OFFICE OF THE CITY MANAGER

February 8, 2018

To the Honorable City Council
Of the City of Pasadena

Mayor and Councilmembers:

WEEKLY NEWSLETTER

1. Pasadena Citizen Service Center Yearly Activity Report – 2017:

The Pasadena Citizen Service Center (CSC) is pleased to share the call centers highlighted services and performance data for year ending 2017 in the attached report. Per Mandy Templeton, Call Center Manager, the Citizen Service Center is open Monday – Friday from 7:30 a.m. – 5:00 p.m. and most City holidays. CSC answered 72,937 call and answered 73% of those calls within 30 seconds. The average answer delay for all calls was 24 seconds and the average length of each call was 1:57. In addition to the calls, CSC received and managed 28, 604 service requests for 14 departments in addition to the Humane Society and First Transit. Service requests are received via phone, email, website, mobile app and Live Chat.

In July 2017, CSC launched Live Chat service on the City's website. Between July and December 2017, 2,420 chats were answered. Live Chat is currently available on the City's homepage, the CSC and Public Works webpages. Live Chat will be expanding to additional department webpages in the coming months. For more information about this report or the CSC, please contact Mandy Templeton at mtempleton@cityofpasadena.net or 626-744-7151.

2. Foothill Freeway (I-210) Closures for Pavement Rehabilitation – Update:

The California Department of Transportation (Caltrans) has provided an update to the closed portions of the Foothill Freeway (I-210) as part of the pavement rehabilitation upgrade projects that began on June 12, 2017 and will now continue with long-term ramp closures continuing through the Summer of 2018. The attached news releases, from Caltrans provides additional detailed information.

3. Legal Advertisements and Public Notices:

I have attached a memorandum from Mark Jomsky, City Clerk, which provides this week's submission of an upcoming public notice set for publication. In addition, the webpage for posting public notices and advertisements 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 Mr. Jomsky at (626) 744-4709.

Respectfully Submitted,

JULIE A. GUTIERREZ
Assistant City Manager

/attachments

PASADENA
CITIZEN SERVICE CENTER 626.744.7311

Yearly Activity Report

Call Center / Web Requests / Live Chat 2017

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

The Citizen Service Center is the gateway to city services and all things Pasadena. CSC is pleased to share with you the information in this newletter highlighting services and 2017 performance data.

CALLS

CSC answered 72,937 calls in 2017. 73% of those calls were answered by a live representative within 30 seconds, with the average answer delay for all calls at 24 seconds. The average length of each call was 1:57.

SERVICE REQUESTS

In 2017, CSC received and managed 28,604 service requests for 14 Departments, the Humane Society and First Transit. Did you know CSC receives requests a variety of ways including: calls, email, web requests, mobile app, live chat and even written letters!

LIVE CHAT

CSC launched Live Chat in July 2017. Since its launch, CSC answered 2,420 chats by December 31st! Live Chat is currently available on the City's homepage, the CSC and Public Works webpage. Live Chat will be expanding to additional Department webpages in the coming months. Interested in adding Live Chat service to your webpage? Let us know! Look for this icon on our website!

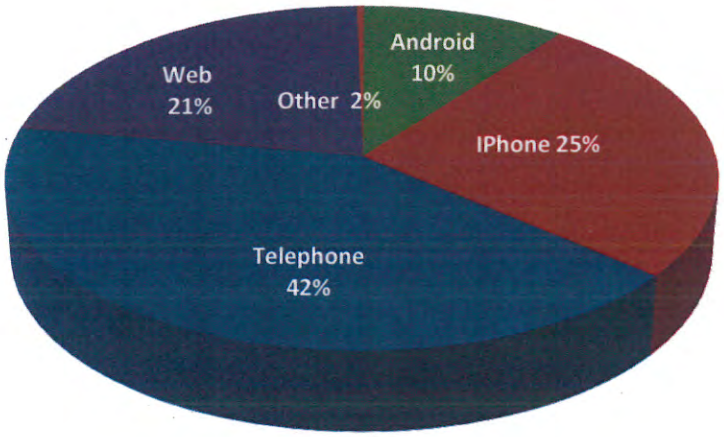
ADDITIONAL SERVICES

CSC does a lot more than just take calls.

- Handle radio calls from Public Works field crews
- Manage registrations for Pasadena Water and Power community classes and workshops
- Manage the events calendar on our City website
- Update and maintain the ADA Compliance Plan

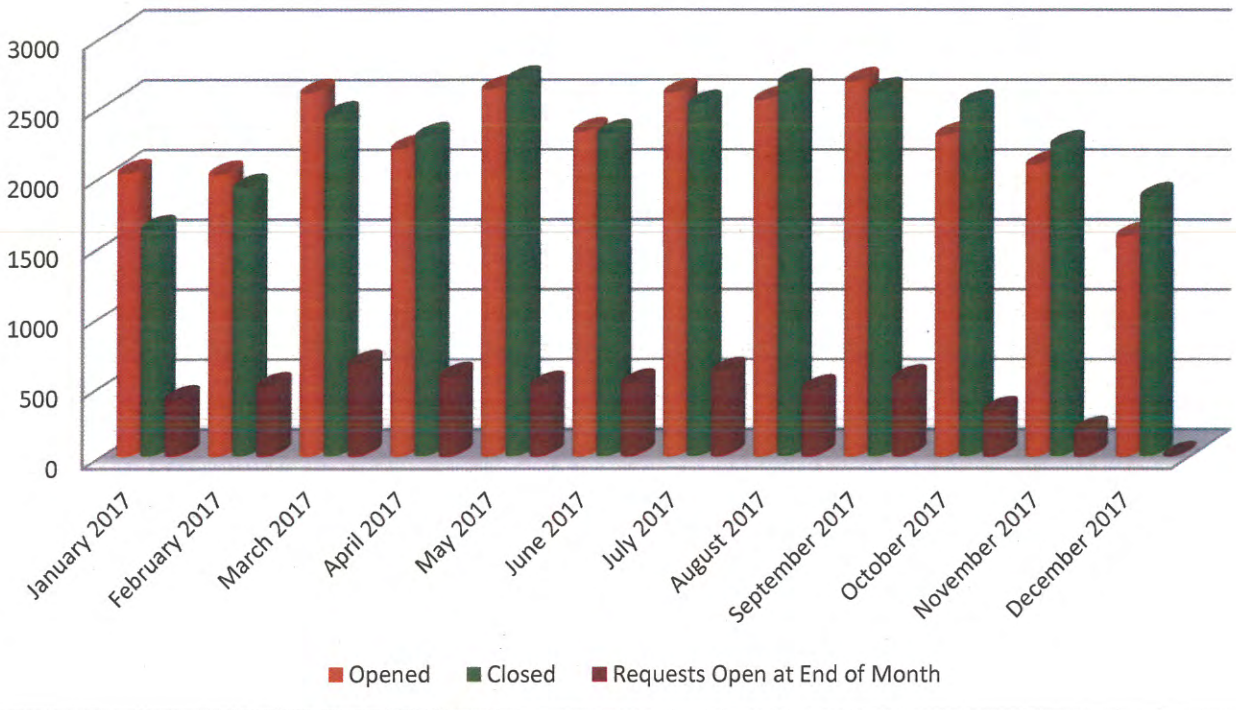
For more information about this report or the Pasadena Citizen Service Center, please contact Mandy Templeton at mtempleton@cityofpasadena.net or by phone at (626) 744-7151. CSC staff is available to attend staff or community meetings. Interested in incorporating CSC into your Department? Reach out to us and let us show you how we can help!

How Requests Are Reported
January 2017- December 2017



Top Calls by Department January 2017 – December 2017	
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	Public Health
9	City Manager
10	Housing

Open vs. Closed Requests by Month
1/1/2017- 12/31/17



Service Level
73.38%
(Percentage of calls Answered within 30 Seconds)

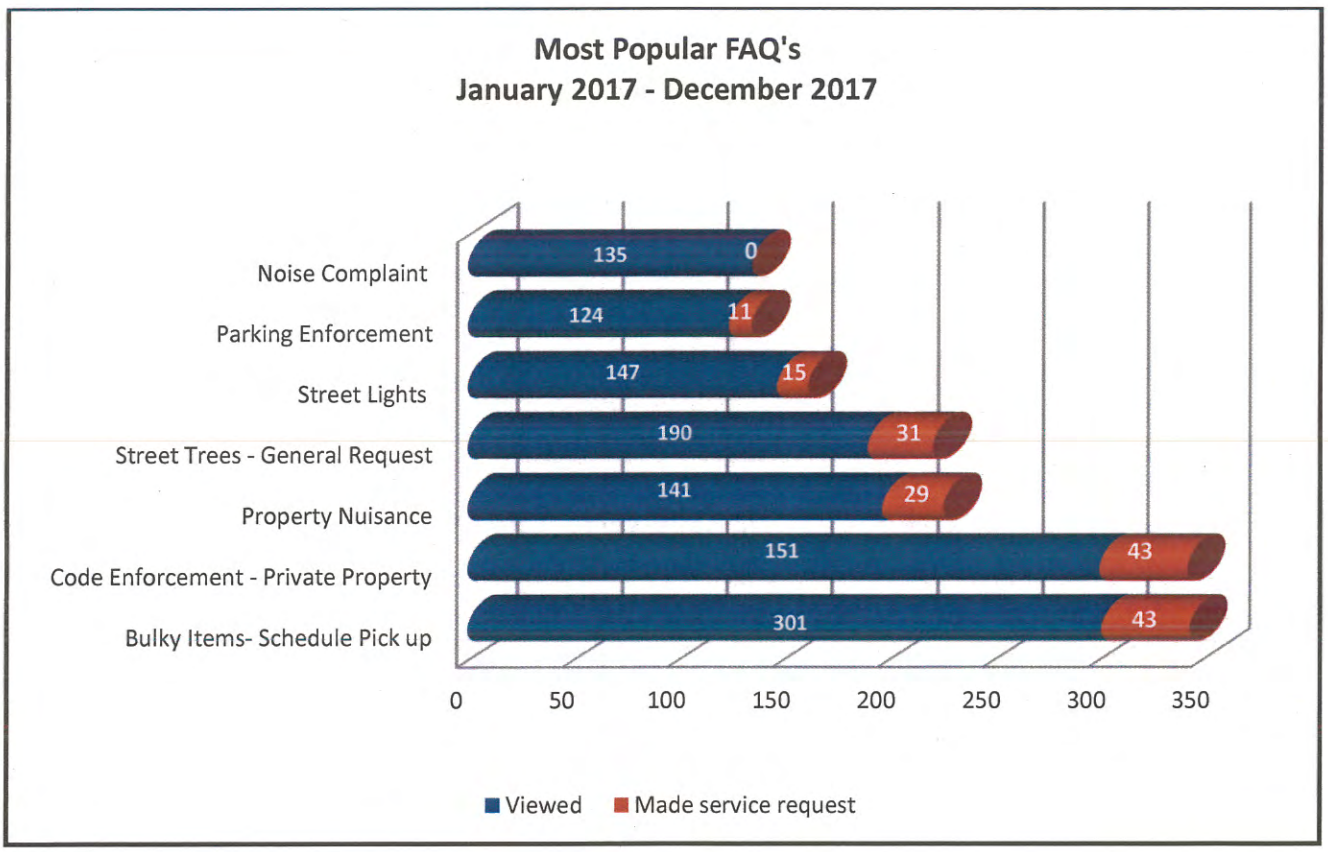
Total Service Requests
28,604

Live Chat (July-December)
2,420

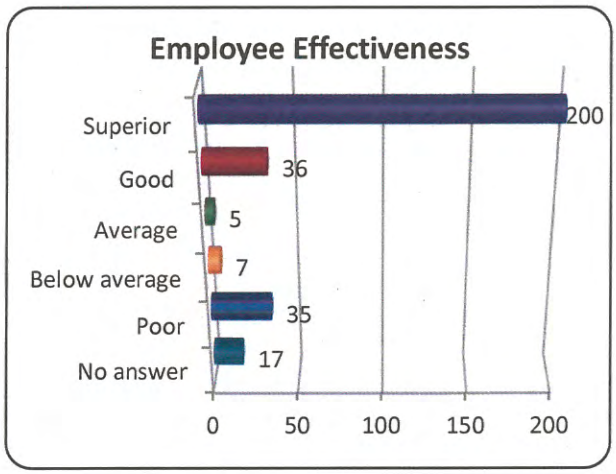
By the Numbers
1/1/17 - 12/31/17

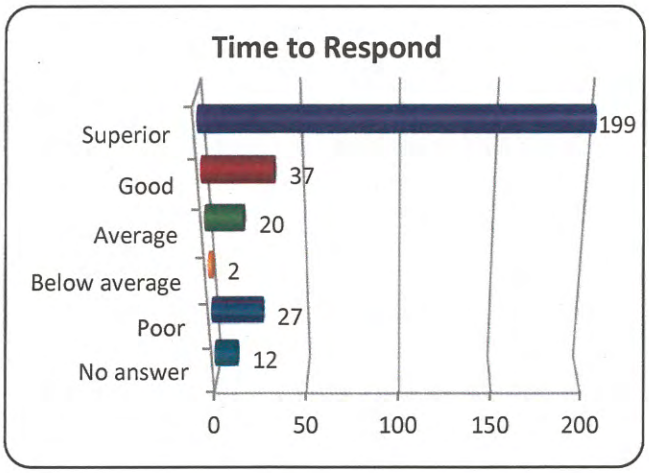
Total Calls Answered
72,937
Average Answer Delay
:24

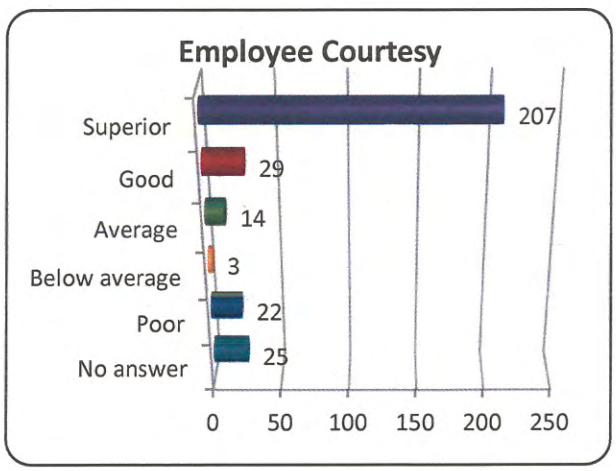
Average Handle Time per Call
1:57
Calls Abandoned
2.6%

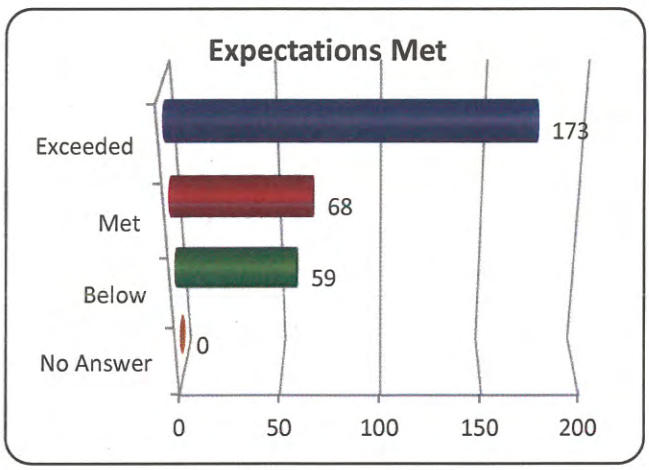


Customer Satisfaction Survey Results
All Departments
January 2017 – December 2017







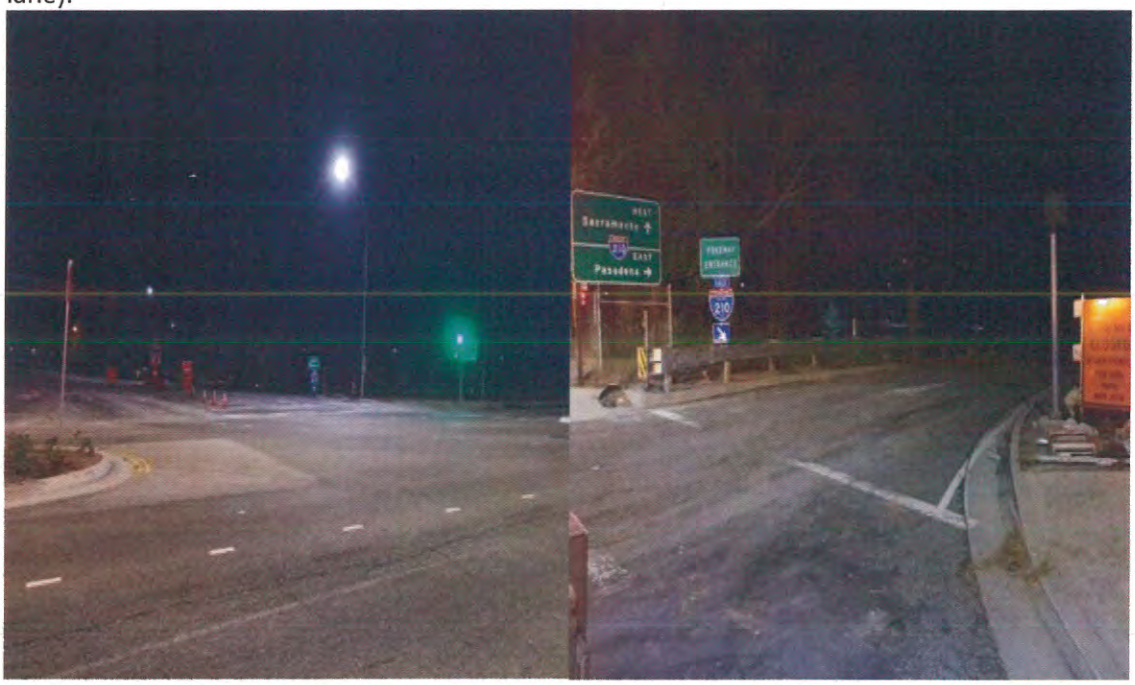


From: Weisberg, Timothy@DOT [mailto:Timothy.Weisberg@dot.ca.gov]
Sent: Wednesday, February 07, 2018 2:47 PM
Subject: I-210 Pavement Rehabilitation Project

Hi all,

I thought I would provide you with a few updates on the status of the I-210 Pavement Rehabilitation Project:

- **Work tonight:** From 7 p.m. to 6 a.m., up to two lanes will be closed eastbound from Berkshire Place to Lincoln Avenue/Howard Street as crews restripe lanes. This will shift lanes slightly towards the median to allow more room for crews to work behind K-rail. This will also require closures of the Berkshire, Arroyo, and Lincoln off/on-ramps. Not all on/off-ramps will be closed at once, but as crews progress through the area. At least one lane will be open at all times. Drivers should plan ahead, and expect various other lanes, ramps and connectors along I-210 to be closed intermittently from Walnut Street to Lowell Avenue.
- **Eastbound Angeles Crest Highway on-ramps**: Both were reopened overnight (Feb. 6 into this morning). Crews completed work paving roadway across from the ramp (shoulder and far right lane).



- **Eastbound Foothill on-ramp:** After reopening the Angeles Crest Highway on-ramps, we closed the Foothill on-ramp for paving work. This closure is scheduled for up to 45 days, but we anticipate reopening by second week of March.
- **East to East connector at 134 interchange:** Since Jan. 29, this connector has been closed overnight during the week to install permanent lighting in the connector's two tunnels. The closures are from 10 p.m. to 5 a.m., Monday through Thursday, and 11 p.m. to 6 a.m. Friday. The closures will be in place for up to four months. The work involves adding hundreds of lights to tunnels that are each hundreds of feet long, with every three fixtures connected to boxes that need to be built to connect to conduits. In short, complex electrical work. Crews will also be

working during the day on the left side of the tunnel behind K-rail. It won't require any closures, but drivers should use caution and be work zone alert.

- **West I-210 connector to California/Del Mar:** Intermittent closures continue during the week for this connector (just before Orange Grove Blvd. exit at 210/134 split) to install tunnel lighting. Closures are 11 a.m. to 5 a.m., Monday through Friday. We anticipate the work to be completed as soon as the end of next week (Feb. 16), but could be the following week (week of Feb. 19).
- **Westbound bypass lane:** The bypass lane on westbound I-210 between Lincoln Avenue and Foothill Boulevard has been closed since Jan. 22. Crews removed K-rail and installed new lane striping, and westbound lanes are back to their original traffic pattern. The K-rail will stay up on the eastbound side until at least May as crews continue paving operations further east towards Pasadena.

The project is still scheduled for completion this summer, and we are now in the fourth and final stage of the project. We appreciate everyone's patience and understanding during this project that will provide a smooth, efficient ride for drivers in the decades to come.

Let me know if you have any questions,

Tim Weisberg
Public Information Officer
Caltrans, District 7
100 South Main St.
Los Angeles, CA 90012
Desk: 213.897.3630
Cell: 213.276.3390

Caltrans

State of California • Department of Transportation

NEWS RELEASE

Date: Feb. 2, 2018
District 7: Los Angeles & Ventura Counties
Contact: Tim Weisberg, timothy.weisberg@dot.ca.gov, 213-897-3630
Online: dot.ca.gov/d7 caltransd7info.blogspot.com twitter.com/CaltransDist7

FOR IMMEDIATE RELEASE

Foothill Freeway (I-210) Closures for Pavement Rehabilitation

La Crescenta, La Cañada Flintridge and Pasadena - The California Department of Transportation (Caltrans) will close some lanes of the Foothill Freeway (I-210), as well as some on/off ramps and connectors, as part of a pavement rehabilitation project. Residents and local businesses located near the freeway may experience noise, vibrations and dust associated with construction activities. Water trucks will be used to minimize dust during working hours, and equipment movement will be limited to reduce noise from back-up alarms. Some closures may start and end later. All closures are weather permitting and subject to change.

Long-Term Closures:

- Eastbound I-210 Angeles Crest Highway on-ramps **until night of Feb. 6**
- Eastbound I-210 Foothill Boulevard on-ramp **starting night of Feb. 6**
- **East to East** I-210 connector at State Route 134 during the week (10 p.m. to 5 a.m. Monday-Thursday, 11 p.m. to 6 a.m. Friday) for up to 4 months
- Westbound I-210 connector to California/Del Mar/State Route 110 exit intermittently during the week (11 a.m. to 6 a.m., Monday-Friday) through **Feb. 9**

I-210 project closures Monday, Feb. 5 through Saturday, Feb. 10:

Eastbound I-210 (7 p.m. to 6 a.m.)

- Up to **4 lanes** from Lowell Avenue to Mountain Street
- Lowell Avenue, La Crescenta Avenue (no Friday night closure), Foothill Boulevard (long-term closure starting Feb. 6) **on-ramps**
- Gould Avenue and Colorado Boulevard **off-ramps**
- Pennsylvania Avenue, Berkshire Place, Ocean View Boulevard, Angeles Crest Highway, Arroyo Boulevard/Windsor Avenue, Lincoln Avenue/Howard Street, and Mountain Street **on and off-ramps**
- **Connectors:** **southbound** State Route 2 (Glendale Freeway), **southbound** Interstate 710 (Long Beach Freeway), **westbound** State Route 134 (Ventura Freeway)

Westbound I-210 (7 p.m. to 6 a.m.)

- Up to **4 lanes** from Walnut Street to Lowell Ave
- Gould Ave. and Walnut St. **on-ramps**
- Lowell Ave. (no Friday night closure), La Crescenta Ave. and Foothill Blvd. **off-ramps**
- Mountain St., Lincoln Ave./Howard St., Arroyo Blvd./Windsor Ave., Berkshire Pl., Angeles Crest Highway, Ocean View Blvd., and Pennsylvania Ave. **on and off-ramps**
- **Connectors:** **southbound** SR-2, **southbound** I-710 (no Friday night closure)

Save Our Water
Learn easy ways to save water during California's drought at SaveOurWater.com

BE WORK ZONE ALERT

MOVE OVER

NEWS RELEASE

Northbound SR-2

- 8 p.m. to 6 a.m. – Verdugo Boulevard **off-ramp** (7 p.m. Friday to 7 a.m. Saturday)
- 8 p.m. to 6 a.m. – Foothill Boulevard **off-ramp** (7 p.m. Friday to 10 a.m. Saturday)
- 7 p.m. to 6 a.m. – SR-2 connector to **eastbound** I-210
- 11 p.m. to 7 a.m. – SR-2 connector to **westbound** I-210 (11 p.m. Friday to 10 a.m. Saturday)

Southbound SR-2

- 8 p.m. to 6 a.m. – Verdugo and Foothill Blvd. **on-ramps** (Foothill on-ramp 7 p.m. Friday to 10 a.m. Saturday)

Eastbound SR-134

- 7 p.m. to 6 a.m. – SR-134 connector to **westbound** I-210
- 7 p.m. to 6 a.m. – SR-134 connector to **southbound** I-710

Northbound I-710

- 9 p.m. to 7 a.m. – Del Mar Boulevard **on-ramp**
- 11 p.m. to 5 a.m. – California Boulevard **on-ramp** (no Friday night closure)
- 7 p.m. to 6 a.m. – I-710 connector to **westbound** SR-134
- 7 p.m. to 6 a.m. – I-710 connector to **eastbound** I-210

Southbound I-710

- 7 p.m. to 7 a.m. – Del Mar Boulevard **off-ramp**

******The following on/off-ramps and connectors will be closed during daytime hours Monday-Thursday******

Eastbound I-210

- 9 p.m. to 3 p.m. –Pennsylvania Avenue off-ramp, Ocean View Boulevard on-ramp, Angeles Crest Highway on-ramps (Wednesday and Thursday only), Northbound SR-2 connector to eastbound I-210
- 9 a.m. to 2 p.m. – Gould Avenue off-ramp, Berkshire Place off-ramp, Mountain Street on-ramp, Lincoln Avenue/Howard Street off-ramp
- 9 a.m. to noon – Angeles Crest Highway off-ramp

Westbound I-210

- 9 p.m. to 3 p.m. – Pennsylvania Avenue on-ramp, Ocean View off-ramp, Angeles Crest Highway on-ramps, Fair Oaks Avenue off-ramp, westbound I-210 connector to southbound SR-2, eastbound SR-134 to westbound I-210
- 9 a.m. to 2 p.m. – Angeles Crest Highway off-ramp, Arroyo Boulevard/Windsor Avenue on-ramp, Lincoln Avenue on-ramp, Mountain Street off/on-ramps, Walnut Street on-ramp

Night time closures are necessary to minimize traffic delays and provide a safe work zone for construction crews and drivers. Drivers are encouraged to plan ahead and use alternate routes.

Drivers should be "Work Zone Alert" and "Slow For the Cone Zone."

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Save Our Water
Learn easy ways to save water during California's drought at SaveOurWater.com

BE WORK ZONE ALERT

MOVE OVER

OFFICE OF THE CITY CLERK

MEMORANDUM

TO: Honorable Mayor and City Council

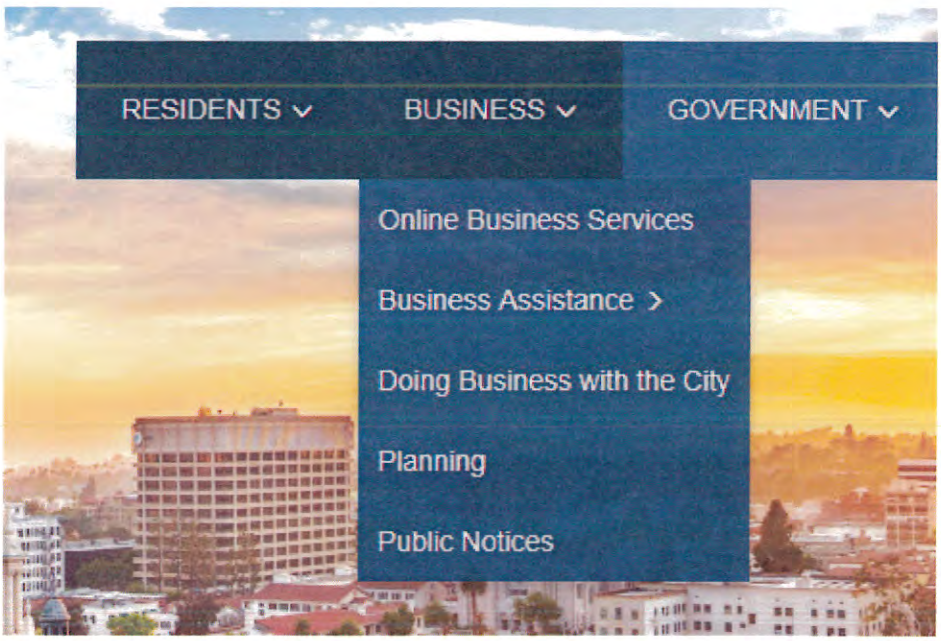
FROM: Mark Jomsky, City Clerk

DATE: February 8, 2018

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
for
HAMILTON PARK VARIOUS IMPROVEMENTS PROJECT
In the City of Pasadena, California

Sealed bids will be received until 2:00 p.m., , by the City Clerk of Pasadena, 100 N. Garfield Ave. 2nd Floor Room 228, Pasadena, for **Hamilton Park Various Improvements Project**, in the City of Pasadena, California.

Scope of Work: Removal of existing turf, chain-link-fence, excess grade at walkway and ramp, asphaltic concrete, concrete curb and handrails. Construct concrete walkway, cheek wall and ramp; resurface play area, reconfigure ADA parking stalls and signage, asphaltic paving, slurry coat and stripe parking lot, handrail, irrigation, landscape mulch and all appurtenant inclusive work.

Plans and Specifications are available on the City website at: https://www.planetbids.com/portal/portal.cfm?CompanyID=14770. The Pasadena Supplements and Modifications to the Standard Specifications for Public Works Construction ("Greenbook") is available, if needed, online at: http://cityofpasadena.net/PublicWorks/Engineering_Division/ A CD of the Plans and Specifications, and Pasadena Supplements and Modifications to the Greenbook is available upon the payment of $5.00, and can be requested by calling (626) 744-4195, fax (626) 396-8999, or email pw-permits@cityofpasadena.net.

From time to time, the City finds it necessary to issue addendum(a) to bid specifications after those bid specifications have been released. Only those parties that have registered with the City as a plan holder on a particular project will receive the addendum(a) for that project. The City is not responsible for notifications to those parties who do not directly register as a plan holder on the City's database. It is the responsibility of all perspective bidders to register on the City's database to ensure receipt of any addendum(a) prior to bid submittals. Additionally, information on any addendum(a) issued for any bid specifications for any project will be available on the City website at: https://www.planetbids.com/portal/portal.cfm?CompanyID=14770 The City reserves the right to reject as nonresponsive any bid that fails to include the information required by any addendum(a) posted on the City website.

A pre-bid meeting is scheduled for February 22, 2018 at 10:00 a.m. at the project site, 3680 Cartwright Street, Pasadena California. This meeting is to answer any questions regarding the project plans and specifications.
ATTENDANCE IS MANDATORY

Each Bidder must hold an active Class A License at the time of bid submission, except as to joint venture Bidders, who shall be licensed as provided in Business and Professions Code §§ 7029.1 and 7028.15(c).

Pursuant to the provisions of Section 1770 to 1782 of the California Labor Code, the California Department of Industrial Relations has ascertained the general prevailing rate of wages in the county in which work is to be done. A copy of the general prevailing rate of wages is on file with the City Engineer and is available for inspection and reference during regular business hours.

A contractor or subcontractor shall not be qualified to bid on, be listed in a bid proposal, subject to the requirements of Section 4104 of the Public Contract Code, or engage in the performance of this public works project unless currently registered and qualified to perform public work pursuant to Labor Code Section 1725.5. It is not a violation of Labor Code Section 1771.1 for an unregistered contractor to submit a bid that is authorized by Section 7029.1 of the Business and Professions Code or by Section 10164 or 20103.5 of the Public Contract Code, provided the contractor is registered to perform public work pursuant to Section 1725.5 at the time the contract is awarded.

This Project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

The Contractor must post job site notices prescribed by regulation (See e.g. 8 Cal. Code Reg. Section 16451(d).

Contractors and Subcontractors must furnish electronic certified payroll records directly to the California Labor Commissioner (aka Division of Labor Standards Enforcement).

All bids must be accompanied by bid security in the amount of five percent (5%) of the bid price, in the form of cash, cashier's check, money order, or surety bond.

Bids are to be signed and submitted in DUPLICATE. Bidder must submit bids with one ORIGINAL and one COPY, marked as such.

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

STEVE MERMELL
City Manager

Dated: October 31, 2017 (Authorized by City Attorney)