given to a member of the community.
- Launched a National Bullying Prevention month/Video competition.
- Produced a second Annual 9/11 Memorial Ceremony for the Community, featuring the City's 9/11 Memorial Gardens.
- Hosted a 3rd annual running of the LA Marathon in Beverly Hills, providing EMS services.
- Transitioned ShopBH merchandise to the Beverly Hills Visitors Center
- Managed the annual Mayoral Installation Ceremony at the Academy of Motion Picture, Arts and Sciences.
- Developed new holiday décor program in Golden Triangle.
- Launched Centennial sponsorship, programming and volunteer initiatives.
- Coordinated the Innovations Awards Program, Employee Recognition Program and Resource Program for Employee Career Development.
- Continued participation in a non-profit and private partnership to resolve homelessness in Los Angeles County (Home for Good Initiative), utilized Community Block Grant Funds to purchase the use of a permanent supportive housing unit for homeless individuals from Beverly Hills.
- Will install a new Jaume Plensa *Endless V* sculpture in Beverly Gardens Park.
- Will relocate the Roxy Paine *Erratic* sculpture to the Rodeo Block in Beverly Gardens Park to assist with the creation of a sculpture garden.



Accomplishments 2012

- Updated the Fine Arts Ordinance that will make the ordinance more developer friendly and clarify vague language.
- Bid and awarded a contract for the installation of the Millard Sheets mosaic mural of early California above the Civic Center Parking Structure.
- Reinstated the Library's evening hours of 8-9 p.m. on Mondays through Thursdays.
- The Board of the City of Beverly Hills Community Charitable Foundation was seated, and conducted its first meeting to adopt its By-Laws.
- Worked with the Friends of the Library to raise \$93,000 for the Enchanted Woods Room Project in the new Children's Library.
- Continued partnership with Woodbury University. Allows for employees to earn their Bachelors or Masters Degrees in Organizational Leadership. 13 Employees will receive a graduate degree in December.
- Implemented test measures on Sunset Boulevard Intersections of Roxbury, Bedford and Camden Drive
- Implemented signage improvements for Olympic/Beverly/Beverwill intersection
- Completed replacement of approximately 900 permit parking zone signs
- In response to residential petitions, implemented or modified preferential permit parking zones on 6 blocks and installed one stop sign.
- Administered agreements with Shannon & Wilson, Inc. and Exponent Inc. regarding review of the Westside Subway Extension.
- Flushed 65 miles of water main as part of the Unilateral Water Main Program as required by the California Department of Public Works. This helps maintain the



Accomplishments 2012

highest standards of water quality and helps to ensure reliable water service for domestic service and fire protection.

- Initiated the Taxicab Regulatory and Customer Service Study
- Created and Conducting a Below-Market-Rate parking program pilot for low-wage employees in the South Bev area in conjunction with the BH Chamber
- Commissioned and started operations for the 450 N Crescent parking facility
- Ongoing work with local car dealerships for new vehicle inventory storage programs using available off-street parking facility capacity
- Commissioned a space monitoring study of parking spaces at the Santa Monica 5 parking facilities
- Completed facility updates and rehabilitation for Santa Monica 5 parking facilities
- Initiated a design and performance specification for the creation of parking facility reparking technology utilizing License Plate Recognition (LPR) and integrated with the Parking Revenue Control Systems

Vision Statement #3 - Beverly Hills is known throughout the region, state, and nation as a leading edge, innovative and sustainable community in its government, business and technology programs.

- Received the Regional Leadership award from Southern California Edison and the Southern California Association of Governments to the City of Beverly Hills for being Plug-In Electric Vehicle (PEV) ready.
- Streamlined the Plug-In Electric Vehicle permitting process.
- Retained the City's AAA Bond Rating.



Accomplishments 2012

- Held 236 training classes with the City's Training and Organizational Development Program.
- Converted, as of July 1, 2012, all city bargaining units to a defined contribution retiree health benefit for all newly hired employees. Estimated savings to the City over a forty year period - \$66.2 million.
- Established lower tier of PERS coverage for newly hired safety employees through memoranda of understanding with Police and Fire Associations. Estimated savings to City - \$790,000 per year. New requirement for safety employee PERS cost sharing through memoranda of understanding with Police and Fire Associations. Estimated savings to City - \$3.5 million over five years.
- As of January 1, 2013, all bargaining units will be in a cafeteria plan for employee benefits. Estimated savings to City \$2.1 million - \$4.8 million over five years.
- Refunded water revenue bonds and lease revenue bonds resulting in over \$11 million in net present value savings.
- All City departments migrated to the new City website.
- Implemented the Beverly Hills Electronic Review services for Construction Development, Utility, Fire Prevention, and Public Right-of-Way plan reviews.
- Established the Beverly Hills Electronic Review User Training and Information Outreach Program.
- Implemented Online Community Development Appointment Scheduling self-services.
- Implemented the Online Inspection Appointment self-services.
- Implemented the Vocera Communication Badge (hands-free communication) network for the Permit Center and
- Initiated the preparation process to transition into the Enterprise Resource Platform (ERP) Finance System



Accomplishments 2012

- Completed Compressed Natural Gas (CNG) fueling station at Public Works campus
- Public Works Fleet Program was acknowledged as one of the Top 100 Fleet Programs in North America.
- Uniform standards of maintenance were developed by the City's Facilities Maintenance staff for all City owned and leased properties.
- Standardized, where applicable and appropriate, the use of construction materials, including electrical and mechanical, to help reduce related maintenance and replacement costs.
- Created standard maintenance procedures and expectations for all City tenants to assure that the City's assets and investments are being properly cared for and protected.
- Will finalize the maintenance practices and standards for the new Wilshire/Whittier gateway feature and will budget for them accordingly to assure that this new asset is being properly maintained and presented. Similar standards will be developed and implemented for all subsequent locations as well.
- Completed series of five Disney Institute training Programs with Executive and Senior Management Staff.
- Renamed and redefined the Building and Safety program to Development Services program which includes the transfer of planners from the Planning Division, a Civil Engineer from the Public Works Department and the inclusion of a Fire Department plan reviewer/inspector.
- Re-organized the Permit Center with relocation of staff, alignment of roles and responsibilities to better facilitate and coordinate customer service needs.
- Implemented daily plan review verifications to streamline completion of plan check and permit issuance.



Accomplishments 2012

- Created Inspection Services, Plan Review services and Construction Process surveys to obtain customer feedback and made available through the website.
- Expanded utilization of GIS by adding layers for use of the Community Development Department.
- Published City Customer Service standards and trained 400 employees in providing excellent customer service and conducted secret shopper survey to identify areas for improvement.
- Completed 2nd phase of Proposition “A” funded maintenance upgrades to the irrigation system in Beverly Gardens Park.
- Implemented a software program allowing interested volunteers to learn about upcoming City opportunities and register to volunteer on-line.
- Established roaming Library Reference Staff using iPads.
- Completed RFP process for the Library’s Radio Frequency Identification/Automated Materials Handling Technology (RFID/AMHS) and awarded contract to 3M. The entire Library collection has been RFID tagged one item at a time.
- Deployed 24 new CCTV cameras, including expansion of the system to additional intersections.
- Won the 2011/2012 Municipal Information Systems Association of California (MISAC) Award for Excellence in Information Technology Practices
- Won the 2012 Innovation Award for the preliminary phase of the Regional Fire Departments Smart Classroom project.
- Won 1st place award for the States of California and Nevada (SCAN) National Association of Telecommunications Officers and Advisors (NATOA), recognized for excellence in government programming in the “Promo” category for the Beverly Hills TV Production: “Imagine Your New Library”



Accomplishments 2012

- Completed installation of video recording system for the Police Department's interview rooms, booking area, and intoxilyzer room.
- Will complete process of upgrading the Audio-Visual upgrades to City Council Chambers and Room 280A
- Completed upgrade to the Class 7.0 Registration system.
- Installed additional wireless access points throughout the City Hall complex and remote City facilities. Increased internet speed from 100 kilobytes per second to 1 gigabit per second. Created secure wireless networks for City Guests and City Users.
- Implemented a new token-less and seamless remote access to the City's network via the new Virtual Private Network(VPN) system that provides authorized users with secure access to City systems and files.
- Revised all IT-related Administrative Regulations to be submitted by the end of the year.
- Completed email migration from Microsoft 2007 to Exchange 2010, upgraded converged communications from Microsoft Office Communicator to Microsoft Lync 2010
- Leveraged Studio 331 (the City's cable TV studio) providing day and weekly rentals for production and post-production. Produced new original content including continuing production of "Inside Beverly Hills", "Farm to Table", "BH Forum", and the new news show, "Beverly Hills This Week".
- Released bid and awarded contract for FCC mandated upgrades to the radio system.
- Implemented City branding for all communications signage collateral
- Completed Southeast Task Force Final Report and submitted recommendations to Council.
- Integrated Fire Prevention inspection data with the New World CAD/RMS system



Accomplishments 2012

- Placed into service the latest generation of multi-gas detectors (eg. Carbon Monoxide) on all front line response vehicles – grant funded by the Firemen’s Fund Insurance Group.
- Created a redesigned electronic Employee Newsletter.
- Developed e-noticing
- Coordinated new advertising tracking system
- Launched on-line credit and debit card utility bill payments. This provides utility customers an easy way of paying their bills which helps with collection efforts and is in line with our goal as a “smart city”.
- Currently working on a second offering of ARMP to save the city millions of dollars in unfunded liabilities in the future.
- Creation of paperless purchasing, HR and accounting processes. This allows continued access to dated files and is a component of our goal to be a “smart city”.
- Adopted the City’s first Sewer System Management Plan
- Placed in service four Compressed Natural Gas-fueled refuse trucks
- Continued to notify and educate customers of water leaks and the smart water meters.
- Facilitated the water fund's financial sustainability through the development of a water rate increase for FY 12/13 and 13/14;
- Completed a solid waste route account audit for purposes of proper invoicing;
- Continued to maintain an above 70% diversion rate (AB939 state requires 50% or above)

Vision Statement #4 - Beverly Hills is committed to being the safest City in America.



Accomplishments 2012

- Reduced Sworn Police Officer Vacancies by 33% during the calendar year 2012, the BHPD successfully hired 10 new police officers.
- Answered 97% of all 9-1-1 calls in 10 seconds or less.
- Maintained a 2.8 minute response time for emergency calls
- Maintained the lowest Part I Crime rate in the four Westside Cities area
- Obtained \$1.44M in Grants
 - \$1.175M Homeland Security grant for radio system upgrades
 - \$65K Homeland Security grant for mobile ALPR systems
 - \$20K grant from the County to investigate real estate fraud
- Expanded Regional Partnerships with 21 other public safety agencies to implement an IP-based 9-1-1 solution. Beverly Hills will be among the first in Southern California to take advantage of this new technology.
- Successfully Rebid Jail Contract that resulted in the reduction of contract costs by 4%.
- Replaced aging Police vehicles with new fuel-efficient hybrid vehicles in support of the City's Green Initiative
- Implemented New Monthly Administrative Report to provide regular information on the Police Department's activities to the City Council.
- Implemented real-time social communication for citizens utilizing Facebook, Nixle, and Twitter
- Partnered with Drug Enforcement Agency for "Take Back" allowing citizens to return unused prescription drugs which yielded 40 pounds of unwanted, unused, and expired drugs



Accomplishments 2012

- Developed a City of Beverly Hills Homeland Security & Disaster Strategic plan
- Implemented a Workers Compensation Unit to provide supervisory oversight of all workers comp claims by police employees
- Provided nearly 50 high-level Dignitary Protections, including but not limited to President of the United States, First Lady of the United States and Former President of the United States
- Improved Traffic Enforcement Coverage by implementing 3/12 schedule to provide better coverage in the field
- Issued smart phones to all investigators to enhance their investigative capabilities and directly access law enforcement information in the field
- Special Enforcement Section (SES) working in conjunction with the DEA Los Angeles Enforcement Group expanded the scope of investigations into drug trafficking by the Mexican Cartel and similar groups. SES investigations have directly and indirectly led to the interdiction of cash and illegal drugs on an international scale ranging from Mexico to Canada and into Europe and the South Pacific.
- Added one Beverly Hills Police Officer to work with the task force on a collateral basis.
- Reinstated the Safety-Training Officer position – vital to firefighter training, skill maintenance, and overall personnel safety.
- Completed the renovation work at Fire Station 2 – with an emergency power upgrade that makes the station truly a sustainable emergency resource.
- Continued staffing and staff development to maintain the “Safest City’s” first-class Fire Department: Hired and trained 4 new Firefighters; promoted 1 Fire Engineer; 2 Fire Captains; and 1 Fire Battalion Chief.



Accomplishments 2012

- Instituted an on-line Officer Training/Development Academy to further develop the next generation of leadership in the Fire Department.
- Placed into service the new Continuous Positive Airway Pressure (CPAP) equipment to further improve Advanced Life Support medical services.
- Successfully passed the first Statewide Emergency Medical Service Agency (EMSA) audit of the City's Fire Department's EMTs' training and certification.
- Held Community Disaster Stakeholder Summit.
- Reinstated the CERT Program holding one refresher.
- Held Shakeout Drop Cover Hold & Citywide Radio Drill.
- Updated Pet Food Supplies to be used in times of Disaster.
- Developed signed MOU's, contracts, and relationships with businesses who can supply resources in times of Disaster.
- Provided all City Commissions with EOC tour and reviewed how the City will respond to a Disaster.
- Implemented Phase I of the Sidewalk Repair Program with inventory and remediation of all areas south of Santa Monica Boulevard.
- Held National Preparedness "Make a Kit, Make a Plan, Be Informed" Campaign.
- Held "Tis the Season To Be Safe" Campaign.
- Secured State approval of the City Emergency Operations Plan.
- Completed the replacement of two steel tank water reservoirs and began construction of a third. Seismically retrofitted the associated pump stations.



Accomplishments 2012

- Designed and commenced construction on the replacement of two miles of eighty-eight year old city cast iron water mainline on the south side of the city between Cañon and Doheny.
- As part of the water distribution preventive maintenance program staff maintained the CLA-valves & Air Release Valves so that proper pressures would be maintained throughout the system.
- Completed construction of a synchronized traffic signal system along North Santa Monica Boulevard which included the installation of additional safety features such as emergency vehicle pre-emption devices.
- Instituted 100% compliance with Cal OSHA and formalized safety training and compliance. OSHA compliance is mandated by law and better safety training benefits for all employees. Risk Management also began online training to insure full OSHA compliance.
- Coordinated AT&T outside Distributed Antenna System (oDAS) review/approval with all subject city departments, City Attorney's Office and AT&T Design Team.
- Concluded Negotiations with Police Officers Association, Police Management Association and Fire Association. Secured substantial savings in new MOU's with a balance of fiscal responsibility and a commitment to continued excellent service from the City's public safety officers.
- Modified the Municipal Code to allow more flexibility for contracting with a new towing company.

Vision Statement #5 - Beverly Hills is known internationally for its alluring and distinctive hotels, retail stores, restaurants and entertainment and headquarter businesses.

- Designated Beverly Hills Hotel as City's first local historic landmark.
- Approved new building for existing Lexus dealership.



Accomplishments 2012

- Approved new office building and garage at 121 Spalding Drive.
- Extended Development Agreement for 9200 Wilshire mixed-use development.
- Processed remodeling of 10 existing retail stores on Rodeo Drive, including (Dior, Prada, Hermes, Bulgari) and installation of 7 new stores including Tory Burch.
- Entered into a contractual vendor agreement with Delicious Snack Co. to provide a Snack Bar at La Cienega Park.
- Completed annual New York City retention and attraction visit with Chamber of Commerce, Conference and Visitors Bureau and Community Partners.
- Installed new stage flooring and drapes at the La Cienega Community Center Auditorium to attract more event rental opportunities.
- Identified \$4.625 M over the 5-year CIP period that could be designated for Southeast Revitalization.
- Completed 9400 Santa Monica Building and facilitated Chamber and CVB occupancies.
- Coordinated Civic Center Wayfinding Signage and coordinated Business Triangle Wayfinding Signage.
- Convened Joint City/BHUSD Ad Hoc Committee for Oil Well Revenue Replacement
- Coordinated the Small Business Task Force, reported recommendations to Council and continue to monitor implementation.
- Completed the tenant improvements and move in for Participant Media at 331 Foothill Road. Strengthens the city lease revenue stream and benefits the city by having a well-respected entertainment company in one of our buildings.
- Leased the balance of the office space at the Gardens Building. Increased lease revenues and full occupancy maintains a good image of our properties.



Accomplishments 2012

- Continued Asset Inventory for all City owned and leased properties to allow tracking for accurate replacement and maintenance schedules.