

City Manager's Report No. 168

July 12, 2024

1. City Council Meeting Recap

At their July 9th meeting, the City Council took the following actions:

- Adopted the plans and specifications for the Downtown Glendale Signal Mobility Improvements Project and directed advertising for bids.
- Authorized the execution of a PSA with Wood Rodgers, Inc. to provide professional engineering services for the development of a Stormwater Master Plan and Discharge Compliance reporting, and appropriated funds from the Sewer Fund.
- Ratified the approval of the Memorandum of Agreement between the City of Glendale and eighteen public agencies and the San Fernando Council of Governments regarding the administration and cost sharing for implementing the Coordinated Integrated Monitoring Program and the Enhanced Watershed Management Plan for the Upper Los Angeles River Watershed Management Area.
- Adopted the Specification for On-Call Sewer and Storm Drain Repair Services and directed advertising for bids.
- Authorized the execution of a PSA with The Counseling Team International to provide professional counselling services to the Glendale Police and Fire Departments.
- Approved the Police' Department's participation in the Real Estate Fraud Prosecution Trust Fund Program and to accept \$48,000 in grant funds.
- Accepted approximately \$483,000 in grant funds under the CHP, Cannabis Tax Fund Law Enforcement Grant Program to be used to reduce and mitigate the impacts of impaired driving in local communities.
- Authorized acceptance of and appropriated the 2023 Paul Coverdell Foresnci Sciences Improvement Grant in the amount of approximately \$60,000.
- Authorized Amendment No. 2 to the PSA with Allegro Development Corporation to provide additional funding for Software License and Service Agreement for maintenance and support services.
- Authorized entering into an agreement for public art donation with Cathartine Hrenda for at artwork, "Ride like the Wind."
- Awarded a contract for weed control services to Pest Operations, Inc. for \$228,000 annually for a period of three years.
- Authorized the issuance of a RFP using the Design-Build Project Delivery method for the Fire Systems Improvements at various city facilities project.
- Dispensed with competitive bidding and authorized entering an agreement with Peregrine Technologies for the integration, training, and maintenance/support of the Real Time Intelligence Center unified data platform.
- Dispensed with competitive bidding and authorized entering into an agreement with NeoGov for the expansion of the current Human Resources Enterprise Software System to include the Attract, Onboard, Learn, and Perform Modules.
- Approved the Engineer's Annual Levy Report for the North San Fernando Road Corridor Landscape Maintenance District for FY 2024-25 and ordered the levy and collection.

2. Appreciation for “Outstanding Customer Service” by GWP Team

From: Laura Mkrtchyan

Sent: Monday, July 1, 2024 10:01 PM

To: Nersesyan, Stephen <snersesyan@Glendaleca.gov>

Subject: RE - New account set up 544 California Ave apt 7

Dear Steve,

I hope this message finds you well. I am writing to express my sincere appreciation for the outstanding customer service I recently experienced with Glendale Water and Power.

Recently, I had an inquiry regarding a set up for a new account, and I reached out to your customer service department via your website. From the initial call to resolution, I was incredibly impressed by the professionalism, efficiency, and friendliness of your team. The representative (Harry) who assisted me not only addressed my concerns promptly but also took the time to explain the process in a clear and concise manner. Harry reached out to me and verified me as I had a fraud alert, which is super important for me.

Working in a customer service environment myself, recognizing when good service is provided I believe is the key to ensure further customer satisfaction.

What truly stood out was the proactive approach taken by Glendale Water and Power in verifying my identity during the call. The representative ensured that I felt secure throughout the entire interaction, which speaks volumes about your commitment to customer security and satisfaction.

In today's fast-paced world, exemplary customer service is often hard to come by, and I believe it's important to recognize exceptional efforts. I am genuinely grateful for the positive experience I had with your team and wanted to extend my thanks.

Please pass along my gratitude to the representative who assisted me. Their professionalism and dedication reflect highly on Glendale Water and Power as an organization.

Thank you once again for your commitment to providing outstanding service. I look forward to continuing my relationship with Glendale Water and Power.

3. Harrower Village Affordable Senior Housing Project Accepting Applications

On July 10th Harrower Village began accepting applications for our 40-unit, 100% affordable rental senior-housing project located at 920 E. Broadway. Applicants must be at least 62 years old. The project includes 39 affordable units and one manager's unit. The project is an adaptive re-use and preservation of the historic Harrower Laboratory complex. The City website has been updated to reflect this process as well as an email blast to the Housing Division's 20,000 person notification list.

As people inquire about this opening, they should all know that there is no cost to applying for this opening. They should not pay anyone to apply on their behalf. After a random lottery has been conducted and a waitlist established, the management company will charge a \$25 fee to further process their application, based on position on the waitlist.

4. Note of Appreciation for Fire Department Inspector

From: David Daniels

Sent: Thursday, July 11, 2024 9:36 AM

To: Fish, Greg <GFish@Glendaleca.gov>

Subject: Removing Poison Ivy

Hello Sir!

As a quick intro, I'm David Daniels, and I live in the Whiting Woods area. Our Whiting Woods Property Owners group President Steve Moser, has been working with Patty Mundo, Fire Prevention Inspector at the Glendale Fire Department, to get rid of a bunch of Poison Ivy.

I'll admit, that at my age, I don't do very much hiking in the area anymore - but Poison Ivy is dangerous in too many ways. Anything that improves our safety is always appreciated. I also know how difficult (and expensive) this type of work is. It is also something that can pop-up again. Glendale is a big place, and allocation of resources can be difficult to justify.

I just wanted to let you know how much we appreciate the help of Inspector Mundo! Her willingness to improve our little community is outstanding. I would imagine that the bulk of messages you see come as complaints...or, worse. It's nice, being able to share something Positive about the City.

Just as a Wonderful change of pace!

Again, Thanks to Inspector Mundo for all of her efforts!

David Daniels

5. Charter Review Committee Meetings Get Underway

The City is pleased to announce the establishment of a Charter Review Committee to undertake a comprehensive review of the City Charter, which is now 103 years old and has not undergone a significant update in almost two decades.

City Council has appointed twelve members from our community, selected from a pool of 32 applicants, to serve on this committee. These individuals bring a wealth of knowledge and experience, ensuring a thorough and thoughtful review process.

The inaugural meeting of the Charter Review Committee is scheduled for August 1st, with regular meetings to follow. The committee's primary focus will be identifying outdated processes within the Charter and recommending modernizations to improve efficiency and effectiveness in city governance.

The committee's recommendations will be presented to the City Council for consideration. Some proposals may be incorporated into future ballot measures, allowing the Glendale community to participate directly in shaping the City Charter.

We are confident that this committee's work will result in a modernized Charter that reflects the needs and values of our community, ensuring effective and responsive governance for years to come.

6. Community Meeting Provides Updates on the Rockhaven Site

On Wednesday, July 10th Community Development Department staff held a community meeting at the Montrose Library to provide an update on the City's efforts to preserve Rockhaven. The current project focuses on rehabilitating the Pines Cottage, improving the Rockhaven grounds and correcting accessibility issues preventing full community access. The presentation was led by Historic Preservation staff in conjunction with the City's consultant team of SWA (project lead and landscape architect); Architectural Resource Group (historic specialist and Pines Cottage lead) and MGMP (museum planning). The meeting was well attended with approximately 100 residents in attendance. Staff and the consultant team provided an overview of the project and spent a large portion of the meeting hearing community feedback on the project, potential programming of the museum and future uses for the Rockhaven site. The community feedback will be summarized and presented to the City Council in August when the conceptual plan will be presented for Council's consideration.



7. Successful Glendale Civic Center Evacuation Drill

We are excited to share the outstanding success of the evacuation drill conducted at the Civic Center on July 10! Planned and led by Human Resources Department Safety Administrator Margaret Agus, the drill showcased outstanding teamwork and coordination.

Under the expert guidance of Fire Captain and Emergency Manager Tom Nicola, GWP's Utility Safety Officer Helen Gasparyan and our dedicated team of 30 Disaster and Evacuation Coordinators, approximately 350 employees were efficiently guided to the primary assembly location near Whole Foods. The coordinators ensured all personnel were accounted for upon arrival, demonstrating exceptional leadership and organization.

Our Glendale PD Traffic Officers played a crucial role in ensuring the safe crossing of intersections, adding an extra layer of safety to the drill.

This drill is part of our ongoing efforts to prepare employees for real-life emergencies, ensuring their safety and readiness in any situation. The successful execution of this drill is a testament to the incredible collaboration among all departments involved.

Thank you to everyone who participated and contributed to making this drill a seamless and effective exercise!



8. GUSD Teacher's Appreciation for Building & Safety Month Presentation

Hi. My name is Sona Beurekjian and I teach second grade at Horace Mann Elementary in Glendale. I had the special privilege of having Ms. Tatiana and Ms. Lea from the City of Glendale Building and Safety Division present a building safety powerpoint presentation and activity for my classroom. Ms. Tatiana reached out to me and I thought it was a great idea for my students. The power point presentation was interesting and an excellent way to educate my second graders on this topic. The kids really loved the quiz and were fully engaged in answering the questions. The book they read was also full of information about building and safety that the students enjoyed. They also loved the activity books and kid construction hats. This was a wonderful opportunity to celebrate and focus on the importance of building safety in the month of May. It is definitely a presentation that other teachers and educators would be interested in to have at our schools in Glendale. Thank you so much for this great event.



9. Future Tentative City Council and Housing Authority Agendas (subject to change)

July 16:

- Issuance of a RFP for a New Police Towing Services (afternoon)
- Boards & Commission Nomination Process (afternoon)
- Removal and Selection of a Commissioner for the Airport Authority
- Selection of Members to Various Outside Commissions/Committees
- Request to Divest from Investment with Azerbaijan Government
- Extension of Interim Urgency Ordinance for Prohibition on Selling Firearms & Ammunition

July 23:

- No meetings,

July 30:

- Land Use Element Update (afternoon)
- Stage 1 Preliminary Design Review for 40-unity Multi-Family Development at 126-128 S. Kenwood Street (afternoon)
- Proposed Bikelane Networks, Implementation Phasing and Cost Estimate
- Purchase Order for Software License Subscription of Wonderware Water Supervisory Control and Data Acquisition (SCADA) System
- Options for Building Electrification Ordinance
- Draft Climate Action and Adaptation Plan Review Measures & Actions (information only)
- Initiation of Revisions to the ADU and Junior ADU Ordinance Revisions
- Award of PSA for Beeline Transit Comprehensive Operational Analysis

August 6:

- National Night Out

August 13:

- City of Glendale Open Street Event on May 31, 2025 (afternoon)
- Al Fresco Dining on Private Lots (afternoon)
- Montrose Circular Benches Public Art (afternoon)
- Quality of Life Issues: Homelessness and Sidewalk Vending (afternoon)
- Commission on Status of Women Recommended State Legislative Bills
- Shared Mobility Pilot Program
- Title 30 Amendments Related to Drive-Through Facilities - Introduction

August 20:

- Purchase and Installation of Bus Stop Shelters