



**AGENDA
MUNICIPAL SERVICES COMMITTEE
MEETING NOTICE
MARCH 8, 2022
PUBLIC MEETING 4:00 P.M.**

MEMBERS

Andy Wilson, Chair/Vice Mayor, District 7
Tyron Hampton, Councilmember, District 1
Felicia Williams, Councilmember, District 2
Jessica Rivas, Councilmember, District 5

STAFF

Jeffrey Kightlinger, Interim General Manager
Lisa Hosey, Assistant City Attorney
Valerie Flores, Recording Secretary

MISSION STATEMENT

The City of Pasadena is dedicated to delivering exemplary municipal services, responsive to our entire community and consistent with our history, culture and unique character.

In compliance with the Americans with Disabilities Act of 1990, Assistive Listening Devices are available from the City Clerk's Office with a 24-hour advance notice. Please call (626) 744-4124 to request use of a listening device.



Language translation services are available for this meeting by calling (626) 744-4124 at least 24 hours in advance.

Habr  servicio de interpretaci n disponible para  stas juntas llamando al (626) 744-4124 por lo menos con 24 horas de anticipaci n.

Items on the agenda may not be called in order listed.

Agendas and supporting documents are available on the Internet at <http://ww5.cityofpasadena.net/commissions/city-council-municipal-services-committee/>

*Materials related to an item on this Agenda submitted to the Municipal Services Committee **after** distribution of the agenda packet will be posted online and listed as: "Supplemental Agenda Material Received after the Posting of the agenda".*

**THE MUNICIPAL SERVICES COMMITTEE MEETING FOR MARCH 8, 2022,
AT 4:00 P.M. WILL TAKE PLACE SOLELY BY
VIDEOCONFERENCE/TELECONFERENCE.**

TO ACCESS THE MEETING:

http://pasadena.granicus.com/MediaPlayer.php?publish_id=9

AND

WWW.PASADENAMEDIA.ORG

In order to facilitate public participation at meetings held solely by electronic means, the City will accept public comment in the following manner:

1. During the meeting, members of the public may provide live public comment by submitting a speaker card prior to the start of public comment on that item, at the following webpage:

www.cityofpasadena.net/commissions/public-comment

After submitting a public speaker card, join the virtual meeting at the published start time with a computer, other electronic device, or by telephone. The same name or telephone number on the Speaker Card **must** be used for the virtual meeting in order to locate and unmute the speaker.

Computer or electronic devices, join the meeting at:

<https://us02web.zoom.us/j/161482446>

Telephone only dial-in: 1-669-900-6833, Meeting ID: 161 482 446

2. Members of the public may submit correspondence of any length prior to the start of the meeting, at the following email address:

vflores@cityofpasadena.net

Correspondence will be forwarded to the legislative body prior to the start of the meeting.

3. If assistance is needed by phone, please call the City Clerk's Office at: (626) 744-4124.

**IF YOU NEED A REASONABLE MODIFICATION OR ACCOMMODATION
PURSUANT TO THE AMERICANS WITH DISABILITIES ACT
BECAUSE YOU ARE UNABLE TO PARTICIPATE ELECTRONICALLY AS SET
FORTH ABOVE, CONTACT THE CITY CLERK'S OFFICE
AS SOON AS POSSIBLE AT (626) 744-4124
OR CITYCLERK@CITYOFPASADENA.NET.**



**CITY OF PASADENA
MEETING OF
THE MUNICIPAL SERVICES COMMITTEE
MARCH 8, 2022
PUBLIC MEETING: 4:00 PM
PASADENA CITY HALL, COUNCIL CHAMBER
100 NORTH GARFIELD AVENUE, ROOM S249**

Note to the Public: City Hall is closed to the public until further notice.

NOTICE IS HEREBY GIVEN that the regular meeting of the Municipal Services Committee will be held by videoconference/teleconference on Tuesday, March 8, 2022 at 4:00 p.m., to discuss matters on the attached agenda.

**Andy Wilson, Chair
Municipal Services Committee**

I HEREBY CERTIFY that this agenda in its entirety, was posted on the Internet at <https://www.cityofpasadena.net/commissions/city-council-municipal-services-committee/> and on the Council Chamber Bulletin Board, Room S249, and the Bulletin Board in the rotunda area; City Hall, 100 North Garfield Avenue, this March 3, 2022 by 6:00 p.m. and that copies hereof were faxed, emailed or delivered to each member of the City Council and to each local newspaper of general circulation, radio or television station requesting notice in writing, all of which recipients are identified on the distribution herein below.

Susana Castro

DISTRIBUTION:

MSC Committee Members	Central Library	General Manager	Pasadena Weekly
City Council	City Clerk	Director of Planning and Permitting	Pasadena Star-News
City Manager	Director of Public Works	Los Angeles Times	Pasadena Now
City Attorney	Public Information Officer	La Opinion	Pasadena Journal

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Habra servicio de interpretacion disponible para estas juntas llamando al (626) 744-4124 por lo menos con 24 horas de anticipación.

**MEETING AGENDA
MUNICIPAL SERVICES COMMITTEE
MARCH 8, 2022**

Public Meeting: 4:00 P.M.
Council Chamber, Pasadena
City Hall 100 North Garfield Avenue, Room S249

**PUBLIC MEETING - 4:00 P.M.
ROLL CALL**

PUBLIC COMMENT

APPROVAL OF MINUTES

December 14, 2021 (Regular Meeting)
December 28, 2021 (Canceled Meeting)

NEW BUSINESS

1. **AUTHORIZATION TO ENTER INTO A CONTRACT WITH PARKING CONCEPTS INC. FOR THE MANAGEMENT AND OPERATION OF THE PLAZA LAS FUENTES VALET PARKING SERVICES FOR THE WESTIN HOTEL IN AN AMOUNT NOT TO EXCEED \$2,336,214 FOR A THREE-YEAR TERM**

INFORMATION ONLY

2. **CUSTOMER INFORMATION SYSTEM PROJECT UPDATED**
3. **JANUARY 2022 WINDSTORM EVENT- PREPARATION AND RESTORATION EFFORTS**

ADJOURN

**CITY OF PASADENA
MUNICIPAL SERVICES COMMITTEE MINUTES
PASADENA CITY HALL
100 NORTH GARFIELD AVENUE
CITY HALL COUNCIL CHAMBER – S249
DECEMBER 14, 2021
REGULAR MEETING**

The meeting was convened and held virtually by videoconference/teleconference.

OPENING The Chair called the regular meeting of the Municipal Services Committee to order at 4:05 p.m.

ROLL CALL: Vice Mayor Andy Wilson (Chair)
Councilmember Tyron Hampton
Councilmember Felicia Williams
Councilmember Jess Rivas

Staff: Brenda Harvey-Williams, Acting Assistant City Manager
Javan Rad, Chief Assistant City Attorney
Gurcharan Bawa, General Manager of Water and Power
Shari Thomas, Assistant General Manager
David Reyes, Director of Planning
Dave Sinclair, Senior Planner,
Laura Rubio-Cornejo, Director of Transportation
Sebastian Andreas Hernandez, Principal Planner
Tony Olmos, Director of Public Works
Mark McCullough, Public Works Administrator
Jeremy Marquette, Utility Operational Technology Manager
Robert Castro, Power Resource Planning Manager
Valerie Flores, Recording Secretary

MINUTES Item pulled

Tony Olmos, Director of Public Works, provided a brief overview of Senate Bill (SB) 1383 - Short-lived climate pollutants: methane emissions: dairy and livestock: organic waste: and SB 619 Organic waste: reduction regulations: local jurisdiction compliance, noting he intends to bring forward a report on both Senate Bills to the Committee in the near future.

NEW BUSINESS **SET A DATE OF MARCH 7, 2022 TO CONDUCT A PUBLIC HEARING FOR RECOMMENDED WATER RATE ADJUSTMENTS**

Shari Thomas, Assistant General Manager, reviewed the agenda report as part of a PowerPoint presentation, and responded to questions.

Valerie Flores, Recording Secretary, reported that one letter providing comments on the item was received by the City Clerk's Office, distributed to the Committee, posted on-line, and made part of the public record for the item.

Following discussion, it was moved by Councilmember Williams, seconded by Councilmember Rivas, to approve staff's

recommendation, and forward the item to the full City Council for consideration:

AYES: Councilmembers Hampton, Rivas, Williams, Chair Wilson
NOES: None
ABSENT: None
ABSTAIN: None

PROPOSED MUNICIPAL CODE AMENDMENT TO PROHIBIT GAS-POWERED LEAF BLOWING MACHINES

David Reyes, Planning Director, provided introductory comments, and Dave Sinclair, Senior Planner, reviewed the agenda report as part of a PowerPoint presentation, and responded to questions.

Valerie Flores, Recording Secretary, reported that eleven letters providing comments on the item were received by the City Clerk's Office, distributed to the Committee, posted on-line, and made part of the public record for the item.

The following individuals provided comments/suggestions on the matter:

Kathy Berlin, representing League of Women Voters - Pasadena Area
Wes Reutimann, representing Active San Gabriel Valley (ActiveSGV)

Councilmember Williams advocated to include in the ordinance regulations phasing out the use of gas-powered leaf blowers by a certain date; limiting the use of electric leaf blowers on hardscapes or walkways (which would support biodiversity); and prohibiting blowing debris onto adjacent property and public-right-of-way. She spoke on providing residents with the opportunity to circulate a petition to restrict the use of leaf blowers within their street/neighborhood opting for a "quiet street/leaf blower free zone".

Councilmember Hampton voiced concerns related to the lack of enforcement of the current ordinance that bans the use of any type of leaf blowers on Sunday, and requested additional information on how staff intends to regulate banning leaf blowers on holidays (if considered by Council), given that enforcement on Sunday is problematic. Councilmember Hampton voiced support for a City rebate program to help offset costs of purchasing electric leaf blowers.

Councilmember Hampton and Councilmember Williams voiced support in banning the use of any type of leaf blower within the City.

Councilmember Rivas thanked staff for responding to the questions raised at the October 18, 2021, City Council meeting related to the proposed municipal code amendment to prohibit gas-powered leaf blowing machines; and requested information on the carbon impact of gas-powered leaf blowers, to support staff's recommendation, when presenting the item to the City Council.

Chair Wilson and Councilmember Rivas voiced concerns related to banning leaf blowers in the City, voicing financial hardship and operational impacts it may have on small landscape businesses.

Chair Wilson also voiced concerns with limiting the use of leaf blowers to hardscape and walkways, stating possible cost and operational implications, due to additional labor required to do the jobs previously done with leaf blowers, and requested further evaluation on the fiscal and operational impacts that may be imposed on the City and vendors maintaining City parks and the Rose Bowl.

Following discussion, Councilmember Williams made a motion to approve staff's recommendation, with the following proposed amendments: staff to include a target date/timeline to phase out the use of gas-powered leaf blowing machines within nine months for the City and one year for residents and businesses upon approval of the ordinance; and amend the existing ordinance to regulate the blowing of debris onto adjacent property and public right-of-way.

Following discussion, the Committee requested staff to provide, when presenting to the City Council, additional analysis on prohibiting the use of leaf blowers on holidays, data on the pros and cons related to the fiscal and operational implications of limiting the use of electric leaf blowers to only use on hardscapes and walkways (i.e. manually cleaning a site takes more time, which may result in higher labor cost passed on to the customer).

Motion

Following discussion, it was moved by Councilmember Williams, seconded by Councilmember Hampton, to approve staff's recommendation as detailed above, and forward the item to the City Council for consideration:

AYES: Councilmembers Hampton, Rivas, Williams, Chair Wilson
NOES: None
ABSENT: None
ABSTAIN: None

PASADENA TRANSIT PARTICIPATION IN METRO GOPASS (FARELESS SYSTEM INITIATIVE) PILOT PROGRAM

Laura Rubio-Cornejo, Director of Transportation, introduced the agenda item, and Sebastian Andreas Hernandez, Principal Planner, reviewed the agenda report as part of a PowerPoint presentation, and responded to questions.

Devon Deming, Los Angeles County Metropolitan Transportation Authority (Metro) Representative, responded to questions related to Metro's K-14 GoPass pilot project and cost-sharing agreements with school districts and community colleges.

Following a brief discussion, it was moved by Councilmember Hampton, seconded by Councilmember Rivas, to approve staff's recommendation, and forward the item to the City Council for consideration:

AYES: Councilmembers Hampton, Rivas, Williams, Chair Wilson

NOES: None
ABSENT: None
ABSTAIN: None

AUTHORIZE PURCHASE ORDER CONTRACT WITH 72 HOUR LLC (DBA: CHEVROLET OF WATSONVILLE/NATIONAL AUTO FLEET GROUP) FOR PURCHASE OF SIX ELECTRIC UTILITY VEHICLES, EIGHT POLICE INTERCEPTOR HYBRID SPORT UTILITY VEHICLES, ONE CHIPPER TRUCK, AND ONE ASPHALT PATCH TRUCK FOR AN AMOUNT NOT TO EXCEED \$855,306

Tony Olmos, Director of Public Works, introduced the agenda item, and Mark McCullough, Public Works Administrator, reviewed the agenda report as part of a PowerPoint presentation, and responded to questions.

Councilmember Hampton voiced support for staff's recommendation, and encouraged the City Council to commit to stronger goals and move towards a zero emission fleet, including limiting all City departments from purchasing fossil fuel vehicles by 2022-2023.

Following a brief discussion, it was moved by Councilmember Hampton, seconded by Councilmember Rivas, to approve staff's recommendation, and forward the item to the City Council for consideration:

AYES: Councilmembers Hampton, Rivas, Williams, Chair Wilson
NOES: None
ABSENT: None
ABSTAIN: None

INFORMATION ONLY

CUSTOMER INFORMATION SYSTEM PROJECT UPDATE

Jeremy Marquette, Utility Operational Technology Manager, reviewed the agenda report as part of a PowerPoint presentation, and responded to questions.

On the order of the Chair, and by consensus of the Committee, the information was received and filed.

2021 POWER INTEGRATED RESOURCE PLAN ("IRP") UPDATE

Robert Castro, Power Resource Planning Manager, read the following statement: "The Integrated Resource Plan is a guidance document focusing on broader issues related to power policy for the City. The effort is an integrated approach to addressing current and future deficiencies within our system and to meet City goals and mandates in a reliable and sustainable fashion. It is not designed to include each and every specific project or detail and adoption of the IRP update does not commit passage, Water and Power to undertaking or funding projects described the plan," and thanked staff for all their great work.

Councilmember Williams requested additional information on the City's electric vehicles (EV) portfolio and analysis surrounding electric buses and forecasted annual growth of electric vehicle charging in Pasadena.

Valerie Flores, Recording Secretary, reported that one letter providing comments on the item was received by the City Clerk's Office, distributed to the Committee, posted on-line, and made part of the public record for the item.

Cynthia Cannady, representing League of Women Voters - Pasadena Area, submitted and read a letter on behalf of Martha Zavala, President of the League of Women Voters, expressing concerns with the proposed IRP policy choices; and requested that staff provide community and ratepayers additional time to review the IRP revisions.

Following discussion, on the order of the Chair, and by consensus of the Committee, the information was received and filed.

**ANNUAL REPORT FOR FISCAL YEAR JULY 2020 – JUNE 2021
AND WORK PLAN FOR FISCAL YEAR 2021 – 2022 FOR: a. DESIGN
COMMISSION b. HISTORIC PRESERVATION COMMISSION c.
PLANNING COMMISSION**

- a. DESIGN COMMISSION**
- b. HISTORIC PRESERVATION COMMISSION**
- c. PLANNING COMMISSION**

On the order of the Chair, and by consensus of the Committee, the information was received and filed.

ADJOURNMENT

On the order of the Chair, the regular meeting of the Municipal Services Committee was adjourned at 7:03 p.m.

Vice Mayor Andy Wilson, Chair
Municipal Services Committee

ATTEST:

Valerie Flores
Recording Secretary

**CITY OF PASADENA
REGULAR MEETING OF THE CITY COUNCIL
MUNICIPAL SERVICES COMMITTEE
DECEMBER 28, 2021
COUNCIL CHAMBERS – ROOM S-249
100 N. GARFIELD AVENUE (2ND FLOOR)**

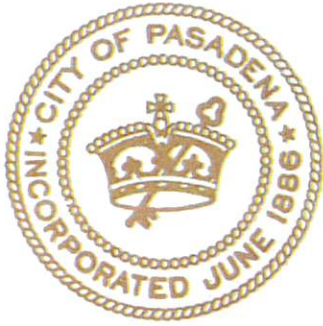
The regular meeting of the Municipal Services Committee, scheduled for Tuesday, December 28, 2021 at 4:00 p.m., was cancelled as ordered on December 23, 2021, and posted as required by law.

Vice Mayor Andy Wilson, Chair
Municipal Services Committee

ATTEST:

Valerie Flores
Recording Secretary

ITEM #1



Agenda Report

March 14, 2022

TO: Honorable Mayor and City Council

THROUGH: Municipal Services Committee (March 8, 2022)

FROM: Department of Transportation

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH PARKING CONCEPTS INC. FOR THE MANAGEMENT AND OPERATION OF THE PLAZA LAS FUENTES VALET PARKING SERVICES FOR THE WESTIN HOTEL IN AN AMOUNT NOT TO EXCEED \$2,336,214 FOR A THREE-YEAR TERM

RECOMMENDATION:

It is recommended that the City Council:

1. Find that this action is exempt under the California Environmental Quality Act (CEQA) in accordance with Section 15061(b)(3), the General Rule that CEQA only applies to projects that may have an effect on the environment;
2. Authorize the City Manager to enter into a contract, as the result of a competitive selection process, as specified by Section 4.08.047 of the Pasadena Municipal Code, with Parking Concepts Inc. for the management and operation of the Plaza Las Fuentes valet parking services for the Westin Hotel in an amount not to exceed \$2,336,214 for three-years, which includes the base contract amount of \$707,944 and a contingency of \$70,794 per year to provide for any necessary change orders; and
3. Authorize the City Manager to extend the term of the contract for two additional one-year terms as detailed in the report at the discretion of the City Manager.

BACKGROUND:

The Plaza Las Fuentes parking garage is a City-owned garage that has been managed by Downtown Properties. In order to save costs and streamline operations the City took over the management of the garage on February 1, 2022, when a new city-wide parking operator contract began. The City is contractually obligated to provide valet service to

the Plaza Las Fuentes Property through the Restated Declaration of Covenants, Conditions, and Restrictions dated 30 November, 1987. Contractually obligated valet operations were not included in the city-wide operator contract as the Westin Hotel had expressed interest in managing the valet operation directly. In December 2021 the hotel decided not to assume control of the valet operation, leaving the City with the responsibility.

A Request for Proposal (RFP) for valet parking services at the Plaza Las Fuentes garage was published on January 5, 2022 with bids due on January 18, 2022. The initial contract term specified in the RFP is for three years with an option for two additional one-year terms at the discretion of the City Manager based upon performance and availability of City funds. The new contract is expected to begin April 1, 2022. The valet service is currently operating under a Purchase Order to ensure uninterrupted service.

The RFP was posted on Planet Bids where 28 prospective bidders downloaded the RFP, four of which were local firms. A virtual non-mandatory pre-proposal meeting was held on January 10, 2022 with representatives from six companies present. On January 18, 2022, four companies' submitted proposals:

- Everpark, Inc. Los Angeles CA
- LAZ Parking, Los Angeles CA
- Parking Concepts Inc. Pasadena CA
- Prime Valet, Bellflower CA

The proposals were evaluated by a committee consisting of City of Pasadena employees from the Department of Transportation and the Department of Public Works. The proposals were evaluated based on the following criteria, weighted as follows:

Criteria	Weight
Management Fee	30%
Experience	30%
Cash Management, Reporting, and Audit Program	30%
Local Pasadena Business Preference	5%
Small and Micro-Business Preference	5%
Total	100%

The proposal by Parking Concepts Inc., a local Pasadena company, was rated the highest based on the firm's Experience and Cash Management, Reporting and Audit Program. Attachment A is a summary of the evaluation scores. Based on this, staff recommends award of the valet service contract to Parking Concepts Inc.

COUNCIL POLICY CONSIDERATION:

This project is consistent with the City Council's goal to support and promote the quality of life and the local economy.

ENVIRONMENTAL ANALYSIS:

The project has been reviewed for compliance with CEQA and is exempt per Section 15061 (b) (3). The project is covered by the general rule that CEQA only applies to projects that have the potential for causing a significant effect on the environment. The parking garage management contract will not result in any significant effect on the environment.

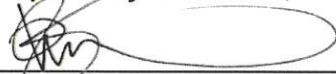
FISCAL IMPACT:

The cost of this action will be \$2,336,214 (\$778,738 annually) for the initial three year term, which includes a 10% contingency. The Plaza Las Fuentes Valet location will generate approximately \$1,000,000 in annual revenue. Funding for this action in FY 2022 will be addressed with the utilization of budgeted appropriations in account 40724012-811400 (Plaza Las Fuentes contract services). The following table represents the contract summary:

Contract Summary	
Base Contract Amount (Three Years)	\$ 707,944
Contingency (10%)	\$ 70,794
TOTAL CONTRACT AMOUNT	\$ 778,738

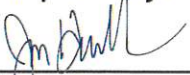
The annual not-to-exceed contract amount for the additional two one-year terms will be unchanged at \$778,738, which will be incorporated into the annual budget process for each of those fiscal years.

Respectfully submitted,




LAURA RUBIO-CORNEJO
Director
Department of Transportation

Prepared by:



Jon Hamblen
Parking Manager

Approved by:



CYNTHIA J. KURTZ
Acting City Manager

Attachments:

Attachment A - Evaluation Summary

Plaza Las Fuentes Valet Operator RFP Rating Panel Summary

<u>COMPANY NAME</u>	<u>CRITERIA (Maximum Points)</u>						<u>RATING TOTAL</u>
	<u>Management Fee (30)</u>	<u>Experience (30)</u>	<u>Cash Management, Reporting, and Audit Program (30)</u>	<u>Local (5)</u>	<u>Micro (5)</u>		
Parking Concepts Inc	23.24	29.67	29.33	5.00	0		87.24
Everpark	30.00	21.33	24.67	0	0		76.00
LAZ Parking	21.66	23.00	22.00	0	0		66.66
Prime	0	17.67	17.67	0	0		35.34

DISCLOSURE PURSUANT TO THE CITY OF PASADENA TAXPAYER PROTECTION AMENDMENT

**Disclosure Pursuant to the
City of Pasadena Taxpayer Protection Amendment
Pasadena City Charter, Article XVII**

Contractor/Organization hereby discloses its trustees, directors, partners, officers, and those with more than 10% equity, participation, or revenue interest in Contractor/Organization, as follows:

(If printing, please print legibly. Use additional sheets as necessary.)

1. Contractor/Organization Name: PARKING CONCEPTS, INC.

2. Type of Entity:
 non-government nonprofit 501(c)(3), (4), or (6)

3. Name(s) of trustees, directors, partners, officers of Contractor/Organization:

Gill A. Barnett, Chief Executive Officer
David Mueller, President
Robert E. Hindle, Senior Vice President
Paul Gnasso, Vice President
Rich Rogers, Vice President

4. Names of those with more than 10% equity, participation or revenue interest in Contractor/Organization:

Gill A. Barnett, Chief Executive Officer/Owner, 100% Equity

Prepared by: Robert E. Hindle
 Title: Senior Vice President
 Phone: (213) 746-5764
 Date: January 12, 2022

**AUTHORIZATION TO ENTER INTO A CONTRACT WITH
PARKING CONCEPTS INC. FOR THE MANAGEMENT AND
OPERATION OF THE PLAZA LAS FUENTES VALET PARKING
SERVICES FOR THE WESTIN HOTEL IN AN AMOUNT NOT TO
EXCEED \$2,336,214 FOR A THREE-YEAR TERM**

Municipal Services Committee

March 8, 2022

Item #1

 Recommendation

1. Find that this action is exempt under the California Environmental Quality Act (CEQA);
2. Authorize the City Manager to enter into a contract with Parking Concepts Inc. in an amount not to exceed \$2,336,214 for three-years; and
3. Authorize the City Manager to extend the term of the contract for two additional one-year terms, at City Manager's discretion.



Background

Department of Transportation

- City owns Plaza Las Fuentes parking garage.
- Previously managed by Downtown Properties.
- City began management of garage on Feb 1, 2022 as part of new city-wide parking operator contract.
 - > City is contractually obligated to provide valet service to the Plaza Las Fuentes Property
 - > Valet service not included in the city-wide operator contract
 - > Westin Hotel had initially expressed interest in operating the service and then declined City's final offer to operate the valet service under a licensing agreement

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PASADENA



Request for Proposals

Department of Transportation

- January 5, 2022 – RFP for valet parking services at Plaza Las Fuentes garage published
- January 18, 2022 - Four companies submitted proposals:
 - Everpark Inc. Los Angeles, CA
 - LAZ Parking (LAZ), Los Angeles, CA
 - Prime Concepts Inc (PCI), Pasadena, CA
 - Prime Valet, Bellflower, CA

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PASADENA



Proposal Evaluation

Department of Transportation

- Proposals rated by a committee of City employees from DOT & PW.
 - Panelists rated the proposals on experience, cash management, reporting, and audit programs.

FINAL RANKINGS	
Company	Score
PCI	87.2
EVERPARK	76.0
LAZ	66.7
Prime	35.3

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PASADENA



Recommended Valet Operator

Department of Transportation

- Parking Concepts, Inc. was rated highest**
 - Manages 28 valet operations
 - 18 contracts with CA Cities & Counties
- Experience managing existing garage portfolio**
 - Has maintained consistently positive customer service feedback.
 - Was 96% compliant with Performance Requirements during a 2019 TAP Audit commissioned by the City.
 - Consistently submits on-time and accurate invoices with proper back-up.

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PASADENA



Fiscal Impact

Department of Transportation

- **Contract amount for initial three-year term is \$2,336,214**
 - > Funding for this action in FY 2022 will be addressed with utilization of budgeted appropriations in account 40724012-811400 (Plaza Las Fuentes contract services)
 - > Annual not-to-exceed contract amount for additional two, one-year terms will be \$778,738,
 - Will be incorporated into the annual budget process
 - > Annual amount includes 10% contingency
 - > Plaza Las Fuentes Valet location will generate approximately \$1,000,000 in revenues annually

ITEM #2



PASADENA WATER AND POWER

MEMORANDUM

March 8, 2022

TO: Municipal Services Committee

FROM: Jeffrey Kightlinger
Interim General Manager

SUBJECT: Customer Information System Project Update

The Water and Power Department (“PWP”) is in the advanced stages of implementing the multi-year, multi-million dollar project to replace its aging Customer Information System (“CIS”). The replacement of the CIS is the foundation for the City of Pasadena’s commitment to modernizing technology and automating processes to provide excellent customer service.

The CIS Project is in the final stages of implementation and has completed a number of key milestones. Improved business processes have been defined and documented, configuration of the new software is complete and systems integration testing has been successful. In addition, a comprehensive communications plan is being executed to educate the community about the upcoming changes and “real world” training exercises are underway to prepare front line staff to support excellent customer service when the CIS goes live.

The programs and resources needed to support and manage the CIS after the implementation is completed have been defined. It will be necessary to increase staff support in key areas during the warranty and stabilization period, primarily in the areas of customer service and system administration. This will ensure timely response to the expected increase in customer inquiries about the new system, the accuracy of customer bills and the proper functioning of new business processes. Over time as the system stabilizes, the need for enhanced support is expected to diminish.

As the CIS Project implementation nears completion, PWP staff and the consulting team continuously assess the readiness of the organization and the overall solution to transition to the go-live status. The project activities are currently aligned to support the planned go-live schedule in April 2022. Through February 16, 2021, total actual project expenses were \$18.7 million compared to an approved budget of \$27.5 million and are tracking to the project schedule as expected.

Attachment A – Customer Information System Project Update Presentation

Customer Information System Project Update

Municipal Services Committee

Item #2

March 8, 2022





Agenda

Pasadena Water and Power

- Executive Overview
- Customer Portal Pilot Program
- Project Budget
- Transition to Support



Executive Overview

Pasadena Water and Power

- **Go-live on track for April 2022**
- **Readiness Assessment**
 - > A detailed assessment of the organization and solution readiness
 - > Trending in the right direction to support the go-live date
- **Project Budget**
 - > Total budget \$27.5 million
 - > Total expenditure \$17.8 million as of January 17, 2022
 - > Expenditures tracking to the project schedule as expected
- **External and internal communication plans**
 - > Additional outreach to both staff and customers added
- **“Real world” training for customer service staff is underway**
- **Application of arrearage assistance funds in progress**



Customer Portal Pilot Program

Pasadena Water and Power

- Positive input on the look and navigation
 - > “very user friendly”
 - > “excited about the ability to print/view bills”
 - > “a huge upgrade”
- Feedback provided to improve portal
 - > Adding user hints to make registration easier
 - > Development of account registration tutorial video
- More information about the new portal is available at: www.pwpweb.com/cis



Project Budget

Pasadena Water and Power

**Total Expenditures:
as of 02/16/2022**

\$18,658,245

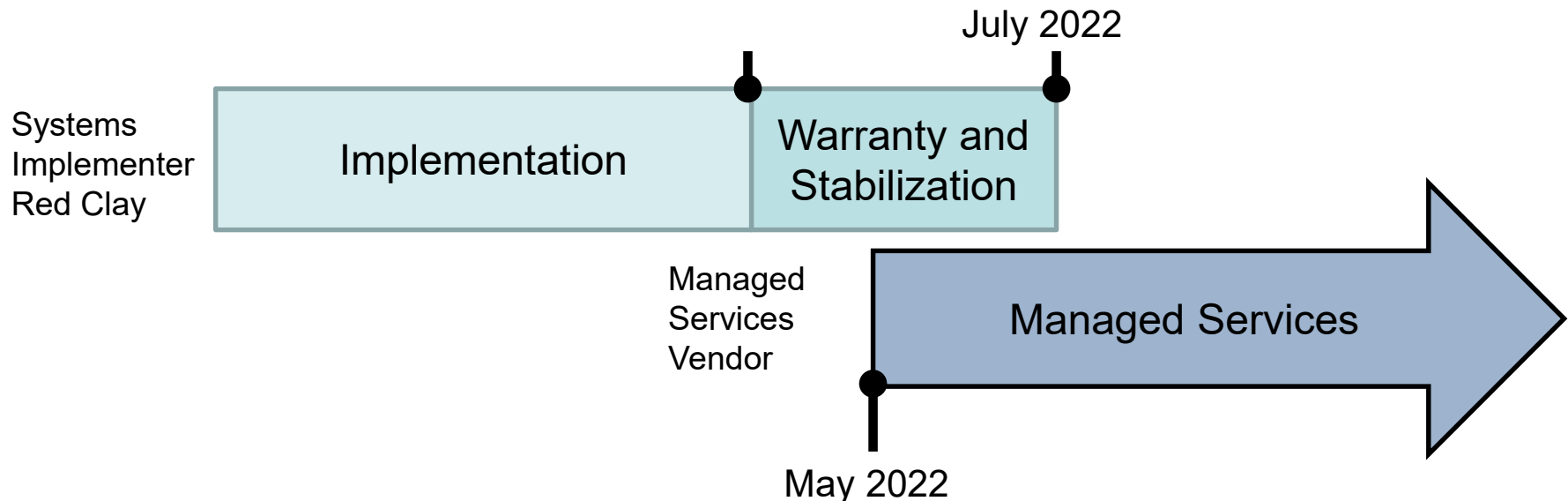
A	B	C	D	E	F
Expense Category	Total Life-to-Date Budget	Change Orders	Total Life-to-Date Expenses	Project Balance as of 2/16/22 (B + C - D)	Percentage of Budget Spent (E/B+C)
Major Contracts	\$16,507,781	\$1,099,963	\$11,254,988	\$5,252,793	68%
Needs Assessment & Procurement (#30967)	\$285,120		\$284,200	\$920	100%
TMG - Project Mgmt & Quality Assurance (#31367)	\$2,747,510		\$2,220,165	\$527,345	81%
Oracle CIS (#31483)	\$1,392,903		\$1,062,942	\$329,961	76%
Red Clay - CIS, CSS, EBPP Implementation Services (#31589)	\$8,209,048	\$654,963	\$6,404,863	\$2,459,148	72%
Org Change Management (#31635)	\$1,123,200		\$797,105	\$326,095	71%
Multiple Vendors - Master Service Agreement	\$750,000	\$445,000	\$485,714	\$709,287	41%
Project Contingency	\$2,000,000		\$1,099,963	\$900,037	55%
Project Resources	\$7,576,918		\$5,022,059	\$2,554,859	66%
Project Team Personnel	\$5,416,918		\$3,879,933	\$1,536,985	72%
Support Services	\$2,160,000		\$1,142,126	\$1,017,874	53%
Other Services & Supplies	\$3,424,762		\$2,381,198	\$1,043,564	70%
Rent and Tenant Improvements	\$878,397		\$754,286	\$124,111	86%
Technology	\$2,546,365		\$1,626,912	\$919,453	64%
	\$27,509,461	\$1,099,963	\$18,658,245	\$8,851,216	68%



Transition to Support

Pasadena Water and Power

- Managed Services contract recommendation will be brought to this committee on April 12, 2022
 - > Services to provide support and enhancement of the CIS system
 - Specialized training and skills, augment full-time staff
 - > Contract for three years with two additional one year extensions





After Go-live

Pasadena Water and Power

- Support and enhancement of the CIS solution
- Focused Cross-training of Pasadena staff
- Future Pasadena initiatives
 - > AMI Smart Meter Project
 - > Work and Asset Management system
 - > New water and electric rate structures
 - > Enhancement of the customer self-service portal
 - > Refinement of Oracle Field Services Cloud
- Ongoing cost-sharing between Water and Power Funds
 - > Some cost savings over time
 - > Reduced paper and mailing, improved field service efficiencies

ITEM #3




PASADENA WATER AND POWER

MEMORANDUM

March 8, 2022

To: Municipal Services Committee

From: Jeffrey Kightlinger 
Interim General Manager

Subject: **January 2022 Windstorm Event – Preparation and Restoration Efforts**

Background:

On the evening of January 21, 2022, the City of Pasadena (“City”) experienced a windstorm that caused damages and lead to many power outages throughout the City.

Pasadena Water and Power staff will provide an overview of the windstorm event, preparation, and restoration efforts.

Staff will also answer questions in detail as needed.

Attachment: PowerPoint Presentation



Windstorm Event January 2022

Municipal Services Committee

Item # 3

March 8, 2022





Before the Windstorm Event...

City of Pasadena

- Issued a Wind Advisory and/or Red Flag Warning
- PWP preparations
 - > Crews and Fleet
 - > Equipment Inventory



The Windstorm Event...

City of Pasadena

- High Winds started on Friday Evening, 1/21/2022, through Saturday Morning
- Wind Gusts (40-70 mph)
- Dispatch received ~ 175 Calls
- 22 Outages with duration greater than 5 minutes - All were restored by 11pm on Saturday 1/22/22
 - > 8 single customer outages
 - > 14 multi-customer outages



Impacted Customers...

City of Pasadena

- **Summary on the 14 Outages**
 - > 925 customer services interrupted
 - > 751 services (80%) were restored in less than 5 hours
 - > Interruptions lasted from one (1) hour up to 23½ hours



Sustained Outages (14)

City of Pasadena

Santa Rosa Outage

Large Tree Broke Four Poles & 17-kV Primary Wires.
(76 Customers Affected)



Santa Rosa Outage (Raymond Circuit)

City of Pasadena





Santa Rosa Outage (Raymond Circuit)

City of Pasadena



7



35



Santa Rosa Outage (Raymond Circuit)

City of Pasadena



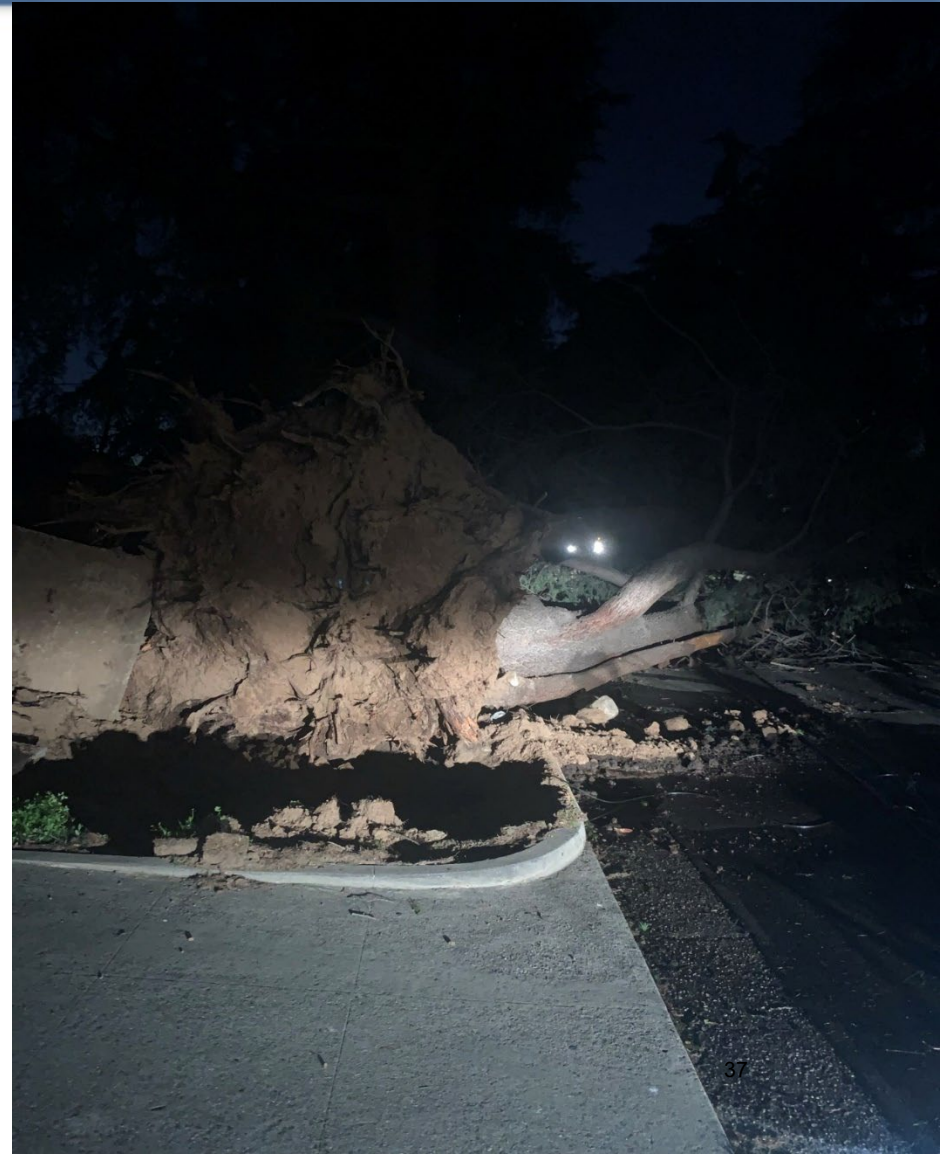


Santa Rosa Outage (Raymond Circuit)

City of Pasadena



9



37



Santa Rosa Outage (Raymond Circuit)

City of Pasadena



10



38



Sustained Outages (14)

City of Pasadena

Mount Vernon/ Linda Vista Outage

Tree Broke Pole & 4-kV Primary

476 Customers Affected



Mount Vernon/Linda Vista Outage

City of Pasadena



12



40



Mount Vernon/Linda Vista Outage

City of Pasadena





Sustained Outages (14)

City of Pasadena

Hastings Ranch Outages

- 17-kV and Secondary Conductors Down.
 - 203 Customers Affected



Restoration Efforts

City of Pasadena

- **Crews/Employees**
 - > Double the usual standby staff
 - > 25 employees came in
 - 17 worked 24 hours
 - 8 worked 17 hours
 - > Some employees were called back within four hours of the end of their normal shift
 - > Vacation cancellations helped



Mutual Aid

City of Pasadena

- **Burbank Water and Power**
 - > One Crew + Four Trucks arrived at ~2 p.m. Saturday
 - > Worked on Santa Rosa Outage (ended ~ 10:30 p.m.)





Cost of Windstorm...

City of Pasadena

- Cost Estimate: \$200k-\$250k
- Labor and Equipment(\$166k+):
 - > Field Crews: ~1,166 Hours
 - > Office Staff: ~124 Hours
- Materials(~\$39k+):
 - > Poles: 6
 - > Transformers: 4
 - > Conductors: ~2,500'





Lessons Learned

City of Pasadena

- Update Contact Info for Mutual Aid Partners
- Mobile Solution
 - > Real-Time Status of Outages
 - > Outage Assessment



LESSONS
LEARNED

PASADENA



Questions?

City of Pasadena

