



**Regular Meeting  
Northwest Commission  
Tuesday, September 12, 2023  
6:30 P.M.  
Jackie Robinson Community Center  
1020 North Fair Oaks Avenue, Pasadena, CA 91103**

**Members**

Alfred Carr, Chair, District 1  
Lorena Yepez Hernandez, Vice Chair, District 5  
Daniel P. Yen, District 2  
Julieta S. Aragon, District 3  
Michael Cullins, District 3  
Max Reyes, District 4  
Stephanie Nava-Angeles, District 5  
Uzoamaka Ogbodo, District 7  
Vacant, Mayor  
Vacant, District 1  
Vacant, District 6

**Staff**

Lola Osborne, Acting Director  
Jane Whitmore, 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.

**Meeting Information**

Northwest Commission regular meetings are held on the 2<sup>nd</sup> Tuesday of each month.

To request meeting materials in alternative formats or other disability-related modifications or accommodations necessary to facilitate meeting participation, please contact the Parks, Recreation, and Community Services Department as soon as possible at (626) 744-7295 or [jwhitmore@cityofpasadena.net](mailto:jwhitmore@cityofpasadena.net). Providing at least 72-hour advance notice will help ensure availability.

Language translation services may also be requested with 72-hour advance notice by calling (626) 744-7295 or [jwhitmore@cityofpasadena.net](mailto:jwhitmore@cityofpasadena.net). Habrá servicio de interpretación disponible para éstas juntas llamando (626) 744-7295.

Public meetings begin at 6:30 P.M. Items on the agenda may not be called in the order listed. Agendas and related documents are available on the City website at: [www.cityofpasadena.net/commissions/northwest-commission](http://www.cityofpasadena.net/commissions/northwest-commission) and all branch libraries.

Materials related to an item on this agenda submitted to the Northwest Commission after distribution of the agenda packet are available for public inspection at the reception counter at the Jackie Robinson Community Center at 1020 N. Fair Oaks Ave., Pasadena, 91103 and City Hall, N255 at 100 N. Garfield Ave., Pasadena, 91101 during normal business hours.



**Agenda  
Regular Meeting  
Northwest Commission  
Tuesday, September 12, 2023  
6:30 P.M.  
Jackie Robinson Community Center  
1020 North Fair Oaks Avenue, Pasadena, CA 91103**

1. **Call to order**
2. **Roll call**
3. **Public comments for items not on the agenda**
4. **Approval of minutes**
  - August 8, 2023\*
5. **Update from Pasadena Police Department – Lieutenant Derek Locklin\***
6. **New business**
  - Information item**
    - Presentation from Pasadena Citizens Service Center (CSC) regarding an update and training on the CSC service map – Lari Burney, 311 Call Center Representative and Lydia Diaz, Customer Service Representative\*
7. **Old business**
  - Information item**
    - Update on the web based Northwest Business Directory and public outreach – Lola Osborne, Acting Director, Parks, Recreation and Community Services Department
  - Action item**
    - Discussion and approval of the Strategic Plan and Presentation Calendar updates for September 2023\*
8. **Reports/comments from the Chair**
9. **Comments from Commissioners**
10. **Staff comments**
11. **Upcoming meeting agenda items**
12. **Adjournment**

\*Attachments



Alfred Carr, Chair  
Northwest Commission

**Note to Public:** An opportunity for public comment will be provided at the time the above items are discussed. In order to facilitate public participation at meetings, the Commission will accept public comment in the following manner:

**1. In-person public comments during the meeting:**

Prior to or during the meeting, members of the public may provide public comment by submitting a speaker card prior to the start of public comment on that item to the recording secretary.

**2. Advance correspondence, to become part of the record:**

Members of the public may submit written correspondence of any length prior to the start of the meeting, at the following email address: [jwhitmore@cityofpasadena.net](mailto:jwhitmore@cityofpasadena.net). Correspondence will be forwarded to the Northwest Commission prior to the meeting if received at least 30 minutes before the start of the meeting. Any correspondence received later will be forwarded to the Commission by email the next business day.

**Posting statement:** I hereby certify that this agenda, in its entirety, was posted on the City Council Chamber bulletin board S249, the bulletin board in the rotunda area at City Hall, 100 North Garfield Avenue, and Jackie Robinson Community Center, 1020 North Fair Oaks Avenue, and a copy was distributed to the branch libraries for posting on or before the 7<sup>th</sup> of September 2023, by 5:30 P.M.; and that copies were emailed not less than 72 hours prior to the meeting, to each member of the Northwest Commission, to each local newspaper of general circulation, radio, or television station requesting notice in writing, all of which media recipients are identified on the distribution list below. The agenda may be viewed at the City's website at: [www.cityofpasadena.net/commissions/northwest-commission](http://www.cityofpasadena.net/commissions/northwest-commission).



Lola Osborne, Acting Director  
Parks, Recreation, and Community Services Department

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**Draft Minutes  
Regular Meeting  
Northwest Commission  
Tuesday, May 09, 2023  
6:30 P.M.**

**Commissioners Present:** Julieta Aragon, Michael Cullins, Stephanie Nava-Angeles (arrived at 6:34 P.M.), Max Reyes, Daniel Yen, Lorena Yepez Hernandez

**Commissioners Absent:** Alfred Carr (excused), Uzoamaka Ogbodo (excused),

**Staff Present:** Lola Osborne and Jane Whitmore

**1. Call to order**

Vice Chair Yepez-Hernandez called the meeting to order at 6:31 P.M.

- **Welcome to new Commissioner Daniel P. Yen (District 2)**

Commissioner Yen introduced himself and shared his professional and community experience.

**2. Roll call**

Staff (Whitmore) called the roll, and a quorum was established for the Commission.

**3. Public comments for items not on the agenda**

None

**4. Approval of minutes**

After review, it was moved (Nava-Angeles) and seconded (Reyes) to approve the minutes of the May 9, 2023, regular meeting. (Motion carried with one abstention)

In Favor: Yepez Hernandez, Aragon, Cullins, Reyes, Nava-Angeles

Abstain: Yen

Absent: Carr, Ogbodo

After review, it was moved (Nava-Angeles) and seconded (Reyes) to approve the minutes of the June 3, 2023, special meeting. (Motion carried with one abstention)

In Favor: Yepez Hernandez, Aragon, Cullins, Reyes, Nava-Angeles

Abstain: Yen

Absent: Carr, Ogbodo

**5. Update from Pasadena Police Department – Sergeant Matthew Campeau**

Sergeant Campeau provided information on recent incident trends in the Northwest. Questions from the Commission followed the update.

## 6. New business

- **Memo from Department of Housing on the Hope Housing Project – Jim Wong, Senior Project Manager, Department of Housing**

Staff (Osborne) provided an overview of the Hope Housing Project on behalf of Jim Wong and the Commission reviewed the memo from the Department of Housing on the project. Staff responded to questions.

## 7. Old business

- **Discussion and approval of the Northwest Commission Strategic Plan and Presentation Calendar for FY 2023-2024**

After discussion, it was moved (Cullins) and seconded (Nava-Angeles) to approve the Northwest Commission Strategic Plan and Presentation Calendar for FY 2023-2024, as discussed. (Motion unanimously carried)

In Favor: Yopez Hernandez, Yen, Aragon, Cullins, Reyes, Nava-Angeles  
Absent: Carr, Ogbodo

## 8. Reports/comments from the Chair

Vice Chair Yopez-Hernandez made the following comments:

- The first day of school for Pasadena Unified School District (PUSD) and local private schools is on Monday, August 14 and encouraged everyone to slow down and be aware of students walking, riding bicycles, scooters etc. when driving.
- Requested information from Staff (Osborne) regarding the completion of the Community House at Washington Park.
- Requested information from Staff (Osborne) about when the results from the Department of Transportation Community Parking Survey will be made available to the public.

## 9. Comments from Commissioners

Commissioner Aragon requested information from Staff (Osborne) regarding when the City Council will review the recommendations for the name of the Robinson Park pool. Staff informed the Commission that the item will be on the City Council agenda on August 21, 2023.

## 10. Staff Comments

Staff (Osborne) announced the following upcoming events and stated the event flyers will be emailed to the Commission:

- A free concert featuring music from the 60's & 70's will be held at Memorial Park on Saturday, August 19.
- The Centennial Square Boxing Show is on Friday, August 25, from 7:00 – 10:00 P.M. at City Hall, featuring participants from the Villa Parke Boxing Program.
- The Latino Heritage Parade and Festival is on Saturday, September 16 from 10:00 A.M. – 4:00 P.M. This year's parade will end at City Hall and the festival will be held in Centennial Square.

**11. Upcoming meeting agenda items**

- Presentation from Pasadena Citizens Service Center (CSC) regarding an update and training on the CSC service map.

**12. Adjournment**

It was moved (Yen) and seconded (Aragon) to adjourn the regular meeting. The meeting was adjourned at 7:42 P.M.



**City of Pasadena Northwest Commission**  
**Strategic Plan: 07/11/2023 – 06/11/2024**

**Mission:**

- Serve as a monitoring body for the Northwest community.
- Work with the City Manager and staff on updating and revising the Northwest Strategic Plan.
- Provide ongoing oversight on the implementation of the plan.
- Provide periodic advice to the City Council on Northwest issues.
- Work with the City Manager and staff to promote economic development activities in Northwest Pasadena.
- Provide periodic advice to the Council on economic development activities in Northwest Pasadena.
- Present an annual review of the implementation of the plan's projects and programs to the City Council and the community.
- Recommend policies, procedures, programs, and legislation to promote and ensure communication, civic involvement, and social and cultural environments to the Northwest residents of Pasadena.
- Consult and cooperate with other public agencies and commissions on matters relevant to the Commission.

**FY 2023-2024 Ad Hoc Committees:**

**Ad Hoc Committee re: Objective #1 - Neighborhood Preservation/Public Safety**

**Ad Hoc Committee re: Objective #2 - Economic Development**

**Ad Hoc Committee re: Objective #3 - CDBG Funding**

## **Ad Hoc Committee re: Objective #1 – Neighborhood Preservation/Public Safety**

Objective Purpose: Promote equitable Northwest neighborhood preservations through advancing CIP projects and monitoring activities related to housing and public safety.

Commissioners: Yopez Hernandez, Nava-Angeles, Aragon, Carr

### **Action Items:**

- Support staff in completing a status of activities named in the 1985 Northwest Community Plan.
- Assess CIP needs in Northwest, including gathering community input, and make recommendations (maintenance and safety concerns).
- Conduct Annual Community Survey and concurrently encourage resident reporting via City app.
- Assess equitable enforcement of new neighborhood or city regulations (**Citywide reports vs. for Northwest only**).
- Share information with the community on refuse requirements, services, and penalties.
- Receive reports/updates on new housing projects in Northwest.

### **Strategic Plan Updates:**

July 2023:

- No update provided

August 2023:

- The Commission received an update on the Hope Housing Project in Northwest Pasadena from Jim Wong, Senior Project Manager, Department of Housing.
- Staff (Osborne) reported she informed the Department Directors the Commission is assisting with the review of the 1985 Northwest Community Plan goals and stressed the importance of department staff providing the requested information in a timely manner when contacted by the ad hoc committee.
- Commissioner Aragon reported that she, Chair Carr, and Commissioner Ogbodo assisted at the commission table during Assemblymember Chris Holden's Annual Community Resource Fair and Block Party on Saturday, August 5, and distributed the Commission's community and business surveys to residents.

### **Status:**

## **Ad Hoc Committee re: Objective #2 – Economic Development**

Objective Purpose: Support economic development activities in the Northwest

Commissioners: Reyes, Ogbodo, Cullins, Carr

### **Action Items:**

- Promote the Northwest Business Directory.
- Northwest Business Survey to new businesses:
  - Disseminate in conjunction with welcome letter.
  - Analyze the results and add businesses to the directory.
- Northwest Business Survey to residents:
  - Disseminate and analyze results.
- Continue to build a relationship with the Economic Development Department.

### **Strategic Plan Updates:**

July 2023:

- Commissioner Reyes reported the ad hoc committee met in July and discussed the priorities for the ad hoc committee to complete the action items.

August 2023:

- The ad hoc committee is reviewing the business surveys completed at the Juneteenth Festival on Saturday, June 17, and Assemblymember Chris Holden's Annual Community Resource Fair and Block Party on Saturday, August 5.
- Commissioner Reyes requested Staff (Osborne) set up a meeting with the Economic Development Division staff to discuss the action items for the objective. Staff (Osborne) requested the ad hoc committee send her their weekday availability to enable her to arrange the meeting.
- Staff (Osborne) reported a press release was going to be sent to local media regarding the Northwest Business Directory.

**Status:**

## **Ad Hoc Committee re: Objective #3 – CDBG Funding**

Objective Purpose: Recommend improvements to City facilities and offer prioritization for addressing the improvements.

Commissioners: Cullins (lead), Yepez Hernandez, Ogbodo, Carr

### **Action Items:**

- Using the inventory of City facilities, determine what needs exist.
- Engage the Department for facilities to determine their desires for improvement.
- Gather input from community members regarding desired enhancements.

### **Strategic Plan Updates:**

July 2023:

- No update provided

August 2023:

- Vice Chair Yepez Hernandez removed herself from the CDBG Funding ad hoc committee.
- Vice Chair Yepez Hernandez appointed Commissioner Yen to the CDBG Funding ad hoc committee.
- Staff (Osborne) advised the ad hoc committee that she can provide a list of City owned facilities in the Northwest to assist with making recommendations for improvements. The Committee lead, Commissioner Cullins stated that he would let staff know when they would like to receive the list.

**Status:**

## **Northwest Commission**

### **Presentation Calendar FY 2023-2024**

To be scheduled:

- Presentation regarding the California Violence Intervention Program (CalVIP), Whitney Harrison, Manager, Social and Mental Health, Pasadena Public Health Department
- Presentation from Pasadena Water and Power regarding the status of electric vehicle charging stations in the Northwest – Presenter TBD (Staff- Osborne)

July 2023:

- Meeting cancelled

August 2023:

- Memo from Department of Housing on the Hope Housing Project – Jim Wong, Senior Project Manager, Department of Housing

September 2023:

- Presentation from Pasadena Citizens Service Center (CSC) regarding an update and training on the CSC service map – Lari Burney, 311 Call Center Representative and Lydia Diaz, Customer Service Representative

October 2023:

- (tentative) Presentation from Outward Bound Adventures on their mission, purpose, and possible collaboration with the Northwest Commission – Presenter TBD (Staff – Osborne)

November 2023:

- (tentative) Presentation from the Arts and Cultural Affairs Division regarding an update on public art projects at Robinson Park Recreation Center – Presenter TBD (Staff- Osborne)

December 2023:

- (tentative) Presentation from Department of Housing regarding an update on the final Homelessness Plan – Presenter TBD (Staff – Osborne)

January 2024:

- 

February 2024:

- 

March 2024:

-

April 2024:

- 

May 2024:

- 

June 2024 Annual Meeting

July 2024:

- 

(updated August 8, 2023)

**Pasadena Police Department**  
**CSA 2**  
**Violations**  
**Date Range: 5/1/2023 - 8/31/2023**

<b>CSA 2</b>	<b>May-23</b>	<b>Jun-23</b>	<b>Jul-23</b>	<b>Aug-23</b>	<b>Total</b>
Aggravated Assault	14	9	23	17	63
Arson	0	0	3	1	4
Burglary	6	10	8	8	32
Counterfeit/Forgery	0	1	2	1	4
Credit Card/ATM Fraud	0	0	1	0	1
Drug Equip Violations	6	4	3	4	17
Drug Violations	8	4	3	4	19
Embezzlement	0	0	0	1	1
False Pretense/Swindle	7	4	5	7	23
ID Theft	4	4	5	5	18
Impersonation	3	5	3	2	13
Intimidation	1	3	1	5	10
Kidnapping/Abduction	0	0	0	1	1
Larceny-All Other	13	15	10	15	53
Motor Vehicle Theft	8	7	12	11	38
Murder	0	0	1	1	2
Robbery	0	2	9	2	13
Sex Offenses (Force)	6	2	4	1	13
Shoplifting	3	2	1	1	7
Simple Assault	20	21	23	20	84
Stolen Property	1	2	4	1	8
Theft from Building	1	1	1	1	4
Theft from Vehicle	20	16	17	23	76
Theft of Vehicle Parts	8	13	4	3	28
Vandalism	14	9	39	31	93
Weapons	7	9	8	4	28
<b>Total</b>	<b>150</b>	<b>143</b>	<b>190</b>	<b>170</b>	<b>653</b>

*Violation counts above are preliminary and subject to change.  
These are not the official numbers provided to CA DOJ.  
Preliminary numbers allows for timely information to make immediate  
deployment decisions.*

# Citizen Service Center (CSC)

Northwest Commission

9/12/23







# What Is The CSC?

Citizen Service Center

- We are a Live Answer Call Center
- We are an Online Service
- We are a Mobile App
- We are LiveChat
- We are “One Call To City Hall”



PASADENA



# CSC Call Center

## Citizen Service Center

- Opened January 24, 2014
- Staffed with 5 full-time Customer Service Representatives
- Call Center Phone Hours
  - > Monday – Friday, 8:00 a.m. – 5:00 p.m.
- Call Center Manages
  - > Incoming calls from Residents and Visitors
  - > Radio Dispatch for Public Works field crews
  - > Work Order creation and distribution for all Public Works services
  - > CSC Web/Mobile App/LiveChat requests
  - > All City Department Support including outside Organizations and Businesses (Pasadena Humane, First Transit, Rose Bowl, Tournament House and More!



# What Issues Can You Report?

Citizen Service Center

Abandoned Trash Items	Park Maintenance
Animal Care/Control	Parking Enforcement Issues
Code Enforcement – Private and Public Property	Potholes
Fireworks	Power/Water Outage and Issues
Graffiti	Street Lights/Traffic Signals
Issues Related to Homelessness	Street Tree Maintenance
Missed Trash	Wasting Water



# WHAT INFORMATION/SERVICES CAN YOU REQUEST?

Citizen Service Center

Accessibility Requests for City Meetings, Events and Classes

ADA Seating Information for Rose Parade and Rose Bowl

Bulky Item Pick Up

City Events

Construction/Engineering Projects

Housing/Shelter Information – Homeless Prevention Services

Housing/Shelter Information – Homeless Prevention Services

Parking Citation Appeals / Payment Options

Parking Permit Information

PWP Low Income Assistance Programs

PWP Rebates/Home Improvement Programs

Organics Recycling Program / Compost Hub Training



# 2022 Statistics

## Citizen Service Center

Total Calls  
Answered:  
139,119

Average Answer  
Delay: 3:19

Service Level  
(Total Calls  
Answered Within  
30 Seconds): 52%

Average Handle  
Time Per Call:  
2:40

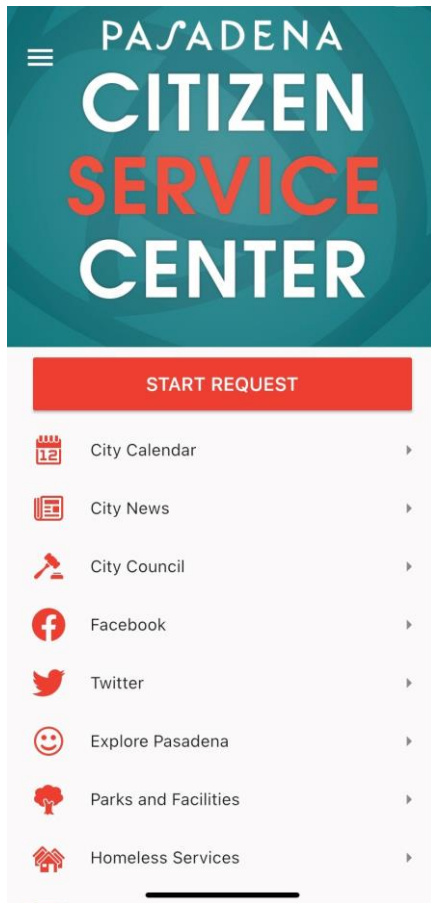
Total CSC  
Requests  
Received: 37,052



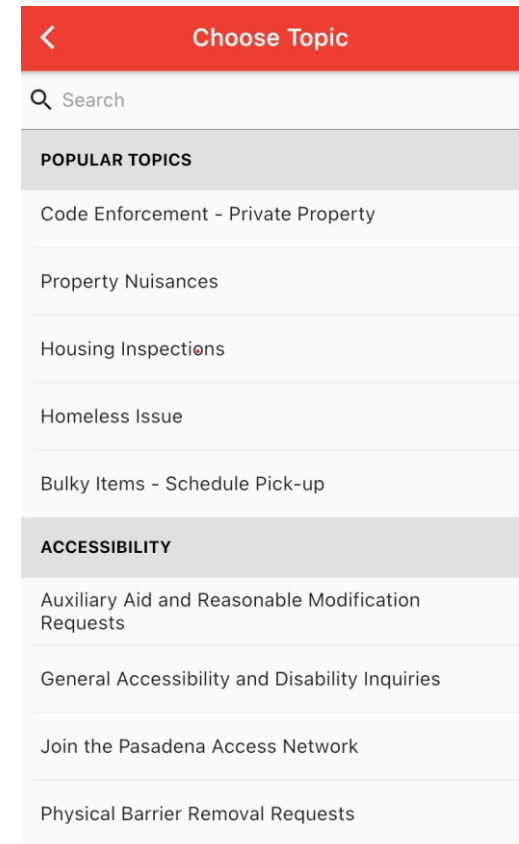
# CSC Mobile App

Citizen Service Center

Free to download on both iPhone and Android



Search for  
PasadenaCSC  
in the app store




PASADENA



# Live Chat

Citizen Service Center


Live Chat



Hi! How can I help you?

**Chat With Us!**

Live Chat



Agents are unavailable right now.  
Please leave a message and we will  
respond by next business day.

**Leave Us A Message!**



# Contact Information

## Citizen Service Center

### Citizen Service Center:

- 626.744-7311
- Email: [csc@cityofpasadena.net](mailto:csc@cityofpasadena.net)
- Mobile App: PasadenaCSC (Android and iPhone)

CSC Website: [www.cityofpasadena.net/CSC](http://www.cityofpasadena.net/CSC)

### Mandy Templeton:

- 626.744.7151
- Email: [mtempleton@cityofpasadena.net](mailto:mtempleton@cityofpasadena.net)





# CSC Map

Citizen Service Center

<https://pasgis.maps.arcgis.com/apps/dashboards/12e3adc4d4074f55b626f78dc5bb67f7>

Sign in to City of Pasadena, CA



City of Pasadena

ArcGIS login

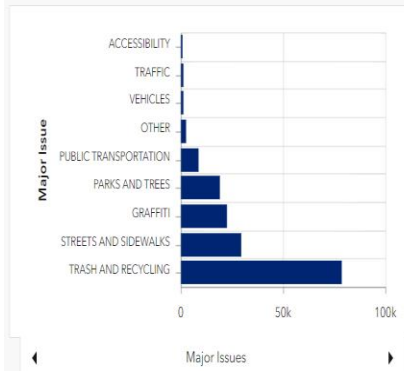
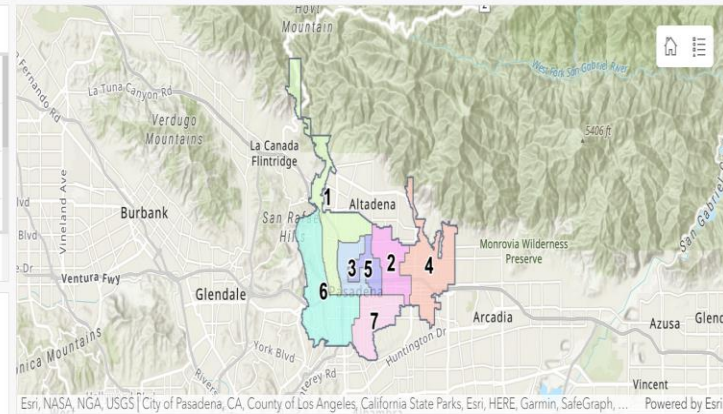
Not a member of this organization?  
[Sign in to your account on ArcGIS Online](#)

[Privacy](#)

## CSC Requests - Council Districts

Select Date Range  
No date selected

Council District	Requests
District 1	27,298
District 2	24,966
District 3	21,441
District 4	26,428
<b>TOTAL REQUESTS</b>	<b>159,878</b>



Recorded Date	Address	Major Category	Subcategory	Work Order Comm...	Status
7/7/2023, 5:00 PM	10418 Plainview Ave	STREETS AND SIDE...	Street Signs and Paint	there is a fire hydra...	Open
7/7/2023, 5:00 PM		GRAFFITI	Graffiti	graffiti on utility box...	Open
7/7/2023, 5:00 PM	1724 Kenneth Way	STREETS AND SIDE...	Street Lights	I previously reporte...	Open
7/7/2023, 5:00 PM	1797 N Summit ave	GRAFFITI	Graffiti	gang tagging on re...	Open
7/7/2023, 5:00 PM	1724 Kenneth Way	STREETS AND SIDE...	Street Lights	3 lights out. I previo...	Open