OFFICE OF THE CITY MANAGER

July 21, 2016

To the Honorable City Council
of the City of Pasadena

Mayor and Councilmembers:

## WEEKLY NEWSLETTER

### 1. David Reyes Appointed Director of Planning and Community Development Department:

Please join me in congratulating Mr. David Reyes on his appointment by City Manager Steve Mermell as the new Director of the City's Planning and Community Development Department. David brings nearly 20 years of planning experience to his new role as the department's director and as a member of the City's Executive Leadership Team. I extend my own congratulations to David and I look forward to his continued leadership in the Planning and Community Development Department.

Please see the attached news release from Public Information Officer William Boyer for more information.

### 2. PWP Assistant General Manager Gurcharan Bawa to Begin Term as Interim General Manager:

The City Manager has provided the Assistant General Managers of PWP an opportunity to serve as Interim General Manager on a six-month, rotating basis. Preceded by Deputy General Manager Eric Klinkner and Assistant General Manager Shari Thomas, Gurcharan Bawa begins his term on Monday, July 25, 2016.

Mr. Bawa joined PWP in 1992 as an Associate Environmental Engineer. Twenty four years later, he is currently the Assistant General Manager of Power Supply, ensuring a reliable and cost-effective supply of power for Pasadena.

Mr. Bawa oversees the City's local power plant and the Glenarm Power Plant Repowering Project, which will allow PWP to reduce fuel consumption and emissions while increasing reliability. He manages the trading of energy, fuel, and environmental attributes, and PWP's scheduling of power and fuel. He is also responsible for PWP's long-term energy integrated resource planning, which

*City Hall*
*100 N. Garfield Avenue, Room 231*
*Mailing Address: P.O. Box 7115 · Pasadena 91109-7215*
*(626) 744-7371 · Fax (626) 744-4774*
*jgutierrez@cityofpasadena.net*

includes evaluating renewable energy resources and incorporating these assets into Pasadena's overall energy resource portfolio. He manages climate change initiatives that target the reduction of greenhouse gas emissions. In addition, he manages legislative and regulatory affairs related to power generation and transmission.

Mr. Bawa is a licensed professional engineer in mechanical and civil engineering. In addition, he was selected in 2014 to participate in the *Senior Executives in State and Local Government* program at the Harvard Kennedy School of Government.

**3. Pasadena Citizen Service Center Quarterly Activity Report – July 2016:**

The Pasadena Citizen Service Center (SCS) had a successful 2nd quarter. Per Mandy Templeton, Call Center Manager the call center answered 19,128 calls with a service level of 77.8%. Service level is determined by what percentage of total calls are answered within 30 seconds. The attached activity report highlights the call centers 2nd Quarter 2016 results.

**4. Legal Advertisements and Public Notices:**

I have attached a memorandum from Mark Jomsky, City Clerk which provides this week's submission of upcoming legal advertisements and public notices set for publication. In addition, the webpage for posting public notices and advertisement has been updated with the attached information and can be accessed from the City's home webpage http://www.cityofpasadena.net/. If you require additional detailed information on these legal advertising and public notices, please contact Mark at (626) 744-4709.

Respectfully Submitted,

**JULIE A. GUTIERREZ**
Assistant City Manager

/attachments

CITY OF PASADENA

# NEWS RELEASE

**FOR IMMEDIATE RELEASE: July 18, 2016 #038-16**

NEWS MEDIA CONTACTS:
William H. Boyer, Pasadena Public Information Officer, City Manager's Office, (626) 744-4755, wboyer@cityofpasadena.net

## CITY MANAGER APPOINTS DAVID REYES AS PLANNING DEPARTMENT DIRECTOR

PASADENA, Calif.—City Manager Steve Mermell has appointed Mr. David Reyes as the new Director of the Planning and Community Development Department. Reyes had been serving as interim director for the past six months. The appointment was made effective July 25, 2016.

Mr. Reyes will oversee a department of about 80 employees who review planning proposals and develop land-use policies for the City. The department includes the Planning, Building and Safety, Cultural Affairs and Code Compliance divisions; including the City's Permit Center for new and remodel construction, zoning and code enforcement and public art.

Mr. Reyes brings nearly 20 years of professional planning experience to the position from the public and private sectors. He joined the City of Pasadena's Planning Department in 2012 and has been the department's Deputy Director Department since 2014 before becoming the department's interim director earlier this year.

"I am honored to have been selected to lead Pasadena's Planning and Community Development Department at a time of great challenges for the City in terms of future growth, land-use issues, and the overall financial and economic health of the City," Reyes said. "I look forward to serving Pasadena's residents and businesses and continuing the tradition of outstanding community service."

Assistant City Manager Julie Gutierrez said Mr. Reyes "combines effective executive leadership skills with a strong sense of community values that, together with his planning expertise, makes him an outstanding fit to lead our planning department into the future."

Prior to Pasadena, Mr. Reyes worked for 10 years in a variety of positions for the planning departments of the cities of Beverly Hills, Santa Monica and Malibu. Mr. Reyes has a bachelor's degree in Urban Studies and Planning from the California State University, Northridge.

The maximum salary for the position as posted on the City's website is $18,333.47 per month.

Stay connected to the City of Pasadena! Visit us online at www.cityofpasadena.net; follow us on Twitter @PasadenaGov, www.twitter.com/pasadenagov, and Instagram @PasadenaGov, www.instagram.com/pasadenagov; like us on Facebook at www.facebook.com/cityofpasadena; and subscribe to our YouTube channel at www.youtube.com/pasadenagov. Or call the Citizen Service Center, 7:30 a.m. to 5 p.m., Monday through Friday at (626) 744-7311.

###

PASADENA
CITIZEN SERVICE CENTER 626 744 7311

# Quarterly Activity Report

## Call Center / Web Requests
## July 2016

http://ww5.cityofpasadena.net/citizen-service-center/

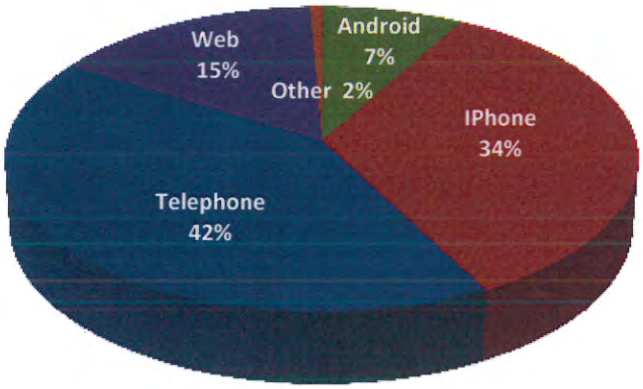
The Pasadena Citizen Service Center (CSC) had a successful 2nd quarter, answering 19,128 calls with a service level of 77.8%. Service level is determined by what percentage of total calls are answered within 30 seconds.

This month, we are highlighting 2nd Quarter 2016 results. The chart below provides a breakdown of service requests by Department and the number of requests received in the 1st Quarter 2016 compared to 2nd Quarter 2016.

| DEPARTMENTS | 1Q 2016 | 2Q 2016 |
|---|---|---|
| City Attorney | 1 | 0 |
| City Clerk | 0 | 1 |
| City Manager | 32 | 35 |
| City Council | 0 | 0 |
| Finance | 1 | 0 |
| Fire | 5 | 13 |
| Health | 27 | 37 |
| Housing | 1 | 3 |
| Human Services | 6 | 15 |
| Info Technology | 20 | 12 |
| Library | 2 | 0 |
| Planning | 336 | 375 |
| Police | 39 | 47 |
| Public Works | 5511 | 5195 |
| Transportation | 225 | 244 |
| Water and Power | 929 | 1095 |
| Humane Society (Non-City Department) | 48 | 68 |
| **TOTAL** | **7187** | **7144** |

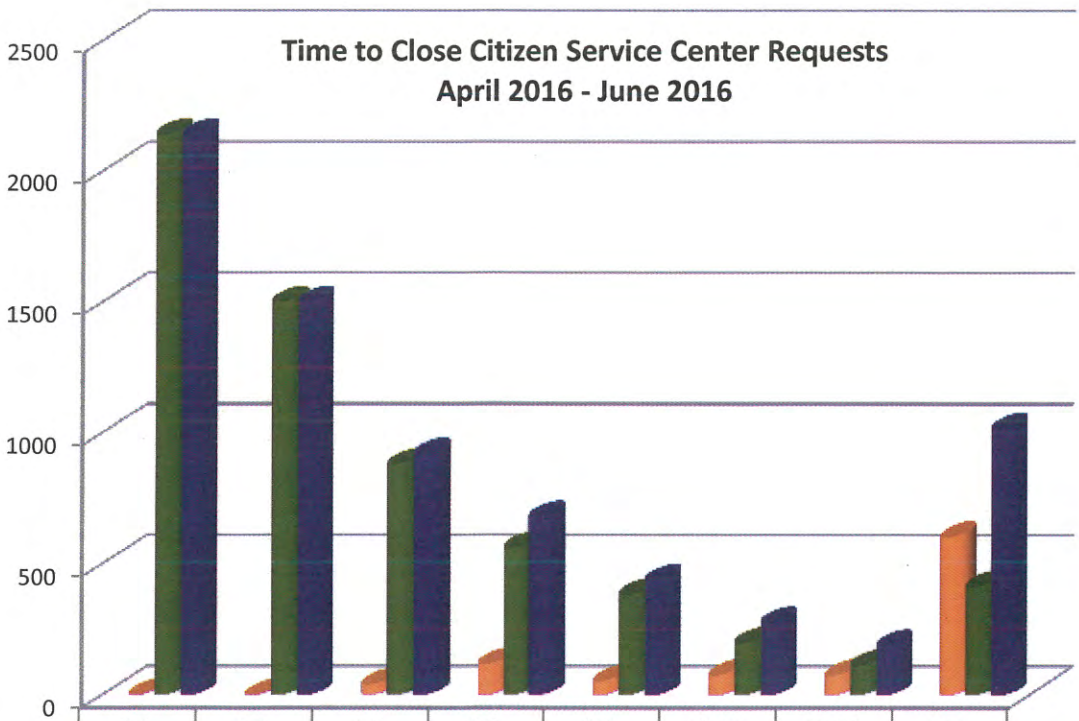
For more information about this report or the Pasadena Citizen Service Center, please contact Mandy Templeton at mtempleton@cityofpasadena.net or by phone at (626) 744-7151. CSC staff is available to attend staff or community meetings.

## How Requests Are Reported
## April 2016 - June 2016




| Top Calls by Department April 2016 – June 2016 | |
|---|---|
| **Rank** | **Department** |
| 1 | Public Works |
| 2 | Transportation |
| 3 | General City Questions |
| 4 | Water and Power |
| 5 | Planning and Permitting |
| 6 | Police |
| 7 | Human Services and Recreation |
| 8 | Non-City Inquiry |
| 9 | Housing |
| 10 | City Manager |

## Time to Close Citizen Service Center Requests
## April 2016 - June 2016




| | 0-1 | 2-3 | 4-5 | 6-7 | 8-9 | 10-11 | 12-13 | 14+ |
|---|---|---|---|---|---|---|---|---|
| Exceeded due date | 0 | 0 | 40 | 117 | 53 | 76 | 75 | 601 |
| Met due date | 2137 | 1497 | 879 | 561 | 383 | 199 | 113 | 413 |
| Total requests | 2137 | 1497 | 919 | 678 | 436 | 275 | 188 | 1014 |

**Service Level**

77.8%

(Calls Answered within 30 Seconds)

**Total Service Requests**

7,144

(12 Departments Represented and Pasadena Humane Society)

## By the Numbers
## 4/1/16 - 6/30/16

**Total Calls Answered**

19,128

**Average Answer Delay**

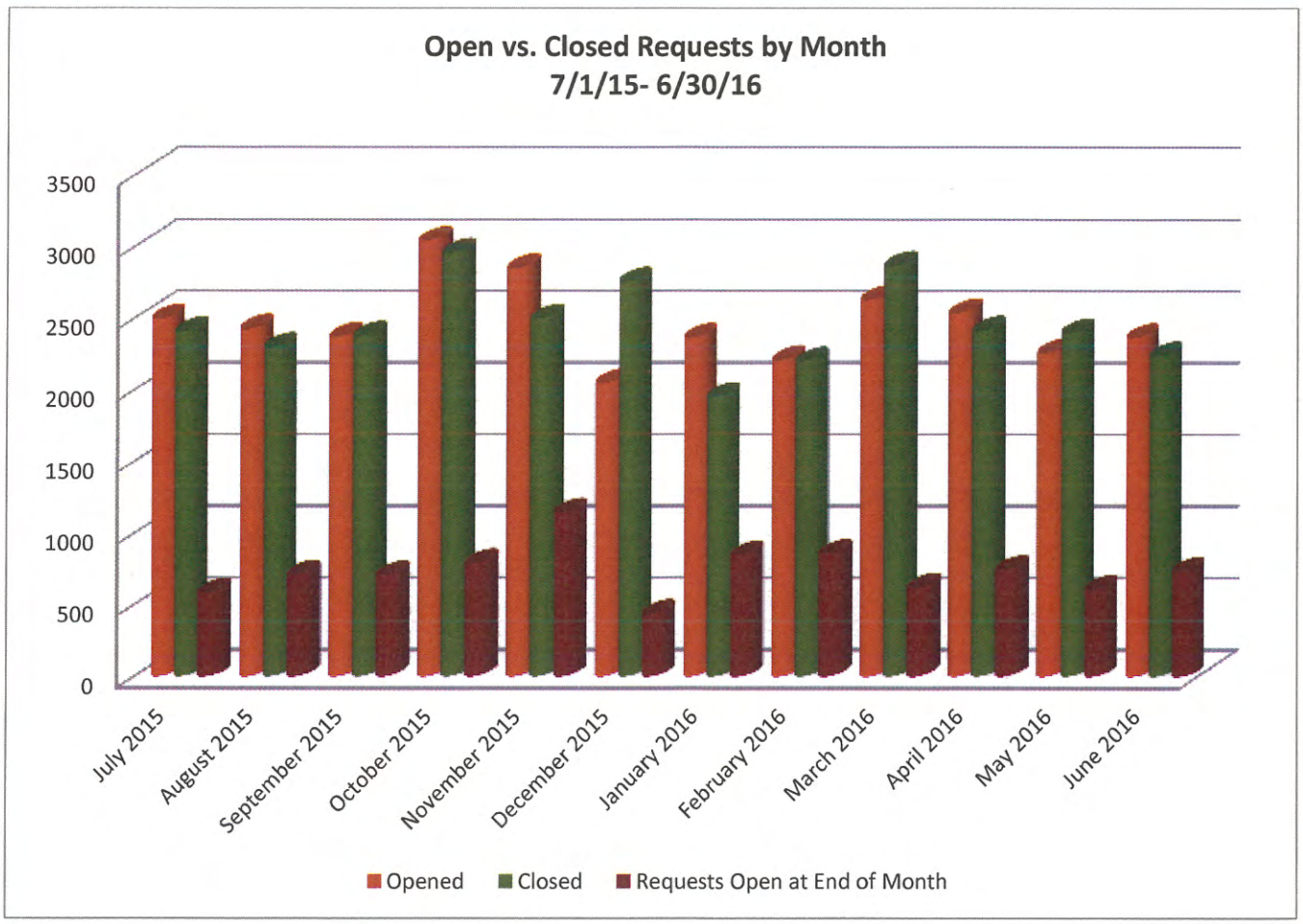
:19

**Average Handle Time per Call**

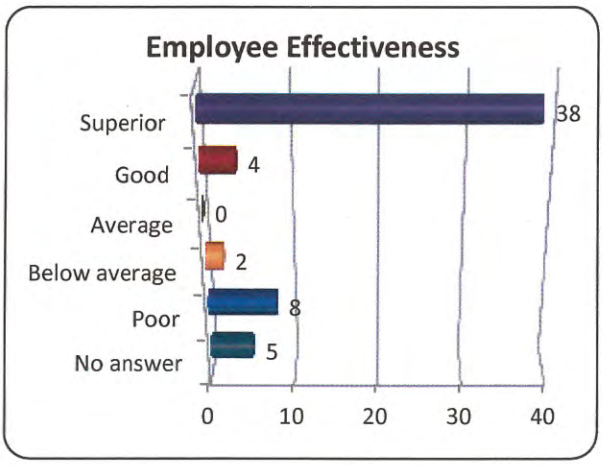
1:43

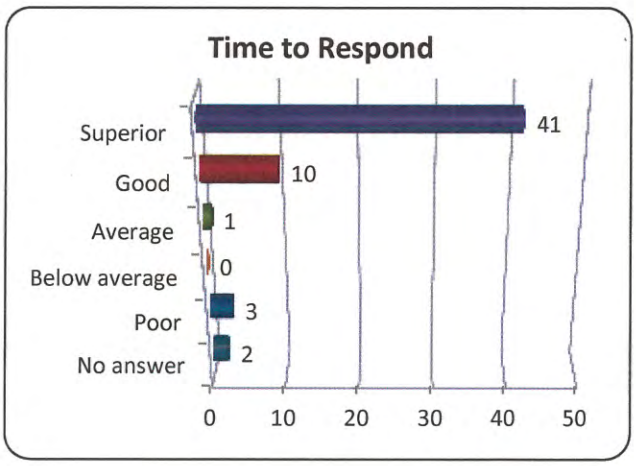
**Calls Abandoned**

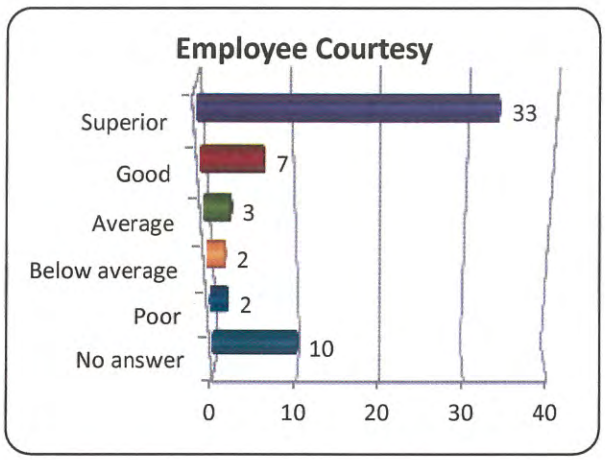
2.4%

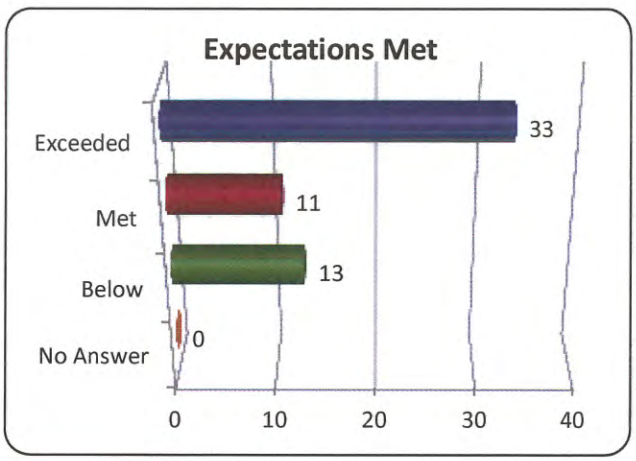


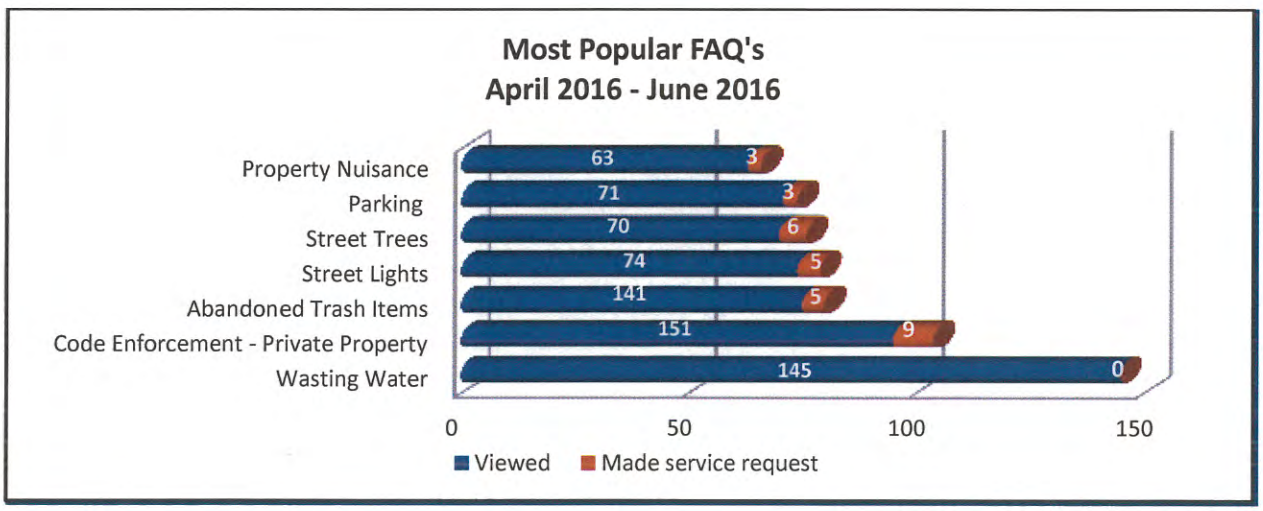
## Customer Satisfaction Survey Results
## All Departments
## April 2016 – June 2016



# PASADENA

## CITIZEN SERVICE CENTER 626.744.7311

One Call to City Hall

Submit Service Requests • Get Answers

Call Center Hours of Operation: Monday - Friday 7:30 a.m. - 5 p.m.

Download the CSC App!

## DOWNLOAD OUR MOBILE APP

ANDROID

IPHONE

OFFICE OF THE CITY CLERK

**MEMORANDUM**

**TO:** Honorable Mayor and City Council

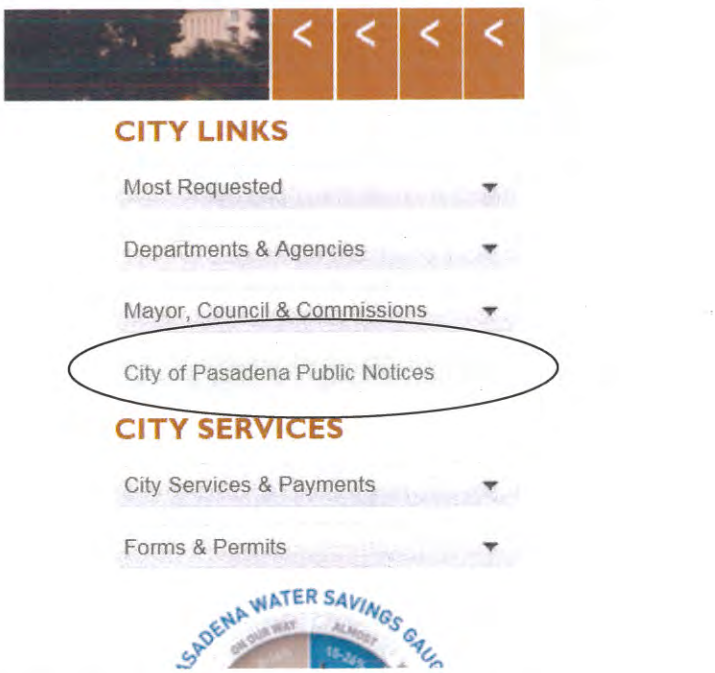
**FROM:** Mark Jomsky, City Clerk

**DATE:** July 21, 2016

**RE:** Legal Advertisements and Public Notices

Attached, please find this week's submission of upcoming legal advertisements and public notices set for publication.

In addition, the webpage for posting public notices and advertisement has been updated with the attached information, and can be accessed from the City's home webpage: www.cityofpasadena.net (see illustration below)




Please let me know if you have any questions.

*100 North Garfield Avenue, S228 · P.O. Box 7115 · Pasadena, CA 91109-7215*
*(626) 744-4124 · Fax (626) 744-3921*

## NOTICE INVITING BIDS

## SPECIFICATION WD-16-06

## FURNISH LABOR AND MATERIALS FOR

## CHLORINE EQUIPMENT PARTS, SERVICE AND REPAIRS

Three (3) copies of sealed bids will be received prior to **11:00 am, August 3, 2016**, by the City Clerk, 100 North Garfield Avenue, Rm S228, Pasadena, CA 91109, and will be opened at that time and place.

The bids shall be clearly titled: **FURNISH LABOR AND MATERIALS FORCHLORINE EQUIPMENT PARTS, SERVICE AND REPAIRS**

The bids shall be clearly titled. Copies of the Specifications may be obtained by mail or in person from the Purchasing Division, 100 North Garfield Avenue, Rm 348, Pasadena, CA 91109, Telephone No. (626) 744-6755.

Refer to the specifications for complete details and bidding requirements. The Specification and this Notice shall be considered a part of any contract made pursuant thereunder.

Refer to the Specifications for complete details and bid requirements. The Specifications and this Notice shall be considered a part of any contract made pursuant thereto.

DATED: July 11, 2016

STEVE MERMELL
City Manager