

## OFFICE OF THE CITY MANAGER

February 2, 2012

To the Honorable City Council of the City of Pasadena

Mayor and Councilmembers:

#### WEEKLY NEWSLETTER

# 1. Cable Video Update - Charter and AT&T Programming Fee Increases:

Recently in a notice to the City, Charter Communications announced increases to the programming fees for video service to Pasadena customers effective, March 1, 2012. Similarly, AT&T gave notice that effective on February 1, 2011 the programming fees for new and current customers will increase for U-verse TV packages. The attached memorandum from Phillip Leclair, Acting Chief Information Officer, provides additional information on Charter Communication and AT&T increased programming fees.

## 2. APPA Advanced Meter Project:

Pasadena Water and Power (PWP) was recently awarded grant funding from the American Public Power Association (APPA) to install approximately 200 new advanced residential electric meters. The new meters will be installed over a four to five week period starting late February as part of an infrastructure improvement pilot project focused on testing new electric metering technology. The attached memorandum from Phyllis Currie, General Manager Water and Power provides additional information on this pilot project.

## 3. Pasadena First Buy Local Outreach Briefing:

The attached memorandum from Andy Green, Director of Finance, provides information on the January 2012 Outreach Briefing and includes the latest results from Pasadena First Buy Local's (PFBL) outreach efforts on the Rose Bowl Renovation project, Herkimer Arms, Hudson Oaks and other projects.

# 4. Project HOUSED Ends Homelessness for 14 Chronically Homeless Persons:

The City of Pasadena, in conjunction with partners from the Pasadena business and faith communities and social service providers, launched Project HOUSED Pasadena in August 2011. Project HOUSED Pasadena is a street-to-home initiative that aims to identify and permanently house the City's most vulnerable homeless persons including those most likely to die on the streets of Pasadena. Project HOUSED Pasadena partners committed to housing 20 vulnerable homeless persons in the first year of the program. At the end of the first quarter since launching the initiative, 14 persons have been housed. I have attached a memorandum from William K. Huang, Housing Director, which provides additional information on this initiative.

# 5. Zanja Street - Community Work Day:

On Saturday, January 28, 2012, the Department of Public Works assisted Zanja Street residents with a Community Work Day. The beautification project completed by more than 60 volunteers added drought tolerant plantings, boulders, and mulch to the north side of Zanja Street between Lincoln and Forest Avenues. The attached memorandum from Siobhan Foster, Director of Public Works, provided additional information on the event.

# 6. Luis Herrera Named Library Journal's 2012 Librarian of the Year:

In the January issue of Library Journal (LJ), former Pasadena Public Library Director, Luis Herrera was awarded Librarian of the Year 2012. Luis was the Pasadena Public Library Director from 1995 to 2005. He is now City Librarian in San Francisco where he manages 27 library branches. Luis Herrera was nominated by the mayor, library staff and endorsed by the library's bargaining unit for the LJ Librarian of the Year award and was chosen by the editors of LJ.

The article, by Library Journal's John N. Berry III, "Humility and kindness is key to Herrera's success in San Francisco and to winning this award. In short, he got voters to extend SFPL support for 15 years. He employed his participatory management style to create a rare alliance between management and union. He invoked an ability to build strong and effective partnerships with other city departments, while his unusual brand of courage empowered staff teams to make management and organizational changes and decisions."

According to Jan Sanders, Director of Libraries and Information Services, the Library Journal's 2012 Librarian of the Year Award was presented to Luis at a special awards dinner during the American Library Association's Midwinter meeting in Dallas in January.

## 7. Black History Month Events:

There are two special events this month honoring Black History Month. This Saturday, February 4<sup>th</sup>, from 6:00 pm - 9:00 pm, the Jackie Robinson Center will host their annual Red, Black & Green Dinner/Dance to be held at the Pasadena Hilton. Ticket cost is \$60.00 and tickets are available by contacting Jarvis Emerson, Community Services Supervisor, Jackie Robinson Community Center.

The Jackie Robinson Community Center and the Black History Parade & Festival Planning Committee are preparing to celebrate their 30th Annual Black History Parade and Festival, to be held Saturday, February 18, 2012. Please join them for a VIP Breakfast beginning at 8:00 am and lunch at noon at the Jackie Robinson Center, then ride or walk in the parade. The parade begins promptly at 10:00 am at Charles White Park in Altadena and continues south on Fair Oaks Avenue to Mountain Street. The festival follows from noon to 4:00 pm at Robinson Park with live entertainment, resource tables, food vendors and a kid zone.

For additional information on these upcoming events, please contact Jarvis Emerson, Community Services Supervisor, Jackie Robinson Community Center at 626-744-7300.

# 8. Rose Bowl Renovation Project Weekly Update:

Attached is the most current schedule for the Rose Bowl Renovation Project as provided by Darryl Dunn, General Manager of the Rose Bowl.

Respectfully Submitted,

JULIE A. GUTIERREZ
Assistant City Manager

JAG/dac



# City of Pasadena

To:

Michael Beck, City Manager

From:

Phillip Leclair, Acting Chief Information Officer

Date:

February 1, 2012

Subject:

Cable Video Update - Charter and AT&T Programming Fee Increases

Recently in a notice to the City, Charter Communications announced increases to programming fees for video service to Pasadena customers. Similarly, AT&T gave notice of programming fee increases through a public announcement to customers posted to the company's website.

# Charter Increases Programming Fees

Effective March 1, 2012, Charter will be increasing the programming fees by \$3.00 for Expanded Basic, Combined Basic & Expanded Basic and Digital Home Package video services. The rate for Basic Service will remain at \$24.99. Charter stated the increases were necessary due to increases in programming cost from suppliers, as well as the overall cost of doing business.

In addition, the monthly Broadcast TV Surcharge will increase \$0.28 to \$1.58 from \$1.30. Beginning in 2010, Charter started assessing a surcharge fee to all video customers, stating the fee was necessary due to increases in charges levied by TV station owners for the carriage of local TV programming, such as ABC, CBS, NBC and Fox.

The programming fee adjustments are shown in the table below.

Programming	Current Price	New Price	Change	Percent
Basic Service (69 channels)	\$24.99	\$24.99	\$0	0%
Expanded Basic Service (71 channels)	\$33.00	\$36.00	\$3.00	9.1%
Basic & Expanded Basic (140 channels)	\$57.99	\$60.99	\$3.00	5.2%
Digital Home Package	\$59.99	\$62.99	\$3.00	5.0%
Broadcast TV Surcharge	\$1.30	\$1.58	\$0.28	21.5%

Charter last raised service fees for cable TV programming in June 2011 by \$3.00, increasing the monthly charge for Expanded Basic Service from \$30.00 to \$33.00.

# AT&T Increases U-verse TV Package Fees

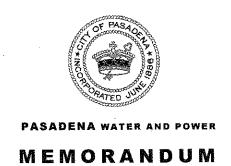
AT&T announced effective on February 1, 2011, the programming fees for new and current customers will increase for U-verse TV packages. AT&T stated the reason for the increases was greater business costs, including costs associated with higher fees charged by programming service providers (i.e., ESPN, Time Warner, Fox, etc.). The TV package fee adjustments are shown in the table below.

Programming .	<b>Current Price</b>	New Price	Change	Percent
U-Basic (local channels)	\$19.00	\$19.00	\$0	0%
U-family (130 channels)	\$54.00	\$57.00	\$3.00	5.6%
U100 (210 channels)	\$54.00	\$59.00	\$5.00	9.3%
U200 (270 channels)	\$69.00	\$72.00	\$3.00	4.3%
U300 (360 channels)	\$84.00	\$87.00	\$3.00	3.6%
U450 (430 channels)	\$117.00	\$119.00	\$2.00	1.7%

For current U-verse customers who are on promotional pricing packages, the pricing benefit will continue until the end of the promotion period, at which time the new pricing rates will apply. AT&T's U-basic package, which includes only local TV broadcast stations, will remain unchanged at \$19 per month. AT&T last increased TV package rates in February 2011 by 2% to 9% (varying by the programming package selected) for new U-verse customers.

Charter and AT&T will be sending advanced notification to customers of the rate increases via a message included in customer billing statements. Under federal law, video operators are not required to notify the City of rate adjustments in advance of notification to customers, or to allow the City to review rate increases before they go into effect. However, notice must be given to subscribers a minimum of 30 days in advance of the rate change.

We will keep you informed of future video service and pricing updates as they are announced. If you have further questions, please contact Shinji Hosokawa at 744-7252 or Lori Sandoval at 744-4710.



February 2, 2012

To:

Michael Beck

City Manager

From:

Phyllis Currie

General Manager

Subject: City Manager Newsletter

# Advanced Electric Meter Pilot Project

Pasadena Water and Power (PWP) was recently awarded grant funding from the American Public Power Association (APPA) to install approximately 200 new advanced residential electric meters. The new meters will be installed over a four to five week period starting late February as part of an infrastructure improvement pilot project focused on testing new electric metering technology.

The new meters are similar to those PWP currently uses, but they also enable PWP to remotely check on operational status of each installed meter. The new meters will report power quality data and when power outages and restorations occur, and they will provide PWP the ability to remotely switch power service on or off to the customer. No electric rate or billing changes are being implemented as part of this pilot project. The new meters will continue to be read in the field by PWP meter readers for billing.

PWP will collect and analyze data from installed meters until the completion of pilot project in October, 2012. The results of the pilot project will be used by PWP to identify and recommend future city-wide metering upgrade projects.

PWP selected potential customers for the pilot program based on which feeder and transformer is used to serve their electricity. Only single-family residential accounts were chosen, and customers enrolled in PWP's income, age, and medical assistance programs were excluded from the pilot. PWP will be sending the attached letter to the selected customers during the week of February 6. The letters will include a copy of the attached "Advanced Meter Pilot Project FAQ" as well. Over time, additional information will be offered on PWP's website at www.pwpweb.com/meters.



#### PASADENA WATER AND POWER

February 6, 2012

Dear Valued Electric Customer,

SUBJECT: ADVANCED METER PILOT PROGRAM / PROGRAMA PILOTO DE MEDIDORES AVANZADOS (Si necesitan ayuda en español, por favor llamar al 626-405-4005.)

Pasadena Water and Power (PWP) has received grant funding to replace a limited number of its existing electric meters with more advanced technology. You are among 300 of our customers who may be selected to receive a meter upgrade through this pilot program.

The new meters present a number of advantages that will help ensure the quality and reliability of your electric service. Most important, if there is a power outage at your home, the new meter can send an alert to PWP and we can quickly respond to troubleshoot the problem.

The new meters can also detect when the voltage on our power lines is too low or too high. Data collected from the new meters will help PWP plan for repairs or upgrades to power lines and electrical equipment in your neighborhood.

PWP will install the new meters over a four week period beginning in the last week of February, 2012. You do not need to schedule an appointment with PWP or stay at home to receive the upgrade.

Enclosed are answers to frequently asked questions (FAQ) about meters in general and the advanced meter pilot program. Please read the FAQ, as it contains very important information. Additional information can be found at <a href="https://www.PWPweb.com/meters">www.PWPweb.com/meters</a>, or you may contact PWP at (626) 744-4005 or via email at WPD\_Answerline@cityofpasadena.net.

Sincerely,

Eric R. Klinkner

Assistant General Manager/Chief Deputy

Enclosure

# Advanced Meter Pilot Program

# Frequently Asked Questions

#### What is the Advanced Meter Pilot Program?

Pasadena Water and Power's Advanced Meter Pilot Program is a grant funded project that will replace approximately 200 existing electric meters with more advanced meter technology.

#### What is the purpose of the pilot program?

The purpose of the Advanced Meter Pilot Program is to test a new type of meter technology that can help PWP improve its electric service quality and reliability. If the pilot program is successful, PWP will consider installing more of the new meters (or similar advanced meter technology) at other homes and businesses in Pasadena.

## What kind of meter will PWP be using in the pilot program?

The new meter combines Itron's CENTRON II digital meter platform with wireless technology from Nighthawk. Both Itron and Nighthawk are based in the U.S.A., and they assemble the CENTRON II meters here as well. The new meter will replace the earlier model of a similar digital meter (also made by Itron) which you currently have. In the utility industry, both the old and the new models are classified as "automatic meter reading" (AMR) technology.

# How long has PWP used Automatic Meter Reading technology?

PWP began replacing old-fashioned mechanical meters with digital AMR meters in 2004. Almost all PWP customers now have AMR meters, which are more accurate than mechanical meters and provide a more efficient means for meter readers to collect billing data. The meters being used in the Advanced Meter Pilot Program are also AMR meters, but they offer additional features that help improve electric service quality and reliability.

# How are the new meters similar to the meters PWP currently uses?

Just like the meters PWP currently uses, the new meters use digital technology to record how much electricity a customer uses. As before, PWP staff will continue to walk or drive by residential service addresses every two months to "read" the meters for billing data through handheld wireless devices.

#### How are the new meters different?

The new meters can detect when there is a power outage or when the voltage on a power line is too low or too high. It can then send an alert to PWP to troubleshoot the issue. Also, if electric service at an address needs to be turned on or off, PWP staff can do the work remotely through wireless technology.

# Under what circumstances would PWP disconnect a customer's electric service through the meter's wireless technology?

PWP will be able to turn the meter off or on through wireless technology when a customer moves out and discontinues service, for safety when power lines are being worked on, or when a customer has received a shutoff notice and has exhausted all other remedies that are normally available for bill payment.

# Are the new meters in the pilot program what people call "smart meters"?

The advanced meters in the pilot program are not considered "smart meters" by the utility industry. Smart meters, which are now in use by many utilities nationwide, offer additional features that support programmable "smart" appliances and electronics, real-time pricing, electric load control devices and in-home displays for monitoring energy use.

#### Are the new meters safe?

The new meters have been tested and certified by the Underwriters Laboratories for electrical safety. The wireless technology in the new meters emits radio frequency signals at levels that are below limits set by the Federal Communications Commission and the same or less than cell phones, Wi-Fi routers and baby monitors.

#### Will the new meters cause my electric bill to go up or down?

The new meters are just as accurate as your current meter. Like your current meter, the new meter uses digital technology to record how much electricity you use. PWP meter readers will still walk or drive by your home every two months to collect your billing data, and your bimonthly bill will still look the same.

#### How did PWP select who would participate in the program?

A combination of factors went into selecting areas of Pasadena that would be right for the pilot program. Above all, PWP selected areas where existing power infrastructure would be compatible with the new meters' functionality and where low voltage issues have been recorded. (The new meters are expected to help PWP quickly detect problems with the electric system, which will facilitate plans for repairs or upgrades.) Areas of Council Districts 1, 3 and 6 will participate in the pilot program.

#### When will the new meter install happen?

All installations will occur on weekdays between February 27 and March 23.

# Do I need to be at home when they are installed?

No. PWP can access your meter without inconveniencing you. You do not need to schedule an appointment.

# When the new meter is installed, how long will my home be without power?

While the meters are being switched, your home will be without power only for a few minutes. Your digital clocks may need to be reset.

#### What do I need to do to prepare?

Nothing. Your home will be without power for only a few minutes while the old meter is replaced with the new one.

## Will the new meters be removed after the pilot program is over?

No.

#### How will I know if my meter has been switched?

You will receive a notice on your door telling you that PWP has switched out your meter. **Please note** that not all customers who receive this FAQ in the mail will be selected for the pilot program. If by the end of March you have not received the notice on your door, it means that your service address was ultimately not selected for the pilot program.

#### What if I experience any problems?

If you experience any problems with your electric service, please follow the same procedures that you do now. For billing and meter issues or general questions, call (626) 744-4005. For power outages, please call (626) 744-4673, even though your new meter is designed to alert PWP of outages.

#### How is the program funded?

The Advanced Meter Pilot Program is funded by Pasadena Water and Power and through a grant from the American Public Power Association.

#### How can I find out more information about the new meters?

For more information, please visit www.PWPweb.com/meters, call (626) 744-4005 or send an email to WPD\_Answerline@cityofpasadena.net.



## DEPARTMENT OF FINANCE

January 25, 2012

TO:

Michael Beck

City Manager

FROM:

Andy Green

Director of Finance

RE:

Pasadena First Buy Local Outreach Briefing

The January 2012 Outreach Briefing includes the latest results from Pasadena First Buy Local's (PFBL) outreach efforts on the Rose Bowl Renovation project, Herkimer Arms, Hudson Oaks and other projects.

Consistent with the Rose Bowl Local Participation Plan adopted by the Rose Bowl Operating Company on February 17, 2011, the Department of Finance facilitated all deliverables between February and December 2011 with notable results. A previous semi-annual report on this project showed 47 Pasadena residents were hired, with no local subcontracting reported at that time. To date, contractors working on this project hired 71 Pasadena residents totaling \$312,078 in local hiring, subcontracted approximately \$3 million with Pasadena contractors, and procured \$3.4 million in supplies and materials from Pasadena businesses, for a combined total of \$6.7 million in local benefit.

Projects subject to the City's First Source Local Hiring Ordinance resulted in 132 Pasadena residents hired, totaling \$1,081,467 in payroll, which represents 33.8 percent overall.

PFBL continues to work with its collaborative partners, Foothill Workforce Investment Board, Los Angeles Urban League, and Flintridge Center. Other collaborative partners who have been essential to the success of PFBL include the Rose Bowl General Manager's Local Hiring Advisory Group, Parsons, Bernards Barton Marlow, the Laborers Union (Local 300), Iron Workers (Local 433), Cement Masons (Local 600), Foothill Workforce Investment Board, Flintridge Center, and Union Station.

To view the complete January 2012 outreach briefing, go to the following link and click on: <a href="http://cityofpasadena.net/WorkArea/DownloadAsset.aspx?id=6442462171">http://cityofpasadena.net/WorkArea/DownloadAsset.aspx?id=6442462171</a>



#### HOUSING DEPARTMENT

DATE:

January 30, 2012

TO:

Michael J. Beck, City Manager

FROM:

William K. Huang, Housing Director

SUBJECT:

City Manager Newsletter Item-Project HOUSED Ends Homelessness for

14 Chronically Homeless Persons

The City of Pasadena, in conjunction with partners from the Pasadena business and faith communities and social service providers, launched Project HOUSED Pasadena in August 2011. Project HOUSED Pasadena is a street-to-home initiative that aims to identify and permanently house the City's most vulnerable homeless persons including those most likely to die on the streets of Pasadena. Project HOUSED Pasadena partners committed to housing 20 vulnerable homeless persons in the first year of the program. At the end of the first quarter since launching the initiative, 14 persons have been housed.

# Thirteen of those who have been housed include:

- Arthur M.-Arthur is a veteran who has metastasized colon cancer and slept and
  hung out in the area around City Hall and the courthouse. He was undergoing
  chemotherapy and made frequent trips to the emergency room due to the effect of
  the medication combined with exposure to the elements. He was housed in a onebedroom apartment in mid-December.
- M. & T.-These two sisters in their early sixties were born and raised in Pasadena, and became homeless after losing their family home. They slept on the streets of Pasadena for more than a year, but are now housed in an apartment together, along with their pet Chihuahua.
- Rick M.-Rick was homeless on and off for 24 years prior to being housed in October. He was diagnosed with metastasized colon cancer, and was living in his van while receiving chemotherapy.
- Diane C.-Diane was homeless in Pasadena for 6 years, following a job loss and a worsening of her emphysema which made new employment impossible. Prior to being housed, she slept in the alley behind Linden Optometry and spent her days at Paseo Colorado and wandering Old Pasadena. She now lives in a 1-bedroom apartment and is being treated through the Community Health Alliance of Pasadena (CHAP), not the emergency room.

- Vicki P.-Vicki is seriously mentally ill and had been living on the streets since being evicted from her Pasadena apartment because she couldn't afford the rent. She took the medication she needed to remain stable only sporadically while homeless, resulting in periods of psychosis. She is now housed and is also receiving treatment from CHAP.
- Joslyn W.-Joslyn was raised in Pasadena and lost an eye in a childhood accident. She was homeless in Pasadena for at least a decade, and took many of her meals at Jackie Robinson Center, where she is well-known. When she was surveyed for Project HOUSED, she was losing sight in her remaining eye due to untreated medical issues. She is now housed, has applied for disability Social Security Disability Income, and is receiving needed care.
- Phenita & Ardis R.-This married couple had been homeless for 15 years, the last several at Lake/Washington, where they were well known in the neighborhood. Housed since late October, they are now receiving treatment for their health and mental health issues and being assisted to increase their income.
- Larry W.-Larry was homeless in and around Central Park for the last 2 years. With health issues as a result of substance abuse and homelessness, he was in and out of the emergency room. He is now sober and has been housed for over a month.
- Marilee H.-Marilee is over 70 years old. She was homeless in and around east
  Pasadena for approximately 5 years, sleeping behind local businesses on Foothill
  and Colorado. She received only sporadic treatment for her mental health issues
  prior to being housed. She is now living in a small duplex and is receiving
  supportive services and doing well.
- Shawn S.-Shawn is seriously mentally ill and was homeless in Pasadena for many years. While homeless, he was in and out of jail due to untreated mental health issues. He is now housed, taking medication, and has remained stable for over 4 months. He is something of a mentor to those who were housed after him, providing advice, encouragement, and support.
- Mark T.-Mark has been homeless on and off for most of his adult life. He is schizophrenic and a recovering substance abuser. He became homeless most recently when he had to leave a time-limited housing program, and was living in a van near Pasadena City College. Mark has been housed since early January.

The common thread among all the stories is a serious health condition and a lengthy period of time on the streets. Beyond that, the reasons for their homelessness are varied, as are the intensiveness of the services they will need to remain housed.

Housing vulnerable homeless persons has been shown to be much more cost-effective than allowing them to remain homeless. Persons living on the street access the City's emergency services at a disproportionate rate, using the emergency rooms, ambulances, and generating emergency responder calls. Housing them is a permanent solution, allows them to receive treatment for physical and mental illnesses, and results in better outcomes for the person, reduced costs for the emergency response system, and safer, more inviting neighborhoods for residents, businesses, and visitors.

# MEMORANDUM - CITY OF PASADENA DEPARTMENT OF PUBLIC WORKS

DATE:

February 1, 2012

TO:

Michael J. Beck, City Manager

FROM:

Siobhan Foster, Director

RE:

Zanja Street - Community Work Day

On Saturday, January 28, 2012, the Department of Public Works assisted Zanja Street residents with a Community Work Day. The beautification project completed by more than 60 volunteers added drought tolerant plantings, boulders, and mulch to the north side of Zanja Street between Lincoln and Forest Avenues.

Resident Berlinda Brown initiated the Community Work Day by presenting her vision of the beautification project and proposed plant palette to the Department of Public Works. The Department supplemented community plant and material donations and organized the volunteers on the day of the event.

Residents are appreciative of the City's collaboration and resulting environmentally conscious beautification of their neighborhood.



Zanja Street Beautification

# PROJECT PLANNING SCHEDULE

# 2012

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•	February 2, 2012:	Legends Coordination Meeting (11:00am/ Sales Trailer)
•	February 2, 2012:	Project Team Coordination Meeting (1:00pm/ Project Trailer)
	February 6, 2012:	Weekly Update Meeting (11:00am/ Project Trailer)
•	February 7, 2012:	Special RBOC Operations Committee Meeting (5:30pm/Admin)
•	February 7, 2012: February 9, 2012:	•
		Admin)
•	February 9, 2012:	Admin)  Neighbors/ Community Meeting (7:30am/ Brookside Clubhouse)

• February 12, 2012: Flea Market

# **Upcoming Events:**

Rock and Roll Half Marathon- February 19, 2012

# **Future Milestone Dates:**

- UCLA Season Sept 8, 2012
- Rose Bowl Game January 1, 2013
- Substantial Completion Sept 1, 2013
- Project Completion December 31, 2013