

Annual Report 2003



City of Concord
Annual Year-End Report
Fiscal Year July 1, 2002 – June 30, 2003



Recognition

Concord continues to be recognized nationally, regionally and locally for its innovative and effective programs. In the past year, Concord has received numerous awards and noteworthy recognition.

Best in Northern California

The new Concord Senior Center and the Concord Skatepark have been singled out as the best public works projects in Northern California. The two projects were selected by the American Public Works Association (Northern California chapter) over competing projects because of their unique design features and the significant level of public participation involved in the development of the projects.

State Award for Olympic Relay

The City received the 2002 Award of Excellence from the California Park and Recreation Society for the Olympic Torch Relay event held in Todos Santos Plaza in January 2002. The awards committee was impressed by the City's efforts in involving the business community in the celebration and by the economic stimulus to the downtown area generated by the event. Concord competed in the 100,000 plus population category and received the highest recognition offered by CPRS.

A Field Day

The City's Daniel E. Boatwright Youth Sports Complex has received a 2002 Award of Excellence from the California Park and Recreation Society. The award recognized the innovative park operations and maintenance program for the sports fields facility, which is shared with the Mt. Diablo Soccer Association, Clayton Valley Little League and California State University, Hayward/Contra Costa Campus.

Best Accessible Housing

Caldera Place, a 12 unit building designed to serve low-income, single disabled adults, received the National Association for Local Housing Finance Agency 2002 Meritorious Achievement/HOME Award. In addition, architect Erick Mikiten received the prestigious Alan J. Rothman Award for Best Accessible Housing. The project was jointly funded by the City, the U.S. Department of Housing and Urban Development, and Contra Costa County and was developed by Resources for Community Development, a non-profit housing developer.

Growing the Urban Forest

Concord was recognized for the twenty-second year as a Tree City USA by the National Arbor Day Foundation. For the fifth year, Concord also received the Tree City Growth Award, which recognizes environmental improvements and a high level of tree care in Tree City USA communities. Over the last five years, crews have planted more than 2,500 trees in Concord.



Excellence in Financial Reporting

For the eleventh consecutive year, the Finance Department received the California Society of Municipal Finance Officers' Outstanding Financial Reporting Award and award for Excellence in Operational Budgeting. In addition, the Government Finance Officers Association awarded the department a certificate of achievement for Excellence in Financial Reporting for the City's comprehensive annual Financial Report and an award for Distinguished Budget Presentation.



93.5% of residents surveyed said that the Concord Police Department is effective in curbing local crime. **88.7%** of residents surveyed indicated that the Police Department treats people fairly regardless of race, ethnicity, gender or sexual orientation.



94% of residents surveyed said the Police Department is widely supported by the community. The department beat the national average in all four FBI major crime index categories and has reduced crime in Concord by nearly **40%** since 1994.

Dear Concord Resident



The Farmer's Market in Todos Santos Plaza continues to draw residents downtown.

The economic downturn and subsequent budget problems for California cities and the state have been headline news for much of this fiscal year, which began July 1, 2002 and ended June 30, 2003. Four factors have accumulated like clouds on the horizon to create 'A Perfect Storm' scenario that bodes ill for local government. The downturn in the economy, threatened state take-aways, unfunded mandates and increases in employee retirement and health plans have signaled hurricane conditions for cities all over the state. Many communities have had to deplete reserves, cut programs and lay off employees.

Concord, however, is bucking the trend. While it has certainly not been smooth sailing, the City Council has been willing to make the tough choices necessary to maintain services to residents at their current levels. Thanks to the City's 10-Year Financial Plan, the Council was able to set aside a number of Capital Improvement Projects and the costs associated with them for reconsideration when the economy recovers. Because of the depth of the state financial crisis, it could take several years before reconsideration is possible. New reserve funds have been added to the budget to serve as a buffer during the next inevitable downturn.

On the positive side, the City was able to open a new senior center and a new skatepark this year with the knowledge that staffing and maintenance funds have been budgeted to keep these new facilities, as well as all other City facilities, functioning in top condition for the life of the structures. Median island landscaping and park projects have beautified areas of the City. Office buildings and housing developments are going up in spite of the economic downturn. Our quality of life has been improved by the partnerships formed between the City and its neighborhoods. Most importantly, the City Council acted quickly to deflect the assault of economy-related threats to the budget in order to protect our quality of life. Residents will enjoy basic City services at the levels to which they are accustomed. The new reserve funds serve as a guarantee to residents that those services will continue to be delivered in future years.

We submit this annual report to you, our community partners, much as private corporations submit annual reports to their shareholders. We invite you to join with us to make Concord a "city of the highest quality."

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



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Stay Informed

Website: www.cityofconcord.org
 Email: cityinfo@ci.concord.ca.us
 Concord Cable TV:
 Comcast Channel 24
 Astound Broadband Channel 29
 Check the website for live meeting and event broadcast schedules.

City Council

Mark A. Peterson	Mayor
Helen M. Allen	Vice Mayor
Susan Bonilla	Councilmember
Laura M. Hoffmeister	Councilmember
Bill McManigal	Councilmember
Mary Rae Lehman	City Clerk
Thomas Wentling	City Treasurer
Craig Labadie	City Attorney
Edward R. James	City Manager

97.1% 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.



83.7% of residents surveyed rate the quality of life in Concord as either Good or Excellent. **83.9%** rate the quality of services provided by the City as Good or Excellent.

Concord's Economy Weathering the Crisis



Concord's Home Depot is ranked the number one store in California, and the number five store in the western United States in sales per square foot.

Concord is strategically located in the Bay Area to take advantage of the region's diverse economy. The City's business-friendly government policies, outstanding Class A office space, numerous industrial parks, dynamic retail environment and high quality of life combine to make a premier business community that is healthy and vibrant. The recent economic downturn has impacted Concord, but not as dramatically as some communities that prospered during the technology boom and now are trying to recover from the dot.com implosion.

What made the difference for Concord is that the City's economy is not reliant on one or two industries but rather has a variety of established industry sectors including retail trade, construction, finance, engineering, insurance, real estate, transportation, technology, communications, utilities and professional business services.

Stable Office Market

Professional business services (such as attorneys, architects, accountants and medical professionals, among others), retail trade, finance, insurance and real estate are the largest sectors in Concord's economy, collectively accounting for approximately 38,000 jobs. The strength of these sectors has stabilized Concord's office market. Concord's Class A office vacancy rate has been stable in the 5 to 7 percent range while the South Bay is experiencing vacancy rates in the mid-20 percents, Oakland has a 17 percent vacancy rate and Emeryville is at 30 percent.

Concord has even seen new office development. The soon-to-be-completed Metroplex Office Center will add 231,000 sq. ft. of Class A office space. The first phase of this high-end office project is already 30 percent pre-leased with businesses coming from Walnut Creek, San Ramon and other parts of Concord.

Small Companies Are Essential

Concord is home to approximately 5,500 businesses with 95 percent having fewer than 100 employees. These small companies provide essential services to citizens and the region's business community.

In the last few years, several of Concord's small businesses have expanded their operations into major facilities. SeaTel, with 150 employees, is a manufacturer of commercial



Concord at a Glance

Area	31.13 sq. miles
Elevation	72 feet
Population	122,000

Income Profile

Household median income	\$73,500
Median home price	\$333,500

Retail Profile

Department stores	9
Discount superstores/clubs	16
Family clothing	124
Automobile dealers	53
Specialty shops	538
Supermarkets	26
Restaurants	276
Hotels/motels	10



Gallery Concord, formerly in the Willows Shopping Center, reopened in the City-owned Masonic Temple building at 1765 Galindo St.

Concord gained a net of **406** new businesses over the past year. **95%** of businesses surveyed were satisfied with the services they received from the City.



74.6% of residents surveyed describe downtown Concord as an attractive, exciting place to visit because of its mix of shopping, restaurants and services.

shipboard stabilized antenna platforms for satellite communications, television and weather systems. Recently the company relocated from a 34,000 square foot multi-building location to a new 55,000 square foot manufacturing headquarters facility in North Concord. Cerus Corporation, a biotechnology company, has doubled its size in the last three years from 32,000 square feet to 65,000 sq. ft. in Stanwell Technology Park. Other major employers in Concord are Siemens Medical Systems, BEI Systron Donner, ChevronTexaco and Bank of America.



The new Metroplex Office Center, at Willow Pass Road and Waterworld Parkway, adds 231,000 sq. ft. of office space to Concord's inventory.

A Five-Star Retail Location

Retail is also an important and growing sector in Concord's economy. Retailers and restaurants seek out Concord because it has a proven track record as a five-star retail destination. Sunvalley Shopping Center continues to be a successful and thriving regional shopping center. Recent new tenants include Abercrombie & Fitch and Hollister. The Willows Shopping Center continues to reinvest in its property and attract quality tenants such as Krispy Kreme Doughnuts. Park & Shop will soon have a new tenant when Fry's Electronics opens its only Contra Costa County store this winter.

Concord's strength as a retail location is demonstrated by sales figures. Over the years, many stores and restaurants have achieved significant rankings. The Claim Jumper Restaurant is ranked number one in sales of all 30 Claim Jumper locations. Sears is ranked in the top 20 performing stores in the nation. Home Depot is ranked the number one store in California and the number five store in the western United States in sales per square foot. Costco is ranked in the top 10 in California and is in the top eight percent of the Costco locations worldwide.

The City continually strives to strengthen Concord's business community through implementation of the Economic Vitality Strategy. Since 1997, when the City Council adopted the strategy, the Economic Development program has facilitated the following:

- The attraction of Fry's Electronics to Park & Shop Shopping Center
- The development of Legacy Park Central, a \$50 million luxury apartment complex
- The development of the Metroplex Office Complex, a \$50 million Class A office project
- The completion of the Todos Santos Parking Center, a 432-vehicle parking structure in the downtown
- The development of over 1,700 jobs
- The opening of the Brenden Theatres project in downtown Concord



Workforce profile

Total Concord workforce	68,500
Population ages 18-55	56%
Education beyond high school	61%

Principal Office Buildings

	Square Feet
Concord Airport Plaza I & II	350,000
Concord Gateway I	300,995
Concord Gateway II	300,995
Enea Square I-IV	160,000
Galaxy Office Park I	76,965
Galaxy Office Park II	97,000
Metroplex Office Centre I	237,750
One Concord Center	346,643
One Corporate Center	137,353
Two Corporate Center	201,636
Salvio Pacheco Square	108,000
Sutter Square	174,698
Willows Office Park	82,464

Over **130,000** people enjoyed community events in Todos Santos Plaza. **97%** of residents surveyed said they were satisfied with the events in the park.



The One Stop Permit Center issued **4,900** permits for construction. **23,631** building inspections were performed.

Making a House a Home



Top: The 141-unit Oakmont senior housing project is under construction.

Middle: The 183-unit Montecito project, off of Ygnacio Valley Rd., offers homes in the \$600,000 range.

Bottom: Caldera Place is an award-winning project built for disabled adults.

In California's tight housing market, Concord has seen several new developments open their doors, has worked hard to improve the quality of existing housing stock and has developed programs to assist special populations in finding homes. The City's Housing Element of the General Plan was brought up to date, and the necessity of creating more workforce housing was identified as the greatest need for the next several years.

Some of Concord's existing apartment complexes have been around for many years. Those not properly maintained have started to deteriorate. Three years ago, the City Council adopted an ordinance establishing a mandatory inspection program for all multi-family complexes with four or more rental dwellings. This year, building inspectors will have completed the assessments of nearly all the 9,292 multi-family units that come under the program. These inspections resulted in the subsequent correction of violations found in 5,550 units, helping ensure safer and healthier housing for multi-family tenants. In many cases, property owners have used the inspection process as an opportunity to further enhance the appearance of their property.

Getting HELP

The City recently received a grant for \$1 million from the state through the California Housing Finance Agency HELP Program (Housing Enabled by Local Partnerships). The City will make those funds available as low-interest loans to for-profit and non-profit developers for the acquisition and rehabilitation of existing multi-family units.

New Housing Options

With its Italianate-style architecture, the most visible housing project in the downtown area is the Legacy Park Central



Legacy Park Central, on Galindo Street, offers 259 luxury apartments.

luxury apartment project, nearing completion on Galindo Street across from police headquarters. The curved four-story corner structures with cupola and the use of stoops, balconies, and landscape accent walls contribute to the project's Italianate feel. This \$50 million complex will have 259 units when completed, as well as its own parking structures and swimming pool. Tenants are within easy walking distance of BART and the activities around Todos Santos Plaza.

Two new single-family developments also are attracting attention. The 183-unit Montecito project, off of Ygnacio Valley Road, offers high-end homes selling in the mid-\$600,000 range. Parkside homes, located on the site of the former Navlet's Garden Center off of Monument Blvd., are selling in the mid-\$400,000 range.

Help for Special Populations

Caldera Place at 2401 Bonifacio Street is a 12-unit building designed to serve low-income, single, disabled adults. The award-winning project was jointly funded by the City, the U.S. Department of Housing and Urban Development, and Contra Costa County and was developed by Resources for Community Development, a non-profit housing developer.

Senior citizens are often priced out of the housing market. The City has approved two senior housing projects on Clayton Rd. The 148-units at Vintage Brook are already open, while Oakmont, a 141-unit project, is under construction. Both projects include affordable housing components as a condition of their financing.

4,900 construction permits were issued at the City's One Stop Permit Center, winner of the **2002 Smart Permitting Award** from the Contra Costa Economic Partnership.



138 homes were beautified through the City's loan rebate program. **56** low and moderate-income elderly and disabled residents received assistance through the emergency home repair loan program.

New Facilities Enhance the Community

Concord Senior Center

Concord's new Senior Center opened to the public in May 2003. The multi-service facility provides a variety of activities and programs of interest to the community's residents who are 50 and older, including enrichment classes, lectures, health classes, a nutrition program and travel opportunities. Last year, the Center logged almost 65,000 participants in its programs, which are open to the entire community.

The Senior Center activity guide is available by sending a self-addressed, stamped envelope to: Concord Senior Center, 2727 Parkside Circle, Concord, CA 94519. The Concord Senior Citizen's Club organizes many activities at the center, but membership in the club is not required for most of the center's programs. Please contact the Senior Center for more information at 671-3320.

Concord Skatepark

Located at the corner of Cowell Road and San Miguel Road, near Monument Blvd., the Concord Skatepark has proven to be one of the City's most popular attractions for pre-teen and teen youngsters. This 14,000 square foot, state-of-art facility was designed through a partnership process "by skaters for skaters." The various elements offer challenges for all ability levels. Skateboards, roller skates, in-line skates and manual scooters are welcome. Proper safety equipment is required at all times.

Iron Horse Park

Iron Horse Park is the name of the new neighborhood park located on Solano Way between Hilltop Road and Olivera Road. Amenities include a bocce court, landscaped turf area, a small picnic arbor, and access to the Iron Horse Regional Trail. The new park was developed

through a public/private partnership in association with the ABBA Self and RV Storage project adjacent to the park site.

Greater Lime Ridge Open Space Trailhead

Greater Lime Ridge Open Space is now accessible to the public via a trailhead at 5108 Montecito Way. Over 1,200 acres of pristine open space and 25 miles of trails are held jointly by the cities of Concord and Walnut Creek. Pacific Standard Homes constructed the trailhead as a condition of development for the Montecito subdivision.

Vintage Book Trail Connection

A trail connecting Bailey Road Parkway to the California Riding and Hiking Trail in Newhall Park was developed as a condition for development of the Vintage Brook and Oakmont senior citizen apartment complexes. The trail provides scenic access to Newhall Park abutting Galindo Creek as it meanders through the area leading to the park.

El Dorado/Westwood Joint Use Project

Construction begins this fall on a partnership project between the City and the Mt. Diablo Unified School District at El Dorado Middle School and Westwood Elementary School. Soccer and baseball fields, volleyball courts, a new play structure and a restroom and concession building will be constructed on the 10.3 acre site. The City will fund the \$1.6 million renovation and contribute to maintaining the improved property. More than half of the project is funded through Prop. 12 park bond monies. The school district retains ownership of the land but agrees not to develop the property for any other use for the next 30 years. Residents gain the use of the fields when school is not in session.



Top: Tuesday afternoon Tea Dances are popular at the new Concord Senior Center.

Middle: Concord Skatepark attracts crowds of area youngsters.

Bottom: Iron Horse Park on Solano Way provides access to the Iron Horse Park Regional Trail.

16,000 meals were served at the Senior Center. **80%** of those surveyed rate the quality of the programs at the center at Good or Excellent.



12,849 registrations were processed for recreational classes and programs. **91%** of residents surveyed gave above average marks to recreation program staff.

Protecting the Community's Investment



What's It Worth?

Ever wonder what the City's infrastructure is worth? A 2002 study valued items such as streets and storm drains at over \$1 billion.

Sewer infrastructure	\$482,259,000
Storm drains	\$386,828,788
Streets	\$299,409,686
Buildings	\$39,588,213
Sidewalks	\$26,472,081
Land	\$21,802,263
Traffic signals	\$9,728,848
Park improvements	\$7,276,811
Structures	\$321,254
TOTAL	\$1,273,686,944

Streets, storm drains and traffic signals are things residents generally take for granted. The City Council understands that keeping Concord's infrastructure in good repair is a prudent use of funds and protects the substantial investment that the City has made in these essential projects that contribute to the high quality of life enjoyed by residents.

Using Governmental Accounting Standards, Concord's investment in the infrastructure has been assessed at more than a billion dollars. The replacement cost at today's prices would easily be five times that amount. The City's public works professionals have a proud tradition of rigorous maintenance practices to protect this significant community investment.

Street Maintenance

Every summer, streets receive the paving needed to keep them smooth and crack free. Every \$1 spent on properly-timed preventative maintenance strategies saves the \$4 to \$5 in reconstruction costs which would be necessary if streets were not regularly maintained.

Thanks to these efforts, Concord has an enviable Pavement Condition Index of 82 out of a possible 100 (a brand new street has a rating of 100) and no backlog of street maintenance and reconstruction. The ten-year budget for pavement management assures that this high quality of maintenance will continue.



An award-winning street maintenance program protects the community's investment in its infrastructure.



Sewer monitoring and maintenance is key to keeping the system functioning efficiently.

Residents can play a part in keeping Concord streets in good condition by reporting potholes. City crews are dedicated to filling potholes within 24 hours of the problem being reported. To report a pothole, call the hotline at 671-3228.

Sewer Maintenance

The City actively monitors and tests underground sewer lines to ensure their integrity and identify potential problem areas. For example, crews identified 12,500 feet of clay-pipe sewer in the Monte Gardens/San Vicente area that needed lining to prevent infiltration of ground water into the sanitary sewer system. This year, the first phase of the Monte Gardens/San Vicente project to stop infiltration has just been completed, saving the City an estimated \$350,000 annually in sewage treatment costs.

Vehicle and Building Maintenance

The City's fleet of 120 standard vehicles, 104 police vehicles, and 24 special purpose vehicles, is valued at over \$7.2 million. The fleet maintenance crew provides routine service, repair, and modification of special use vehicles, and ensures the right vehicle will be available for the right job when it's needed.

89.3% of those surveyed are satisfied with the City's sewer and storm drain maintenance. Concord has 150 miles of storm drain pipes with **4,000** catch basins and **362** miles of sewers with **7,915** manholes.



1,700 incidents of graffiti were removed last year. Concord has a zero-tolerance policy in regard to graffiti. All instances are removed **within 24 hours** of being reported.



The new traffic circle at Landana Dr. and Mulberry Dr. slows speeding cars.

The facilities maintenance crew provides maintenance services to about 150 buildings and structures, including the Civic Center, Willow Pass Center, Centre Concord, Camp Concord, the new Senior Center and other locations. The goal is to preserve and protect the community's investment and meet the needs of residents for safe, functional, and presentable public facilities.

The Graffiti Removal Program with its zero tolerance for graffiti within the city limits demonstrates the City's commitment to providing clean and safe neighborhoods and business corridors. This past fiscal year, crews removed 14,686 "tags" throughout the city within 24 hours of being reported. Residents can do their part by alerting the crew to graffiti sightings by calling 671-3080.

Taking Care of New Facilities

Concord is one of a few cities nationally that uses 10-Year Financial Planning and budgeting for replacement and maintenance costs over a ten-year period. That's important when a new facility comes on line. In addition to the initial cost of building the new building, funds are set aside to staff and maintain the facility, as well as replace items as they wear out. A dollar amount is assigned to these budget categories and the costs are included in the City's 10-year budget projections. Residents benefit from this policy because it ensures that City facilities, such as the new Concord Senior Center and the Skatepark, will have the funds required for maintenance and staffing ten years down the road and beyond.

Traffic Calming

The City's Traffic Calming Program has made some headway in addressing specific traffic problems in neighborhoods. City staff teams up with residents to identify problems and create workable solutions, which may include speed humps, the narrowing of traffic lanes or traffic circles.

The Meadow Homes neighborhood had speed humps installed. Programs were developed in the Dana Estates and Canterbury Village neighborhoods, with installation of new or additional traffic calming features selected by the neighborhoods scheduled to begin soon. New programs are being launched at the Crossings and the Clayton Valley Highlands neighborhoods.

The Traffic Calming Program has been so popular with residents that there is a waiting list, demonstrating that traffic is an issue in neighborhoods all over town. For more information, contact the traffic division, 671-3132.

Updating the System

The City is nearly finished with a massive project to replace 130 outdated traffic signal controllers with state of the art equipment. The project also includes a new traffic signal control computer program.

Average travel time studies conducted before and after the project verify improvements ranging from 5 to 15 percent with the average reductions in delay and number of stops down by 10 to 20 percent.

To better manage traffic flow, new signals were installed or are under construction at Grant and Fredrick streets, Clayton Road Trail Crossing at The Alameda, Concord Blvd. and Clayton Way, and Pt. Chicago Hwy. and Arnold Industrial Way. The new signal at Hookston Rd. and Bancroft closes a major gap in the Iron Horse Regional Trail.

A new signal was installed at Monument Blvd. and Nursery Lane as part of mitigation measures in connection with the Parkside housing development on the site of the former Navlet's Nursery, and the light at Ygnacio Valley Rd. and Cowell Rd. was modified for better traffic flow as a result of the Montecito housing development.



Did You Know

That Concord Has ...

- 60,000 traffic signs with 700 replaced annually
- 68 City-owned and 40 leased buildings
- 12 million gallons of sewage pumped daily to the treatment plant
- 452,000 sq. ft. of pavement markings with 105,000 sq. ft. painted annually
- 40,000 sq. ft of curb painted annually
- 300 traffic signals with 3,400 bulbs replaced annually

89% of residents are satisfied with Concord streets. Crews maintain **337** miles of streets each year.



88% of those surveyed are satisfied with the City's street maintenance and cleanliness. Residential neighborhoods are swept **twice a month** to maintain cleanliness.

Expanding the Urban Forest



By The Numbers

FY 2002-03

- 3,563 trees were trimmed in parks and on streets
- 79,792 plants were installed in landscaped medians
- 8,820 acres were mowed at Diablo Creek Golf Course
- 34,899 meals were served at Camp Concord.
- 2,265 softball league games were played at Willow Pass Park.

An impressive 274 trees and thousands of smaller plants were added to the City's 'urban forest,' a term referring to the widespread growth of trees and plants in a city environment.

In addition to adding beauty to the landscape, trees serve many functions that contribute to enhanced quality of life in the community. They clean the air we breathe, prevent soil erosion, absorb stormwater and can reduce peak storm runoff by 10 to 20 percent, according to the USDA Forest Service. They help cleanse the environment by absorbing carbon dioxide and converting it into oxygen. One acre of trees provides enough oxygen for 18 people, and absorbs as much carbon dioxide as a car produces in travelling 26,000 miles.

Trees are natural buffers to harsh weather conditions. Well-forested lands are consistently 2 to 4 degrees cooler during the summer and 1 to 2 degrees warmer during the winter than deforested lands. These seemingly small temperature changes can significantly reduce smog, according to the U.S. Department of Energy. Trees also reduce wind speeds by up to 85 percent, compared to treeless areas, and contribute to the reduction of



A new median blooms on Concord Ave. at Salvio St.



The City's logo is recreated in blue, white and yellow flowers at Clayton Rd. and Market St.

energy costs. Just three well-placed trees around a home can lower air conditioning bills by up to 50 percent, and windbreak trees can reduce winter heating bills by up to 30 percent.

Entryway Projects

Three of Concord's major entryways were landscaped with colorful plantings. The Monument Boulevard and Willow Pass Road entryways were both developed with input from adjoining neighborhoods during the design process. Many have commented on the third entryway project, at Clayton Road and Market Street, which features the City's logo recreated in bright blue, white and yellow flowers.

New Medians

The City's popular median landscaping program continues to bring color to main thoroughfares with the addition of five new projects during the past year.

- Treat Blvd. from Clayton Rd. to Cowell Rd.
- Concord Avenue from Pacheco St. to Salvio St.
- Pt. Chicago Hwy. from North Concord BART to Hwy. 4
- Kirker Pass Rd. from Park Highlands to Concord Blvd.
- Willow Pass from Landana to the Concord Naval Weapons Station

94.1% of residents are satisfied with the landscaping on street medians and other public areas. **95.4%** are satisfied with the maintenance of City parks. **1,389** park trees are trimmed annually.



592 youth campers and **240** families attended Camp Concord at Lake Tahoe. **96%** rated the experience as good or excellent.

Highlights from the Citizen Satisfaction Survey

The City has conducted the Citizen Satisfaction Survey every year since 1998. Telephone interviews with 600 residents selected at random guarantee a statistically significant sample, with a margin of error of plus or minus four percent. Six years of data gives us the opportunity to compare figures from 1998 with figures from 2003 to get a better picture of how residents' needs change over time. (Percents have been rounded off to the nearest whole number).

Serious Issues Facing Residents

The change in residents' attitudes about the most serious issues facing the community has been dramatic. In 1998, 32 percent of residents felt Community Safety was Concord's most serious issue. In 2003, that number has dropped to 13 percent. The City Council responded to the community's concern by putting more police officers on the street and in neighborhoods, increasing crime prevention programs and implementing other strategies to increase community safety.

Traffic has replaced Community Safety as residents' number one issue at 21 percent, up from 13 percent in 1998. While traffic is a fact of life, the City Council has implemented a number of programs to minimize the problem including the Traffic Calming Program, new traffic signal equipment, increased enforcement and other measures to keep traffic flowing as safely and smoothly as possible.

Concord Police Department

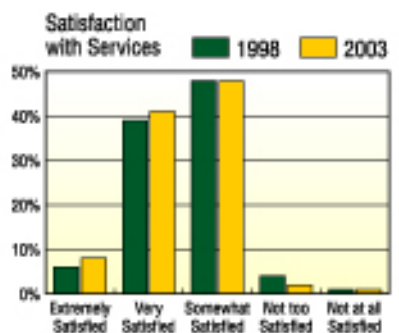
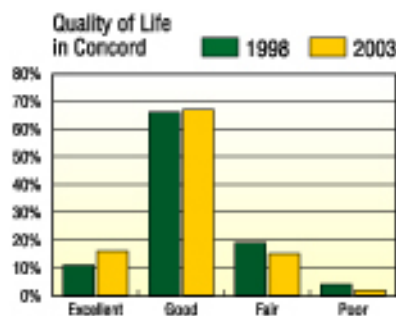
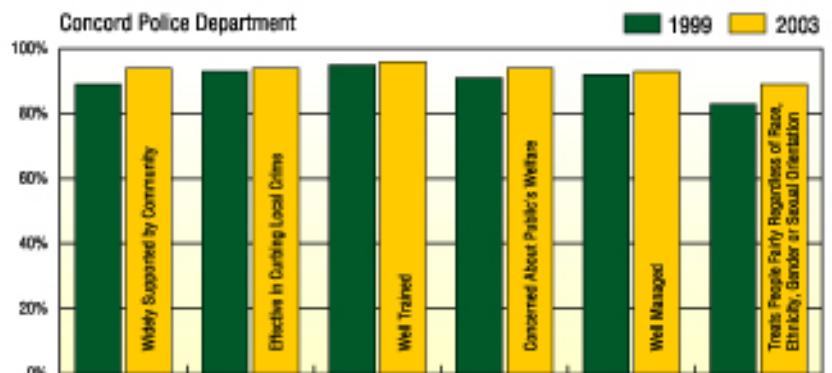
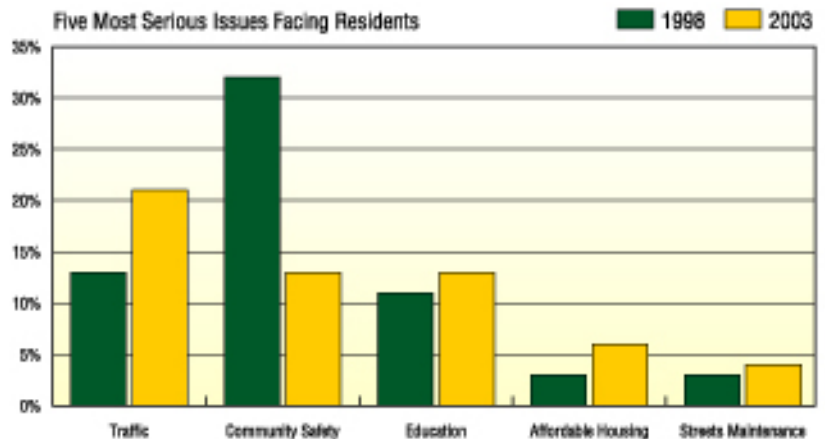
While only about half of our residents had direct contact with a police officer during the survey year, residents have consistently given the department high marks.

Quality of Life in Concord

More residents rate Quality of Life as Excellent or Good today than they did in 1998.

Satisfaction with City Services

Residents have consistently been satisfied with City services, with numbers increasing significantly in the Very Satisfied category.



Complete survey results can be found on the City's website at:
www.cityofconcord.org/about/citizen-survey2003.pdf

89.8% of residents surveyed say they are satisfied with upkeep in their neighborhoods. **92.1%** are satisfied with trash pick-up and recycling programs.



87.9% of residents surveyed said they are satisfied with the level of safety in their neighborhoods. **86.6%** are satisfied with the level of local cultural activities and events.



Contact Us

website: www.cityofconcord.org
e-mail: cityinfo@cl.concord.ca.us

- Americans with Disabilities Act
- (ADA) Coordinator 671-3025
- Cable TV
- Comcast 800-945-2288
- Astound Broadband 459-1000
- Chronicle Pavilion
- Hotline 676-8742
- Tickets 685-8497
- Council Meeting Info 671-3000
- Flood Zone Queries 671-3425
- Garbage Collection 682-9113
- Graffiti Hotline 671-3080
- Parks & Recreation
- Registration 671-3404
- Permit Center
- Building Permits 671-3454
- Police and Fire Emergencies 911
- Police Field Offices
- Northern Office 671-3322
- Southern Office 671-3483
- Valley Office 671-3377
- Police Headquarters
- General Information 671-3220
- Potholes 671-3228
- Recycling 671-3394
- Sewer Problems 671-3099
- Street Light Outages
- PG&E 1-800-743-5000
- Public Works 671-3367
- Street Sweeping 671-3394
- Street Trees 671-3230
- Traffic 671-3132
- Water District 688-8044

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 more information, check the meeting notices in the *Contra Costa Times* or call 671-3000.

City Council	First, second, fourth Tuesdays, 6:30 p.m.*
Commission on Aging	Third Wednesday, 1:30 p.m.
Community Services Commission	Third Wednesday, 6:30 p.m.
Design Review Board	Second, fourth Thursdays, 7 p.m.
Human Relations Commission	First Monday, 7 p.m.*
Parks, Recreation and Open Space Commission	Second Wednesday, 7 p.m.*
Planning Commission	First, third Wednesday, 7 p.m.**
Status of Women Commission	Fourth Wednesday, 6:30 p.m.*
Youth Council	Second, fourth Monday, 7 p.m.* In recess during summer break

* Broadcast live on cable TV channel 24 (Comcast) and 29 (Astound).
** Broadcast live on cable TV channel 29 (Astound). Taped broadcast can be seen the Thursday following the meeting on channels 24 (Comcast) at 8 p.m.

Boards & Commissions

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

Board of Appeals	671-3119
Commission on Aging	671-3283
Community Services Commission	671-3283
Design Review Board	671-3044
Human Relations Commission	671-3461
Mobilehome Park Rent Review Board	671-3364
Parks, Recreation & Open Space Commission	671-3414
Personnel Board	671-3309
Planning Commission	671-3369
Status of Women Commission	671-3289
Youth Council	671-3288



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