



OFFICE OF THE CITY MANAGER

August 13, 2015

To the Honorable City Council
of the City of Pasadena

Mayor and Councilmembers:

WEEKLY NEWSLETTER

1. Report on Tree Failure in Brookside Park:

The full report from the independent Arborist regarding the failure of an Italian Stone Pine tree in front of Kidspace Museum in Brookside Park on July 28th is attached. As indicated in the report, the Arborist concluded that the tree's existing lean coupled with increased weight due to recent heavy rains during a period of extended draught and the absence of anchoring roots most likely contributed to the tree's instability and failure.

2. Human Services and Recreation Department:

With the recent departure of Mercy Santoro as Director of Human Services and Recreation, I have appointed Steve Mermell to serve as Interim Director in addition to his regular duties as Assistant City Manager. Steve will work closely with Deputy Director Horace Wormely to ensure Department operations continue as usual and key projects are completed.

3. KPCC Forum – Priced Out: Can High-Density Housing Solve the Affordable Housing Crisis?:

William K. Huang, Housing and Career Services Director, will be a panelist at an upcoming forum hosted by KPCC/Southern California Public Radio and the Milken Institute on the affordable housing crisis. The forum will take place on August 26, 2015 from 7:00 pm to 8:30 pm. at the Japanese American National Museum, 100 N. Central Avenue, Los Angeles. The attached memorandum provides additional information on the forum.

4. Understanding Homelessness in Pasadena:

In an effort to increase awareness and understanding of homelessness, the Housing and Career

City Hall

100 N. Garfield Avenue, Room S228

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mbeck@cityofpasadena.net

Services Department has developed a new infographic entitled “Understanding Homelessness in Pasadena.” The attached infographic will be posted on the Housing and Career Services webpage at <http://ww5.cityofpasadena.net/housing/>.

5. Citizen Service Center Activity Report - July:

Attached is the July Monthly Activity Report from Mandy Templeton, 311 Call Center Manager of Public Works, that provides metrics related to the operations of the Pasadena Citizen Service Center (CSC). The month of July marked the CSC’s highest number of calls answered and highest number of service requests issued since its grand opening in January 2014.

6. Pasadena Water Conservation Progress: June 1-August 5:

The weekly Pasadena Water Savings Gauge showed a decrease in conservation from 25% to 24%. This week’s report is based on cumulative data from June 1 through August 5, 2015.



Hotter outdoor temperatures are anticipated to continue through September so continue to do your part to conserve. The water savings percentage will fluctuate from week-to-week based on temperatures.

The water savings gauge is posted to the city’s website <http://www.CityofPasadena.net> , and can also be seen on KPAS during the Pasadena City Council meetings. Additionally, a visible poster of the gauge is now available in the City Hall rotunda and the City Council Chamber, which will reflect the weekly updates.

PWP encourages residents to keep saving to help meet the state’s goal for Pasadena of 28-percent conservation. Residents, visitors and businesses can report water waste by calling the Pasadena Citizen Service Center at (626) 744-7311, reporting online at www.cityofpasadena.net/CSC or using the City’s free app for smart phones and tablets. Links for all devices are available at www.cityofpasadena.net/CSC/Mobile-App/.

A complete list of water restrictions is at www.PWPweb.com/WaterWaste. Water-saving rebates and conservation tips are available at www.PasadenaSavesWater.com.

7. **Imported Water Source Recently Impacted by Colorado Mine:**

Pasadena Water and Power imports 60% of its water from the Metropolitan Water District (“MWD”), the additional 40% comes from local groundwater. The two main sources of MWD’s imported water are from the California Water Project, and the Colorado River.

On August 5th there was accidental release of contaminated mine drainage in southwestern Colorado as a result of a site investigation conducted by the U.S. Environmental Protection Agency (“USEPA”). USEPA is containing and treating ongoing drainage from the mine site. USEPA is also conducting ongoing monitoring, both through water quality sampling and visual observations, and continuing to coordinate with all affected parties, including water users.

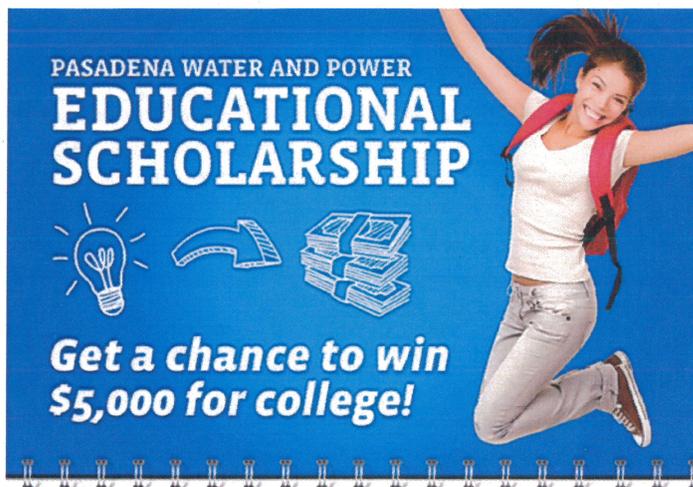
The Metropolitan Water District does not anticipate any impact on water supply or any adverse water quality issues for its member public agencies as a result of this spill. As a member agency, Pasadena will continue to maintain direct communications with MWD, as well as monitor the efforts of USEPA to ensure there are no concerns with the quality of our imported water supply.

If you are interested in viewing the water quality data reports, or to view updated response activity information regarding this effort, visit www.epaosc.org/GoldKingMine.

8. **City Council to Recognize PWP’s Two Scholarship Winners!:**

On August 17th, City Council will recognize the two high school seniors who received a \$5,000 college scholarship from Pasadena Water and Power for submitting award-winning essays on how PWP could get the community to be more water and energy efficient. Congratulations to ***Mariella Diab D’Avirro*** from Blair High School and ***Miranda Johnson*** from Polytechnic School on a job well done! To read the winning essays, visit <http://cityofpasadena.net/waterandpower/scholarship/>.

The scholarship opportunity is one of many ways, PWP partners with our schools to get youth engaged and to help educate on the importance of energy and water efficiency. These early learners become the best educators in their homes and as they transition into adults.



9. **I-210 Construction Activity in the SR-710 Median:**

Caltrans has recently started the second phase of construction for the eastern portion of the Pavement and Slab Replacement Project on the Foothill Freeway (I-210). The project will continue through mid-2018. This construction project will rebuild the median barrier and will replace distressed patches of pavement in the lanes closest to the median. The two outside lanes and shoulders in both directions will be replaced with new concrete pavement. The attached memorandum from Frederick C. Dock, Director of Transportation, provides details on the construction.

Respectfully Submitted,



MICHAEL J. BECK
City Manager

/attachments

JTL Consultants

Jeannine Lubeshkoff, ASCA Registered Consulting Arborist #500
Ted Lubeshkoff, ASCA Registered Consulting Arborist #513

August 13, 2015

Re: Tree failure of Italian stone pine at Kidspace Museum, Pasadena, California

On Tuesday, July 28, 2015 at approximately 5 p.m. a whole-tree failure of an Italian stone pine (*Pinus pinea*) occurred at the Kidspace Museum, 480 N. Arroyo Blvd., Pasadena, CA 91103. On Wednesday, July 29, 2015 at 10 a.m., Javan Rad from the City of Pasadena Office of the City Attorney contacted me, Ted Lubeshkoff, from JTL Consultants. The City of Pasadena was seeking to hire an independent arborist to evaluate the site and tree and to make a determination as to the cause(s) of the tree failure. At 1:30 p.m. on July 29, 2015, I spent several hours evaluating the site and tree. On July 30, 2015, I visited the City of Pasadena City Yards to closely inspect the lower trunk and root section of the tree.

Observations

- Tree height: 85 feet; canopy width: 60 feet by 60 feet; trunk diameter: 42 inches.
- The tree fell in an easterly direction.
- The tree did not have a root crown (the area at the base of the tree where the roots and trunk merge) on the east side of the tree, in the direction of the fall (Photos B, C, and D).
- The tree did not have a distinct root crown on the west side of the tree, the side opposite the direction of the fall (Photo H). The dislodged root section was asymmetrical, with the narrowest width being in the direction the fall (Photo A).
- The roots that dislodged from the ground did not displace a large area of soil, suggesting that the tree did not have wide-spreading anchoring roots (Photo A).
- There were girdling roots growing on the west side of the tree and on top of the root crown (Photo H).
- There were large girdling roots within the uplifted root system (Photos A and F).
- Sap was oozing out the top of the tree, 75 feet from the roots, approximately 20 hours after the tree became disconnected from the root system (Photo I).
- No spongy wood was found, which would suggest that root rot fungus was not present.
- Black charcoal and white ash were discovered in a cavity on the underneath side of the tree, indicating previous fire damage, possibly from hot barbeque coals (Photo B).
- A Google street view image of the tree taken before the failure showed the tree having a slight lean in the direction on the fall.

Conclusion

On Tuesday, July 28, 2015 at approximately 5 p.m. a whole-tree failure of an Italian stone pine (*Pinus pinea*) occurred at the Kidspace Museum, 480 N. Arroyo Blvd., Pasadena, CA 91103

Girdling roots prevented the formation of a root crown on the east and the west side of the tree (Photos B and H). Tree trunks typically flare out where they enter the ground, but girdling roots wrapped around the root crown will inhibit the development of the flare and the trunk will appear flattened or sunken (Photos C, D, and H). Girdling roots also prevented the formation of large anchoring roots that would normally extend outward from the tree. Photos A and H show a girdled and underdeveloped root system. Girdling roots prevented the formation of a root crown and the formation of large anchoring roots. The roots left in the ground after the tree fell were girdled and relatively small. This condition resulted in the tree being poorly anchored in the ground.

California is currently in its fourth year of drought, where it is receiving abnormally low rainfall amounts. This probably resulted in the Italian stone pine not receiving adequate amounts of water. According to US Climate Data, the Pasadena area received .61 inches of rain on July 19 and 20, 2015, less than ten days prior to the tree failure. This increased the amount of water uptake in the tree. Trees uptake large amounts of water into their system through their roots and release the water through their leaves or needles, a process known as evapotranspiration. The Italian stone pine probably could not release water as quickly as it was taking water in, causing a substantial increase in weight throughout the tree. The increased water in the tree was visible by the sap still oozing from broken limbs and the trunk approximately 20 hours after the roots were separated from the soil (Photo I).

The Italian stone pine was leaning slightly to the east, the direction of the fall. A lean in a tree, by itself, is not necessarily an indicator of an unstable tree. However, the lean combined with the heavy weight due to increased water uptake and the absence of anchoring roots on the east and west side of the tree most likely contributed to the tree's instability and failure.



Photo A showing overview of root plate of failed Italian stone pine. The circled area indicates the tree section shown in Photo B. Note the roots in the lower portion of the photo show that the roots left in the ground after the tree fell were girdled and relatively small.



Photo B showing lack of root crown on the east side of tree, indicated by the yellow dashed line, and evidence of burn on the underside of the tree. This photo was taken after the lower section of the trunk was cut and turned over.



Photo C showing underneath the eastside of the tree. Note the absence of a root crown.

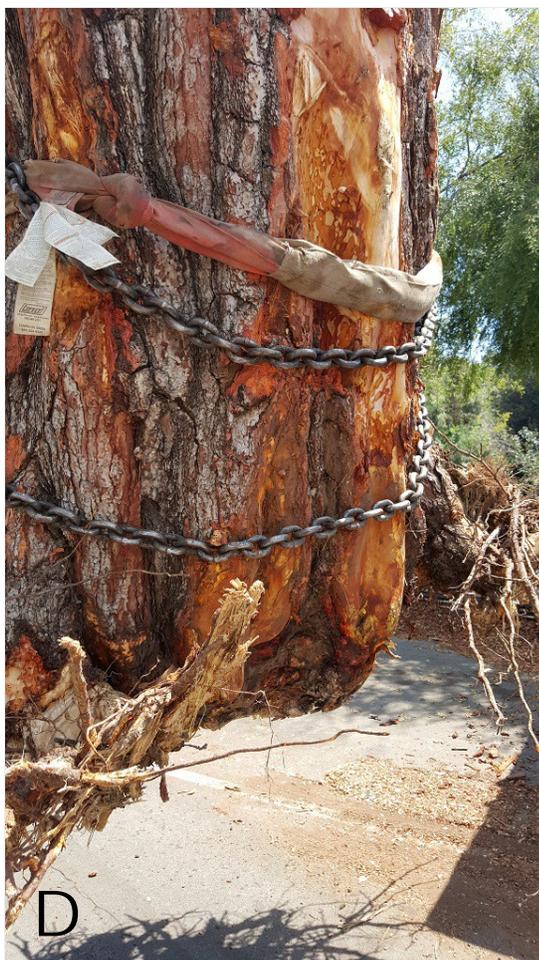


Photo D showing side view of eastside of tree. Note that there are no roots growing from the area that has compartmentalized. This area is flattened with no developed root crown.



Photo E showing the root plate that remained in the ground after the tree failed. Note that the area indicated by the circle was not attached to the section of the tree that fell. There is no signs of ripping or tearing of wood. The east side of the tree that was compartmentalized was directly above this section. The tree was not attached at this point. This section is approximately 12 inches by 12 inches.



Photo F showing a section on the underneath side of the tree where the trunk was not attached to the roots.



Photo G showing what appears to be a compressed girdling root on the underneath side of the tree.



Photo H showing lack of a root crown and girdling roots on the west side of the tree.



Photo I showing sap flowing from a broken section at the top of the tree.



HOUSING & CAREER SERVICES DEPARTMENT

MEMORANDUM-CITY OF PASADENA

DATE: August 12, 2015

TO: Michael J. Beck, City Manager

FROM: William K. Huang, Housing Director *William K. Huang*

SUBJECT: KPCC Forum – Priced Out: Can High-Density Housing Solve the Affordable Housing Crisis?

I will be a panelist at an upcoming forum hosted by KPCC/Southern California Public Radio and the Milken Institute on the affordable housing crisis. The forum will take place on August 26, 2015 from 7-8:30 pm at the Japanese American National Museum located at 100 N. Central Avenue, Los Angeles, CA 90012.

The forum is entitled, “Priced Out: Can High-Density Housing Solve the Affordable Housing Crisis?” Other panelist will include Dana Cuff, UCLA Professor of Architecture/Urban Design and Planning, Ed DeMarco, Senior Fellow at the Milken Institute, and Larry Gross, Executive Director of the Coalition for Economic Survival. The moderator will be Josie Huang (no relation), KPCC reporter covering housing.

To RSVP for the session go to <http://kpcc.ticketleap.com/priced-out-can-high-density-housing-solve-the-affordability-crisis/>.

This forum is the first in a series, “Rescuing the California Dream: Policies for an Affordable Future,” co-presented by KPCC/Southern California Public Radio and the Milken Institute.

UNDERSTANDING **HOMELESSNESS** IN PASADENA

Organizations serving the homeless in Pasadena are addressing needs throughout the community. There is certainly complexity to the issues, but there are also real solutions. You can help.

FEWER IN NUMBER

2015

MORE VISIBLE DUE TO GREATER NEEDS

While the number of people who are homeless has fallen, their significant needs make them more visible to the public.

632 PEOPLE

ARE HOMELESS ON A GIVEN NIGHT

↓ **5 PERCENT**
OVER THIS TIME LAST YEAR



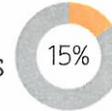
CHRONICALLY HOMELESS



HAVE SUBSTANCE USE DISORDERS



PERSONS WITH MENTAL ILLNESS



RECENTLY IN JAIL

For more information on our 2015 homeless count visit www.pasadenapartnership.com

WE KNOW THE SOLUTION

YOU CAN HELP

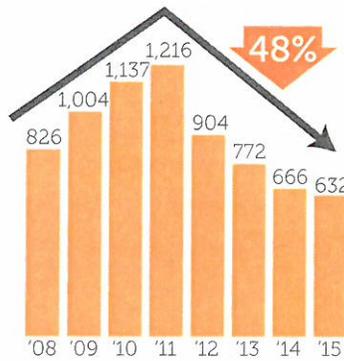


An immediate connection to permanent housing ensures that over **88%** do not return to homelessness

HOUSING SOLVES HOMELESSNESS



permanent housing is **43% CHEAPER** than leaving someone on the street



It's working! Since 2011, the City has seen a 48% decrease in homelessness.



JOIN US IN ENDING HOMELESSNESS IN PASADENA

If you would like to invest in a real solution to homelessness, please visit any of our orange donation meters throughout the City.

All donations are leveraged by United Way of Greater Los Angeles.

For more information visit www.realchangemovement.org

WHAT THE CITY OF PASADENA IS DOING



OUTREACH

Instead of waiting for people to come to us, we go to them. While no one can be forced to receive services, our teams work to build trusting relationships and provide support and referrals.



HOPE TEAMS

In collaboration with the Pasadena Police Dept. & the LA County Dept. of Mental Health, one specially trained police officer and one county mental health worker provide effective & compassionate emergency response.



WHO TO CALL WHEN

Coordinated Entry Intake Site
Connects individuals to services

☎ **Union Station** (626) 791-6610

Family Resource Center

Connects families to services

☎ **211 LA County 211**

HOPE Team

Police outreach to homeless persons & mentally ill/law related

☎ **PD Dispatch** (626) 744-4241

9-1-1

Emergency Situations

☎ **Emergency Dispatch 911**



EMERGENCY SUPPORT

Emergency shelters and basic services are a pathway to permanent housing, providing temporary shelter and assessment that links people to permanent housing.



HOUSING & SERVICES

The City of Pasadena partners with a number of housing and service providers who work together towards the common goal of ending homelessness in Pasadena.



Monthly Activity Report

Call Center / Web Requests
July 2015

<http://cityofpasadena.net/CSC>

The month of July 2015 marked Pasadena Citizen Service Center's (CSC) highest number of calls answered and highest number of service requests issued since its grand opening in January 2014. The chart below shows a 1-year comparison between July 2014 vs. July 2015 with Year-to-Date (YTD) statistics:

	July '14	July '15	Percent Change	YTD 2015
Calls Answered	4,609	7,486	62%	48,014
CSC Requests	1,322	2,489	88%	14,840
Average Handle Time	1:41	1:42	.99%	1:41
Average Answer Delay	:19	:22	16%	:21

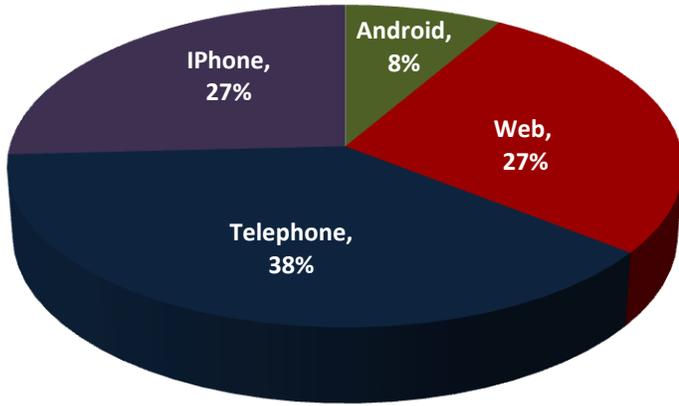
Pasadena Citizen Service Center is always looking for opportunities to educate residents and businesses on this valuable service. Contact the CSC if you would like to have representatives attend a community event or meeting. The CSC has informational materials to share. Materials include pens, magnets, informational postcards on the call center, business cards with mobile app information, and much more! Contact us directly if you would like items sent to you or if you are interested in having representatives from the Pasadena Citizen Service Center attend your next meeting or event.

Don't forget to download the CSC mobile app. The CSC mobile app makes it easy to report water waste while out and about in Pasadena. In addition to submitting and tracking service requests, users can view the extensive Frequently Asked Questions (FAQs) section online or directly contact the Call Center through the "Call Us Now" option.

Visit the CSC 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!

For more information about this report or the Pasadena Citizen Service Center, please contact Mandy Templeton at mtempleton@cityofpasadena.net or by phone at (626) 744-7151.

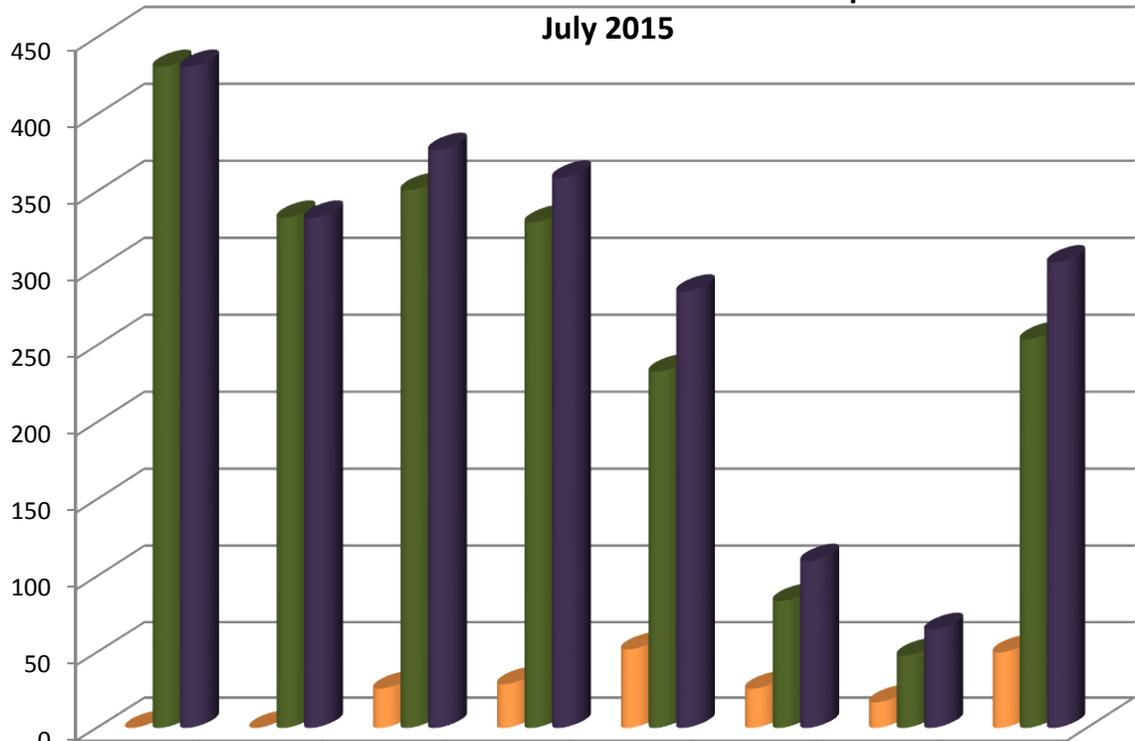
How Requests Are Reported July 2015



Top Calls by Department July 2015

Rank	Department
1	Public Works
2	Transportation
3	General City Questions
4	Water and Power
5	Planning and Permitting
6	Housing
7	HS&R
8	Police
9	City Manager
10	Public Health

Time to Close Citizen Service Center Requests July 2015



Exceeded due date	0	0	26	29	52	26	17	50
Met due date	431	333	351	330	233	84	48	254
Total requests	431	333	377	359	285	110	65	304

Service Level
72.89%
(Calls Answered within 30 Seconds)

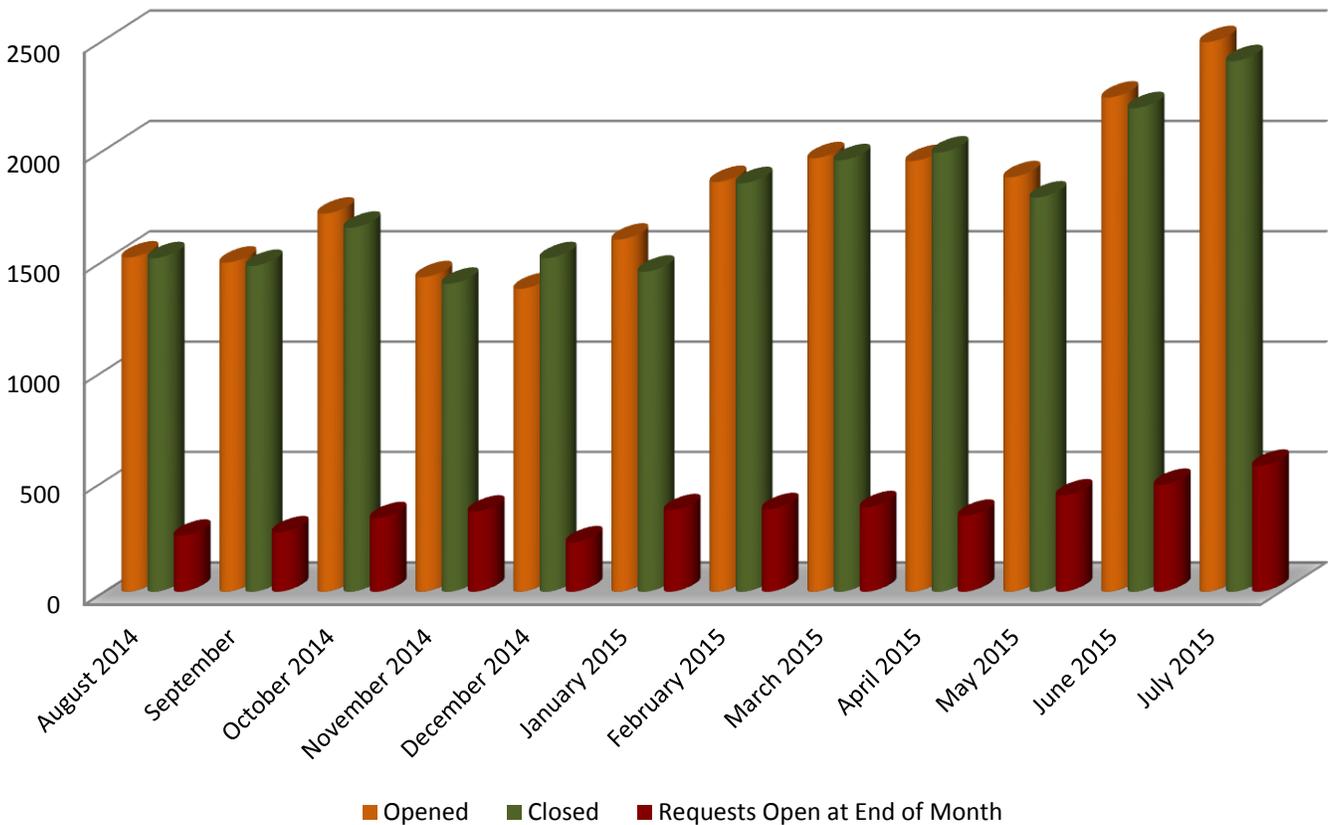
Total Service Requests
2,489
(13 Departments Represented)

**By the Numbers
July 2015**

Total Calls Answered
7,486
Average Answer Delay
:22

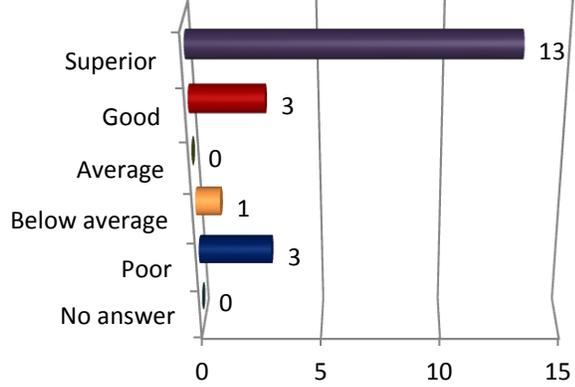
Average Handle Time per Call
1:42
Calls Abandoned
3.1%

**Open vs. Closed Requests by Month
8/1/14- 7/31/15**

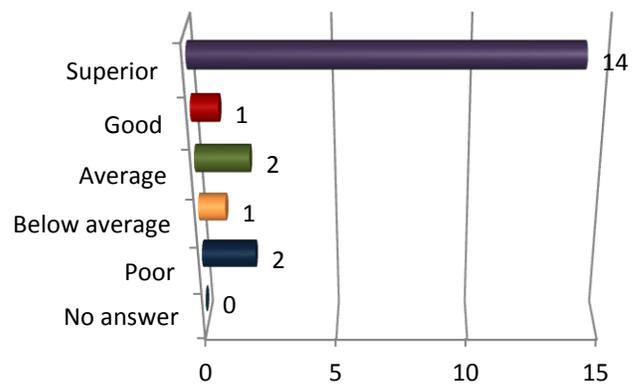


Customer Satisfaction Survey Results July 2015

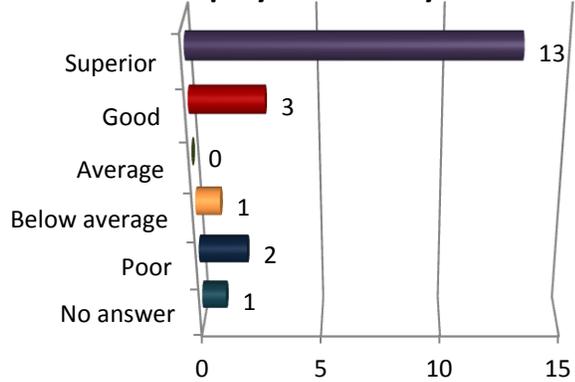
Employee Effectiveness



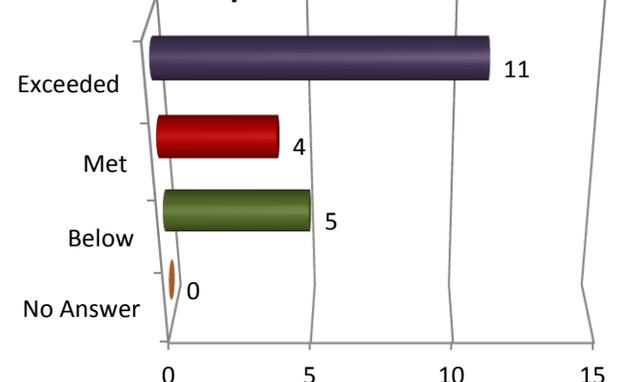
Time to Respond



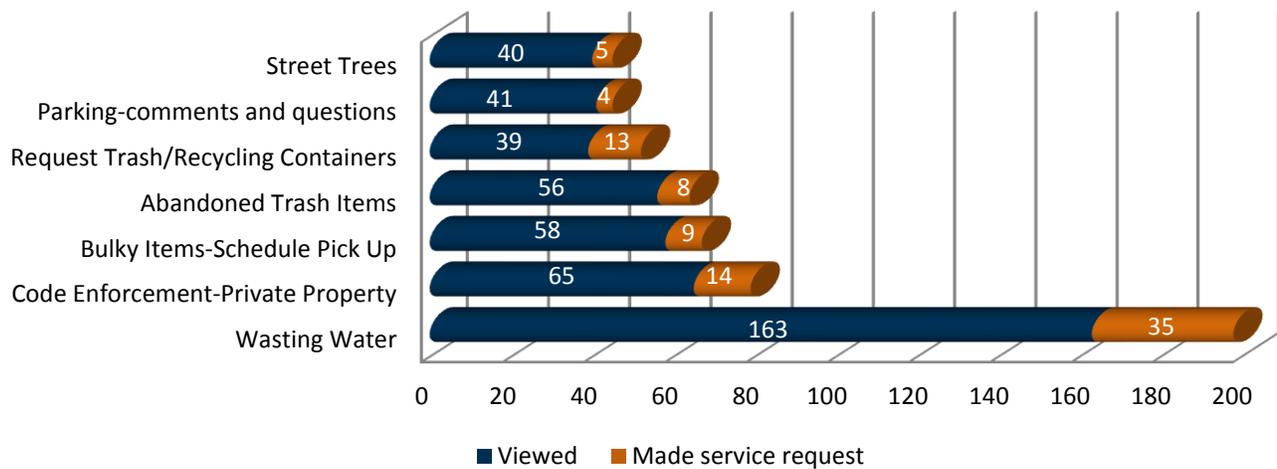
Employee Courtesy



Expectations Met



FAQ Usage





DATE: August 12, 2015
TO: Michael J. Beck, City Manager
FROM: Frederick C. Dock, Director *f.c. dock*
SUBJECT: **I-210 CONSTRUCTION ACTIVITY IN THE SR-710 MEDIAN**

Caltrans has recently started the second phase of construction for the eastern portion of the Pavement and Slab Replacement Project on the Foothill Freeway (I-210). The project will continue through mid-2018. This construction project will rebuild the median barrier and will replace distressed patches of pavement in the lanes closest to the median. The two outside lanes and shoulders in both directions will be replaced with new concrete pavement.

To accomplish this while maintaining traffic flow on the I-210, the work is being conducted Sunday through Thursday nights, from 7:00 PM to 6:00 AM utilizing temporary lane closures. Interchange ramp closures will occur during the project but will be coordinated so that local events are not impacted. Consecutive ramps will not be closed simultaneously to minimize traffic detours and diversions.

The project is recycling a large portion of the existing pavement and median barriers. To accomplish this, the contractor is using the median of the SR-710 in Pasadena for sand/gravel and other materials storage, a crushing operation for recycling pavement and a concrete batch plant. The batch plant is the large metal structure that is visible in the median area. The concrete plant will be in nightly operations starting this week. Hours will vary depending on construction activities.



The concrete recycling operation involves using the rock crushing equipment that is also in the SR-710 median area. The concrete crushing operation will be performed in the daytime from 7:30 AM to 4:30 PM. Caltrans has committed to make every effort to mitigate noise associated with construction activities by installing a noise reduction barrier around the plant location such that noise levels will not exceed state, federal and city regulations. Water will be used to minimize dust during working hours.

By using the SR-710 median area, Caltrans is operating within state property on this project, which means that the entire project is outside of city limits, so it is not subject to City ordinances or oversight. However, Caltrans is coordinating with the City and has included staff in construction coordination meetings. Information about the project is available from Caltrans at: <http://www.dot.ca.gov/dist07/travel/projects/details.php?id=45> .