

OFFICE OF THE CITY MANAGER

April 1, 2010

To the Honorable City Council of the City of Pasadena

Mayor and Councilmembers:

WEEKLY NEWSLETTER

1. City Responds to Google Request:

1. City Responds to Google Request.

The City of Pasadena was one of over 1,100 cities to respond to the request for information recently sent out by Google. Google plans to offer Internet services to at least 50,000 and up to 500,000 customers at gigabit per second speeds (about 100 times faster than what most households have access to today) in one or more trial communities. Attached is a memorandum from Dianah Neff, Interim Chief Information Officer, which provides additional information on our response. If you get an opportunity, please take time to view our video portion of the application at www.fiberforpasadena.com

2. New Pasadena Water and Power Interactive Voice and Interactive Web Go-Live Weekend:

Over the week-end of April 9 and April 10, 2010, Pasadena Water and Power will be transitioning to an upgraded version of its customer telephone and internet systems. As a result, these systems will be off-line and unavailable to customers who wish to access their utility accounts and/or make credit card payments from 5:30 p.m. Friday, April 9 until approximately 5:00 p.m. Saturday, April 10, 2010. A notice of the pending service interruption will be added to the current telephone message and posted on the website beginning Monday, April 5, 2010.

The new telephone system will provide similar functionality after the transition. The new software for web access provides existing customers with on-line account access, usage information, and credit card payment options. The new software will also allow prospective new customers to sign up for utility service on the web and existing customers to transfer their service within the PWP service area.

Respectfully submitted,

JULIE A. GUTIERREZ Assistant City Manager

JAG:dc



City of Pasadena

To:

Michael J. Beck, City Manager

From:

Dianah Neff, Interim Chief Information Officer Meff

Date:

April 1, 2010

Subject:

City Response to Google Fiber-to-the-Home RFI

As reported a few weeks ago, Google recently issued a Request for Information (RFI) to gather information from local governments interested in hosting Google fiber-to-the-home trial projects. The company plans to offer Internet services to at least 50,000 and up to 500,000 customers at gigabit per second speeds (about 100 times faster than what most households have access to today) in one or more trial communities.

The Department of Information Technology (DoIT) submitted the City of Pasadena response to Google last week, with input and assistance from many City departments, and City organizations. Included in the City's submittal were:

- Background on Pasadena infrastructure, processes, regulations, and possible City uses
 of Google's proposed ultra-high bandwidth connectivity
- Information on the Pasadena community residents, businesses, and institutions as well as our physical environment
- A video produced by the Pasadena Community Network showcasing Pasadena's assets in a take-off on the Dating Game
- Letters of support from a variety of local institutions and businesses, including: JPL;
 Caltech; Art Center College of Design; Pasadena City College; Pasadena Unified
 School District; Pasadena Bioscience Collaborative; Huntington Hospital; Huntington
 Medical Research Institutes; idealab; Parsons; Cogent Inc.; and Guidance Software
- Feedback provided by over 500 local residents and businesses via the www.fiberforpasadena.com website in support of a Pasadena-based Google trial

Following the March 26, 2010 deadline, Google reported it had received submittals from over 1,100 communities across the country. In addition, 194,000 individuals and community organizations completed submittals nominating their communities for the Google trial. Those submittals went directly to Google via the company's website; we do not know if Google will reveal how many were submitted by Pasadena residents and businesses.

Google's March 26 late afternoon blog post described the next steps as follows:

"Over the coming months, we'll be reviewing the responses to determine where to build. As we narrow down our choices, we'll be conducting site visits, meeting with local officials and consulting with third-party organizations. Based on a rigorous review of the data, we will announce our target community or communities by the end of the year."

We believe Pasadena is a very good fit for Google's project, and has much to offer Google in the way of name recognition, a tech-savvy customer base, community partnerships, opportunities to test applications with some of the most cutting edge thinkers and high-tech institutions in the country, and access to useful City assets. For these and other reasons enumerated in the City's response, Pasadena deserves Google's serious consideration as a trial location.

If you have any questions about Pasadena's response to Google's call for information or Google's plans, please feel free to contact me at extension 7987 or via email.