

Annual Report 2008

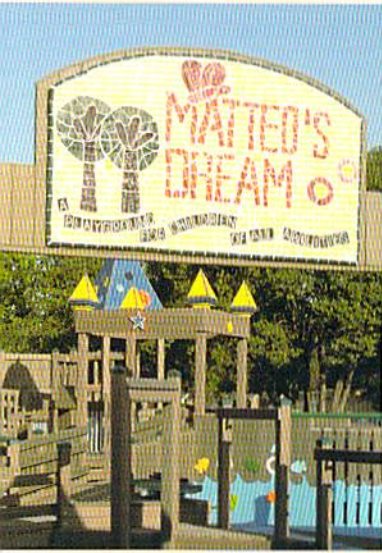


City of Concord
Annual Year-End Report
Fiscal Year July 1, 2007 – June 30, 2008



Awards and Recognition

Concord continues to be recognized nationally, regionally and locally for its innovative and effective programs.



Above: Award-winning Matteo's Dream, a Playground for Children of All Abilities

The International Gardens at Markham Nature Park was recognized

On the front cover, clockwise from left: John Muir Health lab opens in North Concord, a family enjoys Camp Concord at Lake Tahoe, swimming lessons are popular at Concord Community Pool, new entry sign and flowering medians on Concord Avenue, guitarists help break the Guinness Book World Record for largest guitar ensemble

Statewide standouts

The California Park & Recreation Society selected two Concord projects to receive 2007 Awards of Excellence, the highest award in their respective categories.

- "No Child Left Inside" program was recognized in the Health and Wellness category
- "Matteo's Dream, A Playground for Children of All Abilities" won in the Park Planning category
- Liz Lamach, the Concord resident who spearheaded the Matteo's Dream project, received the California Association of Park & Recreation Special Award for Outstanding Service

One of best places to raise a family

Best Life magazine rated Concord as one of the '100 Best Places to Raise a Family' in the U.S. Cities were rated on a host of quality of life issues. The story was featured on the Today television show.

One of 50 greenest cities

In its March 2008 edition, *Popular Science* magazine named Concord one of America's 50 Greenest Cities with populations over 100,000. Concord received high marks in the recycling and green awareness category.

Environmental responsibility

The City's Civic Center joined the Fleet Management Program, Parks Division and Printing Services Division in receiving a Bay Area Green Business Award this year. The Bay Area Green Business Program is a partnership of environmental agencies and utilities that assists, recognizes and promotes businesses and government agencies that volunteer to operate in a more environmentally responsible way.

Tending the community forest

In 2007, Concord was named a Tree City U.S.A. by the National Arbor Day Foundation for the 27th year. The national award honors Concord's commitment to its community forest.



Concord is also the recipient of the Sterling Award for receiving the Tree City U.S.A. Growth Award for ten consecutive years. Concord is one of only five cities in the country to receive this award.

Project awards

Concord received three 2008 awards from the Northern California Chapter of the American Public Works Association

- Runner-up for Project of the Year for International Gardens at Markham Nature Park for construction of the South American Garden in partnership with 300 volunteers
- Award of Merit to Maintenance Electrician Dave Clark for energy conservation project
- Award of Merit to Senior Maintenance Team Leader Harry DeMill for excellence in supervising maintenance of Concord's 305 miles of streets

Fiscal accountability

Concord received the "Excellence in Financial Reporting" award from the Government Finance Officers Association (GFOA) for the 16th consecutive year for the June 30, 2007 Comprehensive Annual Financial Report, and GFOA's "Distinguished Budget Presentation Award" for the 8th consecutive year. The City also received the California Society of Municipal Finance Officers' "Excellence in Operating Budgeting" award and "Excellence in Capital Budgeting" for the 9th consecutive year.

Camp kudos

Camp Concord at South Lake Tahoe has been singled out by *Budget Travel* magazine and *Parents Press* as one of the top residential summer camps in the country.

Letter to Residents



City crews work to maintain Concord's award-winning medians

The City Council adopted fiscal policies over a dozen years ago to assure the continued financial health of the organization and its ability to provide quality services to the community. Adherence to these business-like principles has played a significant role in keeping the City on firm financial footing this year, even as other cities, counties and the state are announcing layoffs and cuts in service.

Concord is one of the few cities in the country to practice 10-year financial planning. This means that every year the City Council must adopt a budget that is balanced over the next 10 years. This budget includes the City's General Fund (funds used for operating expenses), as well as 21 other funds for everything from capital improvement to fleet maintenance. Monies are budgeted for these 21 funds so that if something breaks or wears out, the funding is available to fix it or replace it. Many municipalities wait until something breaks, then fix it only if the funding is available. This often creates significant backlogs of deferred maintenance, and in challenging economic times, many cities never fully recover.

The City Council places a high value on efforts that result in efficient and effective programs. As a result, the City is operating with fewer employees per 1,000 residents than in previous years and is accomplishing more. In fiscal year 1994-95, the City had 4.5 employees per 1,000 residents but for fiscal year 2008-09, the number has dropped to 3.6 employees per 1,000 residents. Even with fewer employees, new services have been added over the years including neighborhood preservation programs, domestic violence prevention, the popular landscaped street medians, downtown events and additional police officers.

We submit this annual report to you, our residents, community partners and stakeholders, in accordance with our commitment to government accountability.

Respectfully,
 Mayor, City Council and Elected Officials
 City Manager
 City Attorney
 City Employees



Contents

- Awards and Recognition.....i
- Letter to Residents..... 1
- Economic Development Snapshot:
 - Downtown Redevelopment2
- Community Partnerships.....4
- Budget Overview8
- Project Highlights 10
- Customer Service
 - Satisfaction Survey..... 12

City Council

- William D. Shinn Mayor
- Helen M. AllenVice Mayor
- Guy S. Bjerke Councilmember
- Laura M. Hoffmeister...Councilmember
- Mark A. Peterson ... Councilmember

- Mary Rae LehmanCity Clerk
- Thomas WentlingCity Treasurer

- Daniel E. Keen City Manager
- Craig LabadieCity Attorney
- Leslye Asera ... Community Relations
 Manger and Editor

95% of residents surveyed said they were extremely satisfied, very satisfied or somewhat satisfied with the City's delivery of basic public services. Staff tracks almost **2,000** measures to help them meet the needs of residents.



83% of residents surveyed rate the quality of life in Concord as either Good or Excellent. **86%** rate the quality of services provided by the City as Good or Excellent.

Economic Development Snapshot

Reaching out to the business community

In this challenging economy, Concord has stepped up its outreach efforts to local businesses. This year, City Councilmembers and staff conducted 52 business retention visits to offer assistance to small business owners, two business seminars reaching more than 200 small business owners, 15 goodwill visits to major employers and presented 11 business recognition awards to firms making significant contributions to the community.

Licensed businesses are the key to the City's economic vitality and success. The City is strongly committed to retaining its current businesses and assisting business owners with expansion efforts.

The City annually surveys all licensed businesses to gain insight into how well the City is meeting the needs of the business community. The information from these surveys helps the City to understand the overall business climate and the issues that are affecting businesses.

This year's survey confirmed that Concord's business environment continues to be attractive to small businesses – those employing ten or fewer workers – as well as to major employers. Businesses gave City services an 83 percent satisfaction rating.

Concord's diverse range of business sizes and sectors continues to offer stability in less than stellar economic times.

John Muir Health opens new lab, breaks ground on major expansion

John Muir Health completed one of two ambitious projects in 2008 and broke ground on the second project.

John Muir's \$35 million Core Laboratory opened in Concord's NorthPointe Business Park in June. The 56,000 sq. ft. lab processes tests for doctors in the John Muir system and serves a number of sites outside the health system as well. Approximately 400 workers are employed at the lab.

In February, a groundbreaking was held for the start of the major expansion of John

Muir's Concord Campus at the medical center on East Street. The expansion includes a new five-story, 174,000 sq. ft. patient tower, an expanded emergency department, and the John Muir Cardiovascular Institute, which features four cardiac catheterization labs, 12 pre-operative/recovery beds, a dedicated 12-bed cardiovascular ICU, 49 telemetry beds, and a separate entrance and waiting area.

The project is scheduled to be complete in 2010.

Breathing new life into trusted shopping centers

Concord's shopping centers continue to reinvent themselves as times change and patrons seek new shopping experiences. The investment made in these centers demonstrates how strong the retail market is in Concord.

Over the last several years, Clayton Valley Shopping Center on Clayton Road has undergone a \$33 million transformation. Building facades have been renovated and repainted. Awnings and signage have been upgraded. New restaurants planning to open in the coming year include Burger Road and Bella, a second restaurant venture by the owner of the popular Luna Ristorante in downtown Concord. Construction is underway on new buildings which will house Fresh and Easy, a neighborhood grocery store, and Ross, a discount clothing store. The new stores are due to open in 2009. The Longs Drug Store already operating in the center will also move into a new building.

Sports Chalet will soon be the anchor tenant in the shopping center at Willow Pass Road and Diamond Boulevard, joining Guitar Center and Rasputin Music.

In the Park & Shop Center on Willow Pass Road, the newest addition, Mimi's Café, is about to be joined by Ranch 99, an Asian supermarket.



Above: John Muir Core Lab improves testing times for area doctors

Clayton Valley Shopping Center has undergone a \$33 million transformation

95% of residents said they were satisfied with the selection of shopping and retail stores in Concord. Concord businesses generate over **\$2 billion** in sales annually.



1,625 retail stores, **19** new-car auto dealers and **350** restaurants call Concord home. The City has over **8,200** businesses licenses on file.



Guitarists young and not so young help break the Guinness Book World Record for largest guitar ensemble

Concord breaks Guinness World Record!

Concord broke the Guinness Book World Record July 1, 2008 for the largest guitar ensemble when musicians from all over the Bay Area converged on Todos Santos Plaza for an evening of festivities.

The event drew 2,052 registered guitarists plus families and friends who joined Country Joe McDonald in playing their way into the record book with a rousing rendition of the Woody Guthrie classic “This Land is Your Land.” The park was filled with participants wearing “I Was There” t-shirts created for the event.

The story received wide local television and newspaper coverage, and was featured on 88 newscasts across the country, from Hawaii to New York City.

The City and the Todos Santos Business Association coordinated the event to celebrate 20 years of summer music concerts in downtown Concord.

The previous record was set on June 23, 2007 in Leinfelden, Germany (near Stuttgart) when 1,802 players performed “Smoke on the Water.”

The event kicked off a new series of Tuesday evening acoustic concerts on the Todos Santos stage during the month of July.

Concordstock public art project

The 2008 summer season of music concerts in Todos Santos Plaza marks 20 years of live music in downtown Concord. The anniversary celebration was dubbed “Concordstock,” alluding to the 1969 music festival Woodstock, where many of the most influential musical groups of the era performed. In addition to breaking the Guinness Book World Record, the season included concerts, movies, the farmers’ market and a public art project.

The public art project was launched in May when over two dozen guitar sculptures, custom painted by local artists and sponsored by local businesses, were unveiled and placed in stores around the plaza. The sculptures will be auctioned off for charity at the California Symphony Pops in the Plaza concert September 20.

Concord is the first city in the East Bay to sponsor this type of public art project.



Concord Business Profile

Workforce

Total working residents61,200
 Population ages 15–59 65%
 Education beyond high school 61%

Principal Office Buildings

Concord Airport Plaza I & II ... 350,000
 Concord Gateway I 301,000
 Concord Gateway II 301,000
 Enea Square I–IV 143,000
 Galaxy Office Park I 77,000
 Galaxy Office Park II 97,000
 Metroplex Office Centre I ... 231,000
 One Concord Center 348,000
 One Corporate Center 137,000
 Two Corporate Center 202,000
 Salvio Pacheco Square 120,000
 Sutter Square 175,000
 Willows Office Park 82,000



Concordstock guitar sculptures can be seen in many downtown businesses this summer

95% of residents surveyed said they were satisfied with redevelopment in downtown Concord. **95%** of residents said they were satisfied with parking downtown.



Over **65,000** people work in Concord every day, the most in the county. Concord is also home to the county’s tallest building with 15 floors, **One Concord Center**, 2300 Clayton Road.

Community Partnerships



Learn more about Friends of Camp Concord

Friends of Camp Concord is a nonprofit organization established in 1983. Its purpose is:

- To sponsor camperships for underprivileged children and families
- To promote greater awareness and use of Camp Concord
- To carry out projects at camp in order to provide better camp facilities

For more information and to learn about the annual September Dan Ashley Golf Tournament, visit www.friendsofcamp.org, or contact Chairman Dave Goldman, (925) 389-1984.



Smiles are common at Camp Concord



Youngsters at Camp Concord enjoy the natural setting

Friends of Camp Concord vital to program success

Camp Concord at South Lake Tahoe has been serving families for over 40 years. Founded by community leaders and City officials in 1967, it has been recognized by *Budget Travel* magazine and *Parents Press* as one of the top residential summer camps in the country and is accredited by the American Camp Association.

What sets Concord's camp apart from other camps is its world class location in the Sierras at South Lake Tahoe. This Alpine location offers access to one of the most beautiful lakes in the country as well as hiking trails for all levels, a river for rafting, and the abundant wildlife found in the El Dorado National Forest.

Annually, the camp serves approximately 600 youth campers and 200 families. The community has continued to support the facility through the nonprofit Friends of Camp Concord, established in 1983. Members raise funds to send underprivileged children and families to camp as well as to assist with costs for camp maintenance and special projects. Since 1993, the group has raised over \$400,000 to benefit camp scholarships and projects.

This year, the organization hit a major milestone with a record donation of \$70,000, raised principally through the

annual Dan Ashley Golf Tournament. The funds made it possible to grant camp scholarships to 202 youngsters and 19 families. The donation also helped the City refurbish bathrooms, add a new beverage service area in the dining hall, and upgrade showers in the boys' bath house. In the future, the group hopes to be able to raise funds for a multipurpose sports court for tennis, basketball and roller hockey.

Camp Concord runs three programs, aimed at meeting the differing needs of the community. Youth Campers, ages 8 to 14, visit camp for a week-long session with transportation provided to and from Lake Tahoe. Family Campers provide their own transportation but can arrange to stay at camp for any length of time. Teens can participate in the Leadership in Training (14-15 years) or Counselor in Training (15 to 16 years) two-week sessions, which provide an opportunity for valuable experience for future junior staff and camp counselors. During the off-season, the camp is used by groups with special needs such as the Firefighters Pacific Burn Institute and the Diabetes Society.

The City is grateful for all of the work contributed by the Friends of Camp Concord over the years to make the facility the nationally-recognized camp that it is today.

93% of residents surveyed say they are satisfied with upkeep in their neighborhoods. The City sponsored 22 neighborhood clean-up events, and removed more **5,520** cubic yards of debris.



90% of residents surveyed said they are satisfied with the level of safety in their neighborhoods. **93%** are satisfied with police protection in their neighborhoods.



K9 Dantest with handler Officer Todd Nunn (at right) joins K9 Buster and handler Officer Dave Sweaney as a member of Concord's K9 Corp

Generous donation to K9 Corp

Concord has the largest K9 Corp in the county with eight officer/dog teams. Thanks to a special partnership with a local resident, the department welcomed a new addition to the K9 Team last year. Kathleen Tallman made a very generous donation of \$10,000 to honor her adult son who is fond of dogs but is incapacitated by a brain tumor. The department used the donation to purchase K9 Dantest who is handled by Officer Todd Nunn.

The K9 teams were deployed approximately 1,100 times last year, made 89 arrests and assisted with another 118 arrests. Concord's K9 Corp is often called upon to assist jurisdictions in other parts of the county.

Police-community partnerships help curb crime

According to the 2008 Customer Satisfaction Survey, Concord residents have great confidence in the Police Department. Survey results say that 91 percent of residents feel the department is effective in curbing local crime and almost 96 percent feel the department is widely supported by the community. Concord PD works every day to continue to provide superior service to the community.

Concord is known throughout the nation for its innovative Community Oriented Policing program. Community policing is

an organizational philosophy that promotes proactive problem solving and community engagement. Three district offices located throughout the city in neighborhood shopping centers were established to provide residents with easy access to police services. These offices are the central hub for neighborhood partnership organizations and community problem-solving meetings.

In 2007, the department answered over 110,000 calls for service. Officers respond to all emergency calls, but many calls to the police department are not police related. Because officers know both the community's problems and have working relationships with residents, they can more easily link people with the appropriate public or private agency. The combined police-community effort has been very successful in ensuring the safety of the Concord community.

Staffing up for retirements

Last year, the department took steps to avoid an issue facing many municipalities. Over the next five to ten years, it is expected that many seasoned "baby boomer" police officers will be retiring, taking years of experience with them. Concord PD has addressed the issue through an aggressive police officer recruitment effort. The department has been fully staffed to prevent any gaps in service.



Concord at a Glance

| | |
|--------------------|-----------------|
| Area | 31.13 sq. miles |
| Elevation | 72 feet |
| Founded | 1868 |
| Incorporated | 1905 |

Profile

| | |
|-------------------------|-----------|
| Population | 125,000 |
| Households | 44,000 |
| Household median income | \$64,782 |
| Median home value | \$490,100 |
| Median age | 37 |

Travel Distances (miles)

| | |
|------------------------------|-----|
| UC Berkeley | 20 |
| Oakland | 22 |
| San Francisco | 29 |
| Napa/Wine Country | 32 |
| San Jose | 51 |
| Stanford University | 58 |
| Sacramento | 65 |
| Carmel/Monterey | 139 |
| Yosemite National Park | 144 |
| Lake Tahoe/Reno | 205 |

Average Temperatures

| | |
|--------------|----|
| Spring | 67 |
| Summer | 86 |
| Fall | 76 |
| Winter | 60 |

80% of those surveyed are satisfied with the City's sewer and storm drain maintenance. Concord crews maintain **150** miles of storm drain pipes with **4,000** catch basins and **362** miles of sewers and **7,915** manholes.



Over **3,500** incidents of graffiti were reported and responded to last year. Concord has a zero-tolerance policy in regard to graffiti. All instances are removed within **24 hours** of being reported.

Residents make impressive strides in recycling

Residents are to be congratulated for a striking increase in the amount of household recycling achieved this year. Over the last six months, Concord Disposal upgraded its collection services by providing residents with separate containers for trash, recycling and greenwaste.

In the past, recyclables were sorted into two small crates and greenwaste was collected in resident-supplied cans, boxes, bags or bundles. Trash was collected in a company-supplied wheeled cart or owner-supplied can.

The new system provides wheeled totes for each of these needs, with all of the recyclables going into one 64-gallon tote and greenwaste in one 96-gallon tote picked up weekly. Residents have the choice of a 32, 64 or 96 gallon tote for trash.

As a result, there has been an impressive increase in the amount of recycling. The average tonnage of household items recycled has increased a remarkable 45 percent with 30 percent more households participating in the curbside recycling program. At the same time, the amount of greenwaste has increased an average of 16 percent with 18 percent more households participating in the greenwaste recycling program.

Information about the City's recycling program is available by contacting Concord Disposal at 692-2229 or visit www.concorddisposal.com.

Environmentally friendly efforts earn recognition

In March 2008, Concord was named one of "America's 50 Greenest Cities" by *Popular Science* magazine, principally due to its commitment to litter reduction and recycling programs.

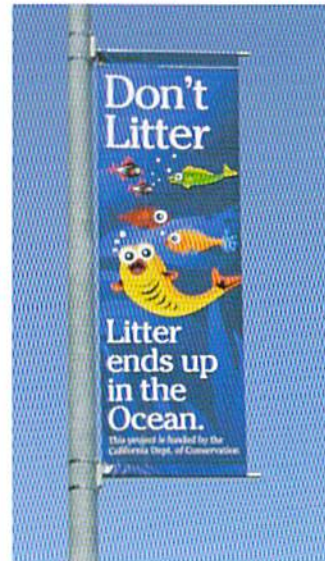
A Green Ribbon Task Force, convened in 2007, considered new ways the City could enhance its efforts to implement and promote environmentally friendly programs. The Task Force made a number of suggestions, many of which have been implemented. Highlights include:

- The City is replacing 80 gas-powered golf carts at Diablo Creek Golf Course with electric golf carts and took delivery of its first all-electric utility vehicle, which replaced a gas-powered vehicle



Above: Residents increased recycling 45 percent as a result of using new containers

New recycling containers for Todos Santos Plaza helps the City meet its recycling goal



Street banners, part of an award-winning public education campaign, remind residents to put litter in its place

- Concord's Civic Center received a Bay Area Green Business Award. The City's Fleet Management Program, Parks Division and Printing Services Division have all earned the award
- The City's litter-reduction program, which includes public education, partnering with neighborhood associations and putting additional receptacles in litter-prone areas, received a 2007 Distinguished Project Award from the Northern California Chapter of the American Public Works Association
- New litter and trash receptacles were installed in Todos Santos Plaza
- Concord has audited energy consumption in its major facilities and is working through the Association of Bay Area Governments to evaluate energy-efficient lighting upgrades
- During the holidays, the City exchanged 500 strings of holiday LED lights for strings of traditional lights brought in by residents
- Two "Concord on the Green" environmental fairs were held in Todos Santos Plaza

Residents are encouraged to find their own ways to conserve. For more information, visit the City's Web site www.cityofconcord.org and select "Recycling" from the Quick Links feature in the upper right corner of the page.

93% of residents are satisfied with the City's street medians and plantings in public areas. City crews maintain **48 acres** of flowering street medians.

Report Card

96% of residents are satisfied with maintenance of public parks. City crews maintain **27 parks** with **379 acres** of developed parkland, **251 acres** of turf, **691 acres** of open space and **1,150 park trees**.



Residents participate in a discussion group at the June 14 "Get the Facts" workshop. Below: Bunkers on the site.



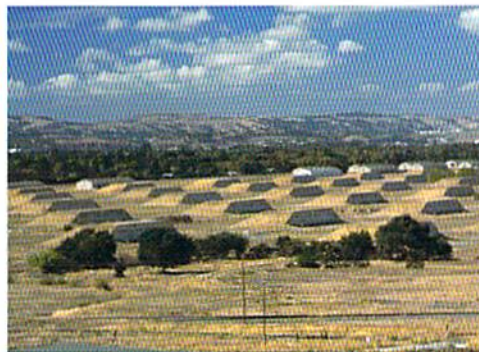
Hundreds of residents and stakeholders have participated in workshops and meetings over the last two years during the process to prepare a reuse plan for the Concord Naval Weapons Station site

Comprehensive community process for Reuse Plan buoyed by public participation

In 2007 and 2008, great strides were made in the public process for determining a plan for the reuse of the inland area of the Concord Naval Weapons Station. The 5,028-acre parcel, located within the City limits, makes up one quarter of the city land area. Prior to the Navy shuttering the base in 1999, the inland area was used principally for storage of munitions.

Led by the 19-member Community Advisory Committee (CAC), seven community workshops were held during the past two years to help shape the plan. Hundreds of residents and area stakeholders have attended workshops and meetings, and contributed their comments. Seven land use alternatives were approved by the CAC and the City Council for inclusion and extensive study in an Environmental Impact Report, which has been reviewed by the public and interested agencies.

At the same time that the public process was moving forward, applications for surplus base property for Homeless Accommodation and Public Benefit Conveyances were



accepted and reviewed by the CAC as required by the Department of Defense as part of the base reuse process.

The CAC has held nearly two dozen public meetings and received many hours of public testimony. It is anticipated that the CAC will send its recommendation on the alternatives to the City Council in fall of this year. The City Council is scheduled to make its decision on a preferred alternative in January or February 2009. An adopted reuse plan and certified EIR is projected for late spring 2009.

For more information, visit www.concordreuseproject.org.

14,600 people registered for classes or programs through Parks and Recreation last year. **81%** of residents surveyed said they were satisfied with the City's recreation programs for young people and adults.



96% of participants rated programs as good or excellent at the Concord Senior Center, where **19,500** hot lunches were served and **41,000** hours of volunteer time were contributed by members of the Senior Citizen Club.

Budget Overview

Residents often have questions about the size of the City's budget, where the City's revenue comes from and how the funds are spent. This overview is presented to help answer some of those questions.

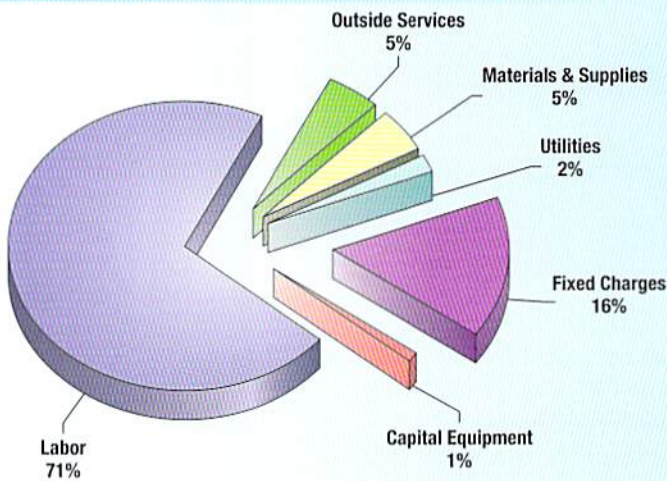
Concord's budget for fiscal year July 1, 2008–June 30, 2009 includes 22 funds, all with balanced 10-Year Financial Plans, totaling \$184,522,893.

The General Fund is the section of the budget that is most often discussed and is generally of most interest to residents. Concord's General Fund budget is over \$80 million annually. Funds to pay for police services, parks and recreation, street and road maintenance, and all of the other day to day workings of the City are paid for from the General Fund.

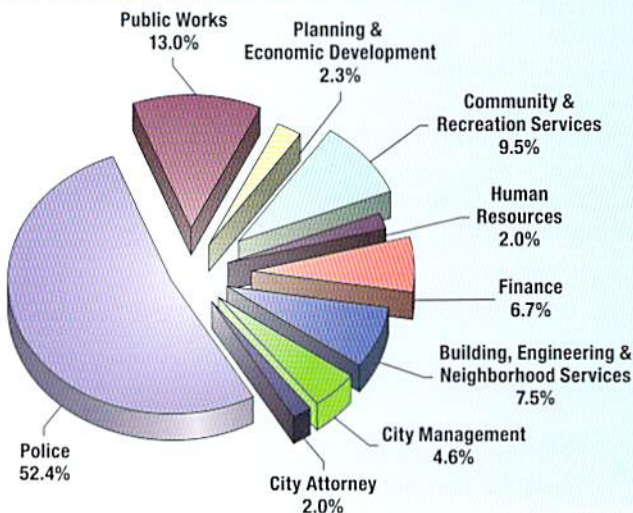
General Fund Expenditures

The pie charts below show how General Fund monies will be spent from July 1, 2008 to June 30, 2009 – the City's fiscal year. The first chart shows expenditures by category and the second chart shows expenditures by department.

Projected Expenditures by Category
\$80,676,425



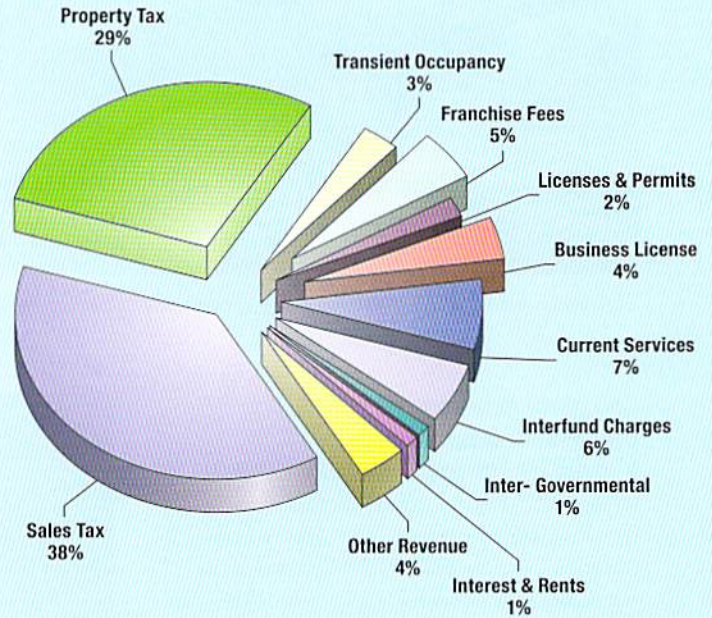
Projected Expenditures by Department
\$80,676,425



General Fund Revenue

Revenue for the Concord's General Fund comes from many sources. The pie chart below shows projected revenue for the coming fiscal year.

Projected Revenue by Source
\$80,676,425



Why Buy Concord

The largest portion of revenue comes from sales tax. The City's "Buy Concord" campaign was developed to remind residents of the fact that when they purchase items in Concord, part of the sales tax paid on those items comes back to the City to pay for parks, street, roads, public facilities and many of the other amenities they enjoy. For more information, visit www.buyconcord.org.



Buy Concord
Your dollar matters!

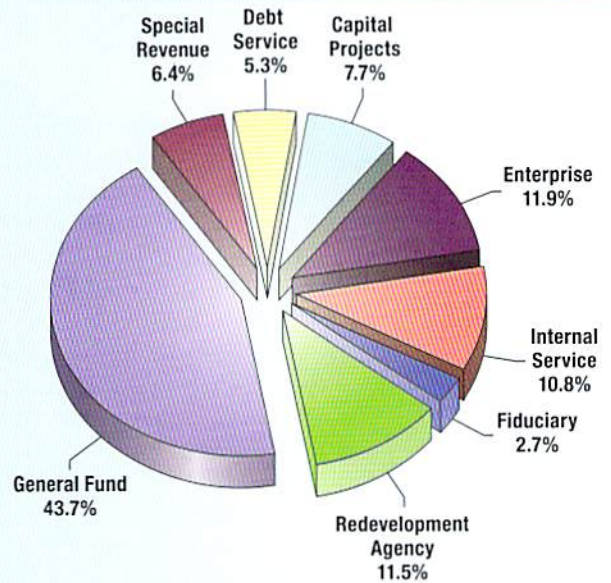
Total Budget

The City's total budget amounts to \$184,522,893. The budget includes 22 different 10-Year financial plans representing the General Fund, Special Revenue Funds, Debt Service Funds, Capital Projects, Enterprise Funds, Internal Service Funds, Trust and Agency Funds and the budget for the Redevelopment Agency. In order to present a balanced budget and 10-Year Financial Plan to the City Council for approval each year, all of these funds must be reviewed annually for performance over the next 10 years. This business-like method of managing the City's finances assists the City in weathering difficult financial times.

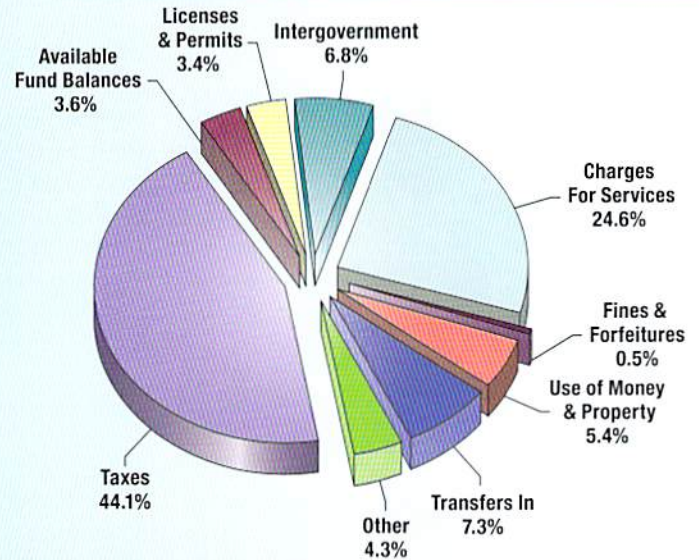
The City's balanced 10-Year Financial Plan includes the following 22 funds:

1. Building Maintenance Operations
2. Building Maintenance Replacement
3. Capital Projects Fund
4. Citywide Street Lighting
5. Diablo Creek Golf Course
6. Downtown Landscape Maintenance District
7. Fleet Operations
8. Fleet Replacement
9. General Fund
10. Information Technology Operations
11. Information Technology Replacement
12. Landscape and Lighting Maintenance District No. 3
13. Liability Fund
14. Pine Hollow Landscape Maintenance District
15. Post Retirement Healthcare (OPEB)
16. Redevelopment Agency
17. Redevelopment Agency Housing Set-Aside Fund
18. Sewer Enterprise
19. State Gas Tax Fund
20. Stormwater Fund
21. Street Lighting Maintenance District
22. Workers' Compensation

Comparison of Expenditures by Fund
Total For Year Ending June 30, 2009: \$184,522,893

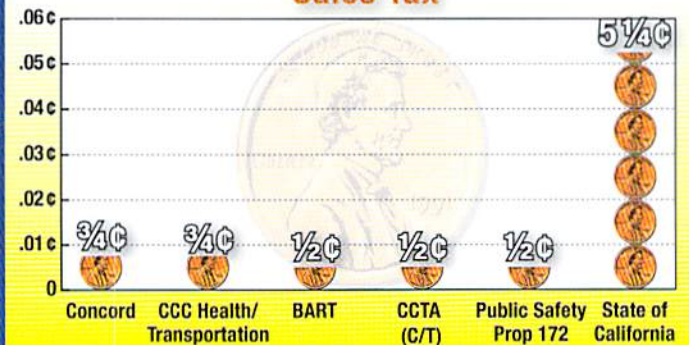


Comparison of Revenue by Type
Total For Year Ending June 30, 2009: \$184,522,893



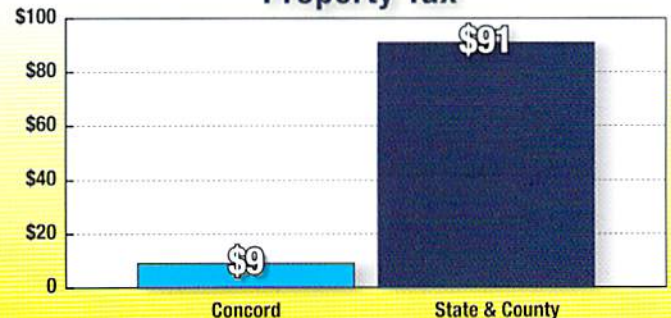
Facts About Sales Tax and Property Tax

Sales Tax



Sales Tax: Concord receives only 3/4 of a penny of the 8 1/4¢ sales tax paid on purchases made in Concord. The state received 5 1/4¢, Contra Costa County Health/Transportation receives 3/4¢, and BART, the Contra Costa Transit Authority and Prop 172 all receive 1/2¢.

Property Tax



Property Tax: In the recession of the 1990s, the state diverted property taxes intended for cities in order to balance its budget. Today, the City receives only \$9 out of every \$100 paid in property tax. The remainder goes to the state and county for schools, jails, courts, social services and special districts.

Project Highlights

Ygnacio Valley Road permanent repair on the way

Residents can look forward to a permanent repair to Ygnacio Valley Road. A 1,000-foot long section of the eastbound lane of Ygnacio Valley Road was damaged in a 2006 landslide.

Shortly after the landslide, the City was able to make temporary changes to the road so that the two eastbound lanes were restored. With Caltrans' assistance, the City was quickly awarded \$1.4 million in federal emergency relief funds.

In December 2007, again with Caltrans' assistance, the FHWA awarded the city a grant for \$2.7 million for the permanent restoration project. With the approval of the required environmental and engineering studies, FHWA was able to issue the construction authorization in July of this year.

The project consists of repairing damaged pavement and constructing an underground structure to protect the roadway from a future landslide. This protective structure consists of a 420-foot wall system, extending about 60 feet underground.

Construction is planned for September of this year with completion slated for November.

Construction will be conducted in two phases. During Phase 1, the underground wall system will be constructed. It is not anticipated that this will require any Ygnacio Valley Road lane closures. In Phase 2, the traffic lane and shoulder will be repaired and repaved. During this phase, lane closures will be minimal and will occur only during non-peak hours or on weekends.

First 5 Center offers support to families

The Monument Community First 5 Center, 1736 Clayton Rd, serves children 0-5 years and their families with early childhood developmental programs and classes.

The center has served over 1,400 families since it opened in 2006. During this past year, the center served 260 new families and has experienced a greater diversity in the families visiting the center.

The center focuses on four core areas: early learning opportunities for children, parent education, family literacy and tobacco education, and is supported by the City of Concord, the Monument Community Partnership and First 5 Contra Costa.

This past year the center offered a variety of classes to enhance the children's ability to succeed in kindergarten. Classes such as Art with Mommy, Art with Daddy, Mad Science, Music Together and gymnastics are led by instructors who understand how young children learn, and enhance programming to allow for classroom discussion.

Family literacy classes and story time sessions have been filled to capacity this year. Books have been bought for parents who come to the center and read to their children. On Tuesdays and Wednesdays, Senior Neighborhood Action Team members come to read to children in the library at the Center.

Mt. Diablo Adult Education continues to offer beginning English classes to parents with a child's component that allows parents to study while their children learn in the next room.

A new violence prevention 10-week session called "Parents Raising Kids in Safe Environments" was offered in both English and Spanish. Both mothers and fathers come to the sessions one evening a week to learn about their child's early years and how to keep them safe.

The First 5 Center is funded by a grant from First 5 Contra Costa. The funding is generated from Proposition 10, which was passed by voters in 1998 to add a fifty-cent per pack tax on cigarettes.



Above: Damage to Ygnacio Valley Road will soon be repaired

Fathers and their children participate in an Art with Daddy class at the First 5 Center

Over **19,000** construction inspections were responded to within 24 hours of request. **97%** of residents are satisfied with building and safety code enforcement.

Report Card

94% of residents are satisfied with maintenance of Concord streets. Crews maintain **337 miles** of streets each year and slurry sealed more than **6,000,000 square feet** of pavement.



Participants at a public workshop help shape the City's 2030 General Plan

General Plan adopted, Housing Element under review

In October 2007, the City Council adopted the new Concord 2030 Urban Area General Plan. The new General Plan serves as a blueprint for Concord's physical and economic development through the year 2030. After an extensive public process over several years, the approved plan establishes a long-range vision that reflects the aspirations of the community and outlines steps to achieve that vision.

The eight elements of the General Plan address a wide variety of issues including Economic Vitality, Land Use, Growth Management, Transportation and Circulation, Public Facilities and Utilities, Safety and Noise, Housing, and Parks, Open Space and Conservation. The Housing Element, which must be updated every five years, was not included in the General Plan update as it is scheduled for review this coming year. The Concord Naval Weapons Station site is not addressed in the 2030 General Plan or the Housing Element because the City is conducting a separate base reuse planning program.

To review a copy of the General Plan, visit www.cityofconcord.org and select "General Plan and Zoning Ordinance Update" from the Quick Links menu. Copies of the plan are available at the Concord Library and at Civic Center in the Permit Center, 1950 Parkside Drive.

Housing Element Workshop

Concord, along with all of the cities and counties in the San Francisco Bay Area, must

update its Housing Element by June 30, 2009. As part of the update process, the City needs to understand the community's housing needs and issues, as well as the values and priorities for meeting those needs. The City's objective is to prepare a realistic Housing Element that meets state requirements and also meets the goals of the community.

A community workshop will be held on Saturday, Sept. 27 at the Concord Senior Center, 2727 Parkside Circle, from 9 a.m. to 12 noon to begin the process of gathering public input. Information stations will be open from 9 to 10 a.m. to help educate attendees about the Housing Element update. At 10 a.m., a focused discussion on housing needs and community design, facilitated by a panel of experts, will be held.

A joint City Council and Planning Commission study session is planned for December 2008 to review and discuss public input from the workshop. A Draft Housing Element will be developed based on the assessment of housing needs, constraints, opportunities, and past accomplishments identified in the prior Housing Element.

Additional public meetings are planned for 2009. Dates and times for upcoming workshops and public hearings will be posted on the City's Web site (www.cityofconcord.org) and will be published in local newspapers.

For more information, contact Principal Planner Phillip Woods in the City's Planning Division, 671-3152 or by email: pwoods@ci.concord.ca.us.



Housing Element Community Workshop

Saturday, Sept. 27, 2008

9 a.m. to noon

Concord Senior Center

2727 Parkside Circle

A Community Forum is planned to solicit public participation on the Housing Element Update. Residents are encouraged to attend and participate in the Community Forum. Input from local residents will help shape changes to the Housing Element.

113,000 people enjoyed community events in Todos Santos Plaza last year. **99%** of residents surveyed said they were satisfied with the events in the park.

**Report
Card**

94% of residents surveyed said they were satisfied with local cultural events and activities. **89%** were satisfied with events at the Sleep Train Pavilion at Concord.

Citizen Satisfaction Survey Highlights

Results from the 2008 Citizen Satisfaction Survey indicate that residents continue to be pleased with the quality of life in Concord and with City services. The survey has been conducted annually since 1998 with the exception of 2005 and 2007.

Survey responses were collected through telephone interviews with 600 randomly selected residents. This number of respondents guarantees a statistically valid sample, with a margin of error of plus or minus four percent.

Complete survey results can be found on the City's Web site. From the "Quick Links" menu in the upper right corner of the home page, select "Customer Satisfaction Survey."

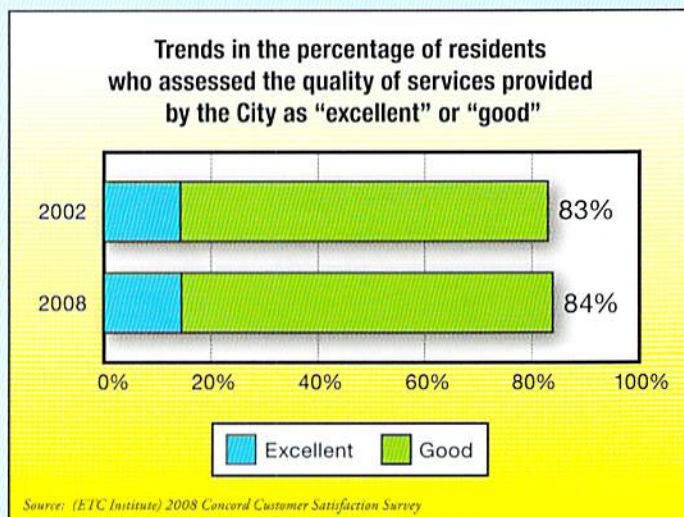
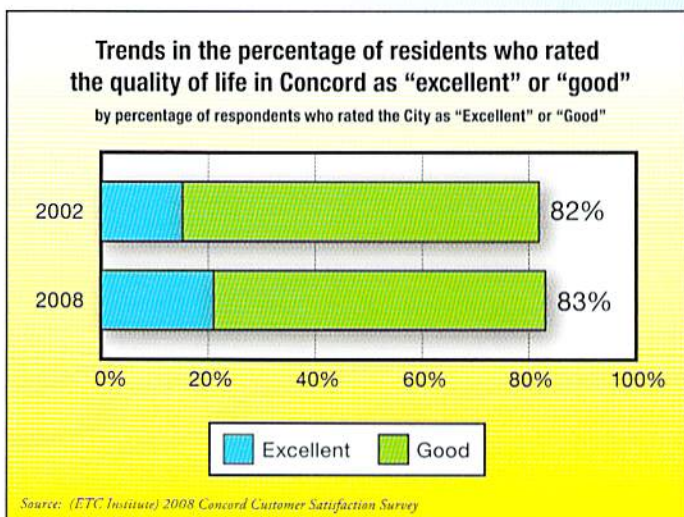
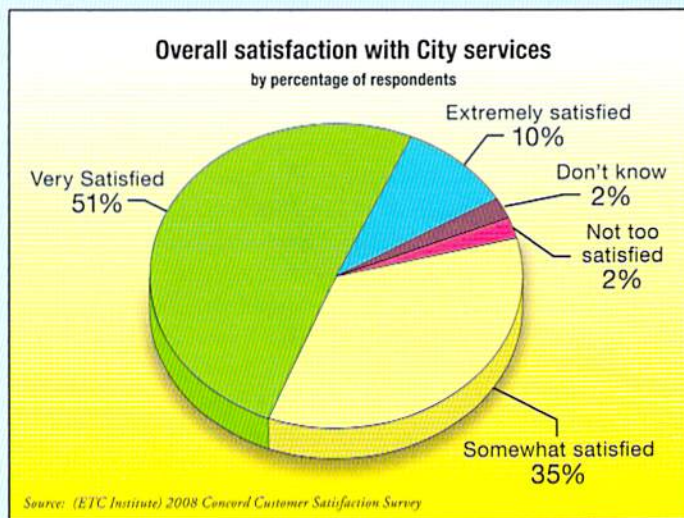
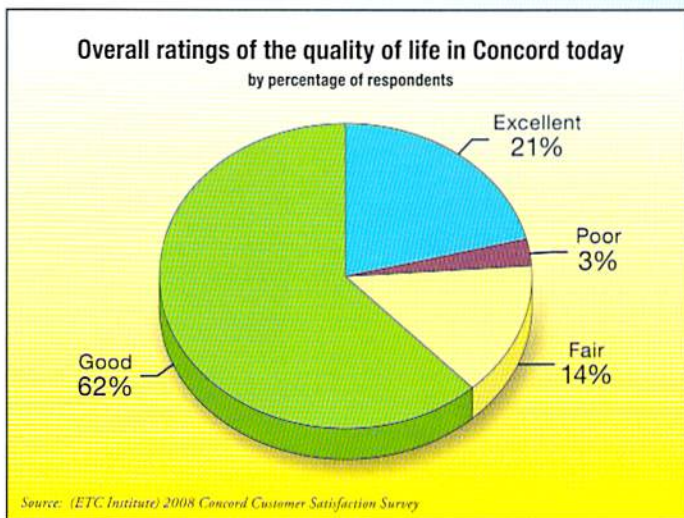
Quality of life

Residents have consistently given high marks to the quality of life they enjoy in Concord. In 2002, 82 percent rated the quality of life in Concord as good or excellent, and the number has remained steady with 83 percent making that same statement in 2008.

City services

Since 2002, residents have generally been pleased with the quality of City services. In 2002, 83 percent rated the quality of services provided as good or excellent, and in 2008, that number was 84 percent.

Overall satisfaction with those services has risen over the years, with 47 percent of those surveyed feeling extremely satisfied or very satisfied in 2002 compared to 61 percent in 2008. Another 35 percent reported being "somewhat satisfied," and only two percent reported being "not too satisfied."





Need an Answer?

Web site: www.cityofconcord.org
 Events: www.concordfirst.org
 Classes: www.concordreg.org
 E-mail: cityinfo@ci.concord.ca.us

Americans with Disabilities Act
 (ADA) Coordinator 671-3063
 Building, Engineering &
 Neighborhood Services 671-3361
 Business Licenses 671-3313
 Cable TV
 Astound Broadband 459-1000
 Comcast 1-800-945-2288
 Camp Concord 671-3273
 Centre Concord 671-3466
 City Council 671-3158
 Community and Recreation Services
 Class registration 671-3404
 Concord Community Pool 671-3480
 Concord Naval Weapons Station
 Reuse Project 671-3001
 Downtown Hotline 671-3464
 Economic Development 671-3355
 Flood Zone Inquiries 671-3425
 Garbage Collection 682-9113
 Graffiti Hotline 671-3080
 Housing 671-3455
 Mayor 671-3158
 Neighborhood Services Hotline 671-3282
 Park Reservations 671-3404
 Permit Center 671-3454
 Police and Fire Emergencies 911
 Police Field Offices
 Northern Office 671-3322
 Southern Office 671-3483
 Valley Office 671-3377
 Police /Information 671-3220
 Pothole Hotline 671-3228
 Public Works 671-3448
 Park Maintenance 671-3444
 Recreation/Registration 671-3404
 Recycling 671-3385
 Senior Center 671-3320
 Sewer Problems 671-3099
 Shopping Cart Hotline 671-5080
 Sleep Train Pavilion
 Hotline 363-5701
 Information 676-8742
 Street Light Outages Hotline 671-3213
 Street Sweeping 671-3394
 Street Trees 671-3444
 Traffic Signal Malfunctions 671-3132
 Willow Pass Center 671-3423

City Meetings

All meetings are held at Civic Center, 1950 Parkside Dr., unless otherwise noted and are open to the public. Dates are subject to change. For information, visit the Web site at www.cityofconcord.org, check the meeting notices in the *Contra Costa Times* or call 671-3000.

| | |
|---|---|
| City Council | First, second, fourth Monday, 6:30 p.m.* |
| Commission on Aging | Third Wednesday, 1:30 p.m. Concord Senior Center, 2727 Parkside Circle |
| Community Advisory Committee Reuse Project | Third Tuesday, 6:30 p.m. Concord Senior Center, 2727 Parkside Circle |
| Community Services Commission | Third Wednesday, 6:30 p.m. City Manager's Conference Room |
| Design Review Board | Second, fourth Thursday, 5:30 p.m. |
| Human Relations Commission | Second Tuesday, 7 p.m.* |
| Parks, Recreation & Open Space Commission | Second Wednesday, 7 p.m.* |
| Planning Commission | First, third Wednesday, 7 p.m.* |
| Zoning Administrator | Second, fourth Wednesday, 9 a.m. |

*Broadcast live on cable TV channel 28 (Comcast) and 29 (Astound).

Boards & Commissions

For detailed information about the City's Boards and Commissions, visit the City's Web site at www.cityofconcord.org or call one of the contact numbers below.

| | |
|--|----------|
| Board of Appeals | 671-3119 |
| Commission on Aging | 671-3419 |
| Community Advisory Committee – Reuse Project | 671-3019 |
| Community Services Commission | 671-3283 |
| Design Review Board | 671-3152 |
| Human Relations Commission | 671-3327 |
| Parks, Recreation & Open Space Commission | 671-3440 |
| Personnel Board | 671-3310 |
| Planning Commission | 671-3152 |



www.concordfirst.org



City of Concord

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