



OFFICE OF THE CITY MANAGER

September 18, 2014

To the Honorable City Council
of the City of Pasadena

Mayor and Councilmembers:

WEEKLY NEWSLETTER

1. Pasadena Responds to Resident's Inquires:

The following responses below from Andrew Green, Director of Finance address questions raised by a Pasadena resident related to the interest-free loans made to a nonprofit affordable housing firm without competitive bidding and statements made related to the City paying 12 percent interest on its recent \$75 million financing for the GT5 repowering project.

- **Interest Free Loans to a Non-profit Without Competitive Bidding:**

The City made two interest-free loans to the nonprofit housing organization, Heritage Housing Partners ("HHP"); a \$720,000 loan approved by the City Council on October 15, 2012 and a \$750,000 loan approved on December 16, 2013 by the City Council. The first loan has been fully repaid. The loans were made to HHP to facilitate the City's objective of preserving the long-term affordability of City, deed restricted housing units developed under the *Inclusionary Housing* zoning ordinance. The deed restrictions for inclusionary homeownership units provide the City with a first right of refusal to acquire the units. The deed restrictions further provide that the City, in exercising its right to acquire, may assign its purchase option to a "nonprofit organization that is devoted to developing or preserving low and moderate income housing." HHP meets this criteria and has substantial expertise and experience in affordable, for-sale housing in Pasadena. HHP acquires the units using the City's loan funds, resells them to income-qualified buyers, and repays the City from the sales proceeds. Absent HHP, the City would have to expend funds to acquire, maintain, market, and resell these units, most likely at an expense comparable to or greater than the cost of lending the funds to HHP interest-free.

- **Interest Rate on the New \$75 Million Bonds for the GT5 Project:**

The City of Pasadena does not pay a 12 percent interest rate on any of its bond issues. The actual weighted average annual interest rate paid on all City debt is currently 3.79

percent. The \$75 million bonds (line of credit) the City Council approved in June 2013 to finance, on an interim basis, the GT5 project, is expected to bear an interest rate equal to the one-month London Interbank Offered Rate (LIBOR) which is today at 0.15 percent plus 0.45 percent spread for a total of 0.60 percent annual interest rate, and not 12 percent. The 12 percent maximum rate referenced in the bond documents is for the protection of the City in the event inflation and therefore, interest rates, skyrocket to levels similar to the early 1970s.

2. **Pasadena Youth Boxing Champs Bring Home Big Wins from the 2014 Police Protective league Salt Lake City Invitational Boxing Tournament:**

Villa-Parke's youth boxers demonstrated success in the ring at the Police Protective League Salt Lake City Invitational Boxing tournament. Four of the five Pasadena participants won their matches and will represent the City at this fall's National Invitational PAL Boxing Tournament in Oxnard, California. The attached memorandum from Mercy Santoro, Director of Human Services and Recreation provides additional detailed information on this past event.

3. **List of Current Planning Projects:**

I have attached from Vincent Bertoni, Director of Planning and Community Development a list of new current planning (zoning) projects submitted between July 24, 2014 and August 20, 2014. Also attached is a list of major active zoning projects and master plans as of August 20, 2014. A major project includes those with 25 or more residential units and/or 25,000 square feet of non-residential space. Planned Developments, Master Plans, and Zoning Code Amendments are also included. If you have any questions on cases, please contact Kelvin Parker, Zoning Administrator, at extension 7124.

4. **Sales Tax by Geographic Area:**

The attached memorandum from Andrew Green, Director of Finance provides a recap of the sales tax revenues received by the City in specific areas. The first table represents a quarter-by-quarter comparison for each of the last five quarters, while the second table represents the previous twelve-month cumulative total for each of the respective quarters. The sales tax information for Hastings Village and One Colorado represents a subset of the sales tax information for the Hastings Ranch and Old Pasadena areas.

5. **Citizen Service Center Activity Report Update – August:**

I have attached the August Monthly Activity Report from Siobhan Foster, Director of Public Works that outlines the recent developments and metrics related to the operation of the Pasadena Citizen Service Center. The Citizen Service Center had its busiest month to date in August, managing 1,513 new service request and answered 4,457 calls!

The Pasadena Citizen Service center recently upgraded its mobile app. The app has a new look and added functionality. In addition to submitting and tracking service requests, users can now view the extensive Frequently Asked Questions (FAQs) section which was previously only

available on our website. Visit the Pasadena Citizen Service Center website at <http://www.cityofpasadena.net/CSC/Mobile-App/> to download the free mobile appl. If you already have the app, make sure to download the new update to use the latest features.

6. PWP ‘Welcome Guide’ Mailed to New Residential Customers:

Pasadena Water and Power (PWP) has developed a Welcome Guide, which will be mailed to all new PWP residential customers. The guide consists of important phone numbers, rebate programs, payment information, and emergency preparedness tips. I have attached a copy of the welcome guide and a memorandum from Phyllis Currie, General Manager which provides additional detailed information.

7. PWP 1st Energy Roadmap Event a Success – Video PSA Now Online:

According to Phyllis Currie, General Manager, nearly 150 Pasadena residents filed in to the Laemmle Playhouse 7 Theaters on August 27 and 30 to watch Pasadena Water and Power Department’s (PWP) “Energy Roadmap” video. The screenings marked the start of a three-part series designed to engage customers in updating the City’s 20-year Power Integrated Resource Plan (IRP). Crafted in 2009 and revised in 2012, the IRP is the City’s blueprint for providing reliable, environmentally responsible power at competitive rates for the next two decades.

The 18-minute “Energy Roadmap” video explains why Pasadena needs an IRP, where the City’s energy comes from and how it is delivered to customers. It explains the pros and cons of conventional and renewable energy; how Pasadena sets its energy-use goals and how customers can help by adopting energy-efficiency measures and taking advantage of PWP-offered rebates. In addition to free popcorn, soda and fun giveaways, guests were given an IRP survey soliciting their feedback.

Customers who missed the screenings can watch “Energy Roadmap” online at PWPweb.com/IRP and on YouTube. The video will also air on the City’s cable channel, KPAS, this fall. PWP’s next IRP community event is planned for Thursday, Oct. 16 at Art Center College of Design. To read event details, take the IRP survey, or join the IRP email list visit <http://cityofpasadena.net/waterandpower/IRP/>

8. Update on Development Review Process Improvements:

According to Vincent Bertoni, Director of Planning and Community Development, the department has been conducting an in-depth review of the development review process. Part of this review included a report by an outside consultant who studied the City’s procedures, compared these with other similar permit operations, and provided recommendations. The Planning and Community Development Department has formed an Interdepartmental Review Team to review these recommendations and to identify appropriate modifications to Pasadena’s development review procedures. The attached report is seen as a starting point and the process for improvements will be ongoing and not limited to the recommendations in the report.

9. Neighborhood Connections Launches a Website:

The Human Services and Recreation Department is pleased to announce the launch of the Neighborhood Connections website <http://www.cityofpasadena.net/NeighborhoodConnection/>. Established in 1987, Neighborhood Connections' mission is to "...promote and foster participation and communication as a neutral liaison among neighborhood organizations, elected representatives, and city staff to facilitate the resolution of neighborhood problems."

Information on the many pivotal services that the City provides is now available through the new website and includes linking residents with existing neighborhood associations, mentorship and guidance in establishing a new neighborhood association, the Neighborhood Leadership Institute and the Safe Streets NOW program. I have attached a memorandum from Mercy Santoro, Director of Human Services and Recreation which provides additional information on this newly launched website.

10. Parks & Natural Resources – Tree Removal List:

The attached list from Siobhan Foster, Director of Public Works highlights pending removals of dead, dying and hazardous trees on a non-emergency basis throughout Pasadena, as well as trees recently removed on an emergency basis. The Parks & Natural Resources Division has posted the non-emergency removals and notified pertinent residents consistent with the City's Tree Removal Policy. Residents are encouraged to call the Parks & Natural Resources Division at (626) 744-7311 to learn more about the City's tree maintenance and/or planting efforts or to report a problem with the urban forest.

11. Update from Metro CEO on the State Route 710 North Study:

Metro CEO Art Leahy has just issued an update on the release of the draft environmental impact document for the State Route 710 North Study. The State Route 710 North Study evaluates five transit options that will help reduce congestion and improve mobility in the San Gabriel Valley, East/Northeast Los Angeles and the region. Stay updated and receive the latest information by joining the [contact list](#). These conversations will help increase public participation in the process and ensure that more people have a voice in this regional issue. <http://ow.ly/Bokeb>

Respectfully Submitted,



JULIE A. GUTIERREZ
Assistant City Manager

MEMORANDUM – CITY OF PASADENA
Human Services and Recreation Department

DATE: September 18, 2014

TO: Michael Beck, City Manager

FROM: Mercy Santoro, Director *MS*

SUBJECT: Pasadena Youth Boxing Champs Bring Home Big Wins from the 2014 Police Protective League Salt Lake City Invitational Boxing Tournament

Villa-Parke's youth boxers demonstrated success in the ring at the Police Protective League Salt Lake City Invitational Boxing tournament. Four of the five Pasadena participants won their matches and will represent the City at this fall's National Invitational PAL Boxing Tournament in Oxnard, California.

"This past year the Human Services and Recreation's boxing program has been strengthened by the enhanced partnership with Police Chief Phillip Sanchez and the Pasadena Police Department's PAL Program," says Mercy Santoro, Director of the Human Services and Recreation Department. "Greater support and adult mentorship combined with the efforts of strong coaching staff at Villa-Parke and the Police Department is creating more opportunities for boxers of all ages to train and compete. The confidence building and discipline achieved by training for events translates into better success in the classroom and other positive developmental outcomes."

The Police Department's PAL and the Human Services and Recreation Department partner to provide a continuously growing program at Villa-Parke Recreation Center Boxing Gym with nearly 50% of our boxers being women. Participants range from ages 8 to 64 and over. The benefits of boxing are many and include promoting health and fitness, self-discipline, reduced stress, handling success and failure, venting frustration in a positive way and building self-worth and esteem. Importantly, sports like boxing often appeal to youth that tend not to engage in traditional team sports. The Villa-Parke boxing program allows the City to provide a more diversified array of well-being activities to our residents of all ages and backgrounds.

For more information on our boxing program, including upcoming events and competitions, please contact Bill Davis at bdavis@cityofpasadena.net or 626-744-6523.

PASADENA - NEW ZONING CASES

JULY 24, 2014 - AUGUST 20, 2014

CASE TYPE	CASE #	ADDRESS		CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY	
CE	329	1010		Stoneridge Dr.	6	Lot Line Adjustment between 1010 & 1020 Stoneridge	Luis Rocha (626) 744-6747	08/07/14	New Case: assigned	-	HO
CUP	6223	1240		Lincoln Ave.	1	Verizon telecommunications 50' high mono-eucalyptus with 12 antennas and associated equipment and sotrage facility building.	Jason Killebrew (626) 744-7096	07/31/14	New Case: assigned	-	HO
CUP	6224	1571	E	Walnut St.	2	Demolition of two structures and construction of auto repair shop with three service bays.	Jason Killebrew (626) 744-7096	08/04/14	New Case: assigned	-	HO
CUP	6222	3337 & 3501		Arroyo Seco Rd.	1	Arroyo Seco Canyon Project - habitat & streambed restoration, recreation facilities and parking lot.	Jose Jimenez (626) 744-7137	07/31/14	New Case: assigned	-	HO
CUP	6231	455	S	Lake Ave.	7	CUP for full alcohol sales for a new restaurant ('Paul Martin's American Grill').	Luis Rocha (626) 744-6747	08/19/14	New Case: assigned	-	HO
MCUP	6225	300	E	Green St.	6	Installation of 8 ATT wi-fi antennas on existing light poles at the Convention Center	Kent Lin (626) 744-6817	08/11/14	New Case: assigned	-	HO
MV	11807	407	N.	Oak Ave.	2	Minor Variance fo reduce front yard setback from 61' to 56' for an addiiton to a one story single family residence.	Jason Killebrew (626) 744-7096	08/06/14	New Case: assigned	-	HO

PASADENA - NEW ZONING CASES

JULY 24, 2014 - AUGUST 20, 2014

CASE TYPE	CASE #	ADDRESS		CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY	
MV	11808	1455		Vista Ln.	6	Minor Variance to construct eight-foot tall wall behind single-family house.	Jason Killebrew (626) 744-7096	08/15/14	New Case: assigned	-	HO
PPC	2014-00413	410		Gordon Terrace	6	Bedroom addition to Unit #5 (3rd floor. 5 units total.) RM 16-1 zone	Kent Lin (626) 744-6817	07/30/14	New Case: assigned	-	Staff
PPC	2014-00444	2490		Mohawk Dr.	7	Demolish existing residences and construct 18 units over subterranean parking.	Jose Jimenez (626) 744-7137	08/19/14	New Case: assigned	-	Staff
PPR	2014-00012	2490		Mohawk Dr.	7	Demolish existing residences and construct 18 units over subterranean parking.	Jose Jimenez (626) 744-7137	08/19/14	New Case: assigned	-	Staff
SE	11806	215	N.	Marengo Ave.	3	Halo building sign for Walnut Plaza.	Robert Avila (626) 744-6776	07/31/14	New Case: assigned	-	HO
TPM	73047	114	S	Meredith Ave.	7	2-unit condo subdivision.	Jason Killebrew (626) 744-7096	07/31/14	New Case: assigned	-	HO
TTM	73027	728	S	Marengo Ave.	7	8 unit multi-family residential subdivision.	Robert Avila (626) 744-6776	08/04/14	New Case: assigned	-	HO

PASADENA - NEW ZONING CASES

JULY 24, 2014 - AUGUST 20, 2014

CASE TYPE	CASE #	ADDRESS		CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
ZPC	220	133	W	Colorado Blvd.	3	Zoning parking credits for retail building.	Kent Lin (626) 744-6817	07/24/14	New Case: assigned	Staff

PASADENA - MAJOR ZONING CASES

UPDATED 8/21/2014

CASE TYPE	CASE #	ADDRESS		CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
PD	2013-00015	100	W Walnut St.	3	Lincoln Property / Parsons Project - Replace surface parking surrounding Parsons Tower and construct 475 residential units including some work/live, 620,000 sf of office and a 10,000 sf restaurant space. DEIR released 6/19. DEIR to be presented to Planning Commission (8/27).	Betty Donovanik (626) 744-6756	01/15/13	Completing environmental	-	CC
PD	2013-00072	1336 & 1347	E Colorado Blvd.	7	Hotel Project (former Ford Site) - Construct an 8-story 375 room hotel, 35,000 sf of commercial on the northern parcel and a 150 room hotel on the southern parcel.	David Sinclair (626) 744-6766	02/26/13	Completing environmental	-	CC
CUP	6072	260-400	E Colorado Blvd.	6	Paseo Colorado (former Macy's Site) - Demolish the Macy's building and retail spaces to the north and construct a new 179 room hotel, ground floor commercial and 75 upper floor residential units. IS/MND released 8/20/14.	David Sinclair (626) 744-6766	05/24/13	Complete: scheduled	09/10/14	PC
PD	2013-00440	655	Westminster Dr.	6	Desiderio Project -- Reuse of the 5.1- acre Desiderio US Army Reserve Center (USARC) site as a 3.87-acre City Park and 9 single-family detached residential units to be developed by Habitat for Humanity. DEIR presented to PC (4/23). DEIR comment period closed 5/27.	Laura Dahl (626) 744-6767	07/08/13	Complete: scheduled	09/10/14	CC
PPR	2013-00010	78	N Marengo Ave.	3	Hotel Project (Julia Morgan Building) - Rehab 48,000 s.f. YWCA building designed by Julia Morgan and add 89,000 s.f. for a new 180-room Kimpton hotel. Presented to CC as an information item (3/17).	Beilin Yu (626) 744-6726	07/22/13	Presented: informational item	03/17/14	CC
PPR	2013-00022	260	N Los Robles Ave.	3	Urban Housing Project - Demolish 172 existing units & construct 432 new units. Affordable units are proposed to be off-site. Presented to CC as an informational item (6/23).	Laura Dahl (626) 744-6767	12/18/13	Scheduled: informational item	06/16/14	CC
AHCP	11801	277	N El Molino Ave.	3	Urban Housing Project - Demolish two buildings and construct a 105-unit urban housing complex. PPR presented to CC as information item (5/5). Environmental contract to be presented to City Council (9/8).	Beilin Yu (626) 744-6726	05/16/14	Completing environmental	-	HO

PASADENA - MAJOR ZONING CASES

UPDATED 8/21/2014

CASE TYPE	CASE #	ADDRESS		CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY	
CUP	6172	922-936	E	Green St.	7	Mixed-Use Project - Demo existing buildings and construct a mixed-use project with 14,791 sf of commercial and 45 residential units.	Luis Rocha (626) 744-6747	03/05/14	Incomplete	-	HO
CUP	6205	909	S	Fair Oaks Ave.	6	Shriners for Children Medical Center - Construction of a three-story, 74,800 square foot, medical building (ambulatory surgery center, medical clinic, and medical offices) over three levels of subterranean parking.	David Sinclair (626) 744-6766	05/20/14	Completing environmental	-	HO
PPR	2014-00007	245	S	Los Robles Ave.	6	City of Gardens Project - Demolish existing surface parking lot and develop 58 units with two levels of subterranean parking. Comments sent to applicant (7/16). Applicant to resubmit prior to presenting project to City Council.	Luis Rocha (626) 744-6747	06/10/14	Comments sent	-	CC
PPC	2014-00326	25 & 77	W	Walnut St.	3	Mixed-Use Project - Demolish a 8,929 sf building and construct a 5-story mixed-use project with 10,000 s.f. of retail and 201 apartments. Comments provided to applicant (7/11). Plans resubmitted (8/4).	Beilin Yu (626) 744-6726	06/16/14	Comments sent	-	Staff
PPR	2014-00010	123 & 127		Hurlbut St.	6	City of Gardens Project - Demolition of four dwelling units and construction of 2-story, 29 unit multi-family residential over subterranean parking in the RM 32 zone. Comments due 8/27.	Jose Jimenez (626) 744-7137	07/11/14	New Case: assigned	-	Staff

COMMUNITY PLANNING - ACTIVE CASES - MASTER PLANS/PD's

UPDATED AUGUST 21, 2014

CASE TYPE	CASE #	ADDRESS			CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	COMPLETE DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
MP	2013-00160	940		Avenue 64	6	Hillside Homes - A four phase Master Plan. To demolish a 5,978 sf recreation facility and swimming pool, and construct a new multipurpose building with 52 new parking spaces in the lower level. Overall parking will increase from 103 to 136 spaces. The number of clients served and the number of staff needed to service the programs will not change.	Robert Avila (626) 744-6776	04/15/13	5/8/2013	Completing environmental	--	PC
MP	2012-00451	50-72	S	San Gabriel Blvd.	4	Walden School - A 10-Year Master Plan consisting of five phases. A 2-story classroom of 12,910 sq. ft. will be constructed along with a series of smaller buildings. No increase in enrollment will occur. Will go to City Council for final review. PC hearing 3/26/14: continued to date uncertain.	Ha Ly (626) 744-6743	10/19/12	11/15/12	Complete: Continued by Planning Commission Noise Study Req'd	-	PC
MP	2012-00435	2116	E	Villa St.	2	Villa Esperanza - A 10-Year Master Plan consisting of three phases. The project proposes to demolish 12 of the existing 13 structures on the site and construct a new, 2-story administration building and two new, 1-story buildings for classrooms, along with an outdoor play area and landscaping. The existing structures to be demolished total 30,000 sf. The new buildings will total approximately 42,300 sf.	Ha Ly (626) 744-6743	10/02/12	11/01/12	Scheduled for City Council	09/29/14	CC
MP	2012-00384	3880	E	Sierra Madre Blvd.	4	La Salle High School - A 4-phased Master Plan for the construction of athletic and performing arts facilities for an existing private high school.	Laura Dahl (626) 744-6767	09/05/12	10/4/12	Completing environmental - Draft noise study received	--	PC

COMMUNITY PLANNING - ACTIVE CASES - MASTER PLANS/PD's

UPDATED AUGUST 21, 2014

CASE TYPE	CASE #	ADDRESS			CC DIST	BRIEF DESCRIPTION	CASE PLANNER & PHONE #	RECEIVED DATE	COMPLETE DATE	CURRENT STATUS	MEETING DATE	REVIEW BODY
MP	2010-00291	169	S	St. John Ave.	6	Maranatha - To build out the physical facilities needed to serve the 800 students and 120 full-time faculty positions with a total of approximately 29,000 sf of new construction and 15,500 sf of remodeled or converted space. The project scope also calls for the installation of a perimeter fence around the campus and a master sign program.	Vicim Chima (626) 744-6791	08/05/10		Continued by Planning Commission	09/10/14	PC
MP	2009-00461	100	W	California Blvd.	6	Huntington Hospital - The Hospital is proposing to amend its master plan which includes the reconfiguration of the plan's boundary area, rehabilitation, demolition, and new construction that will occur in phases over the next 20 years.	Laura Dahl (626) 744-6767	12/03/09		Completing EIR - waiting for data confirmation from Huntington	--	PC
MP	2014-00157	135	N	Oakland Ave.	3	Fuller - Amend the boundaries of the previously approved Master Plan to exclude several parcels that are no longer owned by Fuller and exclude development on these parcels. The proposed project does not include any new development, only a change in map boundaries and development schedule. The Development Agreement will also have to be modified.	Ha Ly (626) 744-6743	04/20/14	4/17/2014	Incomplete (4/17). Resubmitted (6/10). Incomplete (7/9).	-	PC
PD	N/A	655		Westminster St.	6	Desiderio - Army Reserve Center will be converted to the Desiderio Neighborhood Park. Includes Desiderio Homes which consists of 9 single-family affordable detached bungalows in a courtyard formation.	Laura Dahl (626) 744-6767	N/A		Scheduled for Planning Commission	09/10/14	PC
ZCA				Citywide		Zoning Code Amendment - T.O.D.	Scott Reimers (626) 744-6710				-	PC
ZCA				Citywide		Zoning Code Amendment - Recycling Centers	Robert Avila (626) 744-6776			Scheduled for ED-Tech (9/8)	-	CC

ACRONYMS

Acronym	Case Description	Review Body
AHCP	Affordable Housing Concession Permit	Hearing Officer
CUP	Conditional Use Permit	Hearing Officer; Planning Commission if project includes over 75,000 sf of non-residential.
HDP	Hillside Development Permit	Hearing Officer
MCUP	Minor Conditional Use Permit	Hearing Officer
MV	Minor Variance	Hearing Officer
PD	Planned Development	Recommendation by Planning Commission. Final review by City Council.
PPC	Preliminary Plan Check	N/A
TPM	Tentative Parcel Map	Hearing Officer
TTM	Tentative Tract Map	Hearing Officer
V	Variance	Hearing Officer
VTPM	Vesting Tentative Parcel Map	Hearing Officer
VTTM	Vesting Tentative Tract Map	Hearing Officer
PPR	Predevelopment Plan Review	City staff. Projects of community-wide significance presented to City Council as an info item.
MP	Master Plan	Recommendation by Planning Commission. Final review by City Council.
ZA	Zoning Administrator Interpretation	N/A
ZCA	Zoning Code Amendment	Recommendation by Planning Commission. Final review by City Council.

Acronym	Review Body
CC	City Council
DC	Design Commission
HO	Hearing Officer
PC	Planning Commission
BZA	Board of Zoning Appeals



September 17, 2014

TO: Michael Beck
City Manager

FROM: Andrew Green *AG*
Director of Finance

RE: Sales Tax by Geographic Area

The tables below are recaps of the sales tax revenues received by the City in specific areas. The first table represents a quarter-by-quarter comparison for each of the last five quarters, while the second table represents the previous twelve-month cumulative total for each of the respective quarters. The sales tax information for Hastings Village and One Colorado represents a subset of the sales tax information for the Hastings Ranch and Old Pasadena areas.

ONE QUARTER ENDING

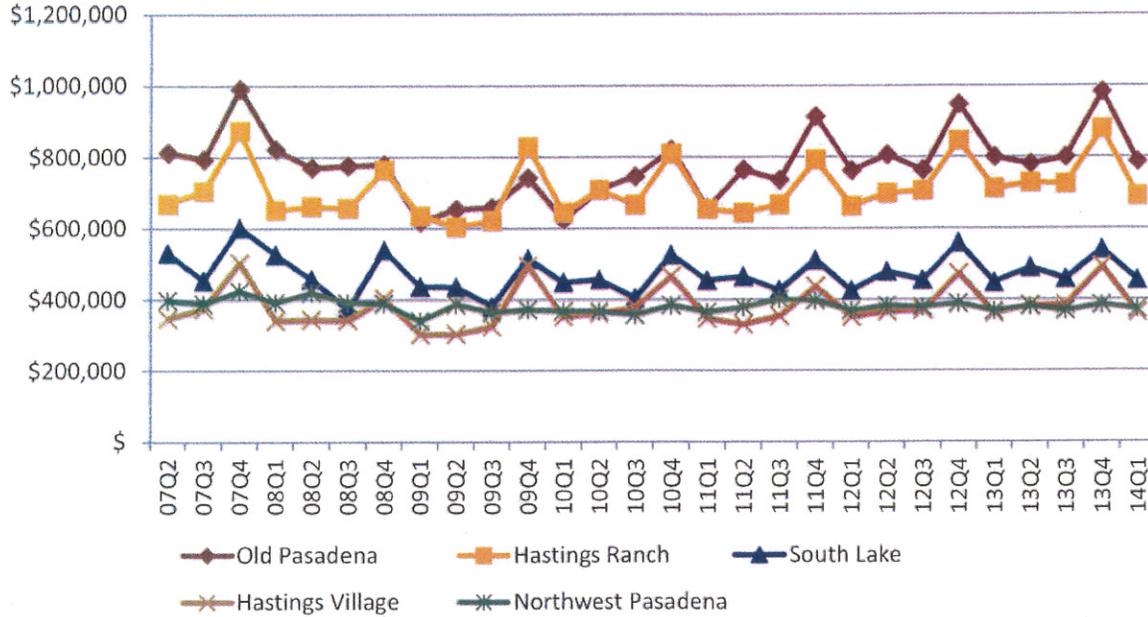
Geo Area	3/31/2013	6/30/2013	9/31/2013	12/31/2013	3/31/2014
Old Pasadena	\$ 800,039	\$ 780,426	\$ 799,896	\$ 982,042	\$ 786,900
Hastings Ranch	711,673	727,626	724,453	878,011	690,862
South Lake	447,559	488,564	457,223	539,989	453,794
Northwest Pasadena	366,443	379,993	367,563	383,713	371,912
Hastings Village	361,167	382,327	384,666	492,115	362,251
Playhouse District	272,529	274,962	269,940	330,712	268,939
Paseo Colorado	227,583	242,096	216,128	275,996	207,615
One Colorado	103,898	116,974	128,090	143,697	101,122
S. Fair Oaks Survey	58,554	59,066	60,722	59,377	57,427
Rose Bowl	20,438	24,552	33,676	29,749	38,971
Total in Geo Areas*	2,937,745	2,964,174	2,951,357	3,479,558	2,873,371
Total Not in Geo Areas	3,917,031	4,085,380	4,006,938	4,288,929	3,969,811
Citywide Total	6,854,776	7,049,554	6,958,295	7,768,487	6,843,182

CUMULATIVE 12 MONTHS ENDING FOR EACH RESPECTIVE QUARTER

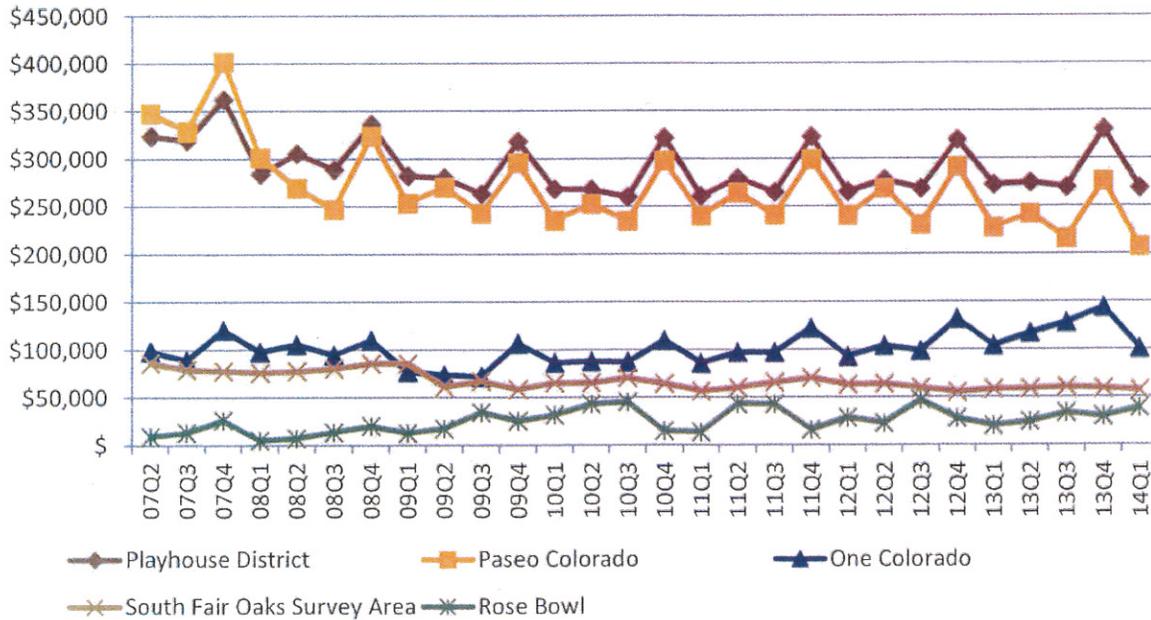
Geo Area	3/31/2013	6/30/2013	9/31/2013	12/31/2013	3/31/2014
Old Pasadena	\$ 3,316,853	\$ 3,291,180	\$ 3,327,842	\$ 3,362,403	\$ 3,349,264
Hastings Ranch	2,961,133	2,990,610	3,009,118	3,041,763	3,020,952
South Lake	1,937,555	1,948,575	1,951,828	1,933,335	1,939,570
Northwest Pasadena	1,512,584	1,511,277	1,501,325	1,497,712	1,503,181
Hastings Village	1,568,815	1,585,724	1,600,886	1,620,275	1,621,359
Playhouse District	1,139,227	1,136,133	1,137,321	1,148,143	1,144,553
Paseo Colorado	1,018,804	991,895	977,164	961,803	941,835
One Colorado	438,097	451,203	480,692	492,659	489,883
S. Fair Oaks Survey	237,971	232,982	233,785	237,719	236,592
Rose Bowl	118,365	119,811	106,440	108,415	126,948
Total in Geo Areas*	12,286,401	12,253,747	12,295,429	12,332,834	12,268,460
Total Not in Geo Areas	16,099,952	16,162,310	16,216,023	16,298,278	16,351,058
Citywide Total	28,386,353	28,416,057	28,511,452	28,631,112	28,619,518

*Some areas are subsets of other areas and overlap with others. The total in Geo Area counts sales tax from each business once only.

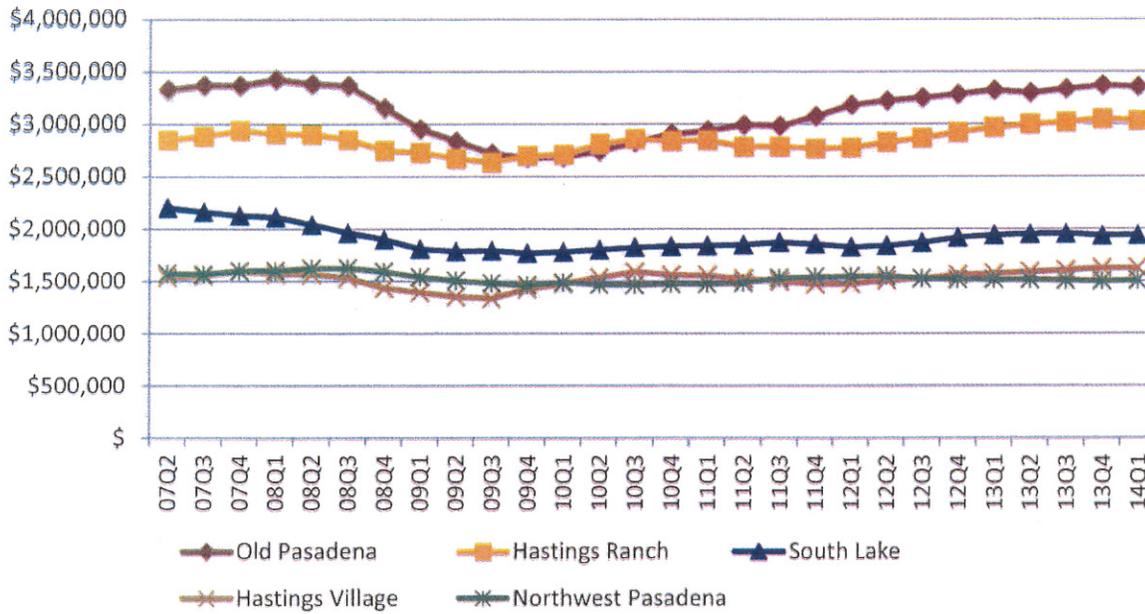
City of Pasadena Historical Geo Area Sales Tax by Quarter 2007Q2-2014Q1



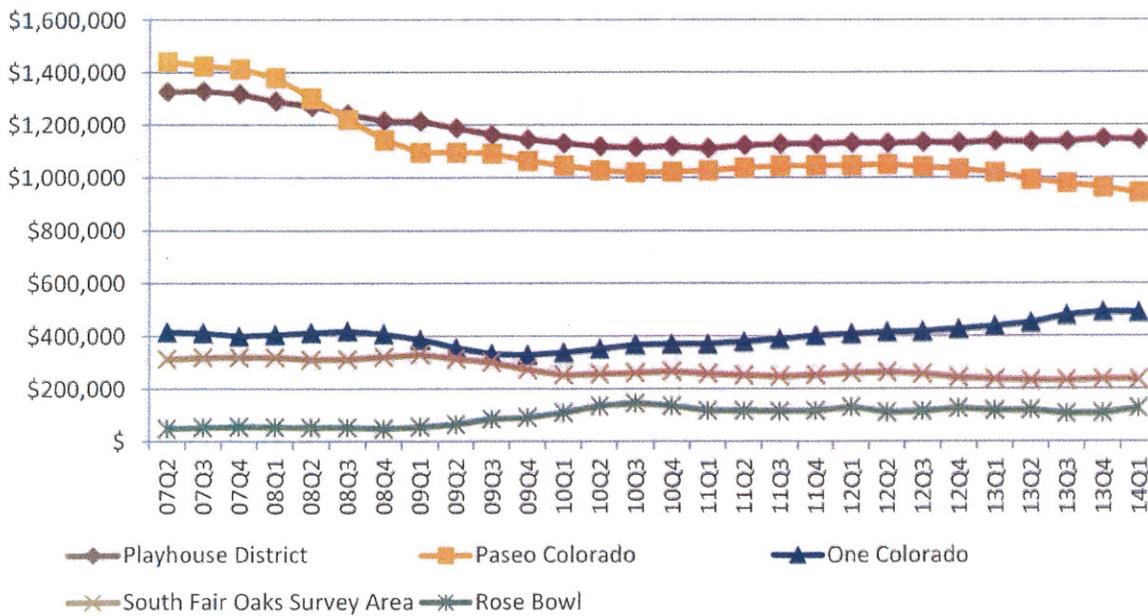
City of Pasadena Historical Geo Area Sales Tax by Quarter 2007Q2-2014Q1



City of Pasadena Historical Geo Area Sales Tax by Benchmark Year 2007Q2-2014Q1



City of Pasadena Historical Geo Area Sales Tax by Benchmark Year 2007Q2-2014Q1



The City receives retail sales tax information by sales tax permit number and not by location, so if a business has more than one location within the City, the information is aggregated for all its locations and allocated by dividing the total sales tax revenue by the number of locations.

Geo Area Highlights

Four of the ten areas experienced increases in first quarter 2014 sales tax performance compared to the same quarter of the previous year. *South Lake* enjoyed growth due to new restaurants. *Hastings Village* experienced positive growth from Nordstrom Rack and new Tilly's. *Rose Bowl* experienced the most growth of all areas with restaurants leading the way. *Northwest Pasadena* experienced growth from restaurants and several other economic segments.

The other six areas saw declines in the same time comparison. *South Fair Oaks* experienced a slight decline due to wholesale building materials not performing as well this quarter compared to last year same quarter. *Paseo Colorado* and *One Colorado* experienced larger declines due in part to department stores, apparel stores, and supermarkets. *Old Pasadena* experienced declines in book stores and electronics stores due to wider availability of such goods online and in more retailers. *Playhouse District* experienced declines resulting from Target's decline. *Hastings Ranch* decreased this quarter due to a decline at Sears and a large, one-time use tax payment for an office equipment store last year.

Citywide Highlights

Total quarterly cash receipts for the first quarter 2014 compared to first quarter 2013 were down 2.8 percent. For the quarter, sales increased in Food Products by 8.0 percent, Transportation by 3.3 percent and Construction by 14.2 percent. The growth in those categories was offset by declines in General Retail by (-4.8 percent) and Business to Business by (-10.1 percent). The South Coast region's sales tax for the same period increased by 2.6 percent. In Pasadena, increases came in New Auto Sales up 11.4 percent, Building Materials Retail up 12.7 percent, Building Materials Wholesale up 16.2 percent and Leasing up 5.5 percent. The City's number one dollar generator, Restaurants, was up 9.7 percent. Comparatively in the South Coast region, gains came in Restaurants up 5.9 percent; New Auto Sales up 10.5 percent; and Miscellaneous Retail up 3.6 percent.



Monthly Activity Report

Call Center / Web Requests
August 2014

<http://cityofpasadena.net/CSC>

The Pasadena Citizen Service Center had its busiest month to date in August, managing 1,513 new service requests and answered 4,457 calls!

The Pasadena Citizen Service Center welcomed a new Customer Service Representative to its team in August, enabling the Pasadena Citizen Service Center to expand its service offerings to the community. The Pasadena Citizen Service Center is now answering the following Departmental telephone extensions:

Service Area	Department
Neighborhood Connections/Safe Streets Now!	Human Services & Recreation
Construction & Engineering	Public Works
Parking Citations (pilot program)	Transportation

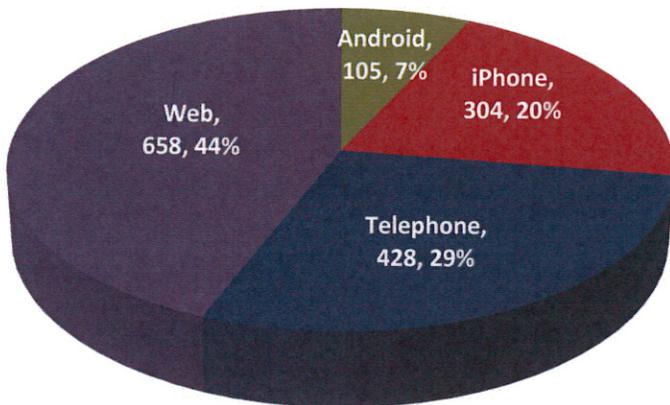
The Pasadena Citizen Service Center looks forward to supporting these Departments and enhancing the user experience when interacting with the City.

The Pasadena Citizen Service Center recently upgraded its mobile app. The app has a new look and added functionality. In addition to submitting and tracking service requests, users can now view the extensive Frequently Asked Questions (FAQs) section which was previously only available on our website. Visit the Pasadena Citizen Service Center website at

<http://www.cityofpasadena.net/CSC/Mobile-App/> to download the free mobile app. If you already have the app, make sure to update the mobile app to use the latest features!



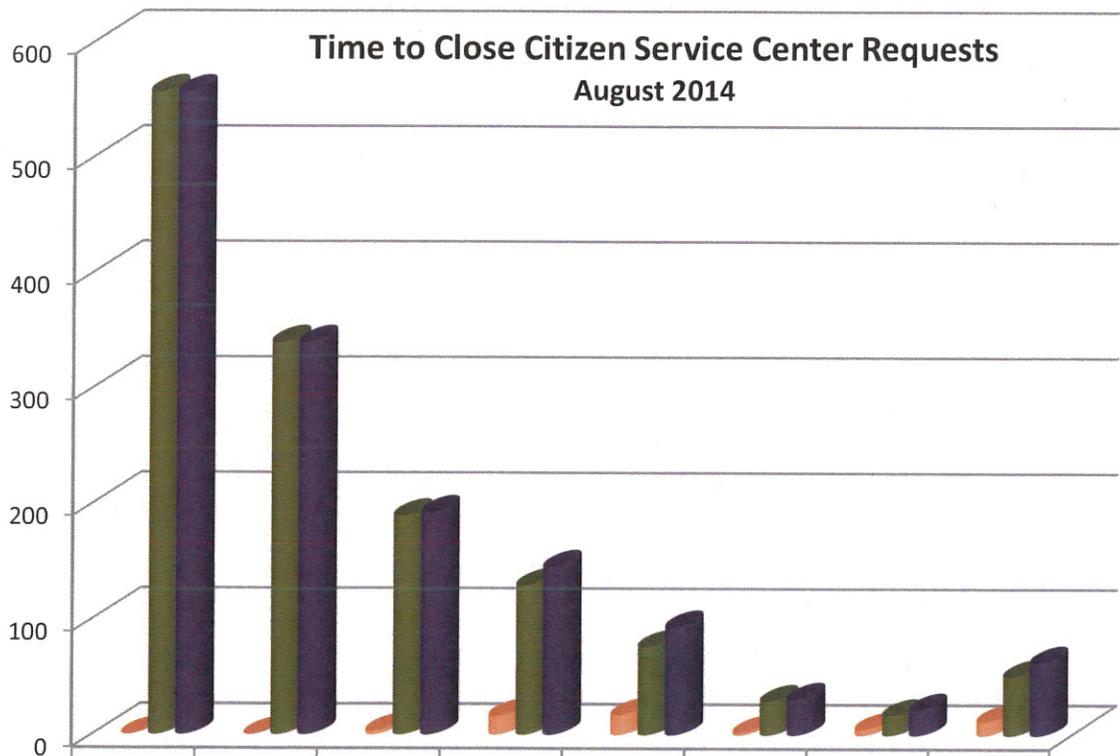
How Requests Are Reported August 2014



Top Calls by Department August 2014

Rank	Department
1	Public Works
2	General City Questions
3	Water and Power
4	Planning and Permitting
5	Housing
6	Human Services and Recreation
7	Transportation
8	City Manager/ City Council
9	Health
10	Police

Time to Close Citizen Service Center Requests August 2014



	0-1	2-3	4-5	6-7	8-9	10-11	12-13	14+
Exceeded due date	0	0	3	16	17	2	5	12
Met due date	556	339	189	129	76	29	17	51
Total requests	556	339	192	145	93	31	22	63

Service Level
70.7%
(Calls Answered within 30 Seconds)

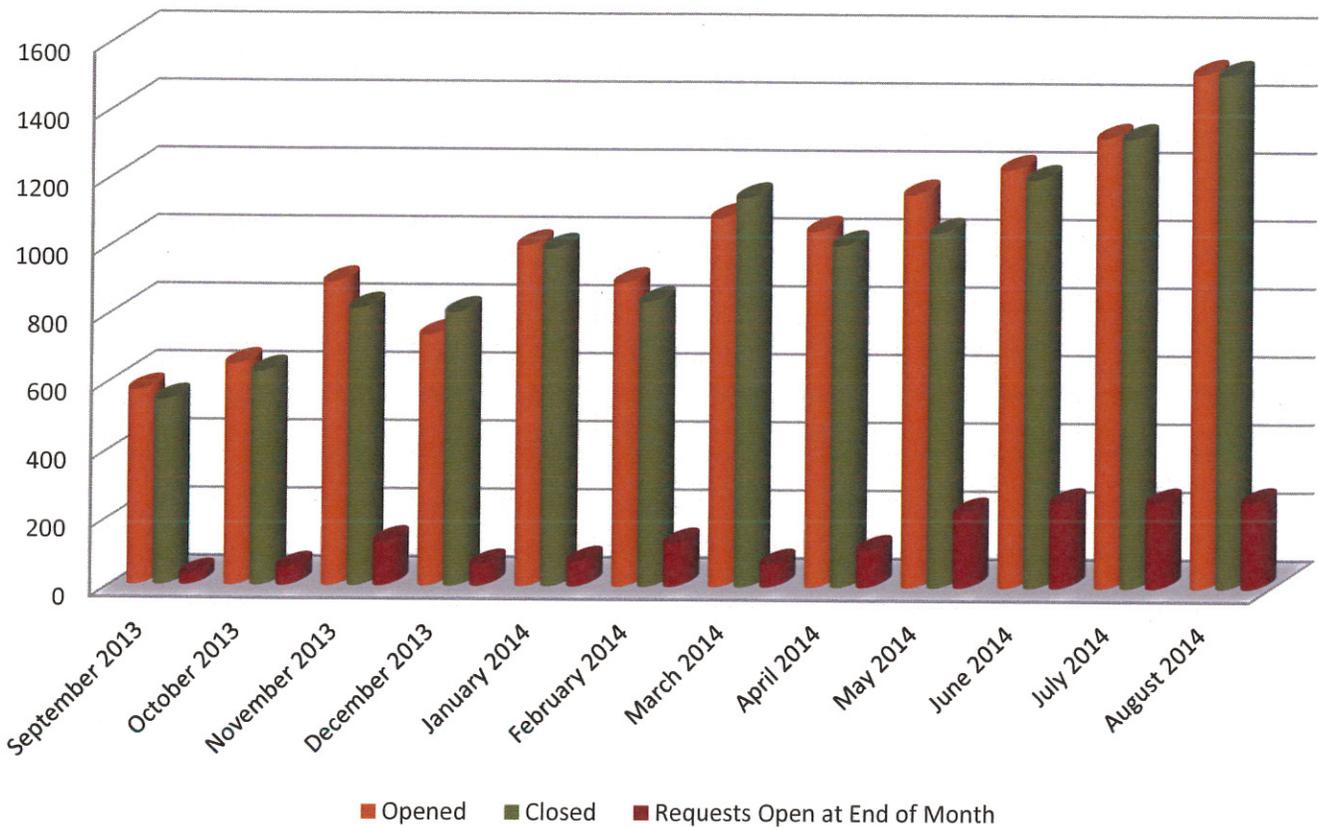
Total Service Requests
1,513
(12 Departments Represented)

**By the Numbers
August 2014**

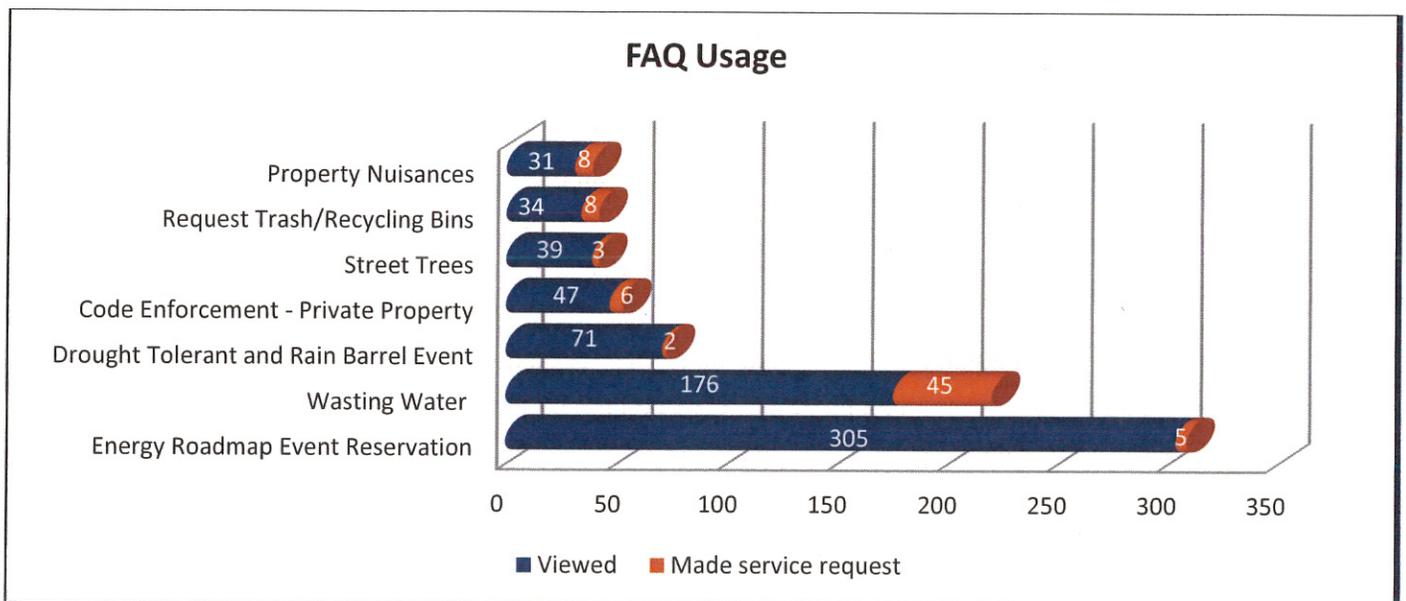
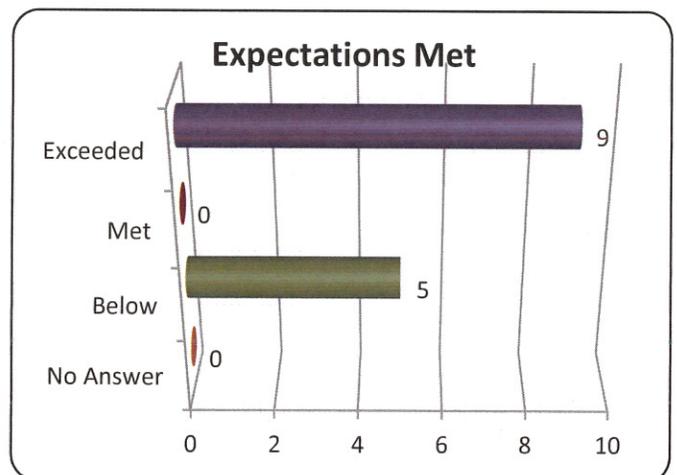
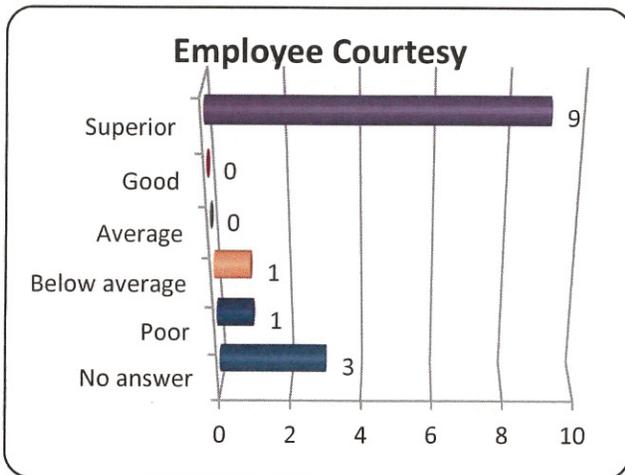
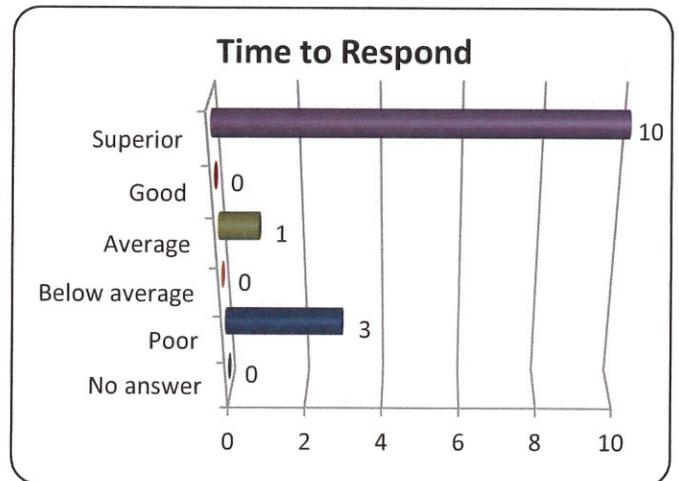
Total Call Answered
4,457
Average Answer Delay
:24

Average Handle Time per Call
1:47
Calls Abandoned
3.9%

**Open vs. Closed Requests by Month
9/1/13 - 8/31/14**



Customer Satisfaction Survey Results August 2014





PASADENA WATER AND POWER

MEMORANDUM

September 18, 2014

To: Michael J. Beck
City Manager

From: Phyllis E. Currie *Phyllis E. Currie*
General Manager

Re: PWP 'Welcome Guide' Mailed to New Residential Customers

Pasadena Water and Power (PWP) has developed a Welcome Guide, which will be mailed to all new PWP residential customers. The guide consists of important phone numbers, rebate programs, payment information, and emergency preparedness tips.

As a community owned utility, PWP is committed to providing customers with excellent, reliable service along with opportunities to save money and conserve resources. Customers can familiarize themselves with PWP's water and energy rebate programs featured in the guide. A snapshot of each rebate program is provided along with a list of rebates which offers a breakdown of incentives and savings for water and energy savings devices.

In addition, the guide offers a synopsis of bill payment assistance programs such as Project A.P.P.L.E., which provides a one-time grant of up to \$100 per year to help eligible low-income residential customers.

Also included in the guide are helpful resources from the City of Pasadena such as library addresses, public transportation information and a City Council district map. Residents can also find web links and phone numbers to various departments within the city.

An electronic copy of the 16 page guide is posted to the PWPweb.com home page under "Latest News and Events."

For more details about PWP programs and rebates customers are encouraged to contact PWP at (626) 744-6970. Information is also available at <http://www.cityofpasadena.net/waterandpower/savemoney/>



PASADENA
Water & Power
SERVING THE COMMUNITY SINCE 1886



To Pasadena

A Resource Guide From Your Community-owned Utility

Welcome, New Customer!

Pasadena Water and Power is pleased to serve electricity and drinking water to your new home. We know that both are essential to your well-being and quality of life, and PWP is committed to providing you with excellent, reliable service.

As you settle in, we hope that this information booklet will help you become more familiar with Pasadena and your community-owned utility. Here, you'll find important phone numbers, ways to save on your bill, payment information and emergency preparedness tips. We've also included helpful resources from the City of Pasadena such as library addresses, bus fare information and a City Council district map.

You can find more in-depth information about PWP's services and programs at PWPweb.com. Be sure to click on "Save Money, Water & Energy" to find the latest information on efficiency rebates, free landscaping classes, and online tools to help you conserve. Conserving resources is central to our mission, and no doubt it is just as important in your home.

Sincerely,
Pasadena Water and Power



PASADENA
Water&Power
SERVING THE COMMUNITY SINCE 1886

Join the conversation!

@PWPnews
 /PasadenaWaterAndPower
 PWPnews.com

CONTACT US

Pasadena Water and Power Department Phone Directory

Customer Service

(626) 744-4005

PWPweb.com

Monday - Friday

7:30 a.m. - 5:30 p.m.

- All account services
- Billing questions
- Payment assistance
- Service connections or disconnections

Payment Center

PWPweb.com

Payment Center / City Hall

100 N. Garfield Ave., Room N106

Pasadena, CA 91101

Monday-Friday

7:30 a.m. - 5:15 p.m.

Emergencies 24/7

Power Emergencies / Outages

(626) 744-4673

Water Emergencies / Outages

(626) 744-4138

Garbage and Refuse

(626) 744-7311

- Bulky item pick-up
- Street sweeping program
- Refuse schedule and collection
- Missed pick-ups
- Request refuse containers
- Sewer issues

Energy Programs

(626) 744-6970

PWPweb.com/SaveMoney

- Energy rebates
- Home efficiency audit online tool
- Solar and green power programs

Residential Financial Assistance

(626) 744-6970

PWPweb.com/Care

- Discount programs for eligible income qualified customers
- One-time grant for eligible income qualified customers
- Medical rate assistance

Electric Construction

(626) 744-4495

- Relocate service
- Meter Issues
- Temporary service

Water Efficiency Programs

(626) 744-7926

PWPweb.com/SaveWater

- Landscape audits
- Water rebate programs
- Turf removal program

Water Construction

(626) 744-4456

- Water main or hydrant leaks
- Meter issues
- Temporary service



Water Waste Reporting

(626) 744-8888 • cityofpasadena.net/CSC

- No watering outdoors between 9 a.m. and 6 p.m.
- No watering during periods of rain
- No washing down paved surfaces
- No excessive water flow or runoff onto pavement, gutters or ditches from irrigation
- Fountains and water features must have a re-circulating water system
- Vehicles must be washed with a hand-held bucket and/or hose equipped with a water shut-off nozzle

For all Water Waste Restrictions visit PWPweb.com/WaterWaste



HOW TO PAY YOUR BILL

PWP offers a variety of payment methods to accommodate the busiest of schedules.

Online at PWPweb.com

Pay your account balance using Visa®, MasterCard®, American Express®, or Discover® cards.

To pay your bill online, you must have your PWP account number and PIN.

Mail a check or money order to:

City of Pasadena
P.O. Box 7120
Pasadena, CA 91109-7220

In person

Municipal Services Payment Center / City Hall
100 N. Garfield Ave., Room N106
Pasadena, CA 91101

Business Hours:
Monday-Friday 7:30 a.m. - 5:15 p.m.

Payments can be made by cash, check, or credit card.

By Direct Debit

Residential customers may pay bills automatically through their checking or savings accounts.

To sign up, please fill out the form to your right, and mail or email it back to PWP.

By Phone

Pay by phone with a credit card by calling (626) 744-4005. Representatives are available to assist you with your payment Monday - Friday, 7:30 a.m. - 5:30 p.m.

After-Hours Payments

A drop box is located at the southeast corner of Union Street and Garfield Avenue. Payments received after 2 p.m. will be credited the following business day.

Direct Debit Application



PASADENA
Water & Power
SERVING THE COMMUNITY SINCE 1924

No more wasting time writing checks! You can now pay your monthly PWP bill automatically through your checking or savings account - it's easy and completely free! Once enrolled, payments will be automatically deducted from your account within 10 business days after PWP mails your statement.

Applying for Direct Debit is as easy as 1-2-3:

- 1** Complete and sign this Direct Debit Application
- 2** Return it with a blank check marked "VOID" to:

**Pasadena Water & Power
Direct Debit Program
P.O. Box 7121
Pasadena, CA 91109-7215
or Email to PWPservice@CityofPasadena.net**
- 3** You will receive a letter from PWP confirming that your Direct Debit Application has been received. Continue to pay your bill as usual until the confirmation letter is received. Please allow 4-6 weeks for your enrollment to be processed.

Yes, I want to enroll in Direct Debit. I hereby apply to participate in PWP's Direct Debit Program. When approved, this is my authorization to participate in this option as long as I continue to meet the applicable requirements. I understand my participation requires deduction from my designated checking or savings account to pay my utility bill. I confirm that I am responsible for any returned checks related to Direct Debit transactions. I can terminate my participation in this option at any time upon ten business days' notice to PWP.

Signature _____ Date _____

Name as shown on PWP bill _____

Phone Number (H) _____ (W) _____

Checking (Please include a voided check. Do not send a deposit slip.)

OR

Savings Routing No. _____ Account No. _____

Name of Bank _____

PWP Account No. _____ Service Address _____

1. _____

2. _____

3. _____

Please Note: If you change banks after setting up Direct Debit, you will need to fill out and submit a new Direct Debit Application. If you have questions, please call Customer Service at (626) 744-4005 or visit us online at PWPweb.com.

For office use only:

DATE RCVD: _____ DDCON: _____ ECIS: _____ RTE: _____

SAVE MONEY, WATER AND ENERGY

Pasadena Water and Power offers plenty of rebates and incentives for making your home more efficient. If you have an electric vehicle, we even offer incentives for charging your vehicle. A synopsis of our rebates and incentives is below. More information and applications are online at PWPweb.com/SaveMoney, or call our Customer Programs Hotline at 626-744-6970.

EFFICIENCY REBATES & INCENTIVES*

- 1 POOL PUMP**
Cleaner, quieter and more efficient than older models.
Rebate up to \$275
- 2 RAIN BARREL**
Even a little rain adds up fast in a rain barrel, and plants prefer it.
\$100 rebate
- 3 SHADE TREES**
Cool down your home naturally and use less AC with a shady tree that also gives more privacy.
Rebate up to \$60/tree
- 4 SOIL MOISTURE SENSOR SYSTEM**
Automatically override your irrigation schedule when there is enough moisture in your landscape.
\$250 rebate (or \$50 per sensor for large residential sites)
- 5 WEATHER-BASED IRRIGATION CONTROLLER**
Smart controllers prevent overwatering by adjusting to changing weather conditions.
\$250 rebate (or \$50 per station, 1 acre or more)

- 6 ENERGY STAR® SKYLIGHTS OR LIGHT TUBES**
Light your home naturally and flip the switch less often.
Rebate up to \$220/unit
- 7 WINDOW SUN SHADE SCREENS**
Stylish shades block out at least 70% of sun's heat and glare.
Rebate amount up to \$0.85/sq. ft.
- 8 ENERGY STAR® REFRIGERATOR REBATE AND RECYCLING BONUS**
With the fridge running 24/7, energy use (or savings) can add up fast.
Rebate up to \$165/unit
Free hauling and bonus rebate when you recycle your old unit through the city!
Refrigerator: Up to \$25 incentive plus free LEDs
Freezer: Up to \$35 incentive plus free LEDs



- 9 SOLAR PV ENERGY SYSTEM**
Plug into the sun for big energy savings.
Check PWPweb.com/solar for current incentive levels.
- 10 ENERGY STAR® HARDWIRED LIGHT FIXTURES**
Cooler to the touch and at least 75% more efficient than incandescent lighting.
Rebate up to \$35/unit

- 11 ROTATING SPRINKLER NOZZLES**
Efficient nozzles irrigate uniformly while using 20% less water than pop-up nozzles.
\$7 rebate per nozzle

- 12 HIGH-EFFICIENCY CLOTHES WASHER**
Save 75,000 gallons over the life of the washer.
Rebate up to \$300

- 13 ENERGY STAR® CEILING FAN**
No need to turn on the AC when efficient ceiling fans keep you cool.
Rebate up to \$55/unit

- 14 ENERGY STAR® DUAL-GLAZED WINDOWS & DOORS**
Better insulated windows and doors keep out the heat, and keep your AC usage down.
Rebate up to \$2.70/sq. ft.

- 15 ENERGY STAR® ROOM A/C**
15% more efficient than conventional models, and often feature shut-off timers.
Rebate up to \$85/unit

- 16 SOLAR POWERED ATTIC OR ROOF FAN**
Powerful, efficient fans suck the heat out of your home.
Rebate up to \$110/unit

- 17 ELECTRIC VEHICLE**
Incentives and rebates are available for charging your electric vehicle.
PWPweb.com/EV

- 18 HIGH-EFFICIENCY TOILETS**
Flush away high water bills with a new high-efficiency toilet!
Rebate up to \$100

- 19 CENTRAL AIR CONDITIONER**
Replace your old noisy model, for a quieter, more efficient model.
Rebate up to \$170/ton

- 20 TURF REMOVAL PROGRAM**
Replace water-thirsty grass turf with water-wise landscaping.
Rebate up to \$2/sq. ft.

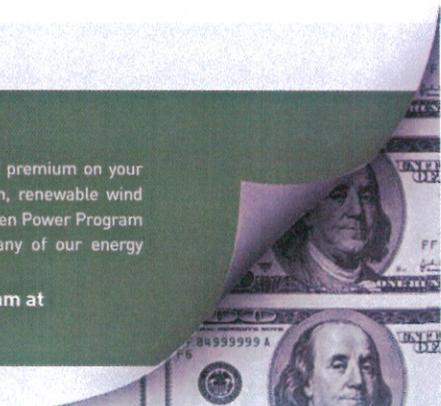


*Rebates and incentives subject to change without notice. Check PWPweb.com/SaveMoney for current program information.

POWER PROGRAM

Support renewable energy in Pasadena! For a small premium on your energy bill, you can help PWP invest more in clean, renewable wind power and reduce its dependence on fossil fuels. Green Power Program customers also qualify for bonus rebates from many of our energy efficiency rebate programs.

Find out more about the Green Power program at PWPweb.com/GreenPower



PWP REBATE GUIDE

- 1: Pool Pump up to \$275
- 2: Rain Barrel up to \$100
- 3: Shade Trees up to \$60/tree
- 4: Soil Moisture Sensor System up to \$250
- 5: Weather-Based Irrigation Controller up to \$250
- 6: Energy Star® Skylights or Light Tubes up to \$220/unit
- 7: Window Sun Shade Screens up to \$0.85 sq. ft.
- 8: Energy Star® Refrigerator Rebate up to \$165 and Recycling Bonus up to \$25
- 9: Solar PV Energy System up to \$0.85/watt
- 10: Energy Star® Hardwired Lighting Fixtures up to \$35/unit
- 11: Rotating Sprinkler Nozzles up to \$7/nozzle
- 12: High-Efficiency Clothes Washer up to \$300
- 13: Energy Star® Ceiling Fan up to \$55
- 14: Energy Star® Dual-Glazed Windows & Doors up to \$2.70 sq. ft.
- 15: Energy Star® Room A/C up to \$85
- 16: Solar Powered Attic or Roof Fan up to \$110
- 17: Electric Vehicle Charging Credit
- 18: High-Efficiency Toilet up to \$100
- 19: Central Air Conditioner up to \$170/ton
- 20: Turf Removal Program \$2 sq. ft.

*Rebate amounts subject to change.

PWPweb.com/SaveMoney

Savings in Every Corner of Your Home!



BILL PAYMENT ASSISTANCE

PWP recognizes that water and electricity are essential in every household, and some customers may need a little extra help paying their utility bills. Low-income customers may apply for bill credits and fee waivers through our Electric Utility Assistance Program and, if faced with a power shut-off notice, may apply for a Project A.P.P.L.E. grant to keep the power on. Customers who rely on certain medical equipment may apply for bill credits, regardless of their income, through our Medical Assistance Program.

For detailed information and program requirements, please call (626) 744-6970 or visit PWPweb.com/CARE



ELECTRIC UTILITY ASSISTANCE PROGRAM (EUAP)

PWP offers three levels of bill assistance to help offset the cost of electric service. Depending on your household income (see box at right) you may qualify for bill credits and waivers on some surcharges and taxes. Applicants must bring all appropriate income documentation and apply in person at one of the four community centers listed on the next page.

Level 1:

Families who meet income requirements receive a \$7.50/month bill credit.

Level 2:

Seniors or customers with permanent disabilities who meet income requirements receive a \$7.50/month bill credit plus a credit on the Public Benefit Charge. The average monthly discount is \$11.

Level 3:

Seniors or customers with permanent disabilities who meet the Level 3 income requirements receive a \$7.50/month bill credit plus credits on the Public Benefit Charge and the Utility Users Tax. The average monthly discount is \$15.50.

HOUSEHOLD INCOME REQUIREMENTS

Household Size : Max Annual Household Income

Level 1 & 2: EUAP & Cares Programs

1: \$28,550	2: \$32,600	3: \$36,700
4: \$40,750	5: \$44,050	6: \$47,300

Level 3: Cares Plus Program

1: \$12,000	2: \$16,000	3: \$20,000
4: \$24,000	5: \$28,000	6: \$32,000

PROJECT A.P.P.L.E.

For low-income customers who have received a power shut-off notice, this one-time bill credit of \$100 per year helps keep the lights on. Income requirements are below.

NOTE: Applicants must apply at the Jackie Robinson Center and Villa Parke. No appointment necessary.

Household Size : Max Annual Household Income

1: \$24,304	2: \$31,782	3: \$39,260
4: \$46,738	5: \$54,216	6: \$61,694

MEDICAL ASSISTANCE PROGRAM

Some medical equipment can use a lot of electricity, which can get very expensive. PWP offers a \$7.50/month bill credit to customers who depend on qualifying medical equipment that plugs into a wall socket. When applying at one of the four community centers listed below, applicants must present a note signed by their doctor that describes the home medical equipment. There is no income requirement for this program.

Locations and business hours of Community Centers where you can sign up for PWP Assistance Programs:

Jackie Robinson Center

1020 N. Fair Oaks Ave.
(626) 744-7300
Monday - Friday: 8 a.m. - 5 p.m.

Villa Parke

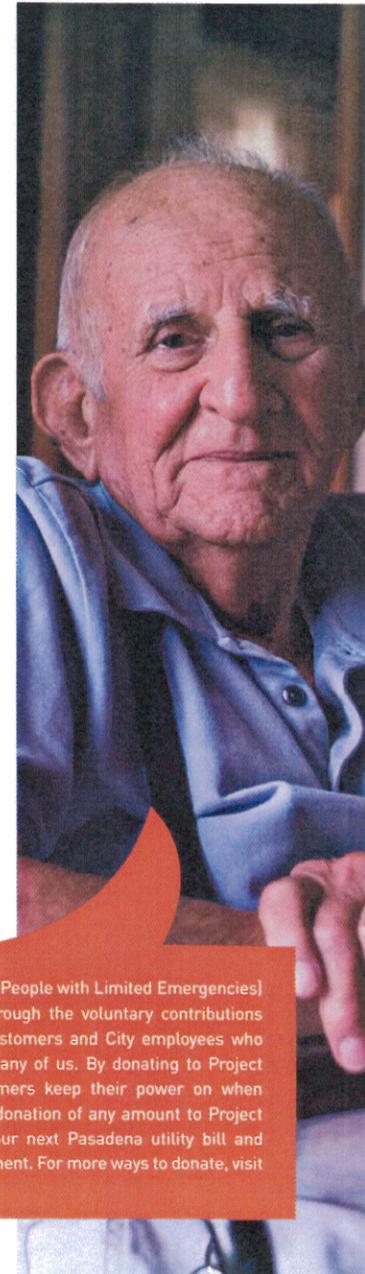
363 E. Villa St.
(626) 744-6530
Monday - Friday: 1 p.m. - 5 p.m.

Victory Park

2575 Paloma St.
(626) 744-7500
Monday and Thursday: 8 a.m. - 6 p.m.
Friday: 8 a.m. - 5 p.m.

Senior Center

85 E. Holly St.
(626) 795-4331
Monday - Thursday: 9 a.m. - 3 p.m.



HELP A NEIGHBOR IN NEED!

Project A.P.P.L.E. (Assisting Pasadena People with Limited Emergencies) is a vital program made possible through the voluntary contributions of the business community, utility customers and City employees who understand that tough times can hit any of us. By donating to Project A.P.P.L.E., you can help PWP customers keep their power on when struggling to pay their bills. Make a donation of any amount to Project A.P.P.L.E. by checking the box on your next Pasadena utility bill and including your donation with your payment. For more ways to donate, visit PWPweb.com/ProjectApple.

CITY OF PASADENA RESOURCES

Receive answers to all of your questions and concerns
in one place, from the Pasadena Citizen Service Center!

cityofpasadena.net/CSC or (626) 744-7311



CITY SERVICES

PASADENA PUBLIC LIBRARY

Your source for information 24/7 providing free access to materials for children, teens and adults including books, DVDs, CDs, audio books, eBooks, digital media, electronic databases, online resources, Wi-Fi and Internet access. From computer training classes for adults, career assistance, author talks, book clubs, storytimes for infants and toddlers to children's programming, tween and teen activities and family events, there is literally something for everyone! To learn more, visit us at:

- pasadenapubliclibrary.net
- [facebook.com/pasadenalibrary](https://www.facebook.com/pasadenalibrary)
- twitter.com/pasadenalibrary

BRANCH LOCATIONS

Central	(626) 744-4066
285 E. Walnut St.	
Allendale Branch	(626) 744-7260
1130 S. Marengo Ave.	
Hastings Branch	(626) 744-7262
3325 E. Orange Grove Blvd.	
Hill Avenue Branch	(626) 744-7264
55 S. Hill Ave.	
Lamanda Park Branch	(626) 744-7266
140 S. Altadena Dr.	
Linda Vista Branch	(626) 744-7278
1281 Bryant St.	
La Pintoresca Branch	(626) 744-7268
1355 N. Raymond Ave.	
San Rafael Branch	(626) 744-7270
1240 Nithsdale Rd.	
Santa Catalina Branch	(626) 744-7272
999 E. Washington Blvd.	
Villa Parke Branch	(626) 744-6510
363 E. Villa St.	

PARKS & RECREATION

Parks

Pasadena has 23 community and neighborhood parks encompassing approximately 160 acres. Brookside Park includes two public Brookside Golf Courses.

Recreation and Afterschool Programs

Sports leagues, gymnastics, cheerleading, summer day camps, summer swim lessons, after school supervised playgrounds, recreation programs for children and adults, and much more are offered year-round at parks and schools throughout the City.

For information about classes and activities for all ages, please check the Recreation Program Guide, published 3 times a year, available at City Hall, Recreation Centers, all Library branches or online at:

cityofpasadena.net/humanservices

Park Reservations	(626) 744-7199
Recreation Programs	(626) 744-7500
Villa-Parke Community Center	(626) 744-6530
363 E. Villa St.	
Jackie Robinson Community Center	(626) 744-7300
1020 N. Fair Oaks Ave.	
Victory Park Community Center	(626) 744-7500
2575 Paloma St.	
Brookside Golf Course	(626) 585-3594
1133 Rosemont Ave.	
Rose Bowl Aquatic Center	(626) 564-0330
360 N Arroyo Blvd.	
Senior Center	(626) 795-4331
85 E. Holly St.	

TRANSPORTATION AND PARKING

ARTS Buses

The City of Pasadena Area Rapid Transit System (ARTS) buses provide service throughout the community and connect with the Metro Gold Line light rail system. Fare is \$0.75.

Metro and Foothill Transit Buses

Metro buses provide service throughout Pasadena, and to other surrounding cities; Foothill Transit provides bus service between Pasadena and communities in the east. Bus pass subsidies are available to Pasadena residents over age 62 or with disabilities. EZ Transit Passes, allowing monthly use of almost any bus or train in LA County, including Pasadena ARTS buses, are available from Metro.

Metro Gold Line

The Metro Gold Line light rail system travels from Pasadena to East Los Angeles via downtown Los Angeles' Union Station, where it connects with the subway, other light rail lines, Metrolink, and Amtrak. The 19.7 mile line has 21 stations, including six in Pasadena. Parking is available at the Sierra Madre Villa, Del Mar, and Fillmore stations.

Dial - A - Ride

The City provides Dial-A-Ride service for seniors (60 years plus) or persons who have disabilities and cannot use other public transportation. Reservations are required and riders must have a valid registration card, which can be obtained from the City. Fare is \$0.75 for a one-way trip.

Parking on City Streets

Parking is not permitted on city streets between the hours of 2 a.m. and 6 a.m. This restriction keeps streets clear for street sweeping and allows suspicious vehicles to be more readily identified.

Parking permits are available at the Pasadena Parking Office located: **221 E. Walnut St., Suite 199**

New Online Services have been added for your convenience.

TO PAY OR CONTEST PARKING CITATIONS

cityofpasadena.net
click on City Services and Payments

TO APPLY FOR PARKING PERMITS

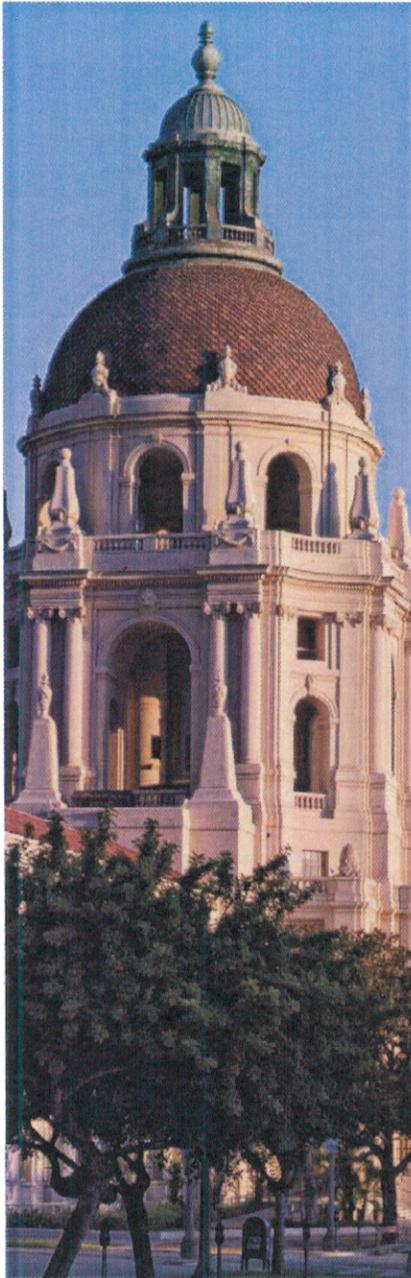
cityofpasadena.net/Transportation
Click on Parking Permits

Metro Gold Line	(323) 466-3876 or 511
Metro Buses	(323) 466-3876 or 511
Foothill Buses	(800)-743-3463
ARTS Buses	(626) 744-4055
Dial-A-Ride	(626) 744-4094
Parking Permits	(626) 744-7665
Parking Enforcement	(626) 744-6440
Senior & Disabled Bus Passes ...	(626) 744-4055



Download the Pasadena
Citizen Service Center App.





EMERGENCY SERVICES

Police Services

In addition to traditional policing services, the Pasadena Police Department offers a number of outstanding crime prevention and community outreach programs. The Neighborhood Services Unit conducts the Neighborhood Watch program, the Citizens' Police Academy, and provides home security inspections, dispute resolution services and other prevention programs. The Community Outreach Unit provides crime prevention programs for youth through the Police Activities League after-school program, the Explorer Post program and the Youth Accountability Board.

Fire Services

There are eight strategically located fire stations throughout the city to respond to fires, medical emergencies and exposure to dangerous conditions. In addition, the Fire Department handles brush fire prevention, regulates hazardous materials, provides recommendations for home fire safety and offers emergency response training.

Police

Non-Emergency	(626) 744-4241
Neighborhood Services Unit	(626) 744-4551
Community Outreach Unit	(626) 744-4551
Explorer Post	(626) 744-3743

Fire

Non-Emergency	(626) 744-4675
Environmental Safety & Prevention Services	(626) 744-4668
Hazardous Materials & Waste	(626) 744-4115
Public Education	(626) 744-7177
Disaster Preparedness	(626) 744-7276

Sign-up for emergency notifications:
cityofpasadena.net/disaster

Emergency	911
------------------------	-----

CITY HALL AND CITY COUNCIL

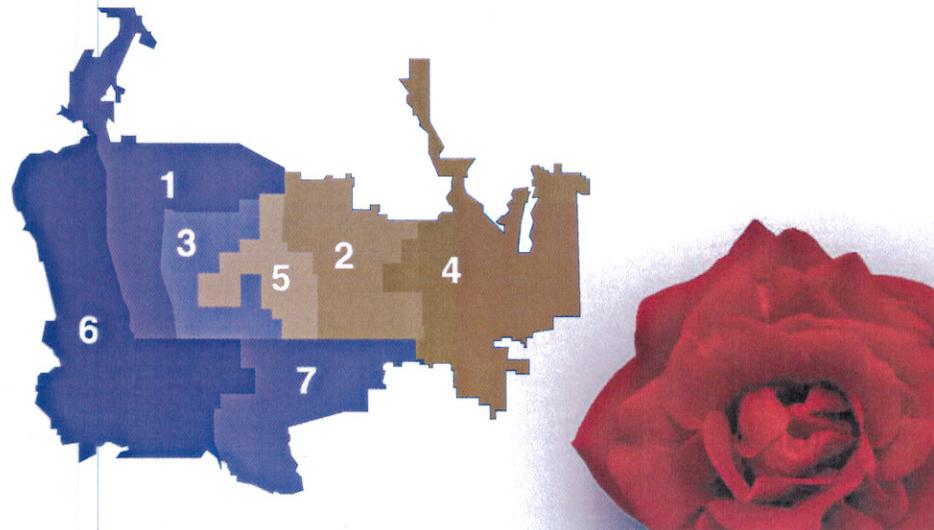
City Hall is located at 100 N. Garfield Avenue, just north of Colorado Boulevard, in the center of Pasadena. A Mayor, elected at large, and seven City Council Members are elected by district. Each City Council Member has a field representative to perform outreach to the community.

City Council meets Monday evenings at 6:30 p.m. in the Council Chambers at City Hall. Meeting agendas and supporting documents are available on the City Web page, in the City Clerk's Office and all branch libraries. The meetings are broadcast live by KPAS, the city's government access cable TV station; and also streamed live on the City's website and archived for video-on-demand viewing. KPAS currently can be seen by Charter subscribers on channel 3 and channel 99 for AT&T U-Verse subscribers. Council meetings are also rebroadcast several times, visit KPAS online at pasadenamedia.tv for program schedule.

The City Council is supported by 31 commissions, boards, and committees made up of community volunteers. These commissions review and make recommendations related to the arts, accessibility and disability, code enforcement, historic preservation, human services, transportation and more. The City Manager is responsible for carrying out the policy direction of the City Council and managing the daily operations of 16 City departments.

City Hall is open from 7:30 a.m. to 5:30 p.m. Monday through Thursday. Many administrative offices are closed every other Friday; however, public services counters are open every Friday along with the Community Centers, Police & Fire Stations, Libraries and most City facilities.

CITY COUNCIL DISTRICTS





PASADENA
Water & Power
SERVING THE COMMUNITY SINCE 1904



MEMORANDUM

TO: Michael J. Beck, City Manager

FROM: Vincent P. Bertoni, AICP, Director of Planning and Community Development 

DATE: September 18, 2014

SUBJECT: Update on Development Review Process Improvements

The Planning and Community Development Department has been conducting an in-depth review of the development review process. Part of this review included a report by an outside consultant who studied the City's procedures, compared these with other similar permit operations, and provided recommendations. The Planning and Community Development Department has formed an Interdepartmental Review Team to review these recommendations and to identify appropriate modifications to Pasadena's development review procedures. This report is seen as a starting point and the process for improvements will be ongoing and not limited to the recommendations in the report.

A staff person within the department has been delegated as the lead point person to manage this multi-year effort. Jennifer Paige is managing this work and is responsible for the development and successful implementation of these process improvements. This includes implementation of a two-year work program developed by the City's Interdepartmental Review Team and coordinating all efforts related to this team. Further, Jennifer will ensure that as the new land management system is developed these new processes and improvements are supported and enhanced by the new system.

Staff will be providing regular updates on the progress of development process improvements and an item will be coming forward to the City Council on October 6, 2014 that addresses recommendations related to changes in the Municipal Code and some of the City's commissions. The following is an overview of the recent process improvements that have been made:

Permit Center Improvements:

- Relocation of staff from the Public Works and Fire Departments to the Permit Center to improve customer service.
- A permit window has been established that provides expedited service to customers who have simple trade permits (e.g. mechanical, plumbing, electrical). These customers can be assisted at one window and do not need to sign in and wait at several different windows.

- Q-Flow has been reinstated to automatically sign a customer up at any of the windows they need in order to obtain information or receive a permit. This takes the guesswork out of the process for customers and assists in moving them to the next available window as quickly as possible.

Inspection Improvements

- The Quadrennial and Occupancy Inspection Program inspections have increased from one inspection per day to an average of six inspections per day per Code Compliance Officer.
- Code Compliance Officers are utilizing tablet technology in the field that is connected to the current land management system. Officers can access information and update case notes in the field reducing the amount of time spent in the office.
- Building Inspectors are now utilizing the same tablet technology as the Code Compliance Officers so that they can also have access to the land management system database and they have the ability to update inspection status from the field.

Planning and Design Review Improvements

- New internal procedures for Zoning Administration have been created and implemented to improve processing time for entitlement cases. As a result the average processing times for all Hearing Officer cases has been reduced by 22% (or 4 weeks) from five months to four months since June, 2013. Also, over a two-year period, the processing time for a Minor Conditional Use Permit has been reduced by 12 percent (while the number of applications increased by 50 percent) and the processing time for a Hillside Development Permit has been reduced by 42 percent (while the number of applications increased by 86 percent).
- New internal procedures have been established for the Design and Historic Preservation section to improve processing time for design review cases. It is expected that the new staff procedures in combination with continued work on the design review process will effectively reduce the overall design review process by up to 6-8 weeks. In addition to these specific process improvements, staff presented the report recommendations on changes to the composition of the Design Commission to the Design Commission and the Planning Commission. The report recommendations included changing the composition of the commission and also reducing the number of commissioners from the current nine to five.

Interdepartmental Review Team (IRT) Efforts and Improvements

- Establishment of an Interdepartmental Review Team (IRT) to develop a work program for all interdepartmental process improvements:
 - A Strategic Plan and work program was recently completed that contains all the actions necessary to make the specific development process improvements.
 - 27 changes have been identified that comprise a two-year work program for implementing all the process improvements.

- Several members of the IRT are also serving as core members on the City's team to develop the new Land Management System.

Based on the work of the IRT within the past year, several new programs have already been developed that will assist in implementing the work program developed by the IRT:

- IRT Improvements Made to Date:
 - A reporting system was created that provides supervisors an automatic notification for past due plan checks.
 - Automated reports have been developed to measure staff cycle-times for key points in the plan check review process. Customized reports were also created for tracking staff cycle-times for entitlement applications.
 - Mandatory staff training is occurring in September and October for staff and managers to ensure that correct information is entered into the current land management system. This ensures that reporting is accurate and effective.
 - A dashboard program was created that provides detailed information on entitlement applications - including number of cases processed within specified periods of time, length of time to process, year over year case volume comparisons etc.
 - Planning and Community Development staff are running monthly reports to monitor cycle times on plan check and entitlement cases. Full reporting began on July 1st and quarterly reports will be presented through the IRT.
 - Staff is working to route cases for comments electronically replacing the hardcopy interoffice mail system. Predevelopment Plan Review (PPR) will be the first case type launched. This will assist in shortening the internal review process and provides a centralized point for storing and updating case information that is accessible to multiple departments.

Next Steps

Moving forward, efforts will focus on implementation of the two-year work program that was developed by the IRT. There are 27 different tasks that serve as the source for making change happen and improving the customer experience throughout the development review process. The work program and timeline are attached for your reference.

The following is a summary of the results expected from implementation of the work program:

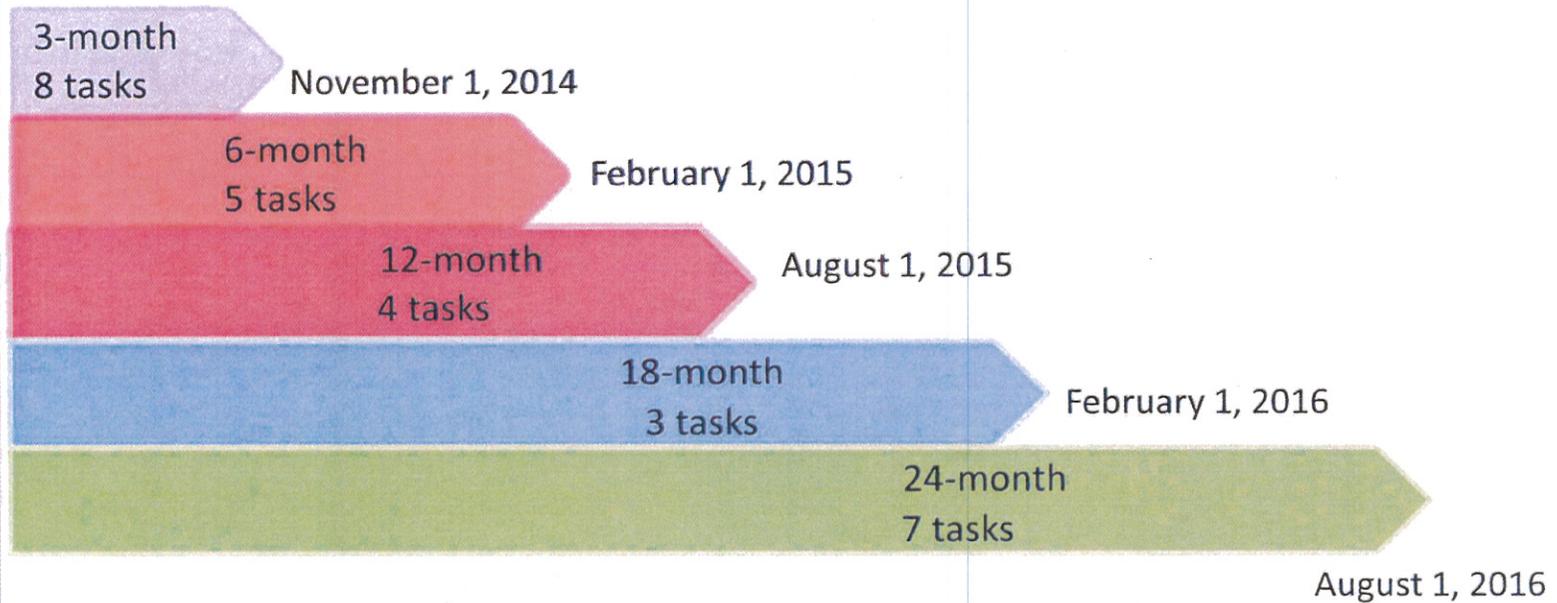
- Improved building permit plan check process with electronic plan submittal.
- Regular monitoring and reporting on staff process times for building plan check and entitlement processing.
- Updated PPR procedures to ensure that comments provided to applicants are relevant and substantive.
- New handouts that map the development review process and provide a clear overview of what to expect when beginning a project in Pasadena.
- Customer service in the Permit Center will be improved with a new, expanded Express Window program that serves as a comprehensive one-stop shop for information and the processing of specific permits.
- Business License services for customers will be improved by streamlining internal procedures and expanding service from the Permit Center.
- Inspection services will be improved for residents and business owners through the use of hand-held wireless devices for field based positions that offer access to up to date, real time information.

- Opening a restaurant in the City will be a less cumbersome experience with the implementation of streamlined processes for permit review and inspections.
- Permit Center services will be expanded virtually to provide access to a number of services via the web.
- A new Permit Center website will be created that provides guidance and access to services for customers in one easy to find location on the web. This will include real wait times in the Permit Center.
- Customers will be able to access information on the entire development review process and when the new LMS system is in place, applications can be submitted on-line.
- The Personalized Case Manager program will provide a staff resource to guide applicants on large and/or complex cases. Applicants will have a single-point of contact to assist them through the entire development review process.

Attachment: IRT Work Program

IRT WORK PROGRAM REVIEW

24-month Work Program
August 1, 2014 - August 1, 2016



IRT WORK PROGRAM REVIEW

THREE MONTH TASKS (AUGUST 1- NOVEMBER 1, 2014)	IMPLEMENTATION GOAL
Create automatic notifications for plan check status.	November 1, 2014 (Completed)
Follow-up with managers in each department to train and customize the notifications received to assist in meeting plan check cycle-time goals.	November 1, 2014
Conduct Tidemark training for all staff that participate in the plan check and entitlement review process.	November 1, 2014
Distribute the IRT developed performance standards for interdepartmental comments on entitlement cases.	November 1, 2014 (Completed)
Establish and communicate the goal for overall processing time on the business license applications- from initial submittal to Finance through Planning and back to Finance.	November 1, 2014 (Completed)
Acquire wireless hand-held devices for field staff that are part of the building permit inspection process. Using handheld devices field inspectors should be able to access the City's permit database, download a schedule of inspections, enter inspection results, and print documents. Staff should also be able to collect and load information from the field.	November 1, 2014 (Completed)

IRT WORK PROGRAM REVIEW

THREE MONTH TASKS (AUGUST 1- NOVEMBER 1, 2014)	IMPLEMENTATION GOAL
Research and report back to IRT how comparable cities manage appointments and walk-ins as part of the permit issuance process.	November 1, 2014 (Completed)
Regular reports and monitoring on cycle-times for plan check and selected entitlement case types. Quarterly reporting back to IRT	November 1, 2014 (Completed/On-Going)

IRT WORK PROGRAM REVIEW

SIX MONTH TASKS (AUGUST 1, 2014 - FEBRUARY 1, 2015)	IMPLEMENTATION GOAL
Begin electronic routing of entitlement cases for department comments.	February 1, 2015
Develop an updated check-list for plan check submittal requirements (include all departments that are part of plan check review).	February 1, 2015
Revise and update the current PPR procedures, application forms and department contacts for PPR routing and review.	February 1, 2015
Begin electronic routing of cases. PPR will be the first case type.	February 1, 2015
Develop an updated handout that maps out the development review process.	February 1, 2015

IRT WORK PROGRAM REVIEW

12-MONTH TASKS (AUGUST 1, 2014 - AUGUST 1, 2015)	IMPLEMENTATION GOAL
Develop the Permit Technician job series as outlined by IRT.	August 1, 2015
Develop a comprehensive restaurant guide (handout and web page).	August 1, 2015
Create a new, updated Permit Center website.	August 1, 2015
Develop a map of the restaurant inspection process for applicants explaining what is inspected, by what department and where the inspection occurs in the permit process.	August 1, 2015

IRT WORK PROGRAM REVIEW

18-MONTH TASKS (AUGUST 1, 2014 - FEBRUARY 1, 2016)	IMPLEMENTATION GOAL
Develop the Express Window for the Permit Center as outlined by IRT.	February 1, 2016
Expand business license service to the Express Window program to allow submittal of a building license for a new business (outside of the building permit process).	February 1, 2016
Utilize SharePoint to enable business license applications to be submitted on-line and routed electronically.	February 1, 2016

IRT WORK PROGRAM REVIEW

24-MONTH TASKS (AUGUST 1, 2014 - AUGUST 1, 2016)	IMPLEMENTATION GOAL
Develop and implement electronic plan check submittal.	August 1, 2016
Develop the Personalized Case Manager program as outlined by IRT.	August 1, 2016
Develop a process for improving the permitting process for restaurants. This includes studying for implementation a combined restaurant inspection group (Long Beach model).	August 1, 2016
Develop a process for restaurants with minor changes only to expedite the building permit plan check.	August 1, 2016
Develop and implement electronic submittal of applications (application types as outlined per IRT).	August 1, 2016
Expand the types of permits that can be issued on-line and the services we provide online.	August 1, 2016
IRT will continue to serve as the core team for the LMS replacement project.	On-going with LMS



MEMORANDUM – CITY OF PASADENA
Human Services and Recreation Department

DATE: September 18, 2014

TO: Michael Beck, City Manager

FROM: Mercy Santoro, Director

SUBJECT: **Neighborhood Connections Launches a Website**

The Human Services and Recreation Department is pleased to announce the launch of the Neighborhood Connections website www.cityofpasadena.net/NeighborhoodConnections. Established in 1987, Neighborhood Connections' mission is to "...promote and foster participation and communication as a neutral liaison among neighborhood organizations, elected representatives, and city staff to facilitate the resolution of neighborhood problems."

Information on the many pivotal services that the City provides is now available through the new website and includes linking residents with existing neighborhood associations, mentorship and guidance in establishing a new neighborhood association, the Neighborhood Leadership Institute and the Safe Streets NOW program.

Included on the website is a new feature called "Map My Neighborhood" found at <http://ww4.cityofpasadena.net/myneighborhood/>. This map allows residents to view useful information about their neighborhood and community on one screen. The interactive tool includes layers on arts and recreation, community groups, health and municipal services available and public safety and transportation information. From street sweeping and refuse collection days to neighborhood association boundaries and local schools, this map provides information in a very user-friendly way.

Information on the new website is also available in Spanish by calling the Jackie Robinson Center at 626-744-7330. For more information on the resources provided through Neighborhood Connections, please contact William Syms, wsyms@cityofpasadena.net or via telephone at (626) 744-7295.

**Master Tree Removal List
List as of 09/16/14**

#	ADDRESS	SITES		SPECIES	DBH		DISTRICT	CONDITION	COMMENT/ACTION
172	POPLAR ST	F	1	CARROTWOOD (CUAN)	12	"	3	SPLITTING TRUNK, DECAY, BORERS, TERMITES. IMMEDIATE REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2491	LAMBERT DR	F	1	CAPE CHESTNUT (CACA)	3	"	4	COMPACTED SOIL, PEELING BARK, SPLITTING TRUNK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1133	ROSEMONT AVE (NW CORNER OF GOLF COURSE, NORTH OF WASHINGTON)	N/A	N/A	GLOSSY PRIVET (LILU)	36	"	1	TERMITES, BORERS, SPLITTING, EXCESSIVE IRRIGATION TO TRUNK, 99% DEAD.	TREE REMOVAL PENDING
3100	E DEL MAR BLVD	N/A	N/A	WESTERN SYCAMORE (PLRA)	5	"	4	TREE IS NOT PRODUCING SHOOT GROWTH, CAVITIES IN MULTIPLE SCAFFOLDS AND BLEEDING. TREE IS BELOW CANOPY OF ADJACENT TREE AND IS IN POOR CONDITION. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2656	E VILLA ST	S	1	CAROB TREE (CESI)	16	"	4	DEAD TREE HAS DEVELOPED A SPLIT IN THE TRUNK, FUNGUS IN ROOT ZONE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2290	E DEL MAR BLVD	S	1	CAMPHOR TREE (CICA)	44	"	7	TREE HAS BEEN ROOT PRUNED ON THE SIDEWALK SIDE, STREET SIDE AND DRIVEWAY. POOR IRRIGATION DRAINAGE ADJACENT TO TRUNK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
436	N ALLEN AVE	S	1	JACARANDA (JAMI)	13	"	2	FUNGUS AT BUTTRESS, STUB FROM PREVIOUS FAILURE, WEEDWACKER DAMAGE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
147	S CRAIG AVE	F	1	HOLLY OAK (QUIL)	23	"	7	EXCESSIVE IRRIGATION IN ROOT ZONE, PEELING LOOSE AND CRACKED BARK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
723	N CHESTER AVE	F	1	LIVE OAK (QUAG)	15	"	2	NUMEROUS STUBS RESULTING FROM POOR PRUNING CUTS, IRRIGATION IN ROOT ZONE IS EXCESSIVE.	TREE REMOVAL PENDING
703	N CHESTER AVE	F	2	LIVE OAK (QUAG)	3	"	2	SOIL DISTURBANCE IN PARKWAY, POOR TRUNK TAPER, WOOD BORERS, CRACKING BARK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING

#	ADDRESS	SITES		SPECIES	DBH		DISTRICT	CONDITION	COMMENT/ACTION
1232	N LOS ROBLES AVE	S	7	WINDMILL PALM (TRFO)	5	"	3	NO EXTERIOR VISIBLE EFFECTS OR PRIMARY CAUSAL AGENTS ASSOCIATED WITH THE DEATH OF PALM. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
787	N EL MOLINO AVE	F	1	SOUTHERN MAGNOLIA (MAGR)	1	"	5	DROUGHTY PARKWAY CONDITIONS. FREQUENCY OF WATERING IS INSUFFICIENT FOR PARKWAY. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
787	N EL MOLINO AVE	F	2	SOUTHERN MAGNOLIA (MAGR)	1	"	5	SOIL IS DROUGHTY AND COMPACTED, FREQUENCY OF WATER SUPPLY IS INADEQUATE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1741	NEWPORT AVE	F	2	BRISBANE BOX (LOCO)	14	"	1	TRUNK AND SCAFFOLD WOUNDS AND POOR TRUNK TAPER. CURRENTLY EXPERIENCING SEVERE DROUGHT CONDITIONS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
297	PENN ST	F	1	HOLLY OAK (QUIL)	2	"	1	ROOT CROWN AND LOWER TRUNK OVERGROWN BY TURF. THERE IS NO TRUNK TAPER. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
456	DOUGLAS ST	F	2	CHINESE TALLOW TREE (SASE)	4	"	3	ILLEGAL PRUNING. SCAFFOLDS HAVE BEEN CUT TO STUBS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
287	E CLAREMONT ST	F	1	HOLLY OAK (QUIL)	5	"	3	ROOT GIRDLE, POOR LATERAL ROOT DEVELOPMENT. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1215	SUMMIT AVE	F	1	LIVE OAK (QUAG)	2	"	3	NO TRUNK TAPER. TURF HAS OVERGROWN ROOT CROWN AND LOWER TRUNK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2167	CASA GRANDE	F	1	SAWTOOTH ZELKOVA (ZESE)	5	"	2	FUNGUS AT ROOT CROWN, SUPERFICIAL SPLITTING IN TRUNK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
464	E WALNUT ST	S	1	ORNAMENTAL PEAR (PYCA)	2	"	3	FUNGUS GROWTH AT ROOT CROWN. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
583	W CLAREMONT ST	F	1	SOUTHERN MAGNOLIA (MAGR)	18	"	1	COMPLETELY DEAD TRUNK CAVITY, COMPACTED SOIL, CROWN REDUCED IN THE MIDDLE OF THE CANOPY FOR LINE CLEARANCE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2085	QUEENSBURY RD	F	1	SOUTHERN MAGNOLIA (MAGR)	12	"	2	DROUGHT STRESSED CONDITIONS. TREE DISPLAYS NO EXTERIOR VISIBLE DEFECTS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING

#	ADDRESS	SITES		SPECIES	DBH		DISTRICT	CONDITION	COMMENT/ACTION
441	W HAMMOND ST	F	2	LIVE OAK (QUAG)	22	"	1	80% DEAD, WOOD BORERS, CRACKING BARK, BLEEDING. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
195	GLORIETA ST	F	1	LIVE OAK (QUAG)	2	"	3	99% DEAD, BARK IS SPLITTING AND CHECKERING. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
55	S HILL AVE	S	1	INDIAN LAUREL FIG (FIMINI)	20	"	7	EXTENSIVE ROOT PRUNING PERFORMED FOR SIDEWALK REPAIR. THERE IS EXTENSIVE ROOT DAMAGE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1065	E WASHINGTON BLVD	R	3	LIVE OAK (QUAG)	14	"	2	99% DEAD, CRACKING BARK, DROUGHT STRESSED CONDITIONS. BORER SIGNS RESEMBLE THAT OF THE POLYPHAGOUS SHOT HOLE BORER(PSHB). REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
95	N GARFIELD AVE (SISTER CITY TREE)	N/A	N/A	JAPANESE MAPLE (ACPA)	19	"	3	SISTER CITY TREE IS SPLITTING THROUGHOUT TRUNKS AND SCAFFOLDS. FUNGUS, PEELING BARK AND BARK LOSS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1173	N GARFIELD AVE	F	1	LIVE OAK (QUAG)	6	"	3	DEAD TREE, SUPERFICIAL SPLITTING, SCAFFOLD AND BRANCH DECAY. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1182	N GARFIELD AVE	F	1	LIVE OAK (QUAG)	12	"	3	SCAFFOLD DECAY, BARK LOSS, WOOD BORERS AND NO CENTRAL LEADER. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1184	N SIERRA BONITA AVE	F	1	LIVE OAK (QUAG)	4	"	2	DEAD TREE APPEARS TO BE SHALLOW AND ABOVE SOIL GRADE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1208	DOMINION AVE	F	1	CAMPHOR TREE (CICA)	26	"	2	TREE IS PRODUCING PRIMARILY SUCKER GROWTH, ROOT PRUNED ON THE SIDEWALK SIDE, STREET SIDE AND FOR INSTALLATION OF METER BOX. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
639	N ROSEMEAD BLVD	F	7	AMERICAN SWEETGUM (LIRO)	32	"	4	TEARDOWN TRUNK WOUND, APPROXIMATELY 35% HEARTWOOD DECAY. CARPENTER ANT AND TERMITE INFESTATION. FUNGAL GROWTH IN TRUNK WOUND AND TEARDOWN SCAFFOLD WOUND. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1000	SUNSET AVE	F	2	LIVE OAK (QUAG)	30	"	3	DROUGHT STRESSED CONDITIONS, WOOD BORERS, CHECKERING BARK AND TRUNK WOUND. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING

#	ADDRESS	SITES		SPECIES	DBH		DISTRICT	CONDITION	COMMENT/ACTION
440	AVOCADO AVE	F	1	CANARY ISLAND PINE (PICA)	29	"	4	BARK BEETLE INFECTED. REMOVE ASAP TO PREVENT SPREAD.	TREE REMOVAL PENDING
1144	N MARENGO AVE	S	2	INCENSE CEDAR (CADE)	12	"	3	LOWER TRUNK WOUND DECAY WITH BORERS AND TERMITES. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
N/A	LINDA VISTA/SECO MEDIAN	M	1	CHINESE FLAME TREE (KOBI)	7	"	6	RIVER ROCKS IN ROOT ZONE. SOIL IS EXTREMELY COMPACTED. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
349	W MOUNTAIN ST (REAR OF W&P, ON W. HAMMOND)	N/A	N/A	SIBERIAN ELM (ULPU)	30	"	3	50% OF TREE HAS SPLIT OUT. TREE IS OFF-BALANCE. CANOPY WEIGHT DISTRIBUTED TO SIDEWALK SIDE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
105	E MOUNTAIN ST	F	1	CAMPBOR TREE (CICA)	20	"	3	BUTTRESS DECAY, HEART ROT, TERMITES AND ROOT PRUNED. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
745	LINDA VISTA AVE	F	1	WESTERN SYCAMORE (PLRA)	17	"	6	99% DEAD, POLYPHAGOUS SHOT HOLE BORER(PSHB) INFECTED AND BEE HIVE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1395	EL MIRADOR DR	F	3	COAST REDWOOD (SESE)	32	"	6	ROOT GIRDLE, LOWER TRUNK IS BEING EXCESSIVELY IRRIGATED. SOIL IN ROOT ZONE IS SATURATED. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2575	E DEL MAR BLVD	S	2	SOUTHERN MAGNOLIA (MAGR)	11	"	4	SCAFFOLD DECAY AND CAVITIES, STUBS AND DROUGHT STRESSED CONDITIONS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1121	LINDA VISTA AVE	F	1	SIBERIAN ELM (ULPU)	21	"	6	SOIL IS DROUGHTY AND COMPACTED. DROUGHT STRESSED CONDITIONS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
520	W CLAREMONT ST	F	1	SOUTHERN MAGNOLIA (MAGR)	14	"	1	GIRDLING ROOTS, NUMEROUS STUB CUTS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1739	CASITAS AVE	F	1	LIVE OAK (QUAG)	6	"	1	ROOTS HAVE BEEN PRUNED FOR CURB AND GUTTER REPAIR. TREE HAS WOOD BORERS AND CRACKING BARK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
136	S MICHIGAN AVE	F	1	CARROTWOOD (CUAN)	6	"	7	DEAD TREE, SUPERFICIAL SPLITTING AND SCAFFOLD TEARDOWN WOUND. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2407	OSWEGO ST	F	1	LIVE OAK (QUAG)	10	"	4	POOR PRUNING, CUTS AND STUBS THROUGHOUT CANOPY. BARK IS PEELING AND CRACKING. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING

#	ADDRESS	SITES		SPECIES	DBH		DISTRICT	CONDITION	COMMENT/ACTION
2408	OSWEGO ST	F	1	WHITE MULBERRY (MOAL)	15	"	4	SCAFFOLD WOUND, PEELING BARK, TERMITES. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1965	E ORANGE GROVE BLVD	F	1	LIVE OAK (QUAG)	4	"	4	NO TRUNK TAPER, SOIL ENCOMPASSING ROOT CROWN. 99% DEAD. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
425	S LOS ROBLES AVE	F	1	LIVE OAK (QUAG)	5	"	6	STREETSIDE SCAFFOLD HAS SUSTAINED MECHANICAL DAMAGE AND WEEDWACKER DAMAGE. TURF HAS GROWN OVER TRUNK TAPER. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1505	SAN PASQUAL ST	S	4	CAMPHOR TREE (CICA)	30	"	7	EXCESSIVE IRRIGATION TO LOWER TRUNK. ROOT PRUNED AND PEELING BARK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1815	SAN PASQUAL ST	F	1	CAMPHOR TREE (CICA)	6	"	7	TREE IS BELOW CANOPY OF TWO ADJACENT TREES AND COMPLETELY DEAD. REMOVAL RECOMMENDED. DO NOT REPLANT.	TREE REMOVAL PENDING
123	S ALLEN AVE	F	1	LIVE OAK (QUAG)	3	"	7	MULTIPLE SCAFFOLD WOUNDS AND BROKEN BRANCHES. 99% DEAD. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
N/A	LOWER ARROYO	N/A	N/A	WHITE ALDER (ALRH)	16	"	6	DEAD TREE WITH A LEAN TOWARDS TRAIL, TERMITES AND PEELING BARK. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
637X	S ARROYO BLVD	F	1	LIVE OAK (QUAG)	1	"	6	POOR TRUNK TAPER AND DROUGHT STRESSED CONDITIONS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
686	S GRAND AVE	F	4	CAMPHOR TREE (CICA)	10	"	6	ADJACENT VEGETATION OBSTRUCTION, BOWED OVER STREET. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
747	S GRAND AVE	F	3	LIVE OAK (QUAG)	3	"	6	EXTERIOR OF TREE DISPLAYS NO PRIMARY OR SECONDARY CAUSAL AGENTS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
991	S EUCLID AVE	S	2	SOUTHERN MAGNOLIA (MAGR)	8	"	7	DROUGHTY PARKWAY CONDITIONS, COMPACTED SOIL, NO TRUNK TAPER AND 99% DEAD. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
381	E GLENARM ST	F	1	CRAPE MYRTLE (LAIN)	2	"	7	WEEDWACKER DAMAGE TO LOWER TRUNK, POOR TRUNK TAPER. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
809	S LOS ROBLES AVE	F	1	LIVE OAK (QUAG)	3	"	7	POOR TRUNK TAPER, 99% DEAD. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING

#	ADDRESS	SITES		SPECIES	DBH		DISTRICT	CONDITION	COMMENT/ACTION
651	S LOS ROBLES AVE	F	1	LIVE OAK (QUAG)	4	"	7	RIVER ROCKS CAUSING SOIL COMPACTION IN ROOT ZONE. REMOVAL OF DEAD TREE RECOMMENDED.	TREE REMOVAL PENDING
636	W CALIFORNIA BLVD	F	2	LIVE OAK (QUAG)	15	"	6	SCAFFOLD STRUCK BY VEHICLE CREATING TRUNK FRACTURE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1229	GRACE DR	F	2	CAMPHOR TREE (CICA)	10	"	6	BRANCH AND SCAFFOLD DECAY. CROWN REDUCED FOR LINE CLEARANCE AND ROOT PRUNED. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1229	GRACE DR	F	3	CAMPHOR TREE (CICA)	14	"	6	BRANCH DECAY AND LINE CLEARANCE PRUNING EVENTS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
575	LA LOMA RD	S	1	SOUTHERN MAGNOLIA (MAGR)	18	"	6	ROOT GIRDLE, BUTTRESS DECAY AND MINOR SCAFFOLD SPLITTING. 99% DEAD. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1221	ARDEN RD	F	3	WESTERN SYCAMORE (PLRA)	15	"	7	DECAYING MECHANICAL SCAFFOLD WOUND, 40° LEAN STREETSIDE, POLYPHAGOUS SHOT HOLE BORER(PSHB) HOLES IN TREE. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
619	S GRAND AVE	F	1	CAMPHOR TREE (CICA)	16	"	6	MULTIPLE LINE CLEARANCE EVENTS. CROWN REDUCED, BRANCH DECAY. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
N/A	OUTPOST LN/ KINNELOA CANYON RD	N/A	N/A	TORREY PINE (PITO)	13	"	4	BUTTRESS DECAY, BURIED TRUNK FLARE AND BLEEDING. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
2205	WOODLYN RD	F	1	SOUTHERN MAGNOLIA (MAGR)	12	"	4	TREE IS UNDER CANOPY OF ADJACENT TREE. BUTTRESS ROOTS DISPLAY SIGNS OF OAK ROOT FUNGUS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING
1907	SANTA ROSA AVE	F	1	DEODAR CEDAR (CEDE)	36	"	1	SCAFFOLDS HAVE BEEN PRUNED FOR LINE CLEARANCE. DISPLAYING SIGNS OF DECAY. DROUGHT STRESSED CONDITIONS. REMOVAL RECOMMENDED.	TREE REMOVAL PENDING