

City of South Pasadena, California

Year In Review

Building Back Stronger 2022



Prepared By

CITY MANAGER

ARMINÉ CHAPARYAN

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South Pasadena Mayor & City Council



Mayor Pro Tem
Jon Primuth
District 3



Mayor
Michael Cacciotti
District 4



Councilmember
Evelyn Zneimer
District 1



Councilmember
Jack Donovan
District 2



Councilmember
Diana Mahmud
District 5

MISSION

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

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

Dear South Pasadena Community,

It is my absolute pleasure to present the 2022 Year In Review for the City of South Pasadena. It has been my honor to serve the residents, community organizations, businesses, staff, and City Council during this eventful year. A big thanks to our staff who work day in and day out to serve our community and accomplish the goals and priorities set out by the City Council and by the community.

This year was filled with various accomplishments and unique challenges. In 2022 we returned many in-person events and programming, launched the City's mobile application: SouthPas Mobile, onboarded 18 full-time employees and 46 part-time employees in order to build capacity for all major projects under our purview, and made significant strides in catching up post-COVID, and stayed flexible and responsive to our community's needs. We incorporated more community input sessions than ever before on important matters, such as electrification policy decisions, COVID funding



project opportunities, a citywide commission analysis, and the launch of a Mobile Crisis Pilot program, which provides a mental health and community based co-response to Police Department calls for service. We stayed responsive to unanticipated community needs and requests, such as facilitating community meetings with Caltrans on the SR 710 surplus properties and developing the Peafowl Management Plan.

We made strides in Finance and in citywide policies and protocols, having delivered a timely Mid-Year Budget Report to Council, notable improvements on the City audit, a balanced budget delivered on-time, quarterly budget updates and monthly operational updates to ensure our community is in-the-know of all of our efforts and where we stand financially. We started our work in better serving the business community, by launching an Economic Development Strategy, hosting quarterly business networking event and downtown business meetings, helping new and existing businesses to navigate doing business at City Hall, an investment in holiday lights and décor in response to community requests, and more. We strengthened existing relationships with our legislative representatives and regional partner agencies, and forged new relationships to seek and leverage funding, services and resources. In 2023, I look forward to working to rolling up our sleeves, to working with the community, and continuing to pace a bright future for the City of South Pasadena.

Please enjoy the 2022 City of South Pasadena Year in Review, "Building Back Stronger". Wishing all our community members a healthy and bright holiday season, and a very happy and safe New Year.

Sincerely,

A handwritten signature in black ink that reads "Arminé Chaparyan". The signature is fluid and cursive, written in a professional style.

**Arminé Chaparyan
City Manager**

South Pasadena City Manager's Office



cmoffice@southpasadenaca.gov



(626) 403-7210

City Manager's Office

Highlights:

- Launch of City's Mobile App: SouthPas Mobile
- Increased Communications and Community Engagement
- Launch of Economic Development Strategy & Programming
- Implementation of Mobile Crisis Pilot Program
- Inaugural Social Services and Social Justice Annual Forum
- Prioritizing Recruitments and Employee Morale
- Fostering Relationships with Legislative Stakeholders, Partner and Community Agencies Regionally
- Organizational Improvements and Priorities



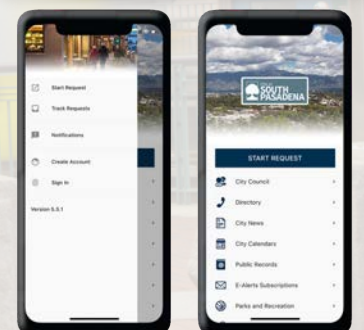
The City Manager is appointed by the City Council to oversee the activities of the City and to act as the Chief Administrative Officer. The City Manager's Office oversees Legislation, Economic Development, Communications, and Citywide Operational Projects including the Strategic Plan.

The City Manager's Office became fully staffed in 2022 after the hiring of a Deputy City Manager, Administrative Secretary and a Management Intern.

The City Manager's Office has focused on building and fostering relationships, community engagement and outreach. These efforts have extended to legislative representatives, businesses, social services providers, community groups and regional agencies. Some successes include the launch of the Mobile Crisis Pilot Program through the San Gabriel Valley Council of Governments for a co-respond with mental health professionals and the Police Department, the establishment of a Social Services Task Force and hosting of the City's Inaugural Social Services Annual Forum focused on partnerships in serving our community.

The Economic Development Division launched its Economic Development Strategy, focused on business relationships, resources and solutions. The team's Business Concierge Program established business liaisons at City Hall, working closely with all City departments and service providers in supporting, growing and serving our South Pasadena business community. We launched the Quarterly Downtown Business Meeting Group, the Quarterly Business Networking Event with business resources and information booths, the Quarterly Major Projects and Developments Newsletter, the Guide to Doing Business. New programming includes the Business Visitation Program, Virtual Business Office Hours, business surveys regarding special events, and working closely with the South Pasadena Chamber of Commerce on Holiday Lights and Décor, in an effort to promote and invite residents and businesses to our City during the season. We continue to develop the Economic Development Strategy in response to our community's needs, and the further the City's commitment to the local businesses and in strengthening the local economy.

In committing to community outreach and engagement, the City Manager's Office continues to improve and build upon a citywide communications process to include newsletters, social media, a smartphone app, updates to the City website, and more. We have grown our social media following by over 1,000, and launched SouthPas Mobile, where residents are able to access information, submit service requests, and receive alerts. Monthly Operational Updates at City Council provide timely and transparent updates on major improvements across the agency.



SouthPas Mobile

Community Development Department

Highlights:

- Addition of Housing & Community Improvement Divisions
- Received a California Preservation Award
- Entitled Two New Major Projects and Developments
- Progress on Long Range Planning Documents



The Community Development Department includes the City's Planning, Building and Safety, Community Improvement (code enforcement), Filming, and the Housing Divisions. The department oversees the planning and permitting of a safe, well-designed physical environment.

The Community Development Department welcomed 6 new team members, including the Deputy Community Development Director. Two new divisions, including the Housing and Community Improvement (Code Enforcement) Divisions were established.

Major projects and developments undergoing the planning process included:

- Grand opening of the Krispy Kreme location on Fair Oaks Avenue
- Arbor Square development located at 815 Fremont Avenue received entitlement approval
- Mission Bell development located on 1105-1115 Mission Street
- Seven Patios development located on 845-899 El Centro Street
- Silver Lake Ramen and other new tenants announced at the Vons Shopping Center
- During Spring 2022, the Pavilions store underwent improvements



Since January 2022, the Department has reviewed and processed:

- 152 film permits for a total of 214 days of filming
- 136 planning applications were submitted including 50 discretionary and 86 Accessory Dwelling Unit (ADU) applications.



The Department was recognized earlier this year, and received an award from the California Preservation Foundation for the City's Design Guidelines for Accessory Dwelling Units (ADUs) on Historic Properties. In addition, the Community Improvement Division successfully closed 107 code cases.

One of the focal points for the department this year included the Housing Element, General Plan, and Downtown Specific Plan. Throughout the year, the department hosted various community input sessions on the City's 6th Cycle Housing Element. The document has been in progress this year, and currently the 4th draft is under review. Staff continues to work closely with consultants and the Department of Housing and Urban Development (HUD) in getting closer to compliance. Staff and the City's consultant, Mobius Planning, submitted a 4th Draft of the Housing Element to HCD on December 12, 2022. The department continues its progress on these key documents focused on planning for future growth and development. The City's General Plan and Downtown Specific Plan are being finalized and finessed for release.



Other projects include selection of an all new Electronic Permitting System to streamline the permitting process in the City, as well as working closely with the Economic Development team to assist businesses with their permitting inquiries.

Community Services Department

Highlights:

- Citywide Events & Programming
- Senior Resources & Luncheons
- Facility Leasing & Negotiations
- Camp Med Summer & After School Youth Programming



The Community Services Department includes the Administration, Recreation and Youth Services, Senior Services, and Transit (Dial-a-Ride) divisions. The department is responsible for implementing various activities, programs, classes, and events for the community, as well as oversees various facility leases and contracts.

In 2022, the Community Services Department successfully returned dozens of in-person programming and events. This included Be Kind to Animals Day, Eggstravaganza, Summer Concert Series, Summer Movies in the Park, the City's Inaugural Open House, Spooktacular, Breakfast with Santa, and 4th of July programming which included the annual parade and as well as a historical theatrical presentation.

The department supported community partnerships and co-sponsored events, including the Inaugural Asian-American, Pacific Islander (AAPI) celebration, Empowering All 5k Run/Walk, and Walk or Bike to School Day. The department launched their own Instagram account in July 2022 to promote events and programs to the community.

The department's recruitment efforts included the hiring of a Deputy Community Services Director, Management Assistant, Management Aide, part-time Management Intern, Site Manager for the Senior Center, and numerous Recreation Leaders for Camp Med.

Camp Med, the City's summer and after-school youth program, had about 600 participants this year, with 500 campers registered through Summer Camp Med and about 65 participants a week for After School program.

The Senior Center hosted themed lunch programming, with an average of 90 to 100 seniors in attendance at each event. Seniors gathered and enjoyed a hot meal, entertainment, and full service by staff, including celebrations for Mother's Day, Veterans Day, Halloween, and the holidays. Monthly senior excursions resumed this year, with an average of 40 senior participants utilizing the excursions to socialize, get around town and run errands. Senior health continues to be a priority, and the team focused efforts on flu shot and COVID booster clinics, as well as hosting a Healthy Aging and Wellness Fair, with over 35 vendors and 250 seniors in attendance.

On the facilities front, park gazebo rentals this year totaled 855 reservations, including 376 rentals at the Arroyo Seco, 347 rentals at Garfield Park, and 132 rentals at Orange Grove Park.



Finance Department

Highlights:

- Deliverance of Mid-Year Budget Report
- Timely Adoption of Balanced Budget & Quarterly Reporting
- Presentation and Partial Expenditure of State Local Fiscal Recovery Fund (SLFRF)
- Annual Comprehensive Financial Report (ACFR)
- Appropriated Use of Cell Tower Revenue Toward CalPERS Liability Pay Down



The Finance Department oversees all fiscal services, including the preparation of accounting and financial reporting for all City funds. In addition, the department is responsible for the coordination and management of treasury services, utility billing and customer service, and preparing the City's Annual Budget.

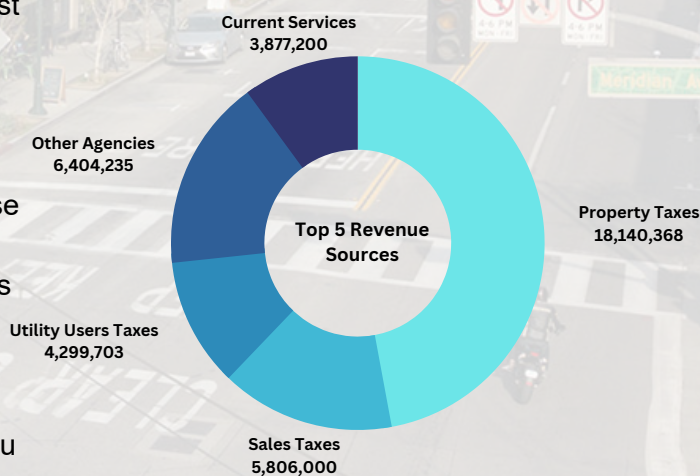
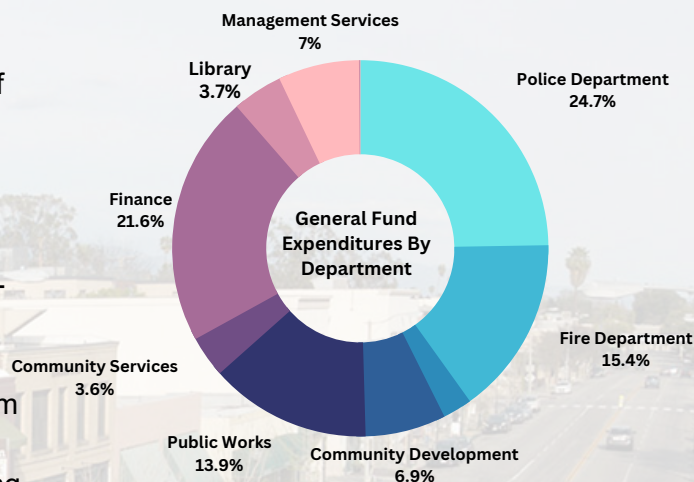
The Finance Department's recruitment efforts included the hiring of a new Deputy Finance Director/Controller and Interim Finance Director in late 2022.

The department successfully developed and delivered the adoption of the Fiscal Year 2022-2023 Budget. Through a transparent and interdepartmental effort, the balanced budget reflected an interdepartmental and communitywide effort and priority setting.

The department completed the first mid-year report in years. The Mid-Year report is completed after the December financials are finalized, as December signifies the halfway point in the fiscal year and it a useful measuring tool to where each fund will stand. The Finance team prepared and presented quarterly budget updates to the City Council, and worked with the City Manager's Office in developing and executing a monthly Citywide Operational Status Update. The agency is financially healthy, and great efforts are being made to implement best practices, policies and protocols to best serve our agency and community.

The City received \$5.8 million in State and Local Fiscal Recovery Funds for the fiscal year 2022-2023. City Council prioritized partial use of the funds toward significant resource replacements and citywide technological advances to support improved service and oversight, as well as improving the user experience.

This year, the City Council approved a new cell tower lease that resulted in the City receiving a one-time payment \$4.375 million in lieu of receiving annual payments. It was the City Council's desire to use the funds in the most prudent manner, and directed staff to research and analyze the issue. After public meetings and much deliberation, the Finance Commission and the City Council approved of using these funds, as well as an additional \$1 million from General Fund reserves, to pay down the City's pension liability by \$3.25 million, and to set up an Other Post-Employment Benefits (OPEB) Trust through CalPERS in the amount of \$1.125 million for the future costs of OPEB.



Fire Department

Highlights:

- Staff Preparedness and Emergency Training
- Badge Pinning of New Firefighters
- Fire Biennial Report Summary
- Community Emergency Response Team (CERT) Trainings



The Fire Department is a full service department providing fire, rescue services, paramedics, safety education, inspections, plan reviews, and emergency management. The department operates in conjunction with the other thirteen agencies affiliated with Verdugo Fire Communications.

The Fire Department responded to over 2,267 incident calls for service in 2022. This included 1,853 Emergency Medical Services (EMS) calls, 307 fire calls, and 107 other service calls.

The Fire Department hired a new Firefighter/Paramedic this year, and held a Badge Pinning Ceremony in Fall 2022 to honor and welcome all new staff who joined since the beginning of the pandemic.

The South Pasadena Fire Department is dedicated to providing emergency preparedness and outreach to the community, and this year they were successful in creating campaigns and safety tips for the summer heat wave and earthquake preparedness.

The department also hosted three CERT trainings. CERT is a community based group of volunteers that have completed a federally recognized training course taught by public safety and fire personnel, and there were 13 community graduates from the program this year.

The department continuously stays involved in the community through various events and programs. This year, they hosted a Holy Family Show and Tell event, where they spoke to students on the work of the department. They also participated in the Reading Across America program where they visited local elementary schools to read to the students.

The department closed out the year strong and with good momentum. They presented the City's updated Emergency Operations Plan to the City Council on December 7 and it will be brought back to the City Council in early 2023. The department also continues to work on the Local Hazard Mitigation Plan, which is projected to go to the City Council in early 2023.



Public Library

Highlights:

- Strategic Planning Process Underway
- Library Special Tax Approved By Voters
- Statistics on Visitors and Resources
- Programs and Events



The Public Library is a welcoming gathering space for the community that builds connections, supports creativity, and encourages learning. The Library is responsible for maintaining a large collection of physical and digital resources for children, teens, and adults, and for helping meet their information needs. The Library also hosts various events and programs for a range of community members to participate in and enjoy.

The South Pasadena Library had an eventful year with new staff joining the team including a full-time Adult and Digital Services Librarian and new part-time aides. There were also several part-time vacancies filled by the promotion of current staff members.

The Library returned to in-person Storytime programming, with 88 sessions that served over 4,919 attendees. Events included the Volunteer Recognition Tea, three virtual book discussions, a screening of the film 'Far East Deep South', Indigo Dyeing with the Community Garden, Library Open House, author talks, eight Craft Labs, four Summer Reading Program Wonderful Wednesday performances, and more.

In 2022, the Library had a total of 15,446 active cardholders which included 3,305 children. The Library welcomed 124,332 visitors, and circulated 278,946 physical items. In addition to the physical items circulated, there were 39,116 e-books/e-audiobooks and streaming films circulated and 44,863 uses of Library digital resources.

The Library's collection this year included 99,001 printed materials, 8,497 music CDs and Books on CD, 10,269 DVDs/Blu-rays, and tens of thousands of digital books, audiobooks, and streaming films. Digital resources at the Library include Tutor.com, LinkedIn Learning, Mango Languages, WorldBook, and PressReader - all resources are available to cardholders at no cost. A South Pasadena Public Library card remains a free and fruitful resource!

One of the largest accomplishments of the Library this year was embarking on their Strategic Planning in June 2022, to develop a 5-year strategic plan for 2023-2027. The results of a survey completed by 424 people and other engagement efforts will inform the goals, tasks and performance measures that will be presented in the final Strategic Plan document. The final document is expected to be completed by end of the calendar year, and presented to the City Council and community in early 2023.

The Library Special Tax - Measure LL- was passed by overwhelming voter support, the largest support turnout since the tax began in 1994!



Management Services Department

Highlights:

- Elections
- Launch of Employee Engagement Efforts
- Addressing City Staff Technology Needs
- Public Meeting Coordination
- Recruitments and Onboarding



The Management Services Department includes the City's Information Technology Division, Human Resources and Risk Division, and the City Clerk's Office. The department is responsible for recruitments, elections, and support of Citywide commissions and boards.

The Management Services Department welcomed new team members this year, with the hiring of a Management Services Director, Chief City Clerk, Senior Management Analyst focused on centralizing citywide grant and contracts, Human Resources Manager, and Management Analyst.

The City Clerk's Office hit the ground running this year with facilitating redistricting efforts, preparing for the elections season, processing public records requests, improving upon public meeting agenda processes, and more. The team coordinated the return of the City's Commissioner Congress event with City Council, where retiring Commissioners were recognized, current Commissioners were thanked for their service, the City Council reviewed new workplans that aligned with the adopted budget and Strategic Plan, and efforts aligned with community priorities.



The Human Resources Division onboarded 16 full time hires and 45 part time hires this year across all City departments. Recruitment efforts included creative outreach efforts on jobs engines, promotion of opportunities by key staff members, traction on LinkedIn, and more. The Division committed to employee engagement and improved employee morale, and launched a City Employee Engagement Team, an interdepartmental effort to make the City of South Pasadena a positive and preferred employer in the local public sector. Engagement events included an employee Health and Wellness Fair, the Employee Summer BBQ, and the annual Holiday Party.



In addition, the Human Resources team focused on implementing Diversity, Equity, and Inclusion (DEI) practices in the organization by soliciting feedback from staff, researching and implementing best practices, and committing to moving forward with a DEI lens in hiring, service, training and development practices.

With the recent hiring of a Management Services Director, the Department looks forward to citywide leadership on improved processes, technological advancement, public meeting process improvements, Commission onboarding and training efforts, and more!



Police Department

Highlights:

- Approval of Police Vehicle Conversion to Electric Fleet
- Crime Prevention Efforts and Campaigns
- Homelessness Outreach
- ALPR Camera Program Implementation
- Peafowl Management Plan



The South Pasadena Police Department is dedicated to providing community-oriented policing through community partnerships, crime prevention strategies, utilizing the latest technology, and social media to keep the community informed on safety programs.

The Police Department leads with community-oriented policing and emphasis on diversity as a few of their leadership principles. The department is about 30% female, with approximately 70% of employees coming from a variety of ethnic backgrounds. The department is divided into two divisions including Field Services and Support Services, and provide all services of a full-sized police department.

Throughout the year, the department worked closely with the City Council and Public Safety Commission to address priorities as identified in the Strategic Plan and the commission workplan. Related community engagement included safety events including a catalytic converter etching event, a business safety workshop, and scam prevention and information for seniors. Crime prevention became a focal point for the department as they focused on creating various campaigns, programs, and events that encourage the community to also think about the community via public safety. The campaigns that launched this year included "See Something, Say Something," and "Slow Down South Pas." Street and yard signs were designed, developed, and put out on display to raise awareness, and to incorporate the community in public safety efforts.

One of the greatest highlight of this year for the department was the City Council support of a shift to an all-electric fleet for the Police department administrative and patrol vehicles. A true environmental and leadership effort that puts South Pasadena on the map, this is a significant commitment and effort toward furthering the City's commitment to sustainability and the environment, and the project is made possible through partnership and programming via Southern California Edison, Clean Power Alliance, the Police department, and the agency as a whole.

Our first responders continue providing outreach and resources in response to the homeless population and social services providers that serve our community. The department participated in the Los Angeles County Homeless County, work with the regional Mobile Crisis Pilot Program and outreach teams to address community needs.

The department was proud to honor a handful of officers this year for their efforts in saving lives, by awarding them with an honorable Lifesavings Award at two different City Council Meetings this year.



Public Works Department

Highlights:

- Electric Leaf Blower Ordinance
- Capital Improvement Projects
- Water Conservation
- Major Projects
- Service Request Data



The South Pasadena Public Works Department operates the City's public works systems and programs such as water system management, sewer maintenance, waste management and recycling, water conservation, traffic management, street design and maintenance, public facilities, and more.

The Public Works Department facilitated many City projects in 2022 in the areas of water, sewer, sustainability, parks, facilities, stormwater, streets and sidewalk repairs, and transportation. One of the largest projects this year was the completion of the Fair Oaks Traffic Signal Improvements, which installed new traffic signal controllers, radar and thermal detectors, fiber optic cable along Fair Oaks and Mission Street - connecting to the City of South Pasadena, and a new Traffic Management Center. This project was critical in modernizing the Fair Oaks traffic signal systems, and improving the detection systems along the roadway, including bicycle compatibility and improved safety features.



The Public Works Engineering Division published a comprehensive 5-year Capital Improvement Program. Staff oversaw the completion of repairs at the City Golf Course and Driving Range, assisted the Community Development Department in private development projects, and installed a new Level 3 Electric Vehicle Direct Current Fast Charger at the Civic Center Fire Station. In addition, the department completed two feasibility studies through the Safe Clean Water Program (Measure W), and submitted grant applications for water and transportation projects, including the Metro Slow Streets grant that was utilized to purchase equipment for the Downtown District. One of the largest events of 2022 included the 626 Golden Streets Mission-to-Mission Open Streets Event, which successfully brought thousands of people to walk and ride through South Pasadena and promoted active transportation.



The Water Division held a State of Water Study Session earlier in the year with City Council, adopted the City's Urban Water Management and Sewer System Management Plans, repaired multiple main breaks, as well as major pump repairs.



The Environmental and Sustainability Division assisted in facilitating dozens of community events this year, including a dumpster day, compost giveaways, and electric leaf blower demonstrations to name a few! Staff cooperated with the Clean Power Alliance to implement default 100% renewable power for commercial clients. Staff also implemented a Stage 2 Serious Water Supply Shortage Water Conservation Program, and revised the City's water conservation rebate program.



The Operations Division completed multiple curb, gutter, and sidewalk repairs, as well as pothole filling and asphalt patching throughout the City. Stay tuned in 2023 as we shift focus to the State of Streets and further infrastructure improvements!

Walking Into The Future...

As we reflect on the accomplishment for 2022, I am looking forward to walking into 2023 with the same motivation and readiness to continuously work on improving the quality of life in the City of South Pasadena with the help of our City Council, staff, and community members. My goals for the next year include:

- Focus on Infrastructure
 - State of Streets
 - Slow Streets Program
- Ongoing Improvements
 - Continued Employee Morale Efforts
- Launch of New Communications Efforts
 - New City Website
 - Increased Outreach Plans
- Developing New Divisions
 - Housing Division
 - Economic Development Division
- SR 710 & Caltrans Properties Disposition
- Launching Digitization Efforts
 - Online Permitting Systems
 - Improved Emergency Alert System
 - Digitized Agenda Management System

These goals align with the City's 2021-2026 Strategic Plan, which continues to serve as a guiding document in setting priorities for the next five years. I would like to thank the community for being on this journey with us, and encourage you all to walk with us as we continue to grow.

Sincerely,

Arminé Chaparyan, City Manager

Stay Connected!

The City of South Pasadena is getting out information in numerous ways. Stay connected with us by following us on social media, signing up for City newsletters, and by downloading SouthPas Mobile! Contact us at CMOffice@SouthPasadenaCA.gov for any assistance with communications.



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