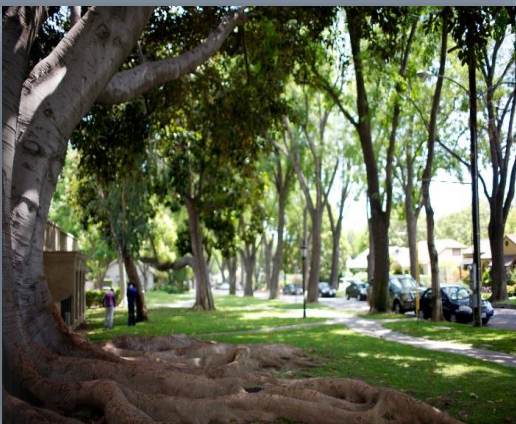
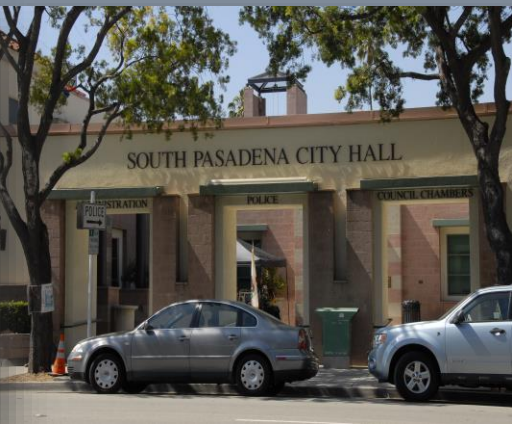


City of South Pasadena Year End Review 2021



Prepared by Arminé Chaparyan, City Manager



SOUTH PASADENA CITY COUNCIL



Diana Mahmud
Mayor
District 5



Michael Cacciotti
Mayor Pro Tem
District 4



Evelyn G. Zneimer
Councilmember
District 1



Jack Donovan
Councilmember
District 2



Jon Primuth
Councilmember
District 3

MISSION STATEMENT

The City of South Pasadena is committed to providing effective and efficient municipal services for the community while preserving our quality of life and small-town character in a 21st Century environment.

VISION STATEMENT

We are a culturally and economically diverse, and fiercely independent community that cherishes creativity, education and our small-town character, committed to building a more just and environmentally and financially stable future.

MESSAGE FROM THE CITY MANAGER

CITY MANAGER'S OFFICE



It is my absolute pleasure to present the 2021 Year End Review for South Pasadena. This report is a new initiative from the City Manager's office to highlight the major accomplishments throughout this calendar year and to provide a glimpse into the future. Since starting my new role this year, I have been very busy getting to know the City Council, community, and the organization. I have learned very quickly that this community is very unique and special. As we have transitioned to a full re-opening, the City has implemented all possible steps to ensure a safe environment for both our employees and visitors. The past year has been a wonderful experience, and I am proud to continue serving as your City Manager.

- Arminé Chaparyan

The City Manager is appointed by the City Council to oversee the activities of the City and act as the Chief Administrative Officer. The South Pasadena City Manager's Office has been led by Arminé Chaparyan for the last seven months, and many changes have been made within that short period of time. Despite the challenges of the pandemic, the City Manager has taken the future of South Pasadena into mind when making executive decisions, paving the way for a positive future.

The highlights from the City Manager's office this year includes **meeting with multiple commissions, community organizations, and getting to know staff through various networking events**. In addition, Mrs. Chaparyan has **on boarded over 61 new staff members** to fill a variety of much needed positions throughout each departments. She is also excited to announce the selection of a **Deputy City Manager** who will be beginning on January 1st, 2022.

Mrs. Chaparyan is already planning ahead for the future of the City by onboarding staff into her own team that will be **managing all of the city's social media accounts**, and updating our website to meet new technological advances. Her team has increased public engagement by consistently creating press releases, updates on City initiatives, and creating engaging videos in addition to other social media content for residents to view. Her positive relationships with all of the Department Heads has created a new opportunity for continuous growth in the City, and Mrs. Chaparyan is very excited to share these accomplishments through this report.

MANAGEMENT SERVICES DEPARTMENT

This year, our Management Services Department was created to act as a separate division from the City Manager's Office. Our new Management Services Director, Lucy Demirjian, stepped up to the role to provide direction to the Human Resources, Information Technology, and the City Clerk's office. This new department within the City has enhanced the roles played by the City Clerk's role in serving as the public's first point of contact by creating a space for transparency and accessibility. In addition, our Information Technology Department is being managed to provide expedient service to our employees that rely on technology to provide our residents with services. Lastly, our Human Resources Division has been giving further strides to recruit and retain exceptional staff within the city.

Some of the highlights from this year include taking the first steps in launching our **Redistricting outreach** in South Pasadena. Outreach has included creating a designated Redistricting page on our City's website to provide residents with information and maps to draw district lines. These outreach efforts have been especially present on our City's social media accounts, blog, and will soon be further expanded through in-person outreach.

The Management Services department has also been assisting our Finance Department with the City's new effort to **convert our payroll system and timekeeping**. This system will provide an efficient and effective way for employees within the City to track their hours, request time off, and open a stream of communication between employees and their managers regarding work hours. The new payroll system will be an opportunity for our Finance Department to better streamline the payroll process.

In addition, Management Services conducted a **community survey for the 2021-2026 Strategic Planning Session**. The survey had 385 responses and 19.3 hours of public comment, allowing for the department to understand the bigger picture of the goals our Strategic Plan should aim to accomplish.





POLICE DEPARTMENT

The Police Department this year made many accomplishments under the leadership of **newly appointed Police Chief, Brian Solinsky**. This year the Police Department implemented a new communication tool using Video Remote Interpreting (VRI). **VRI is an on-demand service supporting over 300 languages, utilizing live interpreters to communicate between non-English speakers and first responders.** VRI is an app-based software system downloaded onto mobile computers and tablets that officers carry in the field. When dispatched to a crime scene, officers often are faced with situations where the victim does not speak English and must rely on bilingual children or family member to interpret. South Pasadena first introduced VRI technology in 2019 to assist officers in communicating with those who sign language. Since being implemented, the product has proved to be highly effective. One such case resulted in the capture of a domestic violence offender.

In March of 2021, all officers, dispatchers, and parking control officers attended and completed the **Museum of Tolerance's Hate Crimes Courses for California agencies**. Participants identified common dynamics of hate crime victims and strategies for conducting effective interviews. They also learned about the origins of hate and various hate groups. They discussed investigative techniques, evidence collection, report writing, documentation, and the impact of hate crimes on the community.

The Police Department's **homeless outreach team (HOPE)** and Pasadena Union Station **assisted ten unhoused residents, providing resources to end the homeless cycle**. Over \$48,000 in housing assistance has been provided in addition to counseling and employment opportunities.

In addition, the Police Department was **awarded a \$50,000 grant from the California Office of Traffic and Safety to combat driving under the influence**. Finally, the Police Department purchases and is in the final stages of implementation for a **new Computer Aided Dispatch and Records Management System**.



FIRE DEPARTMENT

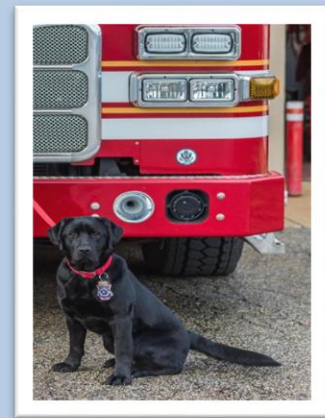


The South Pasadena Fire Department led by Fire Chief Paul Riddle has continuously proved to be one of the most reliable Public Safety entities in the San Gabriel Valley. There is one fire station in South Pasadena that houses an engine company, a rescue ambulance, and a light and air unit. Our fully serviced department provides fire and rescue services, paramedics, safety education, inspections, plan reviews, and emergency management. In addition to these everyday duties, the department has accomplished many things this year.

The City's Fire Department has consistently **maintained and accomplished response times below the nationally recognized standard of 5 minutes**. The average total response time in 2020-2021 was only 4 minutes and 10 seconds. The Fire Department has also **responded to 11 major brush fires throughout the State of California**, logging over 2,000 hour on the fire line. These fires included the Lightning Complex and El Dorado fires.

The department also hired a very special addition to the team, a canine **Arson dog by the name of Delta**. Delta was acquired through a scholarship with State Farm Insurance, and since has played a very important role in saving lives. Delta has assisted our Fire Department and other neighboring agencies to determine both the cause and origin of over 15 fires, and has successfully detected the use of accelerants on 7 fires.

Lastly, the Fire Department has **received the "Gold Standard Award" from Los Angeles County's Emergency Medical Services Agency** for consistently providing a high-level of emergency medical care for critical patients.



COMMUNITY DEVELOPMENT DEPARTMENT



Under the leadership of our **new Community Development Director, Angelica Frausto-Lupo**, the Community Development Department made progress in various projects and addressing the backlog the city was experiencing to the year prior. One of the accomplishments this year was the **transition of the department's name** from Planning and Building to Community Development in order to encompass all things related to community development.

This year, the department **completed a multi-family residential project** over podium with a total of 6 units and 13 parking stalls on Spruce St. Other projects are continuing construction, including the Krispy Kreme Donuts Tenant Improvements on Fair Oaks and new Sushi restaurant which is expected to open by 2022. Other **major projects** in Building Plan Check include 36 market rate condominium units on Mission St, 60 market rate residential units on El Centro St, 108 residential condo units on El Centro St, and mixed use residential projects on Fremont Ave. Conversations regarding these projects will carry into 2022.



Some of the instrumental progress made by the department this year includes discussions regarding the **City's Housing Element**. The City has strategically integrated the Housing Element with the rest of the GP Update project and Downtown Specific Plan to comprehensively plan for providing more **housing opportunities in accordance with the State's requirements** to address a very high regional housing needs allocation of 2,067 units. In addition, the city's **first Inclusionary Housing Ordinance** was adopted by Council in May, 2021, requiring projects with market-rate housing to include 20% of the base number of units as affordable units. City Council also adopted an **Additional Dwelling Unit (ADU) Ordinance** to comply with state legislation.

In addition to these ordinances, the Community Development department led initiatives to provide outreach on **Senate Bill 381** after Governor Newsom signed it into law. This bill provides current tenants with the opportunity to purchase their homes first and provides the City with the opportunity to purchase the remaining surplus properties at acquisition price prior to other housing related entities. These accomplishment were made possible through **newly on boarded staff** including a new Planning Manager, and three Associate Planners.

PUBLIC WORKS DEPARTMENT



The leadership of **recently appointed Public Works Director, Ted Gerber**, made many accomplishments in the Public Works Department possible this year. The department made instrumental progress in various projects around the city regarding **sustainability, storm water, street repairs, sidewalks repairs**, and ensuring the community is updated with important projects. One of the largest projects this year was the completion of the **Graves Reservoir**. The Reservoir is a key part of the City's water delivery infrastructure system. The project included the demolition of the previous pump station, construction of new reservoirs and all appurtenances. The new building is two stories with a garage and storage rooms with a capacity to hold 1.2 million gallons of water.

Sustainability is very important to our City, and the Public Works Department has supported initiatives that will make positive impacts in years to come. Emissions from gas-powered leaf blowers are a significant source of air pollution, and on September 1, 2021, City Council adopted an ordinance that will **ban gas-powered leaf blowers** in the City. In preparation for the enforcement of this ordinance to begin on in October, 2022, the Public Works Department has been planned various demonstration events and conducted outreach to the public.



In addition, the Public Works Department **obtained funding for two storm water projects**. These projects include the Arroyo Seco San Pascual Wetland in conjunction with the Arroyo Seco San Rafael site in Pasadena that received a \$4.8 million investment of regional Safe Clean Water Program (Measure W) funds over the next four years to construct improvements. The second project includes the Huntington Drive Regional Green Street Project that received \$300,000 in Safe Clean Water Program funding to conduct a feasibility study to evaluate street medians surrounding the intersection of Huntington Drive and Marengo Avenue, from Fair Oaks Avenue to Fletcher Avenue.



Lastly, various street and sidewalk repairs were made across the City. These repairs include an installation of a **stop sign at Meridian and Oak** as a result of a resolution improved by City Council on July 21, 2021. In addition, repair projects on sidewalks were made on Alpha Avenue from Cam Lindo to Valley View Road, Camino Del Sol from St Albans to Via Del Rey, Monterey Road, and Orange Grove Avenue.



COMMUNITY SERVICES DEPARTMENT



The Community Services Department led by Sheila Pautsch made progress this year despite the obstacles the pandemic brought to in-person gatherings. As the department that oversees recreation, the South Pasadena Senior Center, and all Youth programs, the department is responsible for juggling events while meeting the needs of these populations. Given the effects of the pandemic, this has been no easy task. The department prioritized the safety of our residents, and even planned many **opportunities for our senior population to be vaccinated** in close proximity of their homes.

This year, the Community Services Department **hired 2 full-time Community Service supervisors and a full time Program Specialist**. The department also successfully **opened the 2021 after school Camp Med program** in August, 2021 with over 80 campers. These numbers were the average amount of campers prior to the pandemic, maximizing the program's intent.

Two important projects were also completed under the Community Services Department, including the concepts design plans of the **Berkshire and Grevelia Pocket Parks**. Pockets parks are re-designed spaces created to be small parks accessible to the general public. Construction for these pocket parks are underway, and are estimated to be completed in the coming few years.

In addition to these various projects, the Community Services Department held **various in-person events** that followed health guidelines provided by officials in Los Angeles County. These events included the Halloween Spooktacular event that took place on October 29, 2021 at Orange Grove Park, our Employee Holiday Luncheon, and the City's Senior Holiday Luncheon that took place on December 16, 2021 at War Memorial Hall. This event was the first time our senior community gathered again since the pandemic.



LIBRARY



Our Library led by Cathy Billings has also been instrumental in providing services while the pandemic put a pause on many of the library's essential functions. While books were not accessible in person, the library **launched a mobile application** in March, 2021 that provides electronic access to library resources.

This application was downloaded by over 1,200 customers. This year, the library made equitable and equal access to resources more possible than ever. They introduced a **"Fine Free" program** that will eliminate all overdue fines to make access to books less stressful for library user who may be suffering financially. In addition, they began offering **self-service holds** for customers to place holds on any items and be notified by email when they are ready to be picked-up. Since May, 2021, they have filled 9,813 holds.

Additional resources that the library has created this year includes **Press Reader, LinkedIn Learning, and Coursera for free access**. Another major accomplishment from the library includes the **return of in-person story time**. This initiative allowed 26 story times for toddlers, pre-k, and families. The story times were held outside in the fall, in which over 1,200 people attended. Our library has also kindly hosted a **Job Fair** this year with various vendors and companies in attendance. They have proved to not only be a place of learning and growth, but also a place where our residents could connect with other community members and their families.



FINANCE DEPARTMENT/ BUDGET

Our Finance Department provides various services to residents, businesses, and other department in the City. Our interim Finance Director, Ken Louie, has coordinated the activities of the department in the past year to ensure the City’s Annual Budget is monitored and prepared throughout the year. This year, the department created a **survey to gather input regarding priorities** for the 2021-2022 fiscal year budget. In this survey, our community rated different programs on how important they are to them, and also gave them an opportunity to submit what they would like to see happen as a result of the budget.

This year, the Finance Department **adopted a balanced General Fund budget** (\$32 million in revenue = \$32 million in expenditures) despite the challenges that the pandemic brought onto the local and national economies. They also completed an **actuarial study** which enabled the city to more accurately establish the reserve needs and safeguards in the new Insurance Fund, and another actuarial study which calculated and listed potential alternatives for the use of the **\$4.3 million Cell Tower Revenue**. The department also received an evaluation from the **Metro Audit and merited a perfect score**. Other fiscal highlights include how \$6.4 million will be used in ARPA dollars in the Strategic Plan, Citywide Capital Improvement Program of \$5.3 million, and the City embarking on the Strategic Plan to determine financial, developmental, and overall direction of the city in years to come.

GENERAL FUND REVENUE

Revenue	Amount
Property Tax	\$16,000,000
Sales Tax	5,000,000
Utility Tax	3,500,000
Building/Planning Service	1,500,000
Fire Services	1,000,000
All Other Services	<u>4,500,000</u>
Total Revenue	\$32,000,000

GENERAL FUND EXPENDITURES

Expenditures by Function	Amount
Police	\$ 9,900,000
General Administration	8,200,000
Fire	6,300,000
Building/Planning	3,400,000
Public Works	2,400,000
Library	<u>1,800,000</u>
Total Expenditures	\$32,000,000



THE ROAD AHEAD...

Dear City of South Pasadena,

As the 2021 calendar year comes to an end, I am excited to begin discussions of the future. As your City Manager, it is my priority to be continuously thinking ahead in order to provide the City with exceptional services and ideas for change that will benefit your everyday lives. My goals next year include:

- Continuing to enhance and improve customer service
- Connecting with the community as much as possible through meetings and opportunities to provide feedback
- Growing City engagement efforts through technological and social media advancements
- Completing assessments of all community owned facilities
- Processing planning applications more efficiently
- Developing economic development programs to provide our local businesses with opportunities for growth
- Assisting the City's business community as we navigate the pandemic
- Filling all outstanding City vacancies with qualified candidates

These are only a few goals I would like to accomplish next year in addition to working with all departments in the City to create positive impacts. I would like to thank everyone for being on this journey with us, and encourage the community to continue being a part of the wonderful decisions being made here in South Pasadena.

Sincerely,

Arminé Chaparyan, City Manager