



SOUTH GATE CITY COUNCIL REGULAR MEETING AGENDA

Tuesday, January 28, 2020 at 6:30 p.m.

I. Call To Order/Roll Call With Invocation & Pledge

| | |
|---------------------------------|---|
| CALL TO ORDER | M. Belen Bernal, Mayor |
| INVOCATION | Reverend Sean Pica, Redeemer Lutheran Church |
| PLEDGE OF ALLEGIANCE | Jackie Acosta, Director of Administrative Services |
| ROLL CALL | Carmen Avalos, City Clerk |

II. City Officials

| | |
|---|--|
| MAYOR M. Belen Bernal | CITY CLERK Carmen Avalos |
| VICE MAYOR Denise Diaz | CITY TREASURER Gregory Martinez |
| COUNCIL MEMBERS Al Rios Maria Davila Bill De Witt | CITY MANAGER Michael Flad CITY ATTORNEY Raul F. Salinas |

III. Meeting Compensation Disclosure

Pursuant to Government Code Section 54952.3: Disclosure of compensation for meeting attendance by City Council Members is \$650 monthly regardless of the amount of meetings.

IV. Proclamations, Certificates, Introductions And Ceremonial Actions

1. Certificates Of Appreciation - 2019 Student Art Contest Winners

The City Council will present Certificates of Appreciation to Priscilla Parra and Chelsey Avina for winning the 2019 Student Art Contest and having their artwork featured in the Water Replenishment District's 2020 Water Awareness Calendar. (ADMIN)

Documents:

[ITEM 1 REPORT 01282020.PDF](#)

2. Introduction Of New Employees

The City Council will allow staff to introduce the new and promotional full-time employees hired or promoted between October 1, 2019 and December 31, 2019, and one employee who was hired on July 8, 2019, but was not able to attend the last time introductions were made at the Council Meeting. (ADMIN SVCS)

Documents:

[ITEM 2 REPORT 01282020.PDF](#)

3. Appointment To The Citizens Advisory Committee

Council Member Bill De Witt will make an appointment to the Citizens Advisory Committee to fill a vacancy; the appointment will be ratified by a majority vote of the City Council. (ADMIN)

Documents:

[ITEM 3 REPORT 01282020.PDF](#)

V. Comments From The Audience

During this time, members of the public and staff may address the City Council regarding any items within the subject matter jurisdiction of the City Council. Comments from the audience will be limited to five (5) minutes per speaker; unless authorized by the Mayor, the time limit may not be extended by utilizing another member's time. There will be no debate or action on items not listed on the agenda unless authorized by law.

Note: The City Council desires to provide all members of the public with the opportunity to address the Council. Nevertheless, obscene language, comments intended to disrupt or interfere with the progress of the meeting or slanderous comments will not be tolerated and may result in ejection and/or may constitute a violation of South Gate Municipal Code Section

VI. Reports And Comments From City Officials

During this time, members of the City Council will report on matters pertaining to their service on various intergovernmental boards and commissions as a representative of the City pursuant to Assembly Bill 1234. City Council Members will also have an opportunity to comment on matters not on the agenda.

Following the City Council Members, reports and comments will be heard by the City Clerk, City Treasurer, City Manager and Department Heads.

VII. Consent Calendar Items

Agenda Items **4, 5, 6, 7, 8, 9, 10, 12 and 13** are consent Calendar Items. All items including Ordinances, Resolutions and Contracts, may be approved by adoption of the Consent Calendar, individually and collectively by one (1) motion. There will be no separate discussion of these items unless Members of the City Council, the public, or staff request that specific items be removed from the Consent Calendar for separate discussion and action.

Any Motion to introduce or adopt an Ordinance on the Consent Calendar shall be: (1) a motion to waive the reading of the Ordinance and introduce the Ordinance or (2) a motion to waive the reading of the Ordinance and adopt the Ordinance, as appropriate.

4. Resolution Declaring The City's Intention To Grant A Franchise To Tesoro SoCal Pipeline Company, LLC For A Term Of Five Years

The City Council will consider adopting a **Resolution** _____
_ declaring the City's intention to grant a five- year franchise renewal to Tesoro SoCal Pipeline Company LLC, a Delaware limited liability company, to lay and use pipes, ditches, flumes, conduits and appurtenances for transmitting and distributing oil or products thereof, for any and all purposes in, along, across, upon and under the public streets, ways, alleys and places, as the same now or may hereafter exist, within the City of South Gate, and scheduling a Public Hearing for February 25, 2020, to consider the introduction of an Ordinance granting the proposed franchise renewal. (PW)

Documents:

[ITEM 4 REPORT 01282020.PDF](#)

5. Resolution Adding A New Policy Concerning The Discontinuation Of Residential Water Service For Non-Payment

The City Council will consider: (ADMIN SVCS)

- a. Adopting a Resolution _____ replacing Rule Four (Statement for Service And Payment Thereof, Penalties and Delinquencies), of the Rules and Regulations Governing the Water Division, the Water

Customer Service Division and all Water Development and Distribution Activities, Functions and Systems of the South Gate Municipal Water Works System with a new Rule Four titled Policy On Discontinuation of Residential Water Service for Non-Payment in compliance with Senate Bill 998; and

- b. Directing staff to post the new shut-off policy on the City's website (translated into multiple languages) as required by Senate Bill No. 998.

Documents:

[ITEM 5 REPORT 01282020.PDF](#)

6. Agreement With Spyglass Group, LLC For Utility Auditing Services Of The City's Telecommunications

The City Council will consider: (ADMIN SVCS)

- a. Approving an Professional Services Agreement (**Contract No. ____**) with The SpyGlass Group, LLC for auditing of the City's telecommunications services accounts related to voice, data, internet, cloud services and mobile/cellular to seek cost recovery, service elimination and cost reduction recommendations; and
- b. Authorizing the Mayor to execute the Professional Services Agreement in a form acceptable to the City Attorney.

Documents:

[ITEM 6 REPORT 01282020.PDF](#)

7. Agreement With W.A. Rasic Construction Company, Inc., For On-Call Municipal Water And Sewer Systems Maintenance Services

The City Council will consider: (PW)

- a. Approving an Agreement (**Contract No. _____**) with W.A. Rasic Construction Company, Inc., for on-call maintenance services for as-needed repairs for the municipal water system and sanitary sewer system for a three-year term with two optional one-year extensions, in an annual amount not-to-exceed \$100,000 for a total of \$300,000; and
- b. Authorizing the Mayor to execute the Agreement in a form acceptable to the City Attorney.

Documents:

[ITEM 7 REPORT 01282020.PDF](#)

8. Agreement With Tetra Tech For Engineering Plans For

Construction Of The Garfield Avenue Complete Street Project

The City Clerk will consider: (PW)

- a. Approving an Agreement (**Contract No.** _____) with Tetra Tech, to provide engineering plans, specifications and estimates for the Garfield Avenue Complete Street Improvement Project, City Project No. 564-ST, in an amount not-to-exceed \$606,261; and
- b. Authorizing the Mayor to execute the Agreement in a form acceptable to the City Attorney.

9. Notice Of Completion For The Circle Park Driveway Project

The City Council will consider: (PW)

- a. Accepting completion of construction, effective September 24, 2019, of the Circle Park Driveway, City Project No. 634-PRK, constructed by All American Asphalt;
- b. Appropriating \$206,432 in Los Angeles County Proposition A Maintenance & Servicing Funds that were awarded to the City for the Circle Park Driveway, City Project No. 634-PRK, to Account No. 311-790-39-9477 (Circle Park Driveway);
- c. Appropriating \$26,975 from the unassigned balance of the General Fund to Account No. 311-790-39-9477 to fully fund staff augmentation services needed to manage the project that do not qualify to be funded with Los Angeles County Proposition A Maintenance and Servicing Funds;
- d. Directing the transfer of \$115,860 in Los Angeles County Proposition A Maintenance & Servicing Funds from Account No. 311-790-39-9472 (Hildreth Avenue Traffic Mitigations, City Project No. 600-ST) to Account No. 311-790-39-9477 (Circle Park Driveway, City Project No. 634-PRK); and
- e. Directing the City Clerk to file a Notice of Completion with Los Angeles County Recorder's Office.

Documents:

[ITEM 9 REPORT 01282020.PDF](#)

10. Grant Deeds From Jefferson Southgate, LLC, And Nova Storage South Gate, L.P., For Street Purposes For Consistency With The Mobility Element

The City Council will consider: (PW)

- a. Accepting the Grant Deed from Jefferson Southgate LLC., to

secure a 13-foot swath of right-of-way for street purposes along Imperial Highway and Garfield Avenue necessary to achieve consistency with the Mobility Element of the South Gate General Plan 2035;

b. Accepting the Grant Deed from Nova Storage South Gate, L.P., to secure a 4-foot swath of right-of-way street purposes along Firestone Boulevard necessary to achieve consistency with the Mobility Element of the South Gate General Plan 2035; and

c. Authorizing the Mayor to execute the Certificates of Acceptance in forms acceptable to the City Attorney.

Documents:

[ITEM 10 REPORT 01282020.PDF](#)

11. This Item Was Removed From The Agenda.

12. Grant Funds For Purchase Of Reusable Water Bottles

The City Council will consider: (PARKS)

a. Accepting the Disadvantaged Communities Project Grant in the amount of \$29,000 from the Central Basin Municipal Water District for the purchase of reusable water bottles to promote water conservation; and

b. Increasing the Fiscal Year 2019/20 General Fund revenue projection in Account No. 100-4699 (General Fund - Other Intergovernmental Grants) by \$29,000, from \$7,596 to \$36,596; and

c. Amending the Fiscal Year 2019/20 General Fund budget by appropriating \$29,000 to Account No. 100-414-61-6308 (General Fund - Parks & Recreation - Sports Center - Civic Engagement) to cover the cost of purchasing reusable water bottles.

Documents:

[ITEM 12 REPORT 01282020.PDF](#)

13. Minutes

The City Council will consider: (CLERK)

a. Approving the Regular Meeting minutes of December 10, 2019; and

b. Approving the Regular Meeting and Special Meeting minutes of January 14, 2020.

Documents:

[ITEM 13 REPORT 01282020.PDF](#)

VIII. Reports, Recommendations And Requests

14. Funding Appropriations For The Capital Improvement Program For Fiscal Year 2019/20

The City Council will consider: (PW)

a. Amending the Capital Improvement Program to add the following projects: (1) Sanitary Sewer Relining, at California Avenue and Tweedy Boulevard and at Abbot Road, from Orange Avenue to Rosewood Avenue, City Project No. 629-SWR, (2) Detective Bureau Remodel, City Project No. 642-GEN, (3) Thermoplastic Striping of Streets Citywide, City Project No. 654- ST, (4) Replacement of Damaged Traffic Signal Poles at the Intersections of Santa Ana Street and Southern Avenue, State Street and Southern Avenue, and Firestone Boulevard and Garfield Avenue, City Project No. 655-TRF, (5) Firestone Plaza Striping, City Project No. 657-ST, and (6) San Gabriel Avenue Safety Study, City Project No. 658-RPT.

b. Amending the Capital Improvement Program to add the following municipal water system improvements projects, (1) Well No. 30, City Project No. 605-WTR, (2) Long Beach Boulevard Water Service Lateral Replacement, City Project No. 638-WTR, (3) Coating of Hawkins, Santa Fe and Elizabeth Tanks, City Project No. 645-WTR, (4) Well Decommissioning at Three Locations, City Project No. 646-WTR, (5) SCADA System Upgrades, City Project No. 647-WTR, (6) AMI/AMR Meter Replacement Phase III, City Project No. 649-WTR;

c. Authorizing staff to prepare the (1) AWIA Risk Assessment Update of Emergency Response Plan, City Project No. 648-WTR, (2) Pavement Management System Report, City Project No 651-RPT, and (3) Citywide Speed Survey, City Project No 652-RPT;

d. Appropriating \$140,000 from the unassigned balance of the General Fund to Account No. 311-790-49-9910 (Capital Projects Fund - Detective Bureau Remodel, City Project No. 642 GEN) to fund the project;

e. Appropriating \$3,000,000 in Land and Water Conservation Grant Funds to Account No. 311-790-61-9214 (Capital Projects Fund - Urban Orchard, City Project No. 539-PRK) to fund the project;

f. Appropriating \$3,400,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9557 (Water Fund - Water System Facilities Chlorination Upgrades, City Project No. 586-WTR) to fund the project;

g. Appropriating \$750,000 from the unrestricted balance of the Water

Fund to Account No. 411-731-71-9576 (Water Fund - Coating of Hawkins, Santa Fe and Elizabeth Tanks, City Project No. 645.-WTR) to fund the project;

h. Appropriating \$5,500,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9577 (Water Fund - Well No. 30, City Project No. 605-WTR) to fund the project;

i. Appropriating \$1,500,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9578 (Water Fund - Long Beach Blvd. Water Service Lateral Replacement, City Project No. 638-WTR) to fund the project;

j. Appropriating \$200,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9579 (Water Fund - Well Decommissioning at 3 Locations, City Project No. 646 WTR) to fund the project;

k. Appropriating \$150,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9580 (Water Fund - SCADA System Upgrades, City Project No. 647-WTR) to fund the project;

l. Appropriating \$200,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-6101 (Water Fund - Professional Services) to fund the AWIA Risk Assessment Update of the Emergency Response Plan, City Project No 648-WTR;

m. Appropriating \$500,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9581 (Water Fund - AMI/AMR Meter Replacement Phase III, City Project No. 649-WTR) to fund the project;

n. Appropriating \$200,000 from the unrestricted balance of the Sewer Fund to Account No. 412-732-52-9504 (Sewer Fund - Sanitary Sewer Relining, at California Avenue and Tweedy Boulevard and at Abbott Road, from Orange Avenue to Rosewood Avenue, City Project No. 629-SWR) to fund the project;

o. Appropriating \$9,000 from the restricted balance of the Proposition C Fund to Account No. 311-790-31-9562 (Capital Projects Fund - Firestone Boulevard Bridge for the Rio Hondo Channel Improvements, City Project No. 499-ST) to fund the project;

p. Appropriating \$50,000 from the restricted balance of the Proposition C Fund to Account No. 222-780-31-6101 (Proposition C Fund - Professional Services) to fund the Pavement Management System Report, City Project No. 651-RPT;

q. Appropriating \$60,000 from the restricted balance of the Proposition C Fund to Account No. 222-780-31-6101 (Proposition C Fund - Professional Services) to fund the Citywide Speed Survey, City Project No. 652-RPT;

r. Appropriating \$250,000 from the restricted balance of the Proposition C Fund to Account No. 311-790-31-9473 (Capital Projects Fund - Thermoplastic Striping of Streets Citywide, City Project No. 654-ST) to fund the project;

s. Appropriating \$120,000 from the restricted balance of the Measure R Fund to Account No. 311-790-31-9474 (Capital Projects Fund - Replacement of Damaged Traffic Signal Poles at the Intersections of Santa Ana Street and Southern Avenue, State Street and Southern Avenue, and Firestone and Garfield, City Project No. 655-TRF) to fund the project;

t. Appropriating \$30,000 from the restricted balance of the Measure R Fund to Account No. 311-790-31-9475 (Capital Projects Fund - Firestone Plaza Striping, City Project No 657-TRF) to fund the project; and

u. Appropriating \$30,000 from the restricted balance of the Measure R Fund to Account No. 311-790-31-9476 (Capital Projects Fund - San Gabriel Avenue Safety Study, City Project No. 658-RPT) to fund the project.

Documents:

[ITEM 14 REPORT 01282020.PDF](#)

15. Technology Master Plan

The City Council will consider: (ADMIN SVCS)

a. Receiving and filing a presentation from City staff and ClientFirst Technology Consulting regarding the Technology Master Plan (TMP); and

b. Discussing and directing staff to start implementing the TMP initiatives.

Documents:

[ITEM 15 REPORT 01282020.PDF](#)

16. Warrant Register For January 28, 2020

The City Council will consider approving the Warrants for January 28, 2020. (ADMIN SVCS)

Total of Checks: \$1,579,963.01
Voids: (\$ 0.00)
Total Payroll Deductions: \$ 371,364.99
Grand Total: \$1,208,598.02

Documents:

IX. Adjournment

Adjournment in memory of Hector Torres, longtime City resident, South Gate business owner and former President of the Rotary Club of South Gate.

I, Carmen Avalos, City Clerk, certify that a true and correct copy of the foregoing Meeting Agenda was posted January 23, 2020 at 4:53 p.m., as required by law.

Carmen Avalos, CMC
City Clerk

Materials related to an item on this Agenda submitted to the City Council after distribution of the agenda packet are available for public inspection in the City Clerk's Office

8650 California Avenue, South Gate, California 90280
(323) 563-9510 * fax (323) 563-5411 * www.cityofsouthgate.org

In compliance with the American with Disabilities Act, if you need special assistance to participate in the City Council Meetings, please contact the Office of the City Clerk.

Notification 48 hours prior to the City Council Meeting will enable the City to make reasonable arrangements to assure accessibility.

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Item No. 1

JAN 22 2020

City of South Gate
CITY COUNCIL

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

10:15am

AGENDA BILL

For the Regular Meeting of: January 28, 2020

Originating Department: Administration

Management Assistant:


Giselle Mares

City Manager:


Michael Flad

SUBJECT: CERTIFICATES OF APPRECIATION TO SOUTH GATE STUDENTS PRISCILLA PARRA AND CHELSEY AVINA FOR HAVING THEIR ARTWORK SELECTED BY THE METROPOLITAN WATER DISTRICT FOR THE 2020 WATER IS LIFE CALENDAR.

PURPOSE: This item was added to the Agenda at the request of Mayor Belén Bernal to recognize outstanding youth for their accomplishment in the Annual Water Replenishment District Student Art Contest.

RECOMMENDED ACTION: Mayor Belén Bernal will present Certificates of Appreciation to Priscilla Parra and Chelsey Avina for winning the 2019 Student Art Contest and having their artwork featured in the Water Replenishment District’s 2020 Water Awareness Calendar.

FISCAL IMPACT: None.

ANALYSIS: None.

BACKGROUND: The Water Replenishment District (WRD) held their 5th Annual Water is Life Art Contest. Students from grades K-6 from the WRD service area were eligible to enter the contest. Students were invited to submit their original artwork and demonstrate the importance of groundwater and/or water conservation. Priscilla Parra, a kindergartener from State Street Elementary School and Chelsey Avina, 9th grader from South East High School were the South Gate students selected among the list of winners.

The winning artwork is featured in the 2020 Water Awareness Calendar and the winning artist received a prize from WRD. The calendar is handed out throughout the service area to thousands of residents.

For their outstanding creativity in their artwork and for proudly representing South Gate in the WRD 2020 Water Awareness Calendar, Mayor Belén Bernal will present Priscilla Parra and Chelsey Avina with Certificates of Appreciation in recognition of their success.

ATTACHMENTS: None.

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JAN 22 2020

City of South Gate
CITY COUNCIL

Item No. 2

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

3:55pm

AGENDA BILL

For the Regular Meeting of: January 28, 2020
Originating Department: Administrative Services

Department Director:


Jackie Acosta

City Manager:


Michael Flad

SUBJECT: INTRODUCTION OF THE CITY'S NEW AND PROMOTIONAL FULL-TIME EMPLOYEES

PURPOSE: To introduce to the City Council the City's new and promotional full-time employees recently hired or promoted.

RECOMMENDED ACTION: Allow staff to introduce the new and promotional full-time employees hired or promoted between October 1, 2019 and December 31, 2019, and one employee who was hired on July 8, 2019, but was not able to attend the last time introductions were made at the Council Meeting.

FISCAL IMPACT: None

ANALYSIS: None

BACKGROUND: Following is a list of new and promotional full-time city employees who were hired or promoted between October 1, 2019 and December 31, 2019, and one employee who was hired on July 8, 2019, but was not able to attend the last time introductions were made at the Council Meeting:

| Employee | Title | Department | Division | Original Hire Date | Promotion Date |
|----------------|--------------------------------------|-----------------------|-------------------|--------------------|----------------|
| Enith Cardenas | Community Development Technician III | Community Development | Building & Safety | 08/12/02 | 12/05/19 |
| Leslie Medina | Senior Code Enforcement Officer | Community Development | Code Enforcement | 12/11/17 | 12/09/19 |
| Jesus Murillo | Senior Building Inspector | Community Development | Building & Safety | 06/07/04 | 12/23/19 |
| Gabriela Funes | Police Records Specialist | Police | Police Services | 07/08/19 | |

ATTACHMENTS: None

RECEIVED

Item No. 3

JAN 22 2020

City of South Gate

CITY COUNCIL

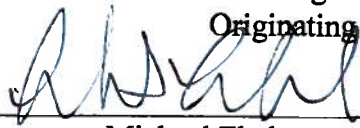
CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER


10:25am

AGENDA BILL

For the Regular Meeting of: January 28, 2020

Originating Department: Administration

City Manager: 
Michael Flad

City Manager: 
Michael Flad

SUBJECT: APPOINTMENT TO THE CITIZENS ADVISORY COMMITTEE

PURPOSE: This item was added to the Agenda at the request of Council Member Bill De Witt to make an appointment to the Citizens Advisory Committee. This item was continued from the City Council meeting of January 14, 2020.

RECOMMENDED ACTION: Council Member Bill De Witt will make an appointment to the Citizens Advisory Committee to fill a vacancy; the appointment will be ratified by a majority vote of the City Council.

FISCAL IMPACT: None.

ANALYSIS: None.

BACKGROUND: Council Member Bill De Witt received notification that his Citizens Advisory Committee appointee resigned. This action will allow the appointment to fill this vacancy. The appointment must be ratified by a majority vote of the City Council.

ATTACHMENT: Current Commission and Committee Appointment Roster: 12/17/2019.

| Council Member | Planning Commission | Parks & Rec. Comm. | Civil Service Comm. | Citizens Advisory Committee |
|---|---|---|--|--|
| Revised: 12/17/19 Bill De Witt 5485 Gardendale Street (310) 994-3662 cell Appointed: 10-15-2019 End of Term: March 2020 | \$125/Meeting 1 st & 3 rd Tues. at 7 pm Carlos Velasquez 8996 Burke Avenue Cell (323) 945-8149 <u>carlos.velasquez50@gmail.com</u> Appointed: 10-25-16 | \$75/Meeting 2 nd Thurs. at 7 pm Naomi Nixon 9855 Karmont Avenue Hm (562) 659-7530 Appointed: 11/26/19 | \$100/Meeting As required Carlos Gomez Appointed: 02-14-17 | Vacancy Candice Esquivel 4730 Tweedy Blvd (323) 283-7733 <u>clesquivel81@yahoo.com</u> Appointed: 09/25/18 |
| Denise Diaz 10365 Virginia Avenue (323) 667-7688 cell Elected: 03-07-2017 End of Term: March 2021 | Sylvia Masushige 8416 Beechwood Avenue Hm (323) 567-6402 Bus (323) 564-6977 Cell (562) 755-6159 <u>grandmasylv01@hotmail.com</u> Appointed: 04-25-17 | John Robert Montalvo 9815 Virginia Avenue Cell (323) 392-8135 <u>Johnmontalvo90280@yahoo.com</u> Appointed: 04-09-19 | Irene Jensen Appointed: 04-25-17 | Leah Hernández 8941 Kaufman avenue (323) 819-0547 <u>phernandez1961@yahoo.com</u> Appointed: 09/25/18 Claudia Sillas 8916 1/2 San Gabriel Avenue (213) 359-0510 <u>ClaudiaSillas95@gmail.com</u> Appointed: 11/26/19 |
| Maria Davila 10035 San Luis Avenue (323) 566-3315 home (323) 243-9947 cell Elected: 01-28-2003 End of Term: March 2020 | Jose Delgado 3925 Tenaya Avenue Cell (323) 702-1519 <u>josedelgado@hotmail.com</u> Appointed: 01-10-17 | Jennifer Cypert 4718 Tweedy Boulevard Cell (323) 829-0663 <u>Jsc001@msn.com</u> Appointed: 02-10-03 | William John Currie (Bill) Appointed: 01-27-15 | Virginia Johnson 5751 McKinley Avenue Home (562) 531-3700 Cell (562) 761-3111 <u>thepalm22@yahoo.com</u> Appointed: 02-22-05 Anthony Zepeda 5218 McCallum Avenue (323) 405-2006 <u>anthonyzepeda10@yahoo.com</u> Appointed: 05-27-14 |
| Al Rios 10408 Orange Avenue (323) 974-3540 cell Elected: 03-07-2017 End of Term: March 2021 | Fabiola Inzunza 9542 Bowman Avenue Cell (323) 743-3229 <u>Fabiola.inzunza@gmail.com</u> Appointed: 11-26-19 Appointed: 11/26/19 | Joshua Barron, Vice Chairperson 8819 Beaudine Avenue Cell (323) 791-5126 <u>Joshb90280@yahoo.com</u> Appointed: 04/25/17 | Juan Carlos Mendez Appointed: 04-25-17 | Juliano A. Jarquin 10606 McNerney Avenue (714) 345-3451 <u>julianojarquin@gmail.com</u> Appointed: 05-09-17 Benigno Nunez 8420 San Carlos Avenue (323) 434-8304 <u>Nunezbenny79@yahoo.com</u> Appointed: 05-09-17 |
| Belén Bernal 10407 Washington Avenue (323) 992-7683 cell Elected: 03-03-2015 End of Term: March 2020 | Jenny Perez 10319 Bowman Avenue <u>jennybruin@gmail.com</u> Cell (213) 361-3570 Appointed: 05-08-18 | Jim Hicklin, Chairperson 10353 Mc Nerney Avenue Home (323) 564-1946 <u>jimtheman390@yahoo.com</u> Appointed: 04-28-15 | Robbie C. Hicklin Appointed: 04-28-15 | Michelle Montes 10128 Capistrano Avenue (213) 280-0400 <u>michelmcs@teachers.com</u> Appointed: 10-25-16 Jimmy Torres 11610 Oklahoma Avenue cell 323/742-0154 <u>Jtorres1393@gmail.com</u> Appointed: 07-14-15 |

RECEIVED

JAN 22 2020

City of South Gate Item No. 4
CITY COUNCIL


CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

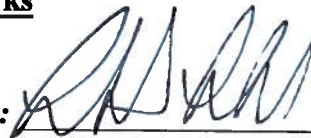
AGENDA BILL

11:40am

For the Regular Meeting of: January 28, 2020

Originating Department: Public Works


Department Director: 
Arturo Cervantes

City Manager: 
Michael Flad

SUBJECT: RESOLUTION DECLARING THE CITY'S INTENTION TO GRANT A FRANCHISE TO TESORO SOCAL PIPELINE COMPANY, LLC

PURPOSE: This item was continued from the City Council Meeting of November 26, 2019 and January 14, 2020. The Tesoro SoCal Pipeline Company, LLC (Tesoro SoCal) has operated underground pipelines to transport petroleum products beneath Southern Avenue and Garfield Avenue since 1999. The City has strictly regulated the pipelines throughout the years by granting franchises with the adoption of Ordinances. The pipeline's current franchise expired on February 26, 2019, and the proposed Resolution declares the City's intention to grant a franchise to Tesoro SoCal.

RECOMMENDED ACTION: Adopt Resolution declaring the City's intention to grant a five-year franchise renewal to Tesoro SoCal Pipeline Company LLC, a Delaware limited liability company, to lay and use pipes, ditches, flumes, conduits and appurtenances for transmitting and distributing oil or products thereof, for any and all purposes in, along, across, upon and under the public streets, ways, alleys and places, as the same now or may hereafter exist, within the City of South Gate, and scheduling a Public Hearing for February 25, 2020, to consider the introduction of an Ordinance granting the proposed franchise renewal.

 **FISCAL IMPACT:** Tesoro SoCal is required to pay the City a granting fee of \$11,255 prior to the adoption of the franchise ordinance and approximately \$4,000 annually, as determined by the California Public Utilities Code.

ANALYSIS: Tesoro SoCal is requesting renewal of the franchise agreement for the two pipelines located beneath Southern Avenue and Garfield Avenue that was granted under Ordinance No. 2315. Before the City can award a franchise, California Public Utility Code Section 6232 *et seq.*, requires the City Council to adopt a Resolution declaring its intent to grant a franchise and to schedule a public hearing at which anyone may appear and state any interest or objections. The proposed Resolution meets this requirement. More specifically, the proposed Resolution (a) States that the City's actions are in accordance with the California Public Utility Code, (b) Identifies the franchise term (five years), expiration date (February 26, 2024), and respective pipeline information, (c) States that terms and conditions are in accordance with California Public Utilities Code and Ordinance No. 2315, (d) Sets the amount of the franchise payment, and rules and requirements under which Tesoro SoCal franchise will be required to operate in accordance with the attached Ordinance, and (e) Schedules the Public Hearing date as February 25, 2020.

BACKGROUND: The City regulates utility companies that have facilities that occupy the public right-of-way through franchise agreements. To better manage pipelines within the City, it is the practice of the City to issue franchises on a five-year term basis in order to ensure the pipelines are well maintained. Tesoro SoCal’s five-year Franchise Agreement expired on February 26, 2019. The proposed Resolution is the first of three actions required by the City Council to renew their franchise. Steps needed to adopt the new Ordinance are as follows:

| Action | Description | Date |
|--------|--|-----------|
| 1 | Adopt a Resolution declaring the intention to grant a franchise to Tesoro SoCal (This item was continued from the City Council Meeting of November 26, 2019 and January 14, 2020) | 1/28/2020 |
| 2 | Conduct a public hearing and introduce an Ordinance granting a five-year franchise to Tesoro SoCal. At the Conclusion of the public hearing, the City Council may overrule, deny or deem insufficient any oral or written protests, and may then grant the franchise | 2/25/2020 |
| 3 | Adopt Ordinance granting a five-year franchise to Tesoro SoCal | 3/10/2020 |

Tesoro SoCal currently owns and operates two existing pipelines in the City of South Gate ("Pipelines"): one is a 2,624 foot long, 8-inch diameter pipeline located beneath Southern Avenue and Garfield Avenue ("Pipeline No. 034"); the other is a 1,155 foot long, 12-inch diameter pipeline located beneath Garfield Avenue and Miller Way and ending at the Arco Vinvale Terminal, located at 8601 Garfield Avenue ("Pipeline No. 080"). The Pipelines carry gasoline and diesel products, and are the only pipelines owned by Tesoro SoCal within the City of South Gate. They have been in place since at least 1999 and have been operated over the years by several different oil and pipeline companies, under several franchises granted by the City.

The most recent franchise, Ordinance No. 2315, was adopted by the City Council on August 26, 2014, and expired on February 26, 2019. Tesoro SoCal has requested that the franchise for the Pipelines be renewed and the first step in the renewal process is the adoption of the proposed Resolution.

The proposed Resolution will extend the term of the franchise for an additional five years, commencing retroactively on February 27, 2019, and expiring on February 26, 2024. Adopting the proposed Resolution to extend the franchise to Tesoro SoCal Pipeline is advisable for the following reasons:

- Tesoro SoCal is regulated by the California Public Utilities Commission (“Commission”). To the City’s knowledge, Tesoro SoCal’s use and operation of the pipelines has not violated regulations of that Commission.
- Tesoro SoCal has made timely franchise fee payments to the City.
- The proposed franchise is in accordance with California Public Utilities Code Section 6201. Processing fees and annual fees will be paid to the City if the franchise is renewed. Also, their bond would be renewed.
- Tesoro SoCal has been conducting inspections and testing of the pipelines using advanced inspection technologies and other best management practices.
- Evidence available to the City indicates that the Pipelines have been properly maintained by Tesoro SoCal.
 - The California Government Code (Section 51010) authorizes the State Fire Marshall to inspect the pipelines. Staff communicated with the Division Chief of the Office of the State Fire Marshall on October 31, 2019. It was noted via letter (attached) from the State Fire Marshall that, among other things, identified three violations in 2018. Tesoro SoCal made corrections and the pipelines are now in compliance with Federal, State laws and regulations regarding the maintenance and operation of the Pipelines.

- Tesoro SoCal "has been performing maintenance and inspections of the pipeline pursuant to the California Safety Act and U.S. Code of Federal Regulations (CFR). Pursuant to CFR, a pipeline operator must inspect its pipeline at intervals of not to exceed five years. Line 034 was hydrostatically inspected in September 2019, Line 080 was internally inspected in July 2015 and the Pipelines are in compliance with the requirements set forth by the Federal Department of Transportation Requirements."

ATTACHMENTS:

- A. Proposed Resolution (with Exhibit A: Ordinance)
- B. Ordinance No. 2315
- C. Letter from the Office of State Fire Marshall
- D. Location Map

KT:lc

RESOLUTION NO. ____

**CITY OF SOUTH GATE
LOS ANGELES COUNTY, CALIFORNIA**

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SOUTH GATE, CALIFORNIA, DECLARING THE CITY'S INTENTION TO GRANT A FIVE-YEAR FRANCHISE RENEWAL TO TESORO SOCAL PIPELINE COMPANY LLC, A DELAWARE LIMITED LIABILITY COMPANY, TO LAY AND USE PIPES, DITCHES, FLUMES, CONDUITS AND APPURTENANCES FOR TRANSMITTING AND DISTRIBUTING OIL OR PRODUCTS THEREOF, FOR ANY AND ALL PURPOSES IN, ALONG, ACROSS, UPON AND UNDER THE PUBLIC STREETS, WAYS, ALLEYS AND PLACES, AS THE SAME NOW OR MAY HEREAFTER EXIST, WITHIN THE CITY OF SOUTH GATE, AND SCHEDULING A PUBLIC HEARING FOR FEBRUARY 25, 2020, TO CONSIDER THE INTRODUCTION OF AN ORDINANCE GRANTING THE PROPOSED FRANCHISE RENEWAL

WHEREAS, Tesoro SoCal Pipeline Company, LLC, a Delaware limited liability company ("Tesoro SoCal") has requested, in accordance with California Public Utility Code Section 6231, that the City grant Tesoro SoCal a franchise for the use of two existing pipelines (the "Pipelines"): one is a 2,624 foot long, 8-inch diameter pipeline located beneath Southern Avenue and Garfield Avenue ("Pipeline No. 034"); the other is a 1,155 foot long, 12-inch diameter pipeline located beneath Garfield Avenue and Miller Way and ending at the Arco Vinvale Terminal located at 8601 Garfield Avenue ("Pipeline No. 080"); and

WHEREAS, the Pipelines have been in place since at least 1999 and have been operated between over the years by several different oil and pipeline companies under several franchises granted by the City; and

WHEREAS, on August 11, 2009, the City Council adopted Ordinance No. 2264 granting an additional five-year franchise renewal to BP West Coast Products LLC ("BP"), to operate the Pipelines through and including February 26, 2014; and

WHEREAS, on May 14, 2013, the City executed a Letter of Consent authorizing the transfer by BP to Tesoro Refining and Marketing Company LLC, a Colorado limited liability company ("Tesoro Refining"), or its affiliates, of the franchise granted by Ordinance No. 2264; and

WHEREAS, as a result of that Letter of Consent that franchise was transferred to Tesoro SoCal, a wholly-owned subsidiary of Tesoro Refining, and Tesoro SoCal has owned and operated the Pipelines since that time; and

WHEREAS, On August 26, 2014, the City Council adopted Ordinance No. 2315 to extend the franchise for an additional five years, from February 27, 2014, through and including February 26, 2019; and

WHEREAS, Tesoro SoCal wishes to enter into a new franchise with the City of South Gate relative to the Pipelines for another five years; and

WHEREAS, before the City Council can award a franchise, California Public Utility Code Section 6232 *et seq.*, requires the City Council of the City of South Gate to adopt a Resolution declaring its intent to grant a franchise and to schedule a public hearing at which all persons having any objection to the granting thereof may appear before the City Council and be heard thereon;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SOUTH GATE DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. The above recitals are all true and correct.

SECTION 2. In accordance with California Public Utility Code Section 6232 *et seq.*, the City Council of the City of South Gate declares its intent to grant a franchise renewal to Tesoro SoCal, for it to operate and maintain Pipeline No. 034 and Pipeline No. 080, for a period of 5 years, commencing retroactively on February 27, 2019 and expiring on February 26, 2024.

SECTION 3. The terms and conditions of the franchise will be in accordance with California Public Utilities Code Section 6201 *et seq.*, will be substantially similar to Ordinance No. 2264, and will set the franchise payment, the term, and the rules and requirements under which Tesoro SoCal franchise will be required to operate the Pipelines. A copy of the draft proposed Ordinance is attached hereto as Exhibit "A" to this Resolution.

[Remainder of page left blank intentionally.]

SECTION 4. The public hearing at which the City Council of the City of South Gate shall consider the introduction of an Ordinance granting the proposed franchise, at which the City Council shall hear objections, if any, will take place on February 25, 2020, at 6:30 PM, or as shortly thereafter as the schedule permits, in the City Council Chambers of City Hall, located at 8650 California Avenue, South Gate, CA 90280.

SECTION 5. The City Clerk is hereby authorized and directed to give notice as required by law by causing a copy of this Resolution to be published in the *Los Angeles Wave*, a newspaper of general circulation within the City of South Gate; said publication to be completed not less than fifteen (15) days after the adoption of this Resolution.

SECTION 6. The City Clerk shall certify to the adoption of this Resolution which shall be effective upon its adoption.

PASSED, APPROVED and ADOPTED this 28th day of January 2020.

CITY OF SOUTH GATE:

By: _____
M. Belén Bernal, Mayor

ATTEST:

By: _____
Carmen Avalos, City Clerk
(SEAL)

APPROVED AS TO FORM:

By: Paul F. Salinas
Raul F. Salinas, City Attorney

ORDINANCE NO. _____

**CITY OF SOUTH GATE
LOS ANGELES COUNTY, CALIFORNIA**

**ORDINANCE OF THE CITY COUNCIL OF THE CITY OF SOUTH GATE,
CALIFORNIA, GRANTING A FIVE-YEAR FRANCHISE TO TESORO
SOCAL PIPELINE COMPANY LLC, A DELAWARE LIMITED LIABILITY
COMPANY, TO LAY AND USE PIPES, DITCHES, FLUMES, CONDUITS
AND APPURTENANCES FOR TRANSMITTING AND DISTRIBUTING
OIL OR PRODUCTS THEREOF, FOR ANY AND ALL PURPOSES IN,
ALONG, ACROSS, UPON AND UNDER THE PUBLIC STREETS,
WAYS, ALLEYS AND PLACES, AS THE SAME NOW OR MAY
HEREAFTER EXIST, WITHIN THE CITY OF SOUTH GATE**

WHEREAS, Tesoro SoCal Pipeline Company, LLC, a Delaware limited liability company ("Tesoro SoCal") requested, in accordance with California Public Utility Code Section 6231, that the City grant Tesoro SoCal a franchise for the use of two existing pipelines (the "Pipelines"): one is a 2,624 foot long, 8-inch diameter pipeline located beneath Southern Avenue and Garfield Avenue ("Pipeline No. 034"); the other is a 1,155 foot long, 12-inch diameter pipeline located beneath Garfield Avenue and Miller Way and ending at the Arco Vinvale Terminal located at 8601 Garfield Avenue ("Pipeline No. 080"); and

WHEREAS, the Pipelines have been in place since at least 1999 and have been operated between over the years by several different oil and pipeline companies under several franchises granted by the City; and

WHEREAS, on August 11, 2009, the City Council adopted Ordinance No. 2264 granting an additional five year franchise renewal to BP West Coast Products LLC ("BP"), to operate the Pipelines through and including February 26, 2014; and

WHEREAS, on May 14, 2013, the City executed a Letter of Consent authorizing the transfer by BP to Tesoro Refining and Marketing Company LLC, a Colorado limited liability company ("Tesoro Refining"), or its affiliates, of the franchise granted by Ordinance No. 2264; and

WHEREAS, as a result of that Letter of Consent that franchise was transferred to Tesoro SoCal, a wholly-owned subsidiary of Tesoro Refining, and Tesoro SoCal has owned and operated the Pipelines since that time; and

WHEREAS, On August 26, 2014, the City Council adopted Ordinance No. 2315 to extend the franchise for an additional five years, from February 27, 2014 through and including February 26, 2019; and

WHEREAS, the franchise granted by Ordinance No. 2315 expired on February 26, 2019, and Tesoro SoCal wishes to enter into a new franchise with the City of South Gate relative to the Pipelines; and

WHEREAS, the City Council, pursuant to applicable federal, state and local law, is authorized to grant franchises within the City of South Gate; and

WHEREAS, on February 6, 2020, a Notice of Public Hearing was published in the *Los Angeles Wave*, a newspaper meeting the statutory qualifications for publishing such notices; and

WHEREAS, on February 25, 2020, the City Council held a duly noticed Public Hearing to introduce an Ordinance granting a five-year term franchise to Tesoro SoCal ; and

WHEREAS, on March 10, 2020, the City Council adopted Ordinance No. _____, granting a five-year term franchise to Tesoro SoCal;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SOUTH GATE DOES HEREBY ORDAIN AS FOLLOWS:

SECTION 1: Definitions. Whenever in this Ordinance the words or phrases hereinafter in this section defined are used, it is intended that they shall have the respective meanings assigned to them in the following definitions (unless, in the given instance, the context wherein they are used shall clearly import a different meaning):

- A) The word "**City**" shall mean the City of South Gate, a municipal corporation of the State of California, in its present incorporated form or in any later reorganized, consolidated, enlarged or reincorporated form.
- B) The word "**Franchise**" shall mean and include any authorization by the City to transmit and distribute thereof for any and all purposes under, along, across or upon the public street, ways, alleys, and places in the City by means of pipes and appurtenances for conducting, transporting, conveying, and carrying oil, gas, gasoline, petroleum, wet gas, hydrocarbon substances, water, waste water, mud and other liquid substances for any and all purposes.
- C) The word "**Grantee**" shall mean Tesoro SoCal Pipeline Company LLC, a Delaware limited liability company, which is the entity to whom the Franchise contemplated in this Ordinance is granted, and its lawful successors or assigns.
- D) The phrase "**Lay and Use**" shall mean to lay, construct, excavate, erect, install, operate, maintain, use, repair, replace, relocate or remove.
- E) The phrase "**Pipeline Franchise Ordinance**" shall mean that certain pipeline franchise Ordinance adopted by the City Council of the City and codified at Chapters 13.02 through 13.18, inclusive, of the South Gate Municipal Code.

- F) The phrase "**Pipelines and Appurtenances**" shall mean one or more pipes and/or pipelines used for conducting, transporting, conveying and carrying oil, gas, gasoline, petroleum, wet gas, hydrocarbon substances, water, waste water, mud and other liquid substances, together with any appurtenant or related appliance, attachment, cable, cathodic protective device, conduit, equipment, fitting, gauge, main, manhole, meter, pump, regulator, service, trap, valve, vault, vent or wire.
- G) The phrase "**Street**" shall mean the public streets, alleys and places within the City of South Gate as the same now or may hereafter exist, and in which the City has the opportunity to grant a franchise.

SECTION 2: Grant of Franchise. The right, privilege and franchise, subject to all terms and conditions contained in this Ordinance, and pursuant to the provisions of the Division 3, Chapter 2 of the California Public Utilities Code, known as the Franchise Act of 1937, is hereby granted to Grantee, to use a system of Pipelines and Appurtenances for the purpose of conducting, transporting, conveying and carrying oil, gas, gasoline, petroleum, wet gas, hydrocarbon substances, water, waste water, mud and other liquid substances under and across the City's right-of-way upon the terms and conditions set forth in Section 3, below. The City acknowledges that the two Pipelines identified above have already been installed within the City of South Gate; the City expressly agrees that the right to install, operate, maintain, use, repair, replace, relocate and remove those Pipelines is included among the rights granted in this Ordinance as part of the Franchise.

SECTION 3: Conditions. The rights granted herein shall be subject to (a) the terms and conditions set forth in this Ordinance, and (b) construction of Pipelines and Appurtenances by the Grantee, at the Grantee's expense and at such time or times as directed by the City.

SECTION 4: Term. The Franchise shall be for a term of five (5) years commencing retroactively on February 27, 2019 and expiring on February 26, 2024, or until such earlier time that:

- A) The Franchise is voluntarily surrendered or abandoned by the Grantee, or assigned, transferred, sold or leased without the prior express written consent of the City, which assignment shall not be unreasonably withheld; or
- B) The State of California, the City, or some other municipal or public entity duly authorized by law shall purchase the Franchise area, as described in Section 1(B) by voluntary agreement, or shall condemn and take the Franchise area under the power of eminent domain; or the Franchise is forfeited by the Grantee due to the Grantee's noncompliance with the terms and conditions of the Franchise.
- C) The Grantee shall, within thirty (30) days after the passage of this Ordinance granting the Franchise, file with the City Clerk a written acceptance of the terms and conditions of this Ordinance: provided, however, that as to franchises granted to the United States of America, use will constitute acceptance.

SECTION 5: Insurance.

- A) On or before commencement of any franchise operations, the Grantee shall obtain or provide satisfactory evidence of having policies of liability and worker's compensation insurance from companies authorized to transact business in the State of California by the Insurance Commissioner of California as provided by Section 13.08.050 of Chapter 13.08, Division I of Title 13.
- B) The Grantee shall file with the City Clerk prior to commencement of any franchise operations, either certified copies of the policies or a certificate of insurance for each of the required policies executed by the company issuing the policy, certifying that the policy is in force and as provided by Section 13.08.050 of Chapter 13.08, Division I of Title 13.
- C) On or before the effective date of this Ordinance, Grantee shall file and thereafter at all times during the life of the Franchise keep on file with the City Clerk a corporate surety bond running to the City or public entity which may become entitled to the benefits herein reserved in the Franchise by virtue of future incorporations or annexations, in the penal sum of ten thousand dollars (\$10,000) or such other sum as may be specifically provided for in this Ordinance granting the Franchise, with surety to be approved by the City Attorney, conditioned that Grantee shall well and truly observe, fulfill and perform each condition of the Franchise and that in case of any breach of condition of the bond after thirty (30) days notice to cure has expired, the whole amount of the penal sum shall be deemed to be liquidated damages and shall be recoverable from the principal and sureties of the bond. If the bond is not to be filed prior to the effective date of this Ordinance, the award of the Franchise may be set aside and this Ordinance granting the Franchise repealed at any time prior to the filing of the bond and any money paid in consideration for the award of Franchise shall be deemed forfeited. In the event that the bond, after it has been so filed, shall at any time during the life of the Franchise, in the reasonable opinion of the City Attorney, becomes insufficient, the Grantee agrees to renew the bond, with sureties to be approved by the City Attorney, within thirty (30) days after written notice to do so from the City Attorney.
- D) As an alternate to the filing of a bond, the Grantee may deposit with the City Clerk and assign to the City savings and loan certificates or shares, or both, in the same amount as required on such bond.

SECTION 6: Fee. The Grantee shall pay to the City the following fees pursuant to the following requirements:

- A) An initial franchise fee of eleven thousand two hundred fifty five dollars (\$11,255.00) pursuant to Section 13.10.010 of Chapter 13.10, Division 1, of Title 13 of the South Gate Municipal Code, prior to the adoption of this Ordinance.
- B) A base annual fee for times hereafter specified, in lawful money of the United States, as provided for in the Section 6231.5 of the California Public Utility Code, which annual fee shall be computed as follows;

1. The length of pipe expressed in feet located within the franchised area shall be multiplied by the applicable base rate, as adjusted pursuant to subdivision (d), in accordance with the following schedule:

| Pipe size (internal diameter in inches) | Base rate per lineal foot |
|---|---------------------------|
| 0-4 | \$0.088 |
| 6 | 0.132 |
| 8 | 0.176 |
| 10 | 0.220 |
| 12 | 0.264 |
| 14 | 0.308 |
| 16 | 0.352 |
| 18 | 0.396 |
| 20 | 0.440 |
| 22 | 0.484 |
| 24 | 0.528 |
| 26 | 0.572 |
| 28 | 0.616 |
| 30 | 0.660 |

- C) For pipelines with an internal diameter not listed above, the fees shall be in the same Proportion to the fees of a 12-inch-diameter pipe as the diameter of the unlisted pipe is to 12 inches.
- D) The annual payment for each lineal foot of pipeline shall be computed and revised each calendar year as follows:
 - (a) The applicable base rate shall be multiplied by the Consumer Price Index for the Los Angeles County, as published by the United States Department of Labor, Office of Information for the month of September immediately preceding the month in which payment is due and payable, and divided by the Consumer Price Index for June 30, 1989, which is declared to be 128.7. Under no circumstances shall the multiplying factor be less than one.
 - (b) If the United States Department of Labor, Office of Information, discontinues the preparation or publication of a Consumer Price Index for the Los Angeles County, and if no translation table prepared by the Department of Labor is available so as to make those statistics which are then available applicable to the index of June 30, 1989, the municipality shall prescribe a rate of payment which shall, in its judgment, vary from the rates specified in this section in approximate proportion as commodity consumer prices then current vary from commodity consumer prices current in December 1988. On this point, the determination by the municipality shall be final and conclusive.

- E) Initial construction charges relative to any new Pipelines and Appurtenances laid during the term of the Franchise, shall be calculated at a rate of one hundred dollars (\$100) per mile, or fraction thereof, as provided at the time and in the amounts specified in Section 13.10.040 of Chapter 13.10, Division 1, of Title 13 of the South Gate Municipal Code.
- F) Fees pursuant to Section 13.10.060 of the Chapter 13.10, Division 1, of Title 13 of the South Gate Municipal Code and shall be due and payable annually during the term of the Franchise and subject to adjustment in accordance with paragraph B and D of Section 6, within three (3) months after the expiration of the calendar year. A rate of ten percent (10%) per annum, or fraction thereof beyond thirty (30) days after payment due date and following ten (10) days after receipt by Grantee of written notice of such delinquency, may be charged as additional consideration.
- G) Any neglect, omission or refusal by the Grantee to make any such payment as and when due, or to file any related statement, certification or verification as to the required payment reasonably required by the City, at the times or in the manner required herein and in the Pipeline Franchise Ordinance, shall be grounds for the declaration of a forfeiture of the Franchise and of all rights hereunder after thirty (30) days' notice to cure has expires as provided for in Section 12.
- H) The Grantee shall file with the City Clerk, within three (3) months after the expiration of the calendar year following the effective date of its Franchise, a verified statement setting forth in details the Grantee's computation of the annual fee which is payable for the preceding franchise payment period of the annual fee. Any neglect, omission or refusal by the Grantee to file the verified statement, or to pay the annual fee, at the times or in the manner herein provided, shall constitute grounds for the declaration of a forfeiture of this Franchise and of all rights of the Grantee hereunder.
- I) In the event of abandonment of facilities with the approval of the City as elsewhere in this Ordinance provided, or in the event of removal of such facilities by the Grantee, the payments otherwise due the City for occupancy of the roads or highways by such facilities shall be prorated for the calendar year in which such removal or abandonment occurs as of the end of the calendar month in which removed or abandoned.

SECTION 7: Plans. Within ninety (90) days following the date in which any Pipelines and Appurtenances have been laid or constructed under this Franchise, the Grantee shall file a plan or plans in such forms as may be required by the City's City Engineer showing the accurate location and size of all Pipelines and Appurtenances then in place within the Franchise Area, and shall, upon installation of any Pipelines and Appurtenances, or upon change or removal of all or any portion thereof, file a revised map or maps showing the location and size of all such additional, changed or removed Pipelines and Appurtenances as of that day.

SECTION 8: Additional Conditions. The Grantee of this Franchise shall:

- A) Construct, install, test, and maintain all Pipelines and Appurtenances in accordance with and in conformity with all City, County, State and Federal Ordinances, statutes, rules, regulations and other laws (whether now existing or hereafter adopted) applicable to the installation, location, use, maintenance and/or removal of the Pipelines and Appurtenances;
- B) Pay to the City, on demand, the cost of all repairs to public property made necessary by any operations of the Grantee under this Franchise, including restoring the Street to its original condition upon the removal of all or any portion of the Pipeline and Appurtenances, or upon the termination or non-renewal of the Franchise;
- C) Indemnify and hold harmless the City, its officers and employees from any and all liability for damages proximately resulting from the Grantee's acts or omissions under this Franchise; and be liable to the City for all damages proximately resulting from the failure of said Grantee well and faithfully to observe and perform each and every provision of this Franchise;
- D) Install, remove or relocate, at the request of the City and without expense to the City, any Pipelines and Appurtenances installed, used and maintained under this Franchise if and when made necessary by any lawful change of grade, alignment or width of the affected Street;
- E) Construct, install, use, operate, repair or modify any pipeline for the transportation of flammable or combustible liquids, in a manner prescribed by the California State Fire Marshall, and/or Chief of Los Angeles Fire Department in accordance with Chapter 13.14 Division 1, of the Title 13 of the South Gate Municipal Code; and
- F) Submit a written petition of franchise renewal to the City at least ninety (90) days prior to the expiration date.

SECTION 9: Permits. The Grantee shall obtain an excavation permit, and pay the applicable fee therefore, prior to commencing any excavation in the right of way. The Grantee may obtain an excavation permit by filing a set of excavation plans with the City Engineer, which plans shall be subject to the City Engineer's review and approval. The excavation plans shall show the location of the proposed excavation, as well as the location of all known existing pipes, sewers, conduits, improvements and other facilities in or under any Street or public property in which the franchise property is adequate description of the proposed work, including an estimate of the duration of the interference with any street traffic. The issuance of any excavation permit for the construction or installation of a pipeline for the transmission of flammable or combustible liquids, gases or hazardous materials, shall be as prescribed by the fire Chief of the Los Angeles County Fire Department in accordance with Chapter 13.14, Division 1, of Title 13 of the South Gate Municipal Code.

- A) Where it is necessary to lay underground pipes through, under or across any portion of a paved or macadamized street, such work, where practicable and economically feasible, shall be done by a tunnel or bore so as not to disturb the foundation of such paved or macadamized street. If the same cannot be done, or

if it is necessary to cut the street in order to access existing pipes and appurtenances, such work shall be done pursuant to an excavation permit, as provided in above paragraph, to be issued by the City Engineer upon application therefore.

- B) All work shall be subject to inspection by the City Engineer. All street coverings or openings, valves, vaults and manholes shall at all times be kept flush with the surface of the streets; provided, however, that vents for underground vaults and manholes may, subject to the prior approval of the City Engineer, extend above the surface of the streets when such vents are located in parkways, between the curb and the property line. The Grantee shall provide adequate traffic safety barriers, signs, devices and traffic safety warning equipment in accordance with City ordinances, rules or regulations, and shall comply with such additional safety measures as the City Engineer may direct.

SECTION 10: Emergency Equipment.

- A) The Grantee shall develop and maintain an emergency response plan, satisfactory to the City Engineer, which covers all franchise operations within the City. In general, an emergency response plan meeting the requirements of Federal and State law and containing the information contained in this section shall be acceptable. The emergency response plan shall include a 24-hour notification program and proof of arrangements capable of providing emergency response services, including but not limited to traffic control, street excavation, pipeline repair, and supplies and services as necessary, within two (2) hours of notification of any problem, and such other information as the City Engineer shall reasonably require. Repairs to a public street, alley or parkway shall be completed within seventy-two (72) hours unless otherwise authorized by the City Engineer. The City Engineer shall be notified ten (10) days in advance of any proposed change in such arrangements. Grantee's emergency response plan shall be submitted to the City Engineer within thirty (30) days after the effective date of the Franchise.
- B) Whenever any Pipeline or Appurtenance breaks or leaks so as to cause the release of oil or products thereof into the public right-of-way, Grantee, and any other person using or controlling the Pipeline or Appurtenance, shall immediately notify the City's Police Department and Public Works Department and shall implement precautionary safety measures including traffic control, system shutdown, valve closures, and public notification. In the event of an emergency which threatens life, health, safety or property, and where it is not possible to obtain an excavation permit prior to commencement of the work, the Grantee may commence such work; provided, however, that within seventy-two (72) hours thereafter the Grantee shall make application to the City Engineer for an excavation permit in accordance with the procedures specified herein. The City Engineer may impose conditions upon the issuance of the excavation permit, and all work shall be subject to inspection. Adequate traffic safety barriers shall be maintained at all times, and any damaged portion of the Street shall be restored to its original condition.

- C) If any portion of any Street is damaged by reason of defects in any of the Pipes and Appurtenances maintained or constructed by Grantee, or by reason of any other cause attributable to or arising from the operation of any Pipes and Appurtenances constructed or maintained by Grantee, the Grantee shall, at its sole cost and expense, immediately repair all damage and restore the Street to the condition existing before such damage occurred. All such work shall be done under the direction of the City Engineer, and to the reasonable satisfaction of the City Engineer. Grantee shall repair such damage and restore the Street within three (3) working days after written demand therefore by the City Engineer, or such other period as the City Engineer may authorize when required for the protection of the public health and safety.
- D) If the Grantee, after reasonable notice, fails or refuses to pave, surface, grade, repave, resurface or regrade as required by the provisions of this Franchise, the City may cause the work to be done and shall keep an itemized account of all costs, including reasonable administrative overhead expenses, within thirty (30) days after presentation to Grantee of an itemized account of such costs.

SECTION 11: Records.

- A) Grantee acknowledges that the City's records may not be complete and that Pipes and Appurtenances previously unknown to City are frequently discovered. Consequently, by granting this Franchise or by approving any excavation permit requested by Grantee, the City does not warrant the accuracy of information supplied to the Grantee by the City regarding the location or existence of other facilities. Nothing herein shall be deemed to make the City, or any officer, agent or employee of the City, responsible or liable to the Grantee or to any other person by virtue of the City's approval of excavation permits and/or plans, regardless of whether any information is supplied by the City to the Grantee pertaining to the location of existing pipes, facilities or other improvements on, in or under any Street or other public property.
- B) The Grantee shall keep and preserve, within the County of Los Angeles for a period of five (5) years, subsequent to the date of the most recent franchise fee determination as ascertained by an audit made by the City or on its behalf, all the records necessary to determine the amount of such franchise fee.
- C) At all reasonable times, the Grantee shall permit the City or its duly authorized representative, to examine all Pipelines and Appurtenances and to examine and transcribe any and all books, accounts, papers, maps, and other records kept or maintained by the Grantee or under its control and associated with the Pipelines and Appurtenances and/or the financial condition of the Grantee with respect thereto.

SECTION 12: Failure to Comply.

- A) If the Grantee shall fail, neglect or refuse to comply with any of the provisions or conditions of this Franchise, and shall not, within thirty (30) days after written demand for compliance, begin the work of compliance, or after commencing such

compliance shall fail to prosecute the same with due diligence to completion, then the City, acting by and through its legislative body, may declare this Franchise forfeited.

- B) In the event of noncompliance by the Grantee with any of the conditions hereof, the City may, in addition to all other remedies provided for herein, bring suit for the forfeiture or termination of this Franchise.

SECTION 13: Removal or abandonment of facilities.

- A) At the expiration, revocation or termination of this Franchise or of the permanent discontinuance of the use of all or a portion of its facilities, the Grantee shall, within thirty (30) days thereafter, make written application to the Director of Public Works for authority either to: (1) abandon all or a portion of such facilities in place; or (2) remove all or a portion of such facilities. Such application shall describe the facilities desired to be abandoned, their location with reference to City highways, and shall describe with reasonable accuracy the physical condition of such facilities. The Director of Public Works shall determine whether any abandonment or removal which is thereby proposed may be effected without detriment to the public interest and under what conditions such proposed abandonment or removal may be effected. He or she shall then notify the Grantee of his or her determinations.
- B) Within thirty (30) days after receipt of such notice, the Grantee shall apply for a permit from the Public Works Department to abandon or remove the facility.
- C) The Grantee shall, within ninety (90) days after obtaining such permit, commence and diligently prosecute to completion the work authorized by the permit.

SECTION 14: Effective Date. This Ordinance shall take effect on the thirty first (31st) day after its adoption.

[Remainder of page left blank intentionally.]

SECTION 15: Publication Expenses. The Grantee of this Franchise shall pay to the City a sum of money sufficient to reimburse it for all publication expenses incurred by it in connection with the granting of this Franchise; said payment to be made within thirty (30) days after the City shall have furnished said Grantee with a written statement of such expenses.

SECTION 16: Posting of Ordinance. The City Clerk shall certify to the adoption of this Ordinance and shall cause the same to be published as required by law.

PASSED, APPROVED and ADOPTED this 10th day of March, 2020.

CITY OF SOUTH GATE:

By: _____
M. Belén Bernal, Mayor

ATTEST:

By: _____
Carmen Avalos, City Clerk
(SEAL)

APPROVED AS TO FORM:

By: _____
Raul F. Salinas, City Attorney

ORDINANCE NO. 2315

**CITY OF SOUTH GATE
LOS ANGELES COUNTY, CALIFORNIA**

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF SOUTH GATE GRANTING A FIVE (5) YEAR FRANCHISE TO TESORO SOCIAL PIPELINE COMPANY LLC, A DELAWARE LIMITED LIABILITY COMPANY, TO LAY AND USE PIPES, DITCHES, FLUMES, CONDUITS AND APPURTENANCES FOR TRANSMITTING AND DISTRIBUTING OIL OR PRODUCTS THEREOF, FOR ANY AND ALL PURPOSES IN, ALONG, ACROSS, UPON AND UNDER THE PUBLIC STREETS, WAYS, ALLEYS AND PLACES, AS THE SAME NOW OR MAY HEREAFTER EXIST, WITHIN THE CITY OF SOUTH GATE

WHEREAS, Tesoro SoCal Pipeline Company, LLC, a Delaware limited liability company ("Tesoro SoCal") has requested, in accordance with California Public Utility Code Section 6231, that the City grant Tesoro SoCal a franchise for the use of two existing pipelines (the "Pipelines"): one is a 2,624 foot long, 8-inch diameter pipeline located beneath Southern Avenue and Garfield Avenue ("Pipeline No. 034"); the other is a 1,155 foot long, 12-inch diameter pipeline located beneath Garfield Avenue and Miller Way and ending at the Arco Vinvale Terminal located at 8601 Garfield Avenue ("Pipeline No. 080"); and

WHEREAS, the Pipelines have been in place since at least 1999 and have been operated between then and now by several different oil and pipeline companies under several franchises granted by the City; and

WHEREAS, the most recent such franchise pertaining to the Pipelines was granted on August 11, 2009, when the City Council adopted Ordinance No. 2264 granting an additional 5 year franchise renewal to BP West Coast Products LLC ("BP"), to operate the Pipelines; and

WHEREAS, on May 14, 2013, the City executed a Letter of Consent authorizing the transfer by BP to Tesoro Refining and Marketing Company LLC, a Colorado limited liability company ("Tesoro Refining"), or its affiliates, of the franchise granted by Ordinance No. 2264; and

WHEREAS, as a result of that Letter of Consent that franchise was transferred to Tesoro SoCal, a wholly-owned subsidiary of Tesoro Refining, and Tesoro SoCal has owned and operated the Pipelines since that time; and

WHEREAS, the franchise granted by Ordinance No. 2264 expired on February 26, 2014, and Tesoro SoCal wishes to enter into a new franchise agreement with the City of South Gate relative to the Pipelines; and

WHEREAS, the City of South Gate, pursuant to applicable federal, state and local law, is authorized to grant franchises within the City of South Gate; and

WHEREAS, on July 08, 2014, the City Council adopted Resolution No. 7617 declaring its intention to grant a franchise to Tesoro SoCal; and

WHEREAS, after proper notice the City Council of the City of South Gate has conducted a public hearing regarding the granting of such franchise; and

WHEREAS, on July 17, 2014, a Notice of Public Hearing was published in *The Press*, a newspaper meeting the statutory qualifications for publishing such notices; and

WHEREAS, on August 12, 2014, following a public hearing, the City Council introduced Ordinance No. 2315.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SOUTH GATE DOES HEREBY ORDAIN AS FOLLOWS:

SECTION 1: Definitions. Whenever in this Ordinance the words or phrases hereinafter in this section defined are used, it is intended that they shall have the respective meanings assigned to them in the following definitions (unless, in the given instance, the context wherein they are used shall clearly import a different meaning):

- A) The word "**City**" shall mean the City of South Gate, a municipal corporation of the State of California, in its present incorporated form or in any later reorganized, consolidated, enlarged or reincorporated form.
- B) The word "**Franchise**" shall mean and include any authorization by the City to transmit and distribute thereof for any and all purposes under, along, across or upon the public street, ways, alleys, and places in the City by means of pipes and appurtenances for conducting, transporting, conveying, and carrying oil, gas, gasoline, petroleum, wet gas, hydrocarbon substances, water, waste water, mud and other liquid substances for any and all purposes.
- C) The word "**Grantee**" shall mean Tesoro SoCal Pipeline Company LLC, a Delaware limited liability company, which is the entity to whom the Franchise contemplated in this Ordinance is granted, and its lawful successors or assigns.
- D) The phrase "**Lay and Use**" shall mean to lay, construct, excavate, erect, install, operate, maintain, use, repair, replace, relocate or remove.
- E) The phrase "**Pipeline Franchise Ordinance**" shall mean that certain pipeline franchise Ordinance adopted by the City Council of the City and codified at Chapters 13.02 through 13.18, inclusive, of the South Gate Municipal Code.
- F) The phrase "**Pipelines and Appurtenances**" shall mean one or more pipes and/or pipelines used for conducting, transporting, conveying and carrying oil, gas, gasoline, petroleum, wet gas, hydrocarbon substances, water, waste water, mud and other liquid substances, together with any appurtenant or related

appliance, attachment, cable, cathodic protective device, conduit, equipment, fitting, gauge, main, manhole, meter, pump, regulator, service, trap, valve, vault, vent or wire.

- G) The phrase "**Street**" shall mean the public streets, alleys and places within the City of South Gate as the same now or may hereafter exist, and in which the City has the opportunity to grant a franchise.

SECTION 2: Grant of Franchise. The right, privilege and franchise, subject to all terms and conditions contained in this Ordinance, and pursuant to the provisions of the Division 3, Chapter 2 of the California Public Utilities Code, known as the Franchise Act of 1937, is hereby granted to Grantee, to use a system of Pipelines and Appurtenances for the purpose of conducting, transporting, conveying and carrying oil, gas, gasoline, petroleum, wet gas, hydrocarbon substances, water, waste water, mud and other liquid substances under and across the City's right-of-way upon the terms and conditions set forth in Section 3, below. The City acknowledges that the two Pipelines identified above have already been installed within the City of South Gate; the City expressly agrees that the right to install, operate, maintain, use, repair, replace, relocate and remove those Pipelines is included among the rights granted in this Ordinance as part of the Franchise.

SECTION 3: Conditions. The rights granted herein shall be subject to (a) the terms and conditions set forth in this Ordinance, and (b) construction of Pipelines and Appurtenances by the Grantee, at the Grantee's expense and at such time or times as directed by the City.

SECTION 4: Term. The Franchise shall be for a term of five (5) years commencing February 27, 2014 (immediately following the expiration of Grantor's prior Franchise for Pipeline No. 034 and Pipeline No. 080) and expiring February 26, 2019, or until such earlier time that:

- A) The Franchise is voluntarily surrendered or abandoned by the Grantee, or assigned, transferred, sold or leased without the prior express written consent of the City, which assignment shall not be unreasonably withheld; or
- B) The State of California, the City, or some other municipal or public entity duly authorized by law shall purchase the Franchise area, as described in Section 1(B) by voluntary agreement, or shall condemn and take the Franchise area under the power of eminent domain; or the Franchise is forfeited by the Grantee due to the Grantee's noncompliance with the terms and conditions of the Franchise.
- C) The Grantee shall, within thirty (30) days after the passage of this Ordinance granting the Franchise, file with the City Clerk a written acceptance of the terms and conditions of this Ordinance: provided, however, that as to franchises granted to the United States of America, use will constitute acceptance.

SECTION 5: Insurance

- A) On or before commencement of any franchise operations, the Grantee shall obtain or provide satisfactory evidence of having policies of liability and worker's compensation insurance from companies authorized to transact business in the State of California by the Insurance Commissioner of California as provided by Section 13.08.050 of Chapter 13.08, Division I of Title 13.
- B) The Grantee shall file with the City Clerk prior to commencement of any franchise operations, either certified copies of the policies or a certificate of insurance for each of the required policies executed by the company issuing the policy, certifying that the policy is in force and as provided by Section 13.08.050 of Chapter 13.08, Division I of Title 13.
- C) On or before the effective date of this Ordinance, Grantee shall file and thereafter at all times during the life of the Franchise keep on file with the City Clerk a corporate surety bond running to the City or public entity which may become entitled to the benefits herein reserved in the Franchise by virtue of future incorporations or annexations, in the penal sum of ten thousand dollars (\$10,000) or such other sum as may be specifically provided for in this Ordinance granting the Franchise, with surety to be approved by the City Attorney, conditioned that Grantee shall well and truly observe, fulfill and perform each condition of the Franchise and that in case of any breach of condition of the bond after thirty (30) days notice to cure has expired, the whole amount of the penal sum shall be deemed to be liquidated damages and shall be recoverable from the principal and sureties of the bond. If the bond is not to be filed prior to the effective date of this Ordinance, the award of the Franchise may be set aside and this Ordinance granting the Franchise repealed at any time prior to the filing of the bond and any money paid in consideration for the award of Franchise shall be deemed forfeited. In the event that the bond, after it has been so filed, shall at any time during the life of the Franchise, in the reasonable opinion of the City Attorney, becomes insufficient, the Grantee agrees to renew the bond, with sureties to be approved by the City Attorney, within thirty (30) days after written notice to do so from the City Attorney.
- D) As an alternate to the filing of a bond, the Grantee may deposit with the City Clerk and assign to the City savings and loan certificates or shares, or both, in the same amount as required on such bond.

SECTION 6: Fee. The Grantee shall pay to the City the following fees pursuant to the following requirements:

- A) An initial franchise fee of eleven thousand two hundred fifty five dollars (\$11,255.00) pursuant to Section 13.10.010 of Chapter 13.10, Division 1, of Title 13 of the South Gate Municipal Code, prior to the adoption of this Ordinance.
- B) A base annual fee for times hereafter specified, in lawful money of the United States, as provided for in the Section 6231.5 of the California Public Utility Code, which annual fee shall be computed as follows;

1. The length of pipe expressed in feet located within the franchised area shall be multiplied by the applicable base rate, as adjusted pursuant to subdivision (d), in accordance with the following schedule:

| Pipe size (internal diameter in inches) | Base rate per lineal foot |
|---|---------------------------|
| 0-4 | \$0.088 |
| 6 | 0.132 |
| 8 | 0.176 |
| 10 | 0.220 |
| 12 | 0.264 |
| 14 | 0.308 |
| 16 | 0.352 |
| 18 | 0.396 |
| 20 | 0.440 |
| 22 | 0.484 |
| 24 | 0.528 |
| 26 | 0.572 |
| 28 | 0.616 |
| 30 | 0.660 |

- C) For pipelines with an internal diameter not listed above, the fees shall be in the same Proportion to the fees of a 12-inch-diameter pipe as the diameter of the unlisted pipe is to 12 inches.
- D) The annual payment for each lineal foot of pipeline shall be computed and revised each calendar year as follows:
- (a) The applicable base rate shall be multiplied by the Consumer Price Index for the Los Angeles County, as published by the United States Department of Labor, Office of Information for the month of September immediately preceding the month in which payment is due and payable, and divided by the Consumer Price Index for June 30, 1989, which is declared to be 128.7. Under no circumstances shall the multiplying factor be less than one.
 - (b) If the United States Department of Labor, Office of Information, discontinues the preparation or publication of a Consumer Price Index for the Los Angeles County, and if no translation table prepared by the Department of Labor is available so as to make those statistics which are then available applicable to the index of June 30, 1989, the municipality shall prescribe a rate of payment which shall, in its judgment, vary from the rates specified in this section in approximate proportion as commodity consumer prices then current vary from commodity consumer prices current in December 1988. On this point, the determination by the municipality shall be final and conclusive.

- E) Initial construction charges relative to any new Pipelines and Appurtenances laid during the term of the Franchise, shall be calculated at a rate of one hundred dollars (\$100) per mile, or fraction thereof, as provided at the time and in the amounts specified in Section 13.10.040 of Chapter 13.10, Division 1, of Title 13 of the South Gate Municipal Code.
- F) Fees pursuant to Section 13.10.060 of the Chapter 13.10, Division 1, of Title 13 of the South Gate Municipal Code and shall be due and payable annually during the term of the Franchise and subject to adjustment in accordance with paragraph B and D of Section 6, within three (3) months after the expiration of the calendar year. A rate of ten percent (10%) per annum, or fraction thereof beyond thirty (30) days after payment due date and following ten (10) days after receipt by Grantee of written notice of such delinquency, may be charged as additional consideration.
- G) Any neglect, omission or refusal by the Grantee to make any such payment as and when due, or to file any related statement, certification or verification as to the required payment reasonably required by the City, at the times or in the manner required herein and in the Pipeline Franchise Ordinance, shall be grounds for the declaration of a forfeiture of the Franchise and of all rights hereunder after thirty (30) days' notice to cure has expires as provided for in Section 12.
- H) The Grantee shall file with the City Clerk, within three (3) months after the expiration of the calendar year following the effective date of its Franchise, a verified statement setting forth in details the Grantee's computation of the annual fee which is payable for the preceding franchise payment period of the annual fee. Any neglect, omission or refusal by the Grantee to file the verified statement, or to pay the annual fee, at the times or in the manner herein provided, shall constitute grounds for the declaration of a forfeiture of this Franchise and of all rights of the Grantee hereunder.
- I) In the event of abandonment of facilities with the approval of the City as elsewhere in this Ordinance provided, or in the event of removal of such facilities by the Grantee, the payments otherwise due the City for occupancy of the roads or highways by such facilities shall be prorated for the calendar year in which such removal or abandonment occurs as of the end of the calendar month in which removed or abandoned.

SECTION 7: Plans. Within ninety (90) days following the date in which any Pipelines and Appurtenances have been laid or constructed under this Franchise, the Grantee shall file a plan or plans in such forms as may be required by the City's City Engineer showing the accurate location and size of all Pipelines and Appurtenances then in place within the Franchise Area, and shall, upon installation of any Pipelines and Appurtenances, or upon change or removal of all or any portion thereof, file a revised map or maps showing the location and size of all such additional, changed or removed Pipelines and Appurtenances as of that day.

SECTION 8: Additional Conditions. The Grantee of this Franchise shall:

- A) Construct, install, test, and maintain all Pipelines and Appurtenances in accordance with and in conformity with all City, County, State and Federal Ordinances, statutes, rules, regulations and other laws (whether now existing or hereafter adopted) applicable to the installation, location, use, maintenance and/or removal of the Pipelines and Appurtenances;
- B) Pay to the City, on demand, the cost of all repairs to public property made necessary by any operations of the Grantee under this Franchise, including restoring the Street to its original condition upon the removal of all or any portion of the Pipeline and Appurtenances, or upon the termination or non-renewal of the Franchise;
- C) Indemnify and hold harmless the City, its officers and employees from any and all liability for damages proximately resulting from the Grantee's acts or omissions under this Franchise; and be liable to the City for all damages proximately resulting from the failure of said Grantee well and faithfully to observe and perform each and every provision of this Franchise;
- D) Install, remove or relocate, at the request of the City and without expense to the City, any Pipelines and Appurtenances installed, used and maintained under this Franchise if and when made necessary by any lawful change of grade, alignment or width of the affected Street;
- E) Construct, install, use, operate, repair or modify any pipeline for the transportation of flammable or combustible liquids, in a manner prescribed by the California State Fire Marshall, and/or Chief of Los Angeles Fire Department in accordance with Chapter 13.14 Division 1, of the Title 13 of the South Gate Municipal Code; and
- F) Submit certified test results for those pipelines subject to the provision of the Pipeline Safety Act of 1981, California Government Code Section 51010, et seq. The testing shall be conducted as required by the California State Fire Marshal, and certified test results shall be requested by the City from the Fire Marshal. In the event the State Fire Marshal shall fail to provide such certified test results to the City, grantee shall provide such test results to the City upon request; and
- G) Submit a written petition of franchise renewal to the City at least ninety (90) days prior to the expiration date.

SECTION 9: Permits. The Grantee shall obtain an excavation permit, and pay the applicable fee therefore, prior to commencing any excavation in the right of way. The Grantee may obtain an excavation permit by filing a set of excavation plans with the City Engineer, which plans shall be subject to the City Engineer's review and approval. The excavation plans shall show the location of the proposed excavation, as well as the location of all known existing pipes, sewers, conduits, improvements and other facilities in or under any Street or public property in which the franchise property is adequate description of the proposed work, including an estimate of the duration of the interference with any street traffic. The issuance of any excavation permit for the construction or installation of a pipeline for the transmission of flammable or combustible liquids, gases or hazardous materials, shall be as prescribed by the fire

Chief of the Los Angeles County Fire Department in accordance with Chapter 13.14, Division 1, of Title 13 of the South Gate Municipal Code.

- A) Where it is necessary to lay underground pipes through, under or across any portion of a paved or macadamized street, such work, where practicable and economically feasible, shall be done by a tunnel or bore so as not to disturb the foundation of such paved or macadamized street. If the same cannot be done, or if it is necessary to cut the street in order to access existing pipes and appurtenances, such work shall be done pursuant to an excavation permit, as provided in above paragraph, to be issued by the City Engineer upon application therefore.
- B) All work shall be subject to inspection by the City Engineer. All street coverings or openings, valves, vaults and manholes shall at all times be kept flush with the surface of the streets; provided, however, that vents for underground vaults and manholes may, subject to the prior approval of the City Engineer, extend above the surface of the streets when such vents are located in parkways, between the curb and the property line. The Grantee shall provide adequate traffic safety barriers, signs, devices and traffic safety warning equipment in accordance with City ordinances, rules or regulations, and shall comply with such additional safety measures as the City Engineer may direct.

SECTION 10: Emergency Equipment.

- A) The Grantee shall develop and maintain an emergency response plan, satisfactory to the City Engineer, which covers all franchise operations within the City. In general, an emergency response plan meeting the requirements of Federal and State law and containing the information contained in this section shall be acceptable. The emergency response plan shall include a 24-hour notification program and proof of arrangements capable of providing emergency response services, including but not limited to traffic control, street excavation, pipeline repair, and supplies and services as necessary, within two (2) hours of notification of any problem, and such other information as the City Engineer shall reasonably require. Repairs to a public street, alley or parkway shall be completed within seventy-two (72) hours unless otherwise authorized by the City Engineer. The City Engineer shall be notified ten (10) days in advance of any proposed change in such arrangements. Grantee's emergency response plan shall be submitted to the City Engineer within thirty (30) days after the effective date of the Franchise.
- B) Whenever any Pipeline or Appurtenance breaks or leaks so as to cause the release of oil or products thereof into the public right-of-way, Grantee, and any other person using or controlling the Pipeline or Appurtenance, shall immediately notify the City's Police Department and Public Works Department and shall implement precautionary safety measures including traffic control, system shutdown, valve closures, and public notification. In the event of an emergency which threatens life, health, safety or property, and where it is not possible to obtain an excavation permit prior to commencement of the work, the Grantee may commence such work; provided, however, that within seventy-two (72)

hours thereafter the Grantee shall make application to the City Engineer for an excavation permit in accordance with the procedures specified herein. The City Engineer may impose conditions upon the issuance of the excavation permit, and all work shall be subject to inspection. Adequate traffic safety barriers shall be maintained at all times, and any damaged portion of the Street shall be restored to its original condition.

- C) If any portion of any Street is damaged by reason of defects in any of the Pipes and Appurtenances maintained or constructed by Grantee, or by reason of any other cause attributable to or arising from the operation of any Pipes and Appurtenances constructed or maintained by Grantee, the Grantee shall, at its sole cost and expense, immediately repair all damage and restore the Street to the condition existing before such damage occurred. All such work shall be done under the direction of the City Engineer, and to the reasonable satisfaction of the City Engineer. Grantee shall repair such damage and restore the Street within three (3) working days after written demand therefore by the City Engineer, or such other period as the City Engineer may authorize when required for the protection of the public health and safety.
- D) If the Grantee, after reasonable notice, fails or refuses to pave, surface, grade, repave, resurface or regrade as required by the provisions of this Franchise, the City may cause the work to be done and shall keep an itemized account of all costs, including reasonable administrative overhead expenses, within thirty (30) days after presentation to Grantee of an itemized account of such costs.

SECTION 11: Records.

- A) Grantee acknowledges that the City's records may not be complete and that Pipes and Appurtenances previously unknown to City are frequently discovered. Consequently, by granting this Franchise or by approving any excavation permit requested by Grantee, the City does not warrant the accuracy of information supplied to the Grantee by the City regarding the location or existence of other facilities. Nothing herein shall be deemed to make the City, or any officer, agent or employee of the City, responsible or liable to the Grantee or to any other person by virtue of the City's approval of excavation permits and/or plans, regardless of whether any information is supplied by the City to the Grantee pertaining to the location of existing pipes, facilities or other improvements on, in or under any Street or other public property.
- B) The Grantee shall keep and preserve, within the County of Los Angeles for a period of five (5) years, subsequent to the date of the most recent franchise fee determination as ascertained by an audit made by the City or on its behalf, all the records necessary to determine the amount of such franchise fee.
- C) At all reasonable times, the Grantee shall permit the City or its duly authorized representative, to examine all Pipelines and Appurtenances and to examine and transcribe any and all books, accounts, papers, maps, and other records kept or maintained by the Grantee or under its control and associated with the Pipelines and Appurtenances and/or the financial condition of the Grantee with respect thereto.

SECTION 12: Failure to Comply.

- A) If the Grantee shall fail, neglect or refuse to comply with any of the provisions or conditions of this Franchise, and shall not, within thirty (30) days after written demand for compliance, begin the work of compliance, or after commencing such compliance shall fail to prosecute the same with due diligence to completion, then the City, acting by and through its legislative body, may declare this Franchise forfeited.
- B) In the event of noncompliance by the Grantee with any of the conditions hereof, the City may, in addition to all other remedies provided for herein, bring suit for the forfeiture or termination of this Franchise.

SECTION 13: Removal or abandonment of facilities.

- A) At the expiration, revocation or termination of this Franchise or of the permanent discontinuance of the use of all or a portion of its facilities, the Grantee shall, within thirty (30) days thereafter, make written application to the Director of Public Works for authority either to: (1) abandon all or a portion of such facilities in place; or (2) remove all or a portion of such facilities. Such application shall describe the facilities desired to be abandoned, their location with reference to City highways, and shall describe with reasonable accuracy the physical condition of such facilities. The Director of Public Works shall determine whether any abandonment or removal which is thereby proposed may be effected without detriment to the public interest and under what conditions such proposed abandonment or removal may be effected. He or she shall then notify the Grantee of his or her determinations.
- B) Within thirty (30) days after receipt of such notice, the Grantee shall apply for a permit from the Public Works Department to abandon or remove the facility.
- C) The Grantee shall, within ninety (90) days after obtaining such permit, commence and diligently prosecute to completion the work authorized by the permit.

SECTION 14: Effective Date. This Ordinance shall take effect and be in force thirty (30) days after its adoption and upon written acceptance thereof is filed by the Grantee with the City Clerk of the City.

[Remainder of page left blank intentionally]

SECTION 15: Publication Expenses. The Grantee of this Franchise shall pay to the City a sum of money sufficient to reimburse it for all publication expenses incurred by it in connection with the granting of this Franchise; said payment to be made within thirty (30) days after the City shall have furnished said Grantee with a written statement of such expenses.

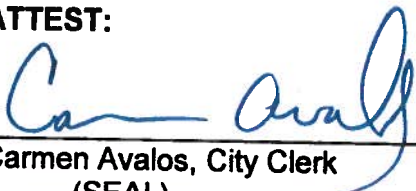
SECTION 16: Posting of Ordinance. The City Clerk shall certify to the adoption of this Ordinance and shall cause same to be published as required by law.

PASSED, APPROVED AND ADOPTED this 26th day of August 2014.


CITY OF SOUTH GATE:


Henry C. Gonzalez, Mayor

ATTEST:


Carmen Avalos, City Clerk
(SEAL)

APPROVED AS TO FORM:


Raul F. Salinas, City Attorney

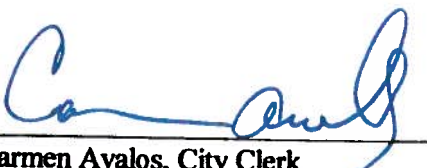
ORDINANCE CERTIFICATION PAGE

STATE OF CALIFORNIA)
COUNTY OF LOS ANGELES) SS
CITY OF SOUTH GATE)

I, Carmen Avalos, City Clerk of the City of South Gate, California, hereby certify that the whole number of Members of the City Council of said City is five; that Ordinance No. 2315 was adopted by the City Council at their Regular Meeting held on August 26, 2014, by the following vote:

Ayes: Council Members: Gonzalez, Morales, Davila, De Witt and Hurtado
Noes: Council Members: None
Absent: Council Members: None
Abstain: Council Members: None

Witness my hand and the seal of said City on August 28, 2014.



Carmen Avalos, City Clerk
City of South Gate, California

**DEPARTMENT OF FORESTRY AND FIRE PROTECTION**

P.O. Box 944246
SACRAMENTO, CA 94244-2480
(916) 588-3800
Website: www.fire.ca.gov



November 13, 2019

Mr. Kenneth Tang, P.E.
Senior Civil Engineer
City of Southgate
8650 California Avenue
South Gate, CA 90280

RE: Tesoro Logistics Operations, LLC - Southern California – Lines 34 and 80 (OSFM Line IDs 0114 and 0127)

Dear Mr. Tang,

Tesoro Logistics Operations, LLC - Southern California operates the following pipelines within the City of Southgate:

- Line #34 (Segments A,C,E and F) – (OSFM Line ID #0114) runs from the LA Refinery in Carson to Vinvale Logistics Facility in South Gate. The total length of the pipeline under OSFM jurisdiction is approximately 17.67 miles and the pipeline consists of 6 and 8 inches in diameter. In Southgate, the pipeline is located along Southern Avenue and Garfield Avenue. The pipeline carries non-highly volatile liquid refined products.
- Line #80 (Segments A and F) - (OSFM Line ID #0127) runs from the LA Refinery in Carson to Vinvale Logistics Facility in South Gate. The total length of the pipeline under OSFM jurisdiction is approximately 13.71 miles and the pipeline consist of 10 and 12 inches in diameter. In Southgate, the pipeline runs within private rights-of-way, within the Union Pacific rights-of-way, and along Miller Way and Garfield Avenue. The pipeline carries non-highly volatile liquid refined products.

A CAL FIRE - Office of the State Fire Marshal (OSFM), Pipeline Safety Division completed an inspection of OSFM Line ID #0114 in June 2018 and identified the following violation of state or federal laws and regulations:

- Tesoro failed to inspect the surface conditions on the OSFM Line ID #0114 pipeline rights-of-way at intervals not exceeding 3 weeks as required by 49 C.F.R, Part 195.412(a). Records reviewed by the OSFM during the inspection indicated that Tesoro inspected the surface conditions of OSFM Line ID #0114 on 5/12/2017 and

6/09/2017, exceeding the maximum interval by 7 days. This violation has been closed.

The following violation was also identified at the company level in November 2018:

- Tesoro failed to identify all breakout tanks that could affect a high consequence area in its integrity management program as required by 49 C.F.R Part 195.452(f)(1). An amended procedure was reviewed by the OSFM. This violation has been closed.

Additionally, the following probable violation was identified at the company level in November 2018:

- In their 2017 Pipeline Risk Analysis (dated April 5, 2018), Tesoro failed to demonstrate that the most accurate available data was used to represent pipeline characteristics in the analysis of different segments. Tesoro is in non-compliance with 49 C.F.R, Part 195.452 (g) because it failed to integrate all available information about the integrity of the pipeline. This violation has been closed.

No violations were identified on OSFM Line ID #0127 at the time of inspection.

State and federal pipeline regulations require each pipeline operator to continually assess the pipeline integrity at established time intervals. The OSFM records indicate that Tesoro Logistics Operations, LLC - Southern California Line #34 (OSFM Line ID #0114) was last hydrostatically tested/internally inspected in September 2019. Line #80 (OSFM Line ID #0127) was last hydrostatically tested/internally inspected in July 2015.

If you have any questions regarding inspections of this operator, please contact the OSFM, Pipeline Safety Division at (562) 497-0350.

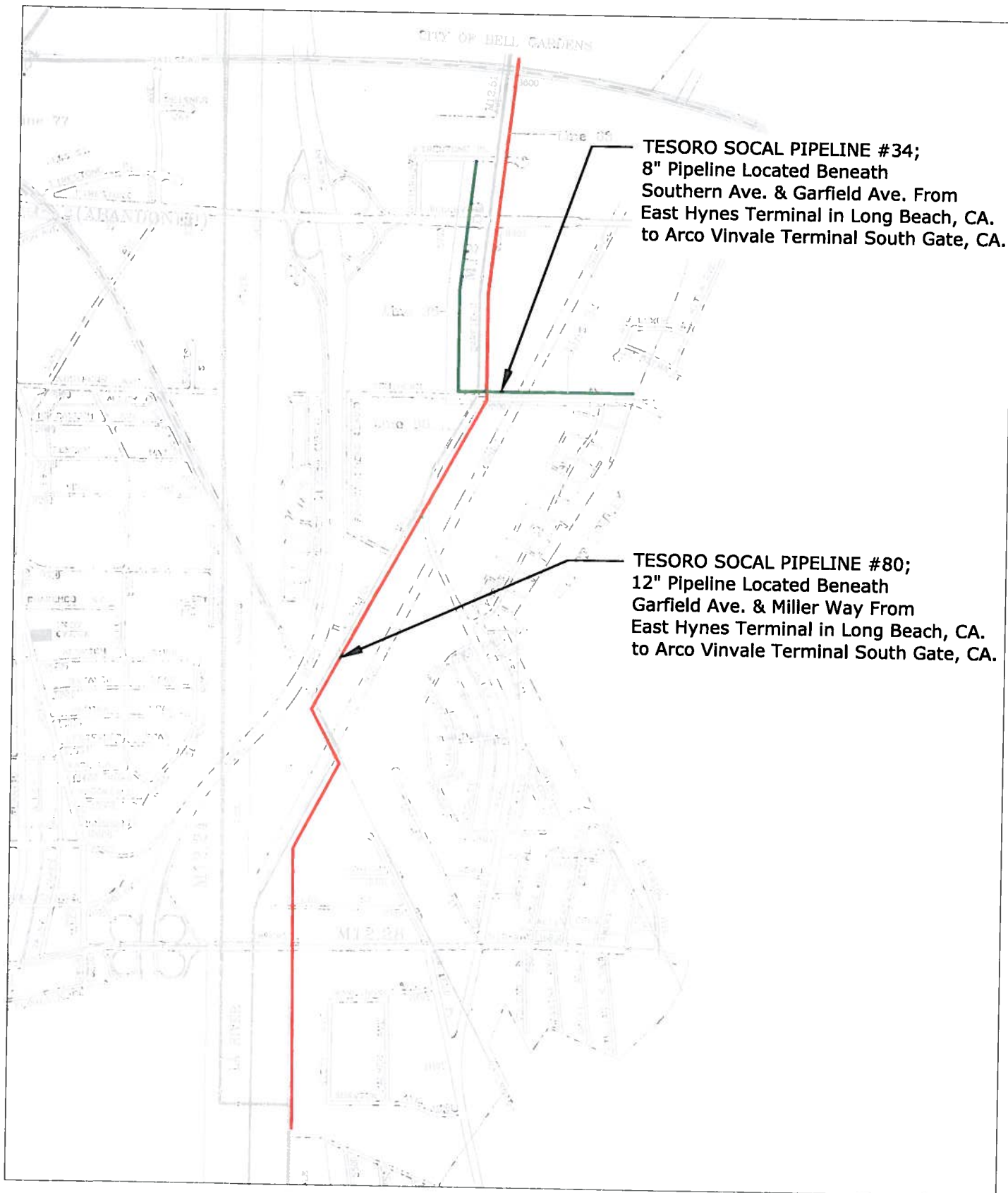
Sincerely,



HUY NGUYEN

Supervising Pipeline Safety Engineer

CITY OF SOUTH GATE TESORO SOCIAL PIPELINE COMPANY, LLC. LINES



RECEIVED

Item No. 5

JAN 28 2020

City of South Gate
CITY COUNCIL

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

2:55pm

AGENDA BILL

For the Regular Meeting of: **January 28, 2020**
Originating Department: **Administrative Services**

Department Director:


Jackie Acosta

City Manager:


Michael Flad

**SUBJECT: RESOLUTION IN COMPLIANCE WITH SENATE BILL 998-
DISCONTINUATION OF RESIDENTIAL WATER SERVICE**

PURPOSE: To adopt a water shut-off policy in compliance with SB 998 - *Discontinuation of residential water service: urban and community water systems.*

RECOMMENDED ACTIONS:

- a. Adopt Resolution replacing Rule Four (Statement for Service And Payment Thereof, Penalties and Delinquencies), of the Rules and Regulations Governing the Water Division, the Water Customer Service Division and all Water Development and Distribution Activities, Functions and Systems of the South Gate Municipal Water Works System with a new Rule Four titled Policy On Discontinuation of Residential Water Service for Non-Payment in compliance with Senate Bill 998; and
- b. Direct staff to post the new shut-off policy on the City's website (translated into multiple languages) as required by Senate Bill No. 998.

FISCAL IMPACT: There is no fiscal impact to the General Fund; the impact will be to the Water Fund. With the implementation of SB No. 998, we anticipate that revenues from "penalties" will decline slightly due to fewer water shut-offs which generate revenue from the re-connection fees assessed to the customer.

ANALYSIS: The City is required to implement SB No. 998 by February 1, 2020. The intent of SB No. 998 is to protect people's right to safe, accessible and affordable water and minimize the number of people who lose their water service due to the inability to pay.

BACKGROUND: Senate Bill No. 998 - *Discontinuation of residential water service: urban and community water systems* - was approved by the Governor on September 28, 2018. The purpose of the law is intended to protect people's right to safe, accessible and affordable water and minimize the number of people who lose access to water due to inability to pay. The law applies to all urban and community water systems, public or private, that provide water to more than 200 service connections and urban water supplier that provide water for municipal purposes either directly or indirectly to more than 3,000 customers. The City of South Gate provides water to approximately 14,284 customers and is required to implement this new legislation by February 1, 2020.

Some key aspects of the City's current policy are as follows:

- The City of South Gate has 9 different billing cycles. Two to three cycles are sent out every week.
- If the bill is not paid within 20 days from the bill date, then a late (pink) notice is sent out, providing at least another 14 days for the customer to pay the bill plus a late fee of \$6.81.
- If the customer fails to pay within the 14 days (34 days from the original bill date), then the water is turned off.
- Any water customer who is unable to pay their bill within that 14 day period, may request an alternative payment arrangement with the Water Division prior to the shut-off date.
- No specific reason is required in order for the payment arrangement to be approved other than to declare that they are unable to pay.
- Depending on the situation, the terms of the payment arrangement are offered at the discretion of the Water Division, but generally require the down payment of the first installment amount with the balance due generally within two to five months. At this point, customers will begin to receive a regular monthly water bill that includes the amount for current water service plus their agreed-upon installment amount.
- When a customer defaults on their payment arrangement, they get another pink notice that payment is due within 14 days, otherwise water will be shut-off.
- To resume water service, customers must pay a \$36.77 fee for reconnection during normal business hours, and \$170.23 for after hours. All forms of payments, except checks, are accepted for reconnection service.

Summary of the new SB 998 Mandates:

- Requires water service providers to adopt a written policy concerning residential service shut-off for nonpayment and make the policy available on its website. The policy must be available in English, Spanish, Chinese, Tagalog, Vietnamese, and Korean, and any other language spoken by at least 10 percent of the people within the City's service area.
- Prohibits City from shutting off residential water service due to delinquent payment until payments are delinquent for at least 60 days. After that time, the City must attempt to provide notice to customers by telephone or in writing at least 7 business days before disconnection, and provide information about appeals, extensions and alternative repayment options.
- If the City is unable to make contact with the customer by telephone and the notice of discontinuance is returned through the mail as undeliverable, the City must make a good faith effort to visit the residence and post the notice at the residence.
- Prohibits City from shutting off residential water for nonpayment of any residential customer who meet the following parameters:
 - A primary care provider certifies that the disconnection of water service will pose a serious or potentially fatal threat to the resident.
 - The customer demonstrates the financial inability to pay by providing a receipt of certain public assistance by someone in the household, or a declaration from the customer that the household is below 200 percent of the poverty level.
 - The customer is willing to enter into an alternative payment arrangement.
- City must limit certain low-income customers' reconnection fees to no more than \$50.00 during regular business hours and no more than \$150.00 during non-regular hours.

- City must attempt to provide notice to renters and mobile home residents that their service may be discontinued due to delinquent payments by their landlords, and that the residents have the right to become customers of the water system without paying the past-due amounts on the landlords' accounts.
- City must annually report the number of disconnections of water service due to inability to pay on its website and to the State Water Resources Control Board.

Impact of the new requirements:

To be in compliance with the new law, some of the City's current policy will not need to change:

- The City of South Gate will continue to send out monthly bills on a weekly basis for its current 9 cycle billing periods.
- The City will not shut-off water service if a customer is willing to enter into an alternative payment arrangement. If, however, a customer enters into an alternative payment arrangement but is in default for 60 days, the City will proceed with the shut-off.
- Alternative payment arrangement – Any customer who is unable to pay their bill by the due date may request a payment plan with the Water Customer Service Division at the counter. No specific reason is required in order to request a payment plan.
- Payment terms will continue to be at least two months to twelvemonths. The law requires at least 60 days, so the City is already meeting the minimum requirement.
- The only requirement to avoid a water shut-off is an agreement to enter into an alternative payment arrangement.
- Fees to resume water service will remain at \$36.77 for normal business hours. The law allows up to a maximum of \$50.00 for a reconnection charge.

Some aspects of the City's current policy will change in order to comply with SB 998:

- Payment plans will specifically require a 20% down payment.
- The City will consider a bill late only after 60 calendar days, rather than 20 calendar days. Also, the City will only shut-off water service if the bill is delinquent for 60 calendar days, rather than 34 calendar days.
- A final shut-off notice will be delivered to the residence where service is provided, no less than 7 calendar days prior to shut-off.
- Fees to resume water service after normal business hour will be reduced from \$170.23 to \$150.00.
- City will provide notice to renters and mobile home residents that their service may be discontinued due to delinquent payments by their landlords and that the residents have the right to become customers of the water system without paying the past-due amounts on the landlords' accounts.

ATTACHMENTS: A. Proposed Resolution (with new Policy)
B. Senate Bill No. 998

RESOLUTION NO. _____

CITY OF SOUTH GATE
LOS ANGELES COUNTY, CALIFORNIA

**RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SOUTH GATE,
CALIFORNIA, REPLACING RULE FOUR (STATEMENT FOR SERVICE
AND PAYMENT THEREOF, PENALTIES AND DELINQUENCIES), OF THE
RULES AND REGULATIONS GOVERNING THE WATER DIVISION, THE
WATER CUSTOMER SERVICE DIVISION AND ALL WATER
DEVELOPMENT AND DISTRIBUTION ACTIVITIES, FUNCTIONS AND
SYSTEMS OF THE SOUTH GATE MUNICIPAL WATER WORKS SYSTEM
WITH A NEW RULE FOUR TITLED POLICY ON DISCONTINUATION OF
RESIDENTIAL WATER SERVICE FOR NON-PAYMENT
IN COMPLIANCE WITH SENATE BILL 998**

WHEREAS, on February 14, 2006, the City Council adopted Resolution No. 7089, establishing the rules and regulations for the South Gate Municipal Water Works System and Rescinding Resolution No. 6316, setting forth the rules, regulations and rates relating to the services of the South Gate Municipal Water System; and

WHEREAS, Resolution No. 7089, Section 4 established the “*Rules and Regulations Governing the Water Division and the Service of Water Meters of the South Gate Municipal Water Works System*”, containing a total of sixteen rules; and

WHEREAS, in 2018, the California Legislature adopted Senate Bill 998 (“SB 998”) which adopted new and expanded protections regarding discontinuation of water service for non-payment and related matters; and

WHEREAS, the City Council desires to replace Rule Four “*Statement for Service and Payment Thereof, Penalties and Delinquencies*”, of the “*Rules and Regulations Governing the Water Division and the Service of Water Meters of the South Gate Municipal Water Works System*” (“Rules and Regulations”) in order to ensure consistency and compliance with SB 998; and

WHEREAS, the City Council now desires to approve and adopt a new Rule Four titled *Policy on Discontinuation of Residential Water Service for Non-Payment* in the form presented attached hereto as Exhibit “A.”

NOW, THEREFORE, THE CITY COUNCIL FOR THE CITY OF SOUTH GATE DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. The City Council hereby finds and declares that the above recitals are true and correct, and incorporates them into this Resolution.

SECTION 2. The City Council hereby approves and adopts new Rule Four titled *Policy on Discontinuation of Residential Water Service for Non-Payment* in the form presented attached hereto as Exhibit "A." This policy approved hereunder supersedes Rule Four adopted by the City Council on February 14, 2006.

SECTION 3. The City Clerk shall certify to the adoption of this Resolution which shall be effective upon its adoption.

PASSED, APPROVED and ADOPTED this 28th day of **January 2020**.

CITY OF SOUTH GATE:

By: _____
Belén Bernal, Mayor

ATTEST:

By: _____
Carmen Avalos, City Clerk
(SEAL)

APPROVED AS TO FORM:

By: _____
Raul F. Salinas, City Attorney

DRAFT

**RULE FOUR
CITY OF SOUTH GATE
POLICY ON DISCONTINUATION OF
RESIDENTIAL WATER SERVICE FOR NON-PAYMENT**

Notwithstanding any other policy or rule of the City of South Gate (City), this Policy on Discontinuation of Residential Water Service for Non-Payment shall apply to the City's discontinuation of residential water service for non-payment under the provisions set forth herein. In the event of any conflict between this Policy and any other policy or rule of the City, this Policy shall prevail.

I. Application of Policy; Contact Telephone Number: This policy shall apply to all water service accounts. The City can be reached at (323) 563-9586 for assistance concerning the payment of water bills and the potential establishment of the alternatives set forth in this policy to avoid discontinuation of service.

II. Discontinuation of Residential Water Service for Non-Payment:

A. Rendering and Payment of Bills: Bills for water service will be rendered to each customer on a monthly basis unless otherwise provided for in the City's rate schedules. Bills for service are due and payable on the bill's due date and become overdue and subject to discontinuation of service if not paid within sixty (60) calendar days from the date of the bill. Payment may be made at the City's Water Customer Service Division office, the drop box located at City Hall, or the City's website. However, it is the customer's responsibility to assure that payments are received at the City's office in a timely manner. Partial payments are not authorized unless prior approval has been received from the City. Bills will be computed as follows:

1. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills and special bills.
2. Bills for metered service will show the meter reading for the current and previous meter reading period for which the bill is rendered and the number of units of service for the current meter reading.
3. City billings shall be paid in legal tender of the United States of America. Notwithstanding the foregoing, the City shall have the right to refuse any payment of such billings in coin.

B. Overdue Bills: The following rules apply to customers whose bills remain unpaid for more than sixty (60) calendar days following the invoice date:

1. Small Balance Accounts: If a balance is \$20.00 or less and remains unpaid on any billing, it shall be carried over and added to the next billing period.

2. **Overdue Notice:** If payment for a bill rendered is not made on or before the forty-fifth (45th) calendar day following the invoice date, a notice of overdue payment (the “Overdue Notice”) will be mailed to the water service customer at least seven (7) calendar days prior to the possible discontinuation of service date identified in the Overdue Notice. If the customer’s address is not the address of the property to which the service is provided, the Overdue Notice must also be sent to the address of the property served, addressed to “Occupant.” The Overdue Notice must contain the following:
 - a) Customer’s name and address;
 - b) Amount of delinquency;
 - c) Date by which payment or arrangement for payment must be made in order to avoid discontinuation of service;
 - d) Description of the process to apply for an extension of time to pay the amount owing (see Section III (D), below);
 - e) Description of the procedure to petition for review and appeal of the bill giving rise to the delinquency (see Section IV, below); and
 - f) Description of the procedure by which the customer can request a deferred or alternative payment schedule (see Section III, below).

The City may alternatively provide notice to the customer of the impending discontinuation of service by telephone. If that notice is provided by telephone, the City shall offer to provide the customer with a copy of this policy and also offer to discuss with the customer the options for alternative payments, as described in Section III, below, and the procedures for review and appeal of the customer’s bill, as described in Section IV, below.

3. **Unable to Contact Customer:** If the City is not able to contact the customer by written notice (e.g., a mailed notice is returned as undeliverable) or by telephone, the City will make a good faith effort to visit the residence and leave, or make other arrangements to place in a conspicuous location, a notice of imminent discontinuation of service for non-payment and a copy of this Policy.
4. **Late Charge:** A Late Charge, as specified in the City’s fees and charges, shall be assessed and added to the outstanding balance on the customer’s account if the amount owing on that account is not paid before the Overdue Notice is generated.
5. **Turn-Off Deadline:** Payment for water service charges must be received in the City offices no later than 5:30 p.m. on the date specified in the Overdue Notice. Postmarks are not acceptable.

6. Notification of Returned Check: Upon receipt of a returned check rendered as remittance for water service or other charges, the City will consider the account not paid. The City will attempt to notify the customer in person and leave a notice of discontinuation of water service at the premises. Water service will be disconnected if the amount of the returned check and returned check charge are not paid by the due date specified on the notice, which due date shall not be sooner than the date specified in the Insufficient Check Notice; or if an Insufficient Check Notice had not been previously provided, no sooner than the sixtieth (60th) calendar day after the bill for which payment by the returned check had been made. To redeem a returned check and to pay a returned check charge, all amounts owing must be paid by cash, credit or debit card or cashier's check.

7. Returned Check Tendered as Payment for Water Service Disconnected for Nonpayment: WHEN SERVICE IS TURNED OFF FOR NON-PAYMENT IT MUST BE PAID BY CASH, CREDIT OR DEBIT CARD, OR CASHIER'S CHECK ONLY.
 - a) If at any time, the customer's account is again disconnected for non-payment, the City may require the customer to pay with cash, credit or debit card or cashier's check to have the water service restored.

- C. Conditions Prohibiting Discontinuation: The City shall not discontinue residential water service if all of the following conditions are met:
 1. Health Conditions – The customer or tenant of the customer submits certification of a primary care provider that discontinuation of water service would: (i) be life threatening or (ii) pose a serious threat to the health and safety of a person residing at the property;

 2. Financial Inability – The customer demonstrates he or she is financially unable to pay for water service within the water system's normal billing cycle. The customer is deemed "financially unable to pay" if any member of the customer's household is: (i) a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children or (ii) the customer declares the household's annual income is less than 200% of the federal poverty level; and

 3. Alternative Payment Arrangements –The customer is willing to enter into an alternative payment schedule consistent with the provisions of Section III, below.

- D. Process for Determination of Conditions Prohibiting Discontinuation of Service: The burden of proving compliance with the conditions described in Section II (C), above, is on the customer. In order to allow the City sufficient time to process any request for assistance by a customer, the customer is encouraged to provide the City with the necessary documentation demonstrating the medical issues under Section II (C)(1) or financial inability under Section II (C)(2) and willingness to enter into any alternative payment arrangement under Section II (C)(3) as far in advance of any proposed date for discontinuation of service as possible. Upon receipt of such documentation, the City's Director of Administrative Services, or his or her designee, shall review that documentation and respond to the customer within seven (7) calendar days to either request additional information, including information relating to the feasibility of the available alternative arrangements or to notify the customer of the alternative payment arrangement, and terms thereof, under Section III, below, in which the City will allow the customer to participate. If the City has requested additional information, the customer shall provide that requested information within seven (7) calendar days of receipt of the City's request. Within seven (7) calendar days of its receipt of that additional information, the City shall either notify the customer in writing that the customer does not meet the conditions under Section II (C), above or notify the customer in writing of the alternative payment arrangement, and terms thereof, under Section III, below, in which the City will allow the customer to participate. Customers who fail to meet the conditions described in Section II (C), above, must pay the delinquent amount, including any penalties and other charges, owing to the City within the latter of: (i) five (5) calendar days after the date of notification from the City of the City's determination that the customer failed to meet those conditions or (ii) the date of the impending service discontinuation, as specified in the Overdue Notice.
- E. Special Rules for Low Income Customers: Customers are deemed to have a household income below 200% of the federal poverty line if: (i) any member of the customer's household is a current recipient of the following benefits: CalWORKS, CalFresh, general assistance, Medi-Cal, SSI/State Supplementary Payment Program or California Special Supplemental Nutrition Program for Women, Infants and Children or (ii) the customer declares the household's annual income is less than 200% of the federal poverty level. If a customer demonstrates either of those circumstances, then the following apply:
1. Reconnection Fees: If service has been discontinued and is to be reconnected, then any reconnection fees during the City's normal operating hours will be \$36.77 and reconnection fees during non-operational hours will be \$150.00. Those fees cannot exceed the actual cost of reconnection if that cost is less than the statutory caps. Those caps may be adjusted annually for changes in the Consumer Price Index for the Los Angeles-Long Beach-Anaheim metropolitan area beginning January 1, 2021.
 2. Interest Waiver: The City shall not impose any interest charges on delinquent bills.

F. Landlord-Tenant Scenario: The below procedures apply to individually metered detached single-family dwellings, multi-unit residential structures and mobile home parks where the property owner or manager is the customer of record and is responsible for payment of the water bill.

1. Required Notice:

a. If the property is a detached single-family dwelling, multi-unit residential structure or mobile home park, at least 10 calendar days prior to the possible discontinuation of water service, the City must make a good faith effort to inform the tenants/occupants at the property by written notice that the water service will be discontinued.

b. The written notice must also inform the tenants/occupants that they have the right to become customers to whom the service will be billed (see Section II (F)(2) below), without having to pay any of the then delinquent amounts. Tenants/occupants are required to pay a \$204.28 refundable deposit when signing up for service in their name.

2. Tenants/Occupants Becoming Customers:

a. The City is not required to make service available to the tenants/occupants unless each tenant/occupant agrees to the terms and conditions for service and meets the City's requirements and rules.

b. However, if: (i) one or more of the tenants/occupants assumes responsibility for subsequent charges to the account to the City's satisfaction, or (ii) there is a physical means to selectively discontinue service to those tenants/occupants who have not met the City's requirements, then the City may make service available only to those tenants/occupants who have met the requirements.

III. Alternative Payment Arrangements: For any customer who meets the three conditions under Section II (C) above, in accordance with the process set forth in Section II (D) above, the City shall offer the customer alternative payment arrangements to be selected by the City at its discretion. The Director of Administrative Services, or his or her designee, shall, in the exercise of reasonable discretion, select the most appropriate alternative payment arrangement after reviewing the information and documentation provided by the customer and taking into consideration the customer's financial situation and District's payment needs.

A. Alternative Payment Schedule: Any customer who is unable to pay for water service within the City's normal payment period and meets the three conditions under Section II (C), above, as the City shall confirm, may, if the City has selected this alternative, enter into an alternative payment schedule for the unpaid balance in accordance with the following:

1. **Repayment Period:** The customer shall pay the unpaid balance over a period not to exceed twelve (12) months, as determined by the City's Director of Administrative Services or his/her designee; provided, however, that the City's Director of Administrative Services or his/her designee, in their reasonable discretion, may extend the repayment period for longer than twelve (12) months to avoid undue hardship on the customer.
2. **Schedule:** After consulting with the customer and considering the customer's financial limitations, the City's Director of Administrative Services or his or her designee shall develop an alternative payment schedule to be agreed upon with the customer. That alternative schedule may provide for periodic lump sum payments that do not coincide with the City's established payment date, may provide for payments to be made more frequently than monthly, or may provide that payments be made less frequently than monthly, provided that in all cases, subject to Section III (A)(1), above, the unpaid balance shall be paid in full within twelve (12) months of establishment of the payment schedule. The agreed upon schedule shall be set forth in writing and be provided to the customer.
3. **Compliance with Plan:** The customer must comply with the agreed upon payment schedule and remain current as charges are billed in each subsequent billing period. The customer may not request a longer payment schedule for any subsequent unpaid charges while paying delinquent charges pursuant to a previously agreed upon schedule. Where the customer fails to comply with the terms of the agreed upon schedule for sixty (60) calendar days or more, or fails to pay the customer's current service charges for sixty (60) calendar days or more, the City may discontinue water service to the customer's property at least several (7) calendar days after the City posts at the customer's residence a final notice of its intent to discontinue service.

IV. Appeals: The procedure to be used to appeal the amount set forth in any bill for residential water service is as follows:

- A. **Initial Appeal:** Within ten (10) calendar days of receipt of the bill for water service, the customer has a right to initiate an appeal or review of any bill or charge rendered by the City. Such request must be made in writing and be delivered to the City's Water Customer Service Division. For so long as the customer's appeal and any resulting investigation is pending, the City cannot discontinue water service to the customer.
- B. **Overdue Notice Appeal:** In addition to the appeal rights provided under Section IV (A), above, any customer who receives a Delinquent Notice may request an appeal or review of the bill to which the Delinquent Notice relates at least seven (7) calendar days after the date of the Delinquent Notice if the customer alleges the bill

is in error with respect to the quantity of water consumption set forth on that bill; provided, however, that no such appeal or review rights shall apply to any bill for which an appeal or request for review under Section IV (A), above, has been made. Any appeal or request for review under this Section IV (B) must be in writing and must include documentation supporting the appeal or the reason for the review. The request for an appeal or review must be delivered to the City's Water Customer Service Division within that seven (7) calendar day period. For so long as the customer's appeal and any resulting investigation is pending, the City cannot discontinue water service to the customer.

C. Appeal Hearing: Following receipt of a request for an appeal or review under Sections IV (A) or (B) above, a hearing date shall be promptly set before the Hearing Officer. After evaluation of the evidence provided by the customer and the information on file with the City concerning the water charges in question, the Hearing Officer shall render a decision as to the accuracy of the water charges set forth on the bill and shall provide the appealing customer with a brief written summary of the decision.

1. If water charges are determined to be incorrect, the City will provide an adjustment to the account and the revised charges will be due within ten (10) calendar days of the adjustment for revised charges. If the revised charges remain unpaid for more than sixty (60) calendar days after the adjustment is provided, water service will be disconnected, on the next regular working day after expiration of that sixty (60) calendar day period; provided that the City shall provide the customer with the Delinquent Notice in accordance with Section II (B)(2), above. Water service will only be restored upon full payment of all outstanding water charges, penalties and any and all applicable reconnection charges.

2. If the water charges in question are determined to be correct, the water charges are due and payable within five (5) calendar days after the Hearing Officer's decision is rendered. **At the time the Hearing Officer's decision is rendered, the customer will be advised of the right to further appeal before the City's Director of Administrative Services.** Any such appeal must be filed in writing within seven (7) calendar days after the Hearing Officer's decision is rendered if the appeal or review is an initial appeal under Section IV (A) above or within three (3) calendar days if the appeal or review is a Delinquent Notice appeal under Section IV (B) above. The appeal hearing will occur within seven (7) calendar days with City's Director of Administrative Services, unless the customer and City agree to a later date.

(b) For an initial appeal under Section IV (A) above, if the customer does not timely appeal to the City's Hearing Officer, the water charges in question shall be immediately due and payable. In the event the charges are not paid in full within sixty (60) calendar days after the original billing date,

then the City shall provide with the customer with the Delinquent Notice in accordance with Section II (B)(2) above and may proceed in potentially discontinuing service to the customer's property.

(c) For an Overdue Notice appeal under Section IV (B) above, if the customer does not timely appeal to the Hearing Officer, then water service to the subject property may be discontinued on written or telephonic notice to the customer to be given at least twenty-four (24) hours after the latter of: (i) expiration of the original sixty (60) calendar day notice period set forth in the Overdue Notice or (ii) the expiration of the appeal period.

3. When a secondary hearing before the City's Director of Administrative Services is requested, such request shall also be made in writing and delivered to the City's Water Customer Service Division at its City Hall office. The customer will be required to personally appear before the City's Director of Administrative Services and present evidence and reasons as to why the water charges on the bill in question are not accurate. The City's Director of Administrative Services shall evaluate the evidence presented by the customer, as well as the information on file with the City concerning the water charges in question and render a decision as to the accuracy of said charges.
 - a) If the City's Director of Administrative Services finds the water charges in question are incorrect, the customer will receive an adjustment on their account for the revised charges. If the revised charges remain unpaid for more than sixty (60) calendar days after the corrected invoice is provided, water service will be disconnected, on the next regular working day after expiration of that sixty (60) calendar day period; provided that the City shall provide the customer with the Delinquent Notice in accordance with Section II (B)(2) above. Water service will be restored only after outstanding water charges and any and all applicable reconnection charges are paid in full.
 - b) If the water charges in question are determined to be correct, the water charges are due and payable within five (5) calendar days after the decision of the City's Director of Administrative Services is rendered. In the event the charges are not paid in full within sixty (60) calendar days after the original billing date, then the City shall provide the customer with the Delinquent Notice in accordance with Section II (B)(2) above, and may proceed in potentially discontinuing service to the customer's property.
 - c) Any overcharges will be reflected as a credit on the next regular bill to the customer at the sole discretion of the City.

- d) Water service to any customer shall not be discontinued at any time during which the customer's appeal to the City or its City's Director of Administrative Services is pending.
- e) The decision of the City's Director of Administrative Services is final and binding.

V. **Restoration of Service:** In order to resume or continue service that has been discontinued by the City due to non-payment, the customer must pay a reconnection fee established by the City, subject to the limitation set forth in Section II (E)(1) above. The City will endeavor to make such reconnection as soon as practicable as a convenience to the customer. The City shall make the reconnection no later than the end of the next regular working day following the customer's request and payment of any applicable reconnection fee.



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SB-998 Discontinuation of residential water service: urban and community water systems. (2017-2018)

SHARE THIS:



Date Published: 09/28/2018 09:00 PM

Senate Bill No. 998

CHAPTER 891

An act to add Chapter 6 (commencing with Section 116900) to Part 12 of Division 104 of the Health and Safety Code, relating to water.

[Approved by Governor September 28, 2018. Filed with Secretary of State September 28, 2018.]

LEGISLATIVE COUNSEL'S DIGEST

SB 998, Dodd. Discontinuation of residential water service: urban and community water systems.

Existing law, the California Safe Drinking Water Act, requires the State Water Resources Control Board to administer provisions relating to the regulation of drinking water to protect public health. Existing law declares it to be the established policy of the state that every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes.

Under existing law, the Public Utilities Commission has regulatory authority over public utilities, including water corporations. Existing law requires certain notice to be given before a water corporation, public utility district, municipal utility district, or a municipally owned or operated public utility furnishing water may terminate residential service for nonpayment of a delinquent account, as prescribed.

This bill would require an urban and community water system, defined as a public water system that supplies water to more than 200 service connections, to have a written policy on discontinuation of water service to certain types of residences for nonpayment available in prescribed languages. The bill would require the policy to include certain components, be available on the system's Internet Web site, and be provided to customers in writing, upon request. The bill would provide for enforcement of these provisions, including making a violation of these provisions punishable by a civil penalty issued by the board in an amount not to exceed \$1,000 for each day in which the violation occurs, and would require the enforcement moneys collected by the board to be deposited in the Safe Drinking Water Account. The bill would prohibit an urban and community water system from discontinuing residential service for nonpayment until a payment by a customer has been delinquent for at least 60 days. The bill would require an urban and community water system to contact the customer named on the account and provide the customer with the urban and community water system's policy on discontinuation of residential service for nonpayment no less than 7 business days before discontinuation of residential service, as prescribed.

This bill would prohibit residential service from being discontinued under specified circumstances. The bill would require an urban and community water system that discontinues residential service to provide the customer with information on how to restore service. The bill would require an urban and community water system to waive interest charges on delinquent bills for, and would limit the amount of a reconnection of service fee imposed on, a residential customer who demonstrates, as prescribed, to the urban and community water system household income below 200% of the federal poverty line. The bill would require an urban and community water system

that furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit structure, mobilehome park, or permanent residential structure in a labor camp, and that the owner, manager, or operator of the dwelling, structure, or park is the customer of record, to make every good faith effort to inform the residential occupants by written notice that service will be terminated and that the residential occupants have the right to become customers, as specified. The bill would require an urban and community water system to report the number of annual discontinuations of residential service for inability to pay on its Internet Web site and to the board, and the bill would require the board to post on its Internet Web site the information reported. The bill would require an urban water supplier, as defined, or an urban and community water system regulated by the commission, to comply with the bill's provisions on and after February 1, 2020, and any other urban and community water system to comply with the bill's provisions on and after April 1, 2020. The bill would provide that the provisions of the bill are in addition to the provisions in existing law duplicative of the bill and that where the provisions are inconsistent, the provisions described in the bill apply.

Vote: majority Appropriation: no Fiscal Committee: yes Local Program: no

THE PEOPLE OF THE STATE OF CALIFORNIA DO ENACT AS FOLLOWS:

SECTION 1. The Legislature finds and declares as follows:

(a) All Californians have the right to safe, accessible, and affordable water as declared by Section 106.3 of the Water Code.

(b) It is the intent of the Legislature to minimize the number of Californians who lose access to water service due to inability to pay.

(c) Water service discontinuations threaten human health and well-being, and have disproportionate impact on infants, children, the elderly, low-income families, communities of color, people for whom English is a second language, physically disabled persons, and persons with life-threatening medical conditions.

(d) When there is a delinquent bill, all Californians, regardless of whether they pay a water bill directly, should be treated fairly, and fair treatment includes the ability to contest a bill, seek alternative payment schedules, and demonstrate medical need and severe economic hardship.

(e) The loss of water service causes tremendous hardship and undue stress, including increased health risks to vulnerable populations.

(f) It is the intent of the Legislature that this act provide additional procedural protections and expand upon the procedural safeguards contained in the Public Utilities Code and Government Code as of January 1, 2018, relating to utility service disconnections.

SEC. 2. Chapter 6 (commencing with Section 116900) is added to Part 12 of Division 104 of the Health and Safety Code, to read:

CHAPTER 6. Discontinuation of Residential Water Service

116900. This chapter shall be known, and may be cited, as the Water Shutoff Protection Act.

116902. For the purposes of this chapter, the following definitions apply:

(a) "Board" means the State Water Resources Control Board.

(b) "Public water system" has the same meaning as defined in Section 116275.

(c) "Residential service" means water service to a residential connection that includes single-family residences, multifamily residences, mobilehomes, including, but not limited to, mobilehomes in mobilehome parks, or farmworker housing.

(d) "Urban and community water system" means a public water system that supplies water to more than 200 service connections.

(e) "Urban water supplier" has the same meaning as defined in Section 10617 of the Water Code.

116904. (a) An urban water supplier not regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020.

(b) An urban and community water system regulated by the Public Utilities Commission shall comply with this chapter on and after February 1, 2020. The urban and community water system regulated by the Public Utilities Commission shall file advice letters with the commission to conform with this chapter.

(c) An urban and community water system not described in subdivision (a) or (b) shall comply with this chapter on and after April 1, 2020.

116906. (a) An urban and community water system shall have a written policy on discontinuation of residential service for nonpayment available in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by at least 10 percent of the people residing in its service area. The policy shall include all of the following:

(1) A plan for deferred or reduced payments.

(2) Alternative payment schedules.

(3) A formal mechanism for a customer to contest or appeal a bill.

(4) A telephone number for a customer to contact to discuss options for averting discontinuation of residential service for nonpayment.

(b) The policy shall be available on the urban and community water system's Internet Web site, if an Internet Web site exists. If an Internet Web site does not exist, the urban and community water system shall provide the policy to customers in writing, upon request.

(c) (1) The board may enforce the requirements of this section pursuant to Sections 116577, 116650, and 116655. The provisions of Section 116585 and Article 10 (commencing with Section 116700) of Chapter 4 apply to enforcement undertaken for a violation of this section.

(2) All moneys collected pursuant to this subdivision shall be deposited in the Safe Drinking Water Account established pursuant to Section 116590.

116908. (a) (1) (A) An urban and community water system shall not discontinue residential service for nonpayment until a payment by a customer has been delinquent for at least 60 days. No less than seven business days before discontinuation of residential service for nonpayment, an urban and community water system shall contact the customer named on the account by telephone or written notice.

(B) When the urban and community water system contacts the customer named on the account by telephone pursuant to subparagraph (A), it shall offer to provide in writing to the customer the urban and community water system's policy on discontinuation of residential service for nonpayment. An urban and community water system shall offer to discuss options to avert discontinuation of residential service for nonpayment, including, but not limited to, alternative payment schedules, deferred payments, minimum payments, procedures for requesting amortization of the unpaid balance, and petition for bill review and appeal.

(C) When the urban and community water system contacts the customer named on the account by written notice pursuant to subparagraph (A), the written notice of payment delinquency and impending discontinuation shall be mailed to the customer of the residence to which the residential service is provided. If the customer's address is not the address of the property to which residential service is provided, the notice also shall be sent to the address of the property to which residential service is provided, addressed to "Occupant." The notice shall include, but is not limited to, all of the following information in a clear and legible format:

(i) The customer's name and address.

(ii) The amount of the delinquency.

(iii) The date by which payment or arrangement for payment is required in order to avoid discontinuation of residential service.

(iv) A description of the process to apply for an extension of time to pay the delinquent charges.

(v) A description of the procedure to petition for bill review and appeal.

(vi) A description of the procedure by which the customer may request a deferred, reduced, or alternative payment schedule, including an amortization of the delinquent residential service charges, consistent with the written policies provided pursuant to subdivision (a) of Section 116906.

(2) If the urban and community water system is unable to make contact with the customer or an adult occupying the residence by telephone, and written notice is returned through the mail as undeliverable, the urban and community water system shall make a good faith effort to visit the residence and leave, or make other arrangements for placement in a conspicuous place of, a notice of imminent discontinuation of residential service for nonpayment and the urban and community water system's policy for discontinuation of residential service for nonpayment.

(b) If an adult at the residence appeals the water bill to the urban and community water system or any other administrative or legal body to which such an appeal may be lawfully taken, the urban and community water system shall not discontinue residential service while the appeal is pending.

116910. (a) An urban and community water system shall not discontinue residential service for nonpayment if all of the following conditions are met:

(1) The customer, or a tenant of the customer, submits to the urban and community water system the certification of a primary care provider, as that term is defined in subparagraph (A) of paragraph (1) of subdivision (b) of Section 14088 of the Welfare and Institutions Code, that discontinuation of residential service will be life threatening to, or pose a serious threat to the health and safety of, a resident of the premises where residential service is provided.

(2) The customer demonstrates that he or she is financially unable to pay for residential service within the urban and community water system's normal billing cycle. The customer shall be deemed financially unable to pay for residential service within the urban and community water system's normal billing cycle if any member of the customer's household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level.

(3) The customer is willing to enter into an amortization agreement, alternative payment schedule, or a plan for deferred or reduced payment, consistent with the written policies provided pursuant to subdivision (a) of Section 116906, with respect to all delinquent charges.

(b) (1) If the conditions listed in subdivision (a) are met, the urban and community water system shall offer the customer one or more of the following options:

(A) Amortization of the unpaid balance.

(B) Participation in an alternative payment schedule.

(C) A partial or full reduction of the unpaid balance financed without additional charges to other ratepayers.

(D) Temporary deferral of payment.

(2) The urban and community water system may choose which of the payment options described in paragraph (1) the customer undertakes and may set the parameters of that payment option. Ordinarily, the repayment option offered should result in repayment of any remaining outstanding balance within 12 months. An urban and community water system may grant a longer repayment period if it finds the longer period is necessary to avoid undue hardship to the customer based on the circumstances of the individual case.

(3) Residential service may be discontinued no sooner than 5 business days after the urban and community water system posts a final notice of intent to disconnect service in a prominent and conspicuous location at the property under either of the following circumstances:

(A) The customer fails to comply with an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges for 60 days or more.

(B) While undertaking an amortization agreement, an alternative payment schedule, or a deferral or reduction in payment plan for delinquent charges, the customer does not pay his or her current residential service charges for 60 days or more.

116912. An urban and community water system that discontinues residential service for nonpayment shall provide the customer with information on how to restore residential service.

116914. (a) For a residential customer who demonstrates to an urban and community water system household income below 200 percent of the federal poverty line, the urban and community water system shall do both of the following:

(1) Set a reconnection of service fee for reconnection during normal operating hours at fifty dollars (\$50), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021. For the reconnection of residential service during nonoperational hours, an urban and community water system shall set a reconnection of service fee at one hundred fifty dollars (\$150), but not to exceed the actual cost of reconnection if it is less. Reconnection fees shall be subject to an annual adjustment for changes in the Consumer Price Index beginning January 1, 2021.

(2) Waive interest charges on delinquent bills once every 12 months.

(b) An urban and community water system shall deem a residential customer to have a household income below 200 percent of the federal poverty line if any member of the household is a current recipient of CalWORKs, CalFresh, general assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, or California Special Supplemental Nutrition Program for Women, Infants, and Children, or the customer declares that the household's annual income is less than 200 percent of the federal poverty level.

116916. (a) This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.

(b) If an urban and community water system furnishes individually metered residential service to residential occupants of a detached single-family dwelling, a multiunit residential structure, mobilehome park, or permanent residential structure in a labor camp as defined in Section 17008, and the owner, manager, or operator of the dwelling, structure, or park is the customer of record, the urban and community water system shall make every good faith effort to inform the residential occupants, by means of written notice, when the account is in arrears that service will be terminated at least 10 days prior to the termination. The written notice shall further inform the residential occupants that they have the right to become customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.

(c) The urban and community water system is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the urban and community water system's rules and tariffs. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the urban and community water system, or if there is a physical means legally available to the urban and community water system of selectively terminating service to those residential occupants who have not met the requirements of the urban and community water system's rules and tariffs, the urban and community water system shall make service available to those residential occupants who have met those requirements.

(d) If prior service for a period of time is a condition for establishing credit with the urban and community water system, residence and proof of prompt payment of rent or other credit obligation acceptable to the urban and community water system for that period of time is a satisfactory equivalent.

(e) Any residential occupant who becomes a customer of the urban and community water system pursuant to this section whose periodic payments, such as rental payments, include charges for residential water service, where those charges are not separately stated, may deduct from the periodic payment each payment period all reasonable charges paid to the urban and community water system for those services during the preceding payment period.

(f) In the case of a detached single-family dwelling, the urban and community water system may do any of the following:

(1) Give notice of termination at least seven days prior to the proposed termination.

(2) In order for the amount due on the delinquent account to be waived, require an occupant who becomes a customer to verify that the delinquent account customer of record is or was the landlord, manager, or agent of the dwelling. Verification may include, but is not limited to, a lease or rental agreement, rent receipts, a government document indicating that the occupant is renting the property, or information disclosed pursuant to Section 1962 of the Civil Code.

116918. An urban and community water system shall report the number of annual discontinuations of residential service for inability to pay on the urban and community water system's Internet Web site, if an Internet Web site exists, and to the board. The board shall post on its Internet Web site the information reported.

116920. (a) The Attorney General, at the request of the board or upon his or her own motion, may bring an action in state court to restrain by temporary or permanent injunction the use of any method, act, or practice declared in this chapter to be unlawful.

(b) For an urban and community water system regulated by the Public Utilities Commission, the commission may bring an action in state court to restrain by temporary or permanent injunction the use by an urban and community water system regulated by the commission of any method, act, or practice declared in this chapter to be unlawful.

116922. All written notices required under this chapter shall be provided in English, the languages listed in Section 1632 of the Civil Code, and any other language spoken by 10 percent or more of the customers in the urban and community water system's service area.

116924. Where provisions of existing law are duplicative of this chapter, compliance with one shall be deemed compliance with the other. Where those provisions are inconsistent, the provisions of this chapter shall apply. Nothing in this chapter shall be construed to limit or restrict the procedural safeguards against the disconnection of residential water service existing as of December 31, 2018.

116926. This chapter does not apply to the termination of a service connection by an urban and community water system due to an unauthorized action of a customer.

RECEIVED

JAN 22 2020

Item No. 6

City of South Gate
CITY COUNCIL

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

AGENDA BILL

9:55am

For the Regular Meeting of: January 28, 2020
Originating Department: Administrative Services

Department Director:


Jackie Acosta

City Manager:


Michael Flad

SUBJECT: PROFESSIONAL SERVICES AGREEMENT WITH THE SPYGLASS GROUP, LLC, FOR UTILITY AUDITING SERVICES (TELECOMMUNICATIONS)

PURPOSE: To approve a Professional Services Agreement to audit the telecommunications bills of the City.

RECOMMENDED ACTIONS:

- a. Approve Professional Services Agreement with The SpyGlass Group, LLC for auditing of the City’s telecommunications services accounts related to voice, data, internet, cloud services and mobile/cellular to seek cost recovery, service elimination and cost reduction recommendations; and
- b. Authorize the Mayor to execute the Professional Services Agreement in a form acceptable to the City Attorney.

FISCAL IMPACT: Unknown at this time; however, errors found that result in refunds or future savings will be shared with The SpyGlass Group, LLC (“SpyGlass”). Refunds will be split 50/50. If the City elects to implement any forward-looking recommendations, the City will pay SpyGlass the first year’s savings resulting from Service Elimination or Cost Reduction. The total fees due to SpyGlass for Service Elimination Savings and Cost Reduction Savings shall not exceed \$50,000.

ANALYSIS: Periodically, the City should undertake a review of the City’s telecommunications bills to ensure that the City is not being overcharged or billed for services not being used by the City.

BACKGROUND: SpyGlass is a highly specialized cost consulting firm operating in the Telecommunications Expense Management (TEM) industry. SpyGlass’ corporate headquarters is in Westlake, Ohio, and was recently recognized by Weatherhead 100 as one of the Fastest Growing Companies in 2018 and also received the Smart Culture Award in 2018 from Smart Business Magazine. SpyGlass is not a carrier but rather a vendor that is neutral with no carrier or hardware vendor relationships to bias its analysis. SpyGlass has clients operating in virtually every industry nationwide and includes organizations of all sizes from local, privately-owned businesses to the Fortune 500, as well as the Public Sector. Some of SpyGlass’s local City clients include the cities of Torrance, Compton, Lawndale, Baldwin Park, Placentia, San Marino, Montclair and San Dimas.

SpyGlass’s objective is to help recover past dollars paid in error and reduce current spending for its clients. SpyGlass proposes to gather and analyze historical billing information on the City’s

telecommunications accounts going back two years. SpyGlass will analyze the bills and deliver a complete telecommunications inventory and a Summary of Findings and Recommendations to the City for review and consideration. SpyGlass will work with the telecommunications companies to resolve errors and apply corrections. If the City obtains refunds, credits or compensation related to past services or charges, SpyGlass will receive 50% of the cost recovery amount. If the City elects to implement any forward-looking recommendations, SpyGlass will receive the first year's savings and the City will benefit from future savings beginning in the second year. The City has full autonomy to elect what recommendations to move forward with and there is no fee associated with recommendations that the City does not elect to implement.

ATTACHMENT: Professional Services Agreement

**AGREEMENT FOR PROFESSIONAL SERVICES FOR
AUDITING THE CITY'S TELECOMMUNICATION
SERVICES BETWEEN THE CITY OF SOUTH GATE
AND THE SPYGLASS GROUP, LLC**

This Agreement for Professional Services for Auditing the City's Telecommunication Services ("Agreement") is made and entered into on January 28, 2020, by and between the City of South Gate, a municipal corporation ("City"), and The SpyGlass Group, LLC, an Ohio limited liability company ("Consultant"). City and Consultant are sometimes hereinafter individually referred to as a "Party" and collectively as "Parties."

RECITALS

WHEREAS, City desires to retain Consultant for consulting services to analyze its primary telecommunications service accounts (Voice, Data, Internet, Cloud Services and Mobility/Cellular) to seek cost recovery, service elimination and cost reduction recommendations;

WHEREAS, Consultant warrants to the City that it has the qualifications, experience and facilities to perform properly and timely the services under this Agreement; and

WHEREAS, based on such representation, City desires to contract with the Consultant to perform the services described in Exhibit "A" of this Agreement.

NOW, THEREFORE, the Parties hereby agree as follows:

1. **SCOPE OF THE CONSULTANT'S SERVICES.** The Consultant agrees to provide the services and perform the tasks set forth in the Proposal attached hereto as Exhibit "A" and made part of this Agreement. The Scope of Work may be amended from time to time by way of a written directive mutually agreed to by City and Consultant.
2. **TERM OF AGREEMENT.** This Agreement will become effective on January 28, 2020, and will remain in effect for a period of one (1) year from said date or until project is completed, unless otherwise expressly extended and agreed to by both Parties or terminated by either party as provided herein. The expiration or termination of this Agreement for any reason does not terminate the rights and obligations of the parties under Section 5 of Exhibit "A" which shall survive any expiration or termination. The expiration or termination of this Agreement for any reason also does not terminate the obligations of City under Sections 2 and 3 of Exhibit "A" to pay Consultant fees if City elects to implement any of the recommendations made by Consultant within twelve (12) months of Consultant delivering the recommendation to City (even if City implements such recommendations on their own).
3. **CITY AGENT.** The Director of Administrative Services, for the purposes of this Agreement, is the agent for the City. Whenever approval or authorization is required, Consultant understands that the Director of Administrative Services, or designee, has the authority to provide that approval or authorization.

4. **COMPENSATION FOR SERVICES.** The City shall pay the Consultant for its professional services rendered and costs incurred pursuant to this Agreement in accordance with the Consultant's fee and cost schedule included in Exhibit "A", Sections 2 and 3. No additional compensation shall be paid for any other expenses incurred unless first approved by the Director of Administrative Services.

4.1 The Consultant shall submit to the City a bill for services according to the project schedule included in the Proposal. The City shall pay the Consultant upon thirty (60) days of receipt of the invoice.

4.2 No payment made hereunder by City to Consultant, other than the final payment, shall be construed as an acceptance by City of any work or materials, nor as evidence of satisfactory performance by Consultant of its obligations under this Agreement.

5. **CONFLICT OF INTEREST.** The Consultant represents that it presently has no interest and shall not acquire any interest, direct or indirect, in any real property located in the City which may be affected by the services to be performed by the Consultant under this Agreement. The Consultant further represents that in performance of this Agreement, no person having such interest shall be employed by it.

5.1 The Consultant represents that no City employee or official has a material financial interest in the Consultant's business. During the term of this Agreement and/or as a result of being awarded this Agreement, Consultant shall not offer, encourage or accept any financial interest in the Consultant's business by any City employee or official.

6. **GENERAL TERMS AND CONDITIONS.**

6.1 **Termination.** Either the City Agent or Consultant may terminate this Agreement, without cause, by giving the other party ten (10) days written notice of such termination and the effective date thereof.

6.1.1 In the event of such termination, all finished or unfinished documents, reports, photographs, films, charts, data, studies, surveys, drawings, models, maps, or other documentation prepared by or in the possession of the Consultant under this Agreement shall be returned to the City. If the City terminates this Agreement without cause, the Consultant shall prepare and shall be entitled to receive compensation pursuant to a close-out bill for services rendered and fees incurred pursuant to this Agreement through the notice of termination and the provisions of Section 2 related to Consultant's rights to fee payments for recommendations implemented by City within twelve (12) months of Consultant delivering the recommendation to City shall still be applicable. If the Consultant terminates this Agreement without cause, the Consultant shall be paid only for those services completed in a manner satisfactory to the City, which shall not be unreasonably determined.

6.1.2 If the Consultant or the City fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Consultant or the City violate any of the covenants, agreements, or stipulations of this Agreement, the Consultant or the City shall have the right to terminate this Agreement by giving written notice to the other party of such termination and specifying the effective date of such termination. The Consultant shall be entitled to receive compensation in accordance with the terms of this Agreement and the provisions of Section 2 related to Consultant's rights to fee payments for recommendations implemented by City within twelve (12) months of Consultant delivering the recommendation to City shall still be applicable. Notwithstanding the foregoing, the Consultants shall not be relieved of liability for damage sustained by virtue of any breach of this Agreement and any payments due under this Agreement may be withheld to off-set anticipated damages.

6.2 Non-Assignability. The Consultant shall not assign or transfer any interest in this Agreement without the express prior written consent of the City.

6.3 Non-Discrimination. Consultant shall not discriminate against any employee, subcontractor, or applicant for employment because of race, creed, gender, gender identity (including gender expression), color, religion, ancestry, sexual orientation, national origin, disability, age, marital status, family/parental status, or veteran/military status, in the performance of its services and duties pursuant to this Agreement and will comply with all applicable laws, ordinances and codes of the Federal, State, County, and City governments.

6.4 Insurance. The Consultant shall submit to the City certificates indicating compliance with the following minimum insurance requirements no less than one (1) day prior to beginning of performance under this Agreement:

- a) Workers' Compensation Insurance as required by law. The Consultant shall require all subcontractors similarly to provide such compensation insurance for their respective employees.
- b) Comprehensive general and automotive liability insurance protecting the Consultant in amounts not less than \$1,000,000 for personal injury to any one person, \$2,000,000 for injuries arising out of one occurrence, and \$1,000,000 for property damages or a combined single limit of \$1,000,000. Each such policy of insurance shall:
 - i. Be issued by a financially responsible insurance company or companies admitted or authorized to do business in the State of California or which is approved in writing by the City.

- ii. Name and list as additional insured the City, its officers and employees.
- iii. Specify its acts as primary insurance.
- iv. Contain a clause substantially in the following words: "It is hereby understood and agreed that this policy shall not be canceled except upon thirty (30) days prior written notice to the City of such cancellation or material change."
- v. Cover the operations of the Consultant pursuant to the terms of this Agreement.

6.5 Indemnification. Consultant agrees to indemnify, defend and hold harmless City and/or any other City agency, including other employees, officers and representatives, for/from any and all claims or actions of any kind asserted against City and/or any other City agency arising out of Consultant's (including Consultant's employees, representatives, products and subcontractors) negligent performance under this Agreement, excepting only such claims or actions which may arise out of sole or active negligence of City and/or any other City agency, or any third parties not acting on behalf of, at the direction of, or under the control of Consultant.

6.6 Compliance With Applicable Law. The consultant and the City shall comply with all applicable laws, ordinances and codes of the Federal, State, County and City governments.

6.7 Independent Contractor. This Agreement is by and between the City and the Consultant and is not intended, nor shall it be construed, to create the relationship of agency, servant, employee, partnership, joint venture or association, as between the City and the Consultant.

6.7.1. The Consultant shall be an independent contractor and shall have no power to incur any debt or obligation for or on behalf of the City. Neither the City nor any of its officers or employees shall have any control over the conduct of the Consultant, or any of the Consultant's employees, except as herein set forth, and the Consultant expressly warrants not to, at any time or in any manner represent that it, or any of its agents, servants or employees are in any manner employees of the City, it being distinctly understood that the Consultant is and shall at all times remain to the City a wholly independent contractor and the Consultant's obligations to the City are solely such as are prescribed by this Agreement.

6.8 Copyright. No reports, maps or other documents produced in whole or in part under this Agreement shall be the subject of an application for copyright by or on behalf of the Consultant.

6.9 Legal Construction.

- a) This Agreement is made and entered into in the State of California and shall in all respects be interpreted, enforced and governed under the laws of the State of California.
- b) This Agreement shall be construed without regard to the identity of the persons who drafted its various provisions. Each and every provision of this Agreement shall be construed as though each of the parties participated equally in the drafting of the same, and any rule of construction that a document is to be construed against the drafting party shall not be applicable to this Agreement.
- c) The article and section, captions and headings herein have been inserted for convenience only and shall not be considered or referred to in resolving questions of interpretation or construction.
- d) Whenever in this Agreement the context may so require, the masculine gender shall be deemed to refer to and include the feminine and neuter, and the singular shall refer to and include the plural.

6.10 Counterparts. This Agreement may be executed in counterparts and as so executed shall constitute an Agreement which shall be binding upon all parties herein.

6.11 Final Payment Acceptance Constitutes Release. The acceptance by the Consultant of the final payment made under this Agreement shall operate as and be a release of the City from all claims and liabilities for compensation to the Consultant for anything done, furnished or relating to the Consultant's work or services. Acceptance of payment shall be any negotiation of the City's check or the failure to make a written extra compensation claim within ten (10) calendar days of the receipt of that check. However, approval or payment by the City shall not constitute, nor be deemed, a release of the responsibility and liability of the Consultant, its employees, sub-consultants and agents for the accuracy and competency of the information provided and/or work performed; nor shall such approval or payment be deemed to be an assumption of such responsibility or liability by the City for any defect or error in the work prepared by the Consultant, its employees, sub-consultants and agents.

6.12 Corrections. In addition to the above indemnification obligations, the Consultant shall correct, at its expense, all errors in the work which may be disclosed during the City's review of the Consultant's report or plans. Should the Consultant fail to

make such correction in a reasonably timely manner, such correction shall be made by the City, and the cost thereof shall be charged to the Consultant.

- 6.13 Files.** All files of the Consultant pertaining to the City shall be and remain the property of the City. The Consultant will control the physical location of such files during the term of this Agreement and shall be entitled to retain copies of such files upon termination of this Agreement.
- 6.14 Waiver; Remedies Cumulative.** Failure by a party to insist upon the performance of any of the provisions of this Agreement by the other party, irrespective of the length of time for which such failure continues, shall not constitute a waiver of such party's right to demand compliance by such other party in the future. No waiver by a party of a default or breach of the other party shall be effective or binding upon such a party unless made in writing by such party, and no such waiver shall be implied from any omissions by a party to take any action with respect to such default or breach. No express written waiver of a specified default or breach shall affect any other default or breach, or cover any other period of time, other than any default or breach and/or period of time specified. All of the remedies permitted or available to a party under this Agreement, or at law or in equity, shall be cumulative and alternative, and invocation of any such right or remedy shall not constitute a waiver or election of remedies with respect to any other permitted or available right of remedy.
- 6.15 Mitigation of Damages.** In all such situations arising out of this Agreement, the parties shall attempt to avoid and minimize the damages resulting from the conduct of the other party.
- 6.16 Partial Invalidity.** If any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.
- 6.17 Attorney's Fees.** The parties hereto acknowledge and agree that each will bear his or its own costs, expenses and attorney's fees arising out of and/or connected with the negotiation, drafting and execution of the Agreement, and all matters arising out of or connected therewith except that, in the event any action is brought by any party hereto to enforce this Agreement, the prevailing party in such action shall be entitled to reasonable attorney's fees and costs in addition to all other relief to which that party or those parties may be entitled.
- 6.18 Entire Agreement.** This Agreement constitutes the whole agreement between the City and the Consultant, and neither party has made any representations to the other except as expressly contained herein. Neither party, in executing or performing this Agreement, is relying upon any statement or information not contained in this Agreement. Any changes or modifications to this Agreement must be made in writing appropriately executed by both the City and the Consultant.

6.19 Notices. Any notice required to be given hereunder shall be deemed to have been given by depositing said notice in the United States mail, postage prepaid, and addressed as follows:

TO CITY:

Jackie Acosta
Director of Administrative Services
City of South Gate
8650 California Avenue
South Gate, CA 90280
(323) 563-9524

WITH A COURTESY COPY TO:

Carmen Avalos
City Clerk
City of South Gate
8650 California Avenue
South Gate, CA 90280
(323) 563-9511

TO CONSULTANT:

Edward M. DeAngelo
Co-President
The Spyglass Group, LLC
25777 Detroit Road, Suite 400
Westlake, Ohio 44145
(440) 348-9360

6.20 Warranty of Authorized Signatories. Each of the signatories hereto warrants and represents that he or she is competent and authorized to enter into this Agreement on behalf of the party for whom he or she purports to sign.

6.21 Consultation With Attorney. Consultant warrants and represents that it has consulted with an attorney or knowingly and voluntarily decided to forgo such a consultation.

6.22 Interpretation Against Drafting Party. City and Consultant agree that they have cooperated in the review and drafting of this Agreement. Accordingly, in the event of any ambiguity, neither side may claim that the interpretation of the Agreement shall be construed against either party solely because that party drafted all or a portion of the Agreement, or the clause at issue.

[Remainder of page left blank intentionally.]

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed and attested by their respective officers thereunto duly authorized.

CITY OF SOUTH GATE:

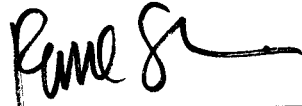
By: _____
M. Belén Bernal, Mayor

Date: _____

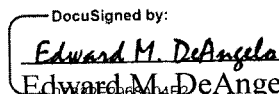
ATTEST:

By: _____
Carmen Avalos, City Clerk
(SEAL)

APPROVED AS TO FORM:

By:  _____
Raul F. Salinas, City Attorney

THE SPYGLASS GROUP, LLC:

By:  _____
Edward M. DeAngelo, Co-President

Date: 11/21/2019

SpyGlass Snapshot Audit Agreement

Exhibit A

This agreement, effective as January 29, 2020 ("Effective Date"), is between **City of South Gate** ("Client"), and The SpyGlass Group, LLC, an Ohio limited liability company ("Auditor").

1. Primary Audit Services. Client is engaging Auditor as an independent contractor to analyze its primary telecommunications service accounts (Voice, Data, Internet, Cloud Services and Mobility/Cellular) to seek cost recovery, service elimination and cost reduction recommendations. Client will provide Auditor with the materials required to perform its analysis and Auditor will conduct a Kickoff meeting with Client to review the materials provided and introduce Auditor's personnel assigned to the project. Auditor will deliver the recommendations to Client at a Summary of Findings meeting, implement recommendations that Client elects for Auditor to implement, and deliver a complete telecommunications inventory to Client.

While Auditor is performing its analysis, Client will not make changes or perform internal cost reduction analysis with respect to provider accounts, which Client has included within the scope of Auditor's review.

2. Fees. Client will pay Auditor the applicable fee set forth below ONLY for Auditor recommendations implemented within twelve (12) months of Auditor delivering the recommendation to Client:

- 50% of any "Cost Recovery", as defined below
- 12 times any "Service Elimination Savings", as defined below
- 12 times any "Cost Reduction Savings", as defined below

"Cost Recovery" is any refund, credit or compensation received by Client relating to past services or charges.

"Service Elimination Savings" is any monthly cost reduction received by Client relating to cancellation of any service, including monthly usage cost reduction (calculated as the average of the last 2 months of usage costs associated with the cancelled service).

"Cost Reduction Savings" is any monthly cost reduction received by Client relating to the modification, consolidation or negotiation of any service, account or contract, including post discount usage rate improvement (calculated as the (a) decrease in post discount per unit pricing realized by Client for any service, times (b) the average of Client's last two (2) months usage levels measured in such units for the modified service).

Notwithstanding anything else herein to the contrary, Client and Auditor agree that the total fees due under Section 2 for Service Elimination Savings and Cost Reduction Savings shall not exceed \$50,000.

3. Invoicing and Payment. Fees for Cost Recovery are due as a one-time payment within 60 days of verification that Client has been issued the refund, credit or compensation resulting in such fees. Fees for Service Elimination Savings and Cost Reduction Savings are due as a one-time payment within 60 days of verification that the cancellation or other activity resulting in the Service Elimination Savings or Cost Reduction Savings has been completed. Auditor may issue separate invoices as different fees are earned.

4. Term. The term of this Agreement shall commence on the Effective Date and shall continue until such time as Auditor completes the Services and/or at such time when Client determines to terminate Auditor's Services.

The expiration or termination of this Agreement for any reason does not terminate the rights and obligations of the parties under Section 5 which shall survive any expiration or termination. The expiration or termination of this Agreement for any reason also does not terminate the obligations of Client under Sections 2 and 3 of this Agreement to pay Auditor fees if Client elects to implement any of the recommendations made by Auditor within twelve (12) months of Auditor delivering the recommendation to Client (even if Client implements such recommendations on their own).

[Agreement continues on following page]

SpyGlass Snapshot Audit Agreement (Continued)
Exhibit A

5. **Miscellaneous.** This agreement is governed by the laws of the State of California, without regard to principles of conflicts of law, and may be executed by facsimile and simultaneously in multiple counterparts. Client agrees that Auditor does not warranty the overall performance, Client satisfaction, or data accuracy of any telecommunications related carrier, provider, software manufacturer or vendor at any time whatsoever during or after the term of this agreement. Each person signing this agreement on behalf of a party represents that he or she has been duly authorized to sign this agreement and to bind the party on whose behalf this agreement is being signed by that signatory. **AUDITOR SHALL NOT BE LIABLE TO THE CLIENT FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR BUSINESS INTERRUPTION, WHETHER SUCH LIABILITY IS ASSERTED ON THE BASIS OF CONTRACT, TORT OR OTHERWISE, EVEN IF EITHER PARTY HAS BEEN WARNED OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE IN ADVANCE. IN ADDITION, IN NO EVENT SHALL AUDITOR'S LIABILITY TO CLIENT EXCEED THE FEES ACTUALLY PAID BY CLIENT TO AUDITOR.**

IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the Effective Date.

CLIENT

City of South Gate

Signature: _____

Print Name: Belen Bernal, Mayor

Date: _____

AUDITOR

The SpyGlass Group, LLC

Signature: _____

Print Name: Edward M. DeAngelo, Co-President

Date: _____

RECEIVED

JAN 22 2020

City of South Gate

Item No. 7

CITY COUNCIL

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

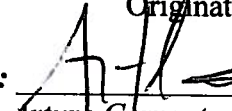
12:10pm

AGENDA BILL

For the Regular Meeting of: January 28, 2020

Originating Department: Public Works

Department Director:


Arturo Cervantes

City Manager:



Michael Flad

SUBJECT: AGREEMENT WITH W.A. RASIC CONSTRUCTION COMPANY, INC., FOR ON-CALL MAINTENANCE SERVICES FOR AS-NEEDED REPAIRS FOR THE MUNICIPAL WATER SYSTEM AND SANITARY SEWER SYSTEM

PURPOSE: To award an on-call maintenance services agreement for as-needed repairs for the municipal water system and the sanitary sewer system. The proposed agreement provides a specialty contractor to complete urgent repairs on an expedited basis, based on competitive pricing.

RECOMMENDED ACTIONS:

- a. Approve Agreement with W.A. Rasic Construction Company, Inc., for on-call maintenance services for as-needed repairs for the municipal water system and sanitary sewer system for a three-year term with two optional one-year extensions, in an annual amount not-to-exceed \$100,000 for a total of \$300,000; and
- b. Authorize the Mayor to execute the Agreement in a form acceptable to the City Attorney.

 **FISCAL IMPACT:** There is no fiscal impact to the General Fund. Funds, in the amount of \$100,000, were included in the Fiscal Year 2019/20 budget for this Agreement, \$75,000 in Account Number 411-731-71-6101 (Water) and \$25,000 in Account Number 412-732-52-6101 (Sewer). The remainder of \$200,000 will be divided and budgeted in Fiscal Year 2020/21 and 2021/22 budgets as shown below:

| Period | Water Account No. (411-731-71-6101) | Sewer Account No. (412-732-52-6101) | Total | Fiscal Year of Appropriation |
|--------------|--|--|------------------|------------------------------|
| Year 1 | \$75,000 | \$25,000 | \$100,000 | 2019/2020 |
| Year 2 | \$75,000 | \$25,000 | \$100,000 | 2020/2021 |
| Year 3 | \$75,000 | \$25,000 | \$100,000 | 2021/2022 |
| Total | \$225,000 | \$75,000 | \$300,000 | |

ANALYSIS: From time to time, the municipal water system and sanitary sewer system require urgent repairs, such as when there is a major leak in a pipeline, a pipe breakage, and a sewer spill due to deteriorated sewer mains. The Public Works Department's policy is to complete urgent repairs on an expedited basis. Such policies are essential to avoid noteworthy issues such as an interruption of water service, an undermined roadway condition, or contamination of soil. Urgent repairs are performed by City staff most of the time, however, the services of a specialty contractor are sometimes warranted by the complexity of the repairs required. The Municipal Code requires that contracts be competitively bid. Section 1.54.470 (Exceptions to bidding requirements for public projects, maintenance work, and

similar construction-related activities in case of emergencies) of the Municipal Code however authorizes contracts to be sole sourced when emergencies arise. While sole-sourcing accelerates the process for securing contractors, sole-sourcing does not provide for competitive pricing. That said, the recommended contract provides a specialty contractor to complete urgent repairs on an expedited basis and based on competitive pricing.

BACKGROUND: The City owns a sizeable municipal water system that consists of over 135 miles of water pipelines, and a sanitary sewer system that consists of 119 miles of sewage pipelines. The services of a specialty contractor are sometimes necessary to perform urgent repairs on an expedited basis. Staff is recommending awarding a contract to W.A. Rasic Construction Company, Inc.

W.A. Rasic Construction Company, Inc. was selected based on a competitive bid process that involved a sample project. On November 14, 2019, the Notice Inviting Bids was advertised in the Los Angeles Wave newspaper, the City’s website and in the trade publication eBidboard. The bid process required contractors to submit bids in a sealed envelope to the City Clerk’s Office. On January 6, 2020, five bids were received and opened by the City Clerk in a public forum. After the bids were opened, the City disclosed the sample project to the bidders in the same public forum. The sample project included estimated quantities for items of work that are typically necessary for urgent repairs (see Attachment “B”). The bids included pricing for typical items of work, equipment rates and labor rates.

On January 6, 2020, Engineering Division staff applied the bid pricing to the sample project to determine the low bidder (See Attachment “B”). The following is a summary of the bids, based on the sample project:

| No. | Contractor | Bid Amount of Sample Project |
|-----|--|------------------------------|
| 1 | W.A. Rasic Construction Company, Inc. | \$311,525 |
| 2 | GRP Contractors, Inc. | \$376,845 |
| 3 | GRBCON, Inc. | \$703,880 |
| 4 | Stephen Doreck Equipment Rentals, Inc. | \$950,812 |
| 5 | T. E. Roberts, Inc. | \$1,161,900 |

W.A. Rasic Construction Company, Inc. (W.A. Rasic) submittal resulted in the lowest responsible and responsive bid.

Staff is proposing awarding a contract that provides for \$100,000 in annual services. This level of service is selected based on the estimated amount of work that could occur annually. Staff is also recommending a contract term of three years, with a provision that allows for two, one-year extensions.

Located in the City of Long Beach, W.A. Rasic exhibits the capability, capacity, and experience to perform as-needed urgent repairs. They have been providing similar on-call services for over 15 years for agencies such as the Orange County Water District, California Water Service Company, City of Cerritos, Los Angeles Department of Water and Power, Los Angeles County, Liberty Utilities, Long Beach Water Department and Inland Empire Utility Agency. This company operates with over 400 employees. The company estimates that they deliver over \$100 million in projects annually, with contracts that range from \$1,000 to \$80 million. Finally, W.A. Rasic provided the same services to the City for two years in a manner that met expectations.

- ATTACHMENTS:** A. Proposed Agreement
 B. Bid Summary

AA:lc

**AGREEMENT FOR ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS
MAINTENANCE SERVICES BETWEEN THE CITY OF SOUTH GATE AND
W.A. RASIC CONSTRUCTION COMPANY, INC.**

This Agreement for On-Call Municipal Water and Sewer Systems Maintenance Services (“Agreement”) is made and entered into on January 28, 2020, by and between the City of South Gate, a municipal corporation (“City”) and W.A. Rasic Construction Company, Inc., a California Corporation (“Contractor”). City and Contractor are sometimes hereinafter individually referred to as a “Party” and collectively as “Parties.”

RECITALS

WHEREAS, City desires to retain Contractor for on-call Municipal Water and Sewer Systems Maintenance Services (“Maintenance Services”);

WHEREAS, Contractor warrants to City that it has the requisite skills, knowledge, qualifications, manpower and expertise to perform properly and timely the Maintenance Services under this Agreement; and

WHEREAS, based on such representation, City desires to contract with Contractor to perform the Maintenance Services described in the Proposal attached hereto as Exhibit “A” of this Agreement.

NOW, THEREFORE, THE PARTIES HEREBY AGREE AS FOLLOWS:

1. **SCOPE OF WORK.** The City hereby engages the Contractor, and the Contractor accepts such engagement, to perform the Maintenance Services (“Work”) identified on Exhibit “A” hereto. The locations at which such Work is to be performed (“City Facilities”) are also identified on Exhibit “A” hereto. The Work shall include all the terms and conditions of Contractor’s proposal dated December 26, 2019 (“Proposal”), which shall be attached as part of Exhibit “A” and which is incorporated herein by this reference; provided, however, that to the extent the Proposal conflicts with anything else in this Agreement, the terms of this Agreement shall control.

2. **COMPENSATION.** The maximum amount of compensation to be paid to Contractor hereunder, pursuant to this Agreement, shall not exceed **Three Hundred Thousand Dollars (\$300,000)**, which shall be full compensation for the Work. A more detailed description of the compensation payable to Contractor hereunder, including unit prices, monthly payments, and/or other information, conditions and limitations, are set forth on the Cost Proposal attached hereto as Exhibit “A”. Except as may be specifically set forth in Exhibit “A”, or approved by the City in writing on a case-by-case basis, Contractor shall not be paid hereunder for any travel time in the performance of the Work. Except as otherwise provided in Exhibit “A”, on or before the twentieth (20th) day of each calendar month following the commencement of the Work, Contractor shall file its request for payment, accompanied by evidence satisfactory to the City justifying the request for payment, including a report of Work accomplished and tasks completed in the previous month, and an itemization of eligible expenses with copies of receipts and invoices. If,

after review by the City, the Work is found to be unacceptable, Contractor, at its expense, shall expeditiously correct such unacceptable Work. If Contractor fails to correct unacceptable Work, the City may withhold from any payment due an amount that the City reasonably believes will equal the cost of correcting the Work. Subject to the City's right to reject all or any part of the charges set forth in such invoice as provided herein, the City shall pay Contractor the amount of such invoice within thirty (30) days of receipt and approval of such invoice.

3. **TERM OF AGREEMENT.** The term of this Agreement ("Term") shall commence on February 1, 2020, and shall terminate on January 31, 2023, unless terminated sooner pursuant to the provisions of Sections 9, 10 or 13.2 below. At the conclusion of this three-year period, the City at its option, and with City Council approval, may renew this contract for up to two consecutive periods of one year each, beginning February 1, 2023 and February 1, 2024. This Agreement shall not be automatically renewed or extended; performance by Contractor of any Work following said termination date shall be prohibited, and Contractor shall not be entitled to compensation therefore, in the absence of a written agreement pertaining to such additional Work executed by the City and Contractor pursuant to Section 20.10.
4. **COMMENCEMENT OF THE WORK.** The execution and delivery of this Agreement by the City and Contractor does not constitute an authorization for Contractor to proceed with the Work. Contractor shall commence performance of the Work within seven (7) days after the City issues to Contractor a written notice, signed by the City's Director of Public Works ("Director"), instructing Contractor to proceed with the Work. Contractor represents and warrants to the City that Contractor will be able to commence the Work within that time in compliance with all requirements of this Agreement, including without limitation those set forth in Sections 6, 7 and 8 below.
5. **INSPECTION OF WORK.** The Director and his designees shall have the right to review and inspect the Work performed by Contractor hereunder at any and all times, with respect to the quality of the Work and Contractor's conformance to the terms of this Agreement, pursuant to the City's established review and approval procedures as the same may be amended from time to time. Without limiting the City's rights under Section 2 above, if the Director or his designee determines as a result of any such inspection that any aspect of the Work is unsatisfactory for any reason (including without limitation failure to meet the performance standards specified in Section 8 below), then Contractor shall promptly correct the Work at no additional cost to the City.
6. **SOUTH GATE BUSINESS LICENSE.** Without limiting the generality of Section 8 below, Contractor shall obtain a City of South Gate business license before performing any Work under this Agreement.
7. **CONTRACTOR MUST PAY PREVAILING WAGES TO ITS EMPLOYEES.** This Agreement is a public works contract. As such, pursuant to regulations established by the California Department of Industrial Relations and codified at 8 CCR §§ 16000 and 16001(f), Contractor's performance hereunder is subject to Contractor's compliance with prevailing wage rate payment requirements under California Labor Code § 1771.

Contractor must pay “prevailing wages” to all personnel employed by Contractor who perform any portion of the Work. Information regarding prevailing wage determinations can be found on the Department of Industrial Relations’ web site at <http://www.dir.ca.gov/OPRL/DPreWageDetermination.htm>. It is Contractor’s responsibility to interpret and implement any prevailing wage requirements. Contractor agrees to pay any penalty or civil damages resulting from a violation of prevailing wage laws with respect to this Agreement. The City advises Contractor to familiarize itself with those laws, including without limitation those set forth at California Labor Code §§ 1720 through 1861, inclusive.

- 8. PERFORMANCE STANDARDS AND REQUIREMENTS.** Contractor shall perform and complete the Work promptly, diligently, and in a manner satisfactory to the City. Contractor shall furnish all equipment, tools, materials, labor and other services necessary to fully and adequately perform the Work, and shall pay all applicable fees and expenses associated therewith. Contractor and its subcontractors shall perform all acts required to complete the Work under this Agreement (i) in a skillful and workmanlike manner, (ii) consistent with the standards generally recognized as being employed by other maintenance companies in the State of California, and (iii) in accordance with all federal state and local laws, regulations and ordinances applicable to the operation of Contractor’s business and to its performance of the Work under this Agreement. Contractor warrants that (a) all of its employees and subcontractors shall have sufficient skills and experience to perform those portions of the Work assigned to them, (b) they shall have all licenses, permits, qualifications and approvals of whatever nature that are legally required to perform the Work, and (c) such licenses, permits, qualifications and approvals shall be maintained throughout the Term of this Agreement.
- 9. INDEPENDENT CONTRACTOR.** In performing its duties hereunder, Contractor shall at all times act as an independent contractor. Contractor shall complete the services required of it hereunder according to its own means and methods of work, which shall be in the exclusive charge and control of Contractor and not subject to the control or supervision of the City except as to the results of the work and except as otherwise specifically set forth in this Agreement. In no event shall Contractor have any authority or power under this Agreement to incur any debt, obligation or liability on behalf of the City. Neither Contractor nor its employees are employees of the City, and nothing in this Agreement shall render Contractor an employee, partner, agent of, or joint venturer with the City for any purpose. Neither Contractor nor its employees shall represent themselves as employees of the City. Personnel employed or subcontractors retained by Contractor shall not acquire any rights or status regarding the City. Neither Contractor nor its employees shall have any claim against the City hereunder or otherwise for salary, vacation pay, sick leave, retirement benefits, social security, worker’s compensation, health or disability benefits, unemployment insurance benefits, or employee benefits of any kind. Contractor is responsible for complying with all obligations of an employer imposed under federal or state law. The City shall not withhold Social Security and Medicare taxes from any payments made to Contractor hereunder, nor shall the City make any such payments on Contractor’s behalf. The City shall not make state or federal unemployment contributions on Contractor’s behalf or withhold state or federal income

tax from Contractor's payments hereunder. Contractor shall pay all applicable taxes related to the performance of services under this Agreement including all federal, state or local income, Social Security, Medicare, and self-employment taxes. Contractor will also pay all unemployment contributions for its employees related to the performance of services under this Agreement. Neither Contractor nor its employees or contractors are eligible to participate in any employee, pension, health, vacation pay, sick pay or other fringe benefit plan of the City. Contractor shall complete and submit to the City an IRS Form W-9 and acknowledges that the City will issue to Contractor an IRS Form 1099 for non-employee compensation for all payments for the Work rendered hereunder. Contractor agrees to indemnify and hold the City harmless from and against any and all liability arising from any failure of Contractor to pay any income or other tax when due on account of the compensation paid to Contractor by the City hereunder (and Contractor's obligation to indemnify the City under this Section 9 shall survive the expiration or sooner termination of this Agreement).

- 10. NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY.** In the performance of this Agreement, Contractor shall not discriminate against any employee, subcontractor, or applicant for employment because of race, creed, gender, gender identity (including gender expression), color, religion, ancestry, sexual orientation, national origin, disability, age, marital status, family/parental status, or veteran/military status, in the performance of its services and duties pursuant to this Agreement and will comply with all applicable laws, ordinances and codes of the Federal, State, and County and City governments. Consultant will take affirmative action to ensure that subcontractors and applicants are employed, and that employees are treated during employment without regard to their race, color, religion, ancestry, sex, national origin, handicap or age. Contractor will take affirmative action to ensure that all employment practices, including those of any subcontractors retained by Contractor to perform services under this Agreement, are free from such discrimination. Such employment practices include but are not limited to hiring, upgrading, demotion, transfer, recruitment, recruitment advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Contractor shall include the foregoing non-discrimination provisions in all solicitations or advertisements placed by or on behalf of Contractor for personnel or subcontractors to perform any services under this Agreement. Upon written request, the City shall have right to inspect and have access to all of Contractor's (and its subcontractors') documents, data and books and records for purposes of determining compliance with the equal employment opportunity and non-discrimination provisions of this Section 10. Contractor agrees that all applicable provisions of Executive Order No. 11246 shall be incorporated into this Agreement by this reference. A copy of Executive Order No. 11246 is available to Contractor for inspection and on file with the City's Public Works Department.
- 11. CONTRACTOR'S REPRESENTATIONS AND WARRANTIES.** In addition to the other representations and warranties set forth elsewhere in this Agreement, Contractor hereby represents and warrants to the City as follows:

- 11.1 Familiarity with Work.** Contractor has thoroughly investigated and considered the scope of services to be performed hereunder, has carefully considered how

that Work should be performed, and understands the circumstances which may restrict or otherwise impact Contractor's performance of the Work under this Agreement.

- 11.2 Site Inspection.** Contractor has visited each of the City Facilities where the Work is to be performed and is fully acquainted with the conditions existing at such sites.
- 11.3 No Solicitation.** Contractor has not employed or retained any person or entity, other than a bona fide employee working exclusively for Contractor, to solicit or obtain this Agreement.
- 11.4 No Fees, Commissions, Gifts or Other Consideration.** Contractor has not paid or agreed to pay any person or entity, other than a bona fide employee working exclusively for Contractor, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the execution of this Agreement. Upon such breach or violation of this warranty, the City shall have the right, in its sole discretion, to terminate this Agreement without further liability, or, in the alternative, to deduct from any sums payable hereunder the full amount or value of any such fee, commission, percentage or gift.
- 11.5 No Conflict of Interest by City.** Contractor has no knowledge that any officer or employee of the City has any interest, whether contractual, non-contractual, financial, proprietary, or otherwise, in this transaction or in the business of Contractor, and that if any such interest comes to the knowledge of Contractor at any time, a complete written disclosure of such interest will be made to the City, even if such interest would not be deemed a prohibited "conflict of interest" under applicable laws.
- 11.6 No Conflict of Interest by Contractor.** Upon execution of this Agreement, Contractor has no interest, direct or indirect, in any transaction or business entity which would conflict with or in any manner hinder the performance of Work required by this Agreement, nor shall any such interest be acquired during the Term of this Agreement.
- 12. NON-EXCLUSIVITY.** The City does not warrant to contract-exclusivity with a single contractor to perform the type of maintenance services which Contractor is performing under this Agreement. As such, Contractor may not be the only company providing maintenance services to the City. The City reserves the right to enter into similar contracts with third parties for maintenance services in areas of the City other than the City Facilities identified in Exhibit "A" which are the subject of this Agreement.
- 13. NO ASSIGNMENT.** Contractor shall not assign, delegate, or subcontract or assign its duties or rights hereunder, either in whole or in part, without the prior written consent of the Director, which may be granted, conditioned or withheld by the Director in his sole and absolute discretion. This prohibition shall not apply to subcontracts and subcontractors identified by Contractor to the City in connection with any formal bid

documents submitted by Contractor to the City in connection with the City's award of this Agreement to Contractor. Any proposed delegation, assignment or subcontract shall provide a description of the services to be covered, identification of the proposed assignee, delegatee or subcontractor, and an explanation of why and how the same was selected, including the degree of competition involved. Any proposed agreement with an assignee, delegatee or subcontractor shall include both (a) the amount involved, together with Contractor's such cost or price; and (b) a provision requiring that any subsequent modification or amendment shall be subject to the City's prior written consent. Any assignment, delegation or subcontract shall be made in the name of Contractor and shall not bind or purport to bind the City and shall not release Contractor from any obligation under this Agreement including, but not limited to, the duty to properly supervise and coordinate the work of employees, assignees, delegates and subcontractors. No such assignment, delegation or subcontract shall result in any increase in the amount of total compensation payable to Contractor under this Agreement.

14. PUBLIC EMPLOYEES RETIREMENT SYSTEM. Notwithstanding any other local, state or federal policy, rule, regulation, law or ordinance to the contrary, neither Contractor nor any of its employees, agents or subcontractors shall qualify for or become entitled to – and each hereby agrees to waive any claims to – any compensation, benefit or incident of employment by the City, including but not limited to eligibility to enroll in the California Public Employees Retirement System (“PERS”) as an employee of the City and entitlement to any contribution to be paid by the City for employer contribution and/or employee contributions for PERS benefits. Without limiting the generality of Section 19 below, if Contractor or any employee, agent or subcontractor of Contractor claims (or is determined by a court of competent jurisdiction or by PERS) to be eligible for enrollment in PERS as an employee of the City, then Contractor shall indemnify, defend (using counsel acceptable to the City) and hold harmless the City for the payment of any employee and/or employer contributions for PERS benefits on behalf of Contractor or its employees, agents or subcontractors, as well as for the payment of any penalties and interest on such contributions which would otherwise be the responsibility of the City.

15. INSURANCE. During the Term of this Agreement, Contractor shall at its expense maintain in full force and effect policies of insurance as required by Sections 15.2, 15.3 and 15.4 below and also, if required by the City, policies of insurance as required by Section 15.1 below:

15.1 Property Damage/Casualty Insurance. Depending on the nature of the City Facilities which are the subject of this Agreement, the City may require a policy or policies of insurance covering loss or damage thereto, in amounts deemed necessary by the City to cover the full replacement cost of those City Facilities. Said insurance shall provide protection against all perils typically included within the classifications of “all-risk”, “fire legal liability”, and “personal injury” insurance.

15.2 Liability Insurance. Liability, bodily injury, personal injury and property damage insurance with a combined single limit of One Million Dollars

(\$1,000,000.00) per occurrence and Two Million Dollars (\$2,000,000.00) in the annual aggregate, insuring against any and all liability of the insured with respect to the Contractor's performance of (or failure to perform) its obligations under this Agreement. Each such policy shall be in the form of an Insurance Services Office ("ISO") Commercial General Liability Insurance policy, an ISO Comprehensive General Liability Insurance policy with Broad Form General Liability endorsement, or in any similar, commercially reasonable form. Without limiting the scope of coverage to be provided thereby, all such insurance shall specifically insure Contractor's performance of the indemnity provisions contained in Section 19 below as to liability for injury to or death of persons and injury or damage to property.

- 15.3 Worker's Compensation Insurance.** Workers' Compensation Insurance as required by California law. This insurance must include (in the policy itself or by endorsement) a Waiver of the Right of Subrogation for General Liability against the City.
- 15.4 Automobile Liability Insurance.** Automobile Liability Insurance, including owned, non-owned and hired vehicles, with at least the following limits of liability: (a) Primary Bodily Injury with limits of at least \$1,000,000 per person, \$2,000,000 per occurrence, and (b) Primary Property Damage of at least \$1,000,000 per occurrence.
- 15.5 Qualifications of Insurers.** Each policy shall be issued by an insurance company having a "Best's Rating" of at least A and having a "Financial Size Categories" rating of at least VIII in the most current edition of "Best's Insurance Reports" issued by A.M. Best Company. In addition, each policy shall be issued by an "admitted" insurance company (*i.e.*, one that is qualified and licensed to do business in the State of California).
- 15.6 City to be Named as Additional Insured Party.** All policies (other than worker's compensation insurance policies) must include an Additional Insured Endorsement (CG 20 10 11 85) naming the City and its agents as an additional insured on the applicable insurance coverage with respect to the City's and its agent's interests under this Agreement.
- 15.7 Primary Insurance.** Insurance obtained pursuant to this Section 15 shall be primary insurance, and other insurance (if any) maintained by the City shall be excess of Contractor's insurance and shall not contribute with the insurance required hereunder.
- 15.8 Blanket Policies.** Any or all policies to be obtained by Contractor hereunder may, at Contractor's option, be provided under a separate policy covering only the items and matters to be insured under this Agreement, or included in one or more blanket policies covering not only those items and matters but also additional property and matters owned or otherwise insured by Contractor. All such

combined or blanket policies must, however, comply with each and every provision of this Section 15.

- 15.9 Restrictions on Cancellation and Reduction.** Each insurance policy required hereunder shall specify that the insurance company issuing the policy will give the City at least thirty (30) days' written notice prior to the effective date of (a) any cancellation, interruption or lapse of coverage, and (b) any reduction in the amount, type or extent of coverage.
- 15.10 Waivers of Subrogation.** The parties release each other from any claims for damage to any person or property, and to the fixtures, personal property, improvements, and alterations thereon, that are caused by or result from risks insured against under any insurance policies carried by Contractor and in force at the time of any such damage. Furthermore, each insurance policy obtained hereunder shall provide that the issuing insurance company waives all rights of recovery by way of subrogation.
- 15.11 Verification of Coverage.** Prior to or concurrent with Contractor's execution and delivery of this Agreement, and not later than thirty (30) days prior to the expiration of any insurance policy carried hereunder (with respect to policies which will replace said expiring policies during the Term of this Agreement), Contractor shall deliver to the City original certificates of insurance and amendatory endorsements evidencing and effecting insurance coverage required hereunder. All such certificates and any endorsements pertaining to the insurance coverage required hereunder shall be signed by a person authorized by the insurer to bind coverage on the insurer's behalf, and shall be on forms provided or approved by the City. In no event shall Contractor commence any construction, demolition, grading or other work relative to the Improvements until all evidences of insurance coverage required under this paragraph have been delivered to the City as required hereby. The City shall have the right, at any and all times, to require Contractor to provide the City with complete copies of any and all policies of insurance that Contractor is required to maintain hereunder, and Contractor shall deliver such copies to the City not later than ten (10) days following such request.
- 15.12 Form of Policies.** All insurance policies required hereunder shall be in a form acceptable to the City and its agents; and shall include those endorsements which are necessary to extend coverage which is appropriate to the nature of this Agreement.
- 15.13 Policy Limits Do Not Limit Contractor's Liability.** The minimum limits of policies of insurance required of Contractor under this Agreement shall in no event limit Contractor's liability under this Agreement.
- 16. TERMINATION FOR CONVENIENCE.** The City may terminate this Agreement at any time, with or without cause, upon sending a written notice of termination to Contractor (the "Termination Notice") that specifies a termination date (the "Early

Termination Date”) at least thirty (30) days after the date of the Termination Notice. Upon receipt of the Termination Notice, Contractor shall acknowledge receipt to the City in writing and take all steps necessary to cease all Work in a reasonable and orderly manner by no later than the Early Termination Date; provided, however, that any Work performed after the Early Termination Date that is reasonably necessary to terminate the Work in an orderly manner must be specifically authorized in writing by the Director prior to its performance and prior to the Early Termination Date. Upon termination by the City, Contractor shall be paid or reimbursed for all Work performed by Contractor under the Agreement up to the Early Termination Date (less all payments previously made), plus ten percent (10%) of the balance that would otherwise be due to Contractor during the remaining Term of this Agreement as reimbursement for profits lost to Contractor by virtue of the City’s early termination of this Agreement. In no event shall any amounts paid or reimbursed upon termination of this Agreement exceed the total maximum compensation Specified in Section 2 above.

17. NOTICE OF DEFAULT AND TERMINATION FOR CAUSE. If the City delivers written notice to Contractor notifying Contractor that it is in default of one or more of its obligations under this Agreement, specifying the nature of the default, and stating what steps Contractor must take to cure the default (“Default Notice”), and if such default remains uncured within ten (10) days following the City’s delivery of the Default Notice, then the City may at any time thereafter immediately terminate this Agreement upon written notice to Contractor. Upon such termination, the City shall pay Contractor an amount equal to the value of the Work satisfactorily performed hereunder as of the date of the Default Notice; provided, however, that the City retains all rights to recover damages incurred by the City as a result of Contractor’s default, including without limitation the right of offset against amounts otherwise due to Contractor hereunder, and the rights specified in Section 18 below. Contractor shall have no right to any reimbursement for profit or lost profit. Following such termination, the City may procure, upon such terms and in such manner as the City deems appropriate, maintenance services similar to those terminated hereunder. If, after notice of termination of this Agreement under the provisions of this Section 17, the City determines, for any reason, that Contractor was not in default hereunder, or that such default had been cured, then the rights and obligations of the City and Contractor shall be the same as if the notice of termination had been a termination for convenience issued pursuant to Section 16 above.

18. CITY’S REMEDIES FOR CONTRACTOR’S FAILURE TO PERFORM. Upon Contractor’s default of any of its obligations hereunder, and at any time after any such default, the City may take any one or more of the following actions:

18.1 Forfeiture of Bond/Negotiation of Security. The City may cause to be forfeited to the City all or a portion of any security given for the faithful performance of Contractor’s obligations, and may further cause to be negotiated any instrument of credit deposited with and assigned to the City in such amount as may be required to complete the Improvement work.

18.2 Performance by City at Contractor’s Expense. Upon Contractor’s default, the City may make written demand upon Contractor, or Contractor’s surety (if any),

or both, to immediately remedy the default and complete the Work. If the required Work is not substantially commenced within ten (10) days after the City's delivery of that written demand, or if it is not thereafter diligently prosecuted to a completion acceptable to the City within the timeframe set forth in the City's written demand, then without limiting any other remedy available to the City, the City may complete (or arrange for the completion of) all remaining Work and/or conduct such other remedial activity as in its sole and absolute discretion it believes is necessary or advisable. All such Work or remedial activity shall be at the sole and absolute expense and obligation of Contractor (and its surety, if any) without the necessity of giving any further notice to Contractor or its surety. The City's right to take such actions shall in no way be limited by the fact that the Contractor or its surety may have commenced or completed any of the required Work at the time of the City's demand for performance. If the City elects to complete (or arrange for completion of) the remaining Work, then the City may require all Work by the Contractor and/or its surety to cease in order to permit adequate coordination and completion by the City or its designee of the remaining Work.

18.3 Issuance of Cease and Desist Order. The City may issue a cease and desist order by delivering written notice to Contractor demanding that Contractor immediately discontinue any actions specified in that written notice. Contractor agrees to immediately comply with any such cease and desist order.

18.4 Injunctive Relief. The City shall have the right to apply for and obtain temporary and/or permanent injunctive relief or other equitable relief from a court of competent jurisdiction to enforce its rights and Contractor's obligations created by this Agreement, including without limitation relief in the form of a temporary restraining order and/or permanent injunction restraining Contractor from committing or continuing to commit any breach or threatened breach of this Agreement. The City shall have the right to seek such relief without showing or proving any actual damage sustained by the City, and without posting bond or other security. In connection with the City's right to apply for the injunctive relief which is the subject of this Section 18.4, Contractor hereby acknowledges that Contractor's breach of its obligations hereunder will cause irreparable harm and injury to the City if such breach continues unabated following the City's request for injunctive relief.

18.5 Other Relief. The City may seek any other remedies or relief, and take any other actions, available to the City under this Agreement, at law, or in equity.

19. INDEMNIFICATION AND DEFENSE. Contractor and its sureties (if any) shall indemnify and hold harmless City and/or any other City agency, including other employees, officers and representatives, for/from any and all claims or actions of any kind asserted against City and/or any other City agency arising out of Consultant's (including Consultant's employees, representatives, products and subcontractors) negligent performance under this Agreement, excepting only such claims or actions which may arise out of sole or active negligence of City and/or any other City agency, or

any third parties not acting on behalf of, at the direction of, or under the control of Consultant.

20. MISCELLANEOUS.

20.1 Notices. All written notices required to be given pursuant to the terms hereof shall be either (a) personally delivered, (b) deposited in the United States express mail or first class mail, registered or certified, return receipt requested, postage prepaid, (c) delivered by overnight courier service, or (d) delivered by facsimile or e-mail transmission, provided that the original of such facsimile notice, or a copy of such e-mail notice, is sent by certified U.S. mail, postage prepaid, no later than one business day following such facsimile or e-mail transmission. All such notices shall be deemed delivered upon actual receipt (or upon the first attempt at delivery pursuant to the methods specified in clauses (a), (b) or (c) above if the intended recipient refuses to accept delivery). All such notices shall be delivered to the following addresses, or to such other address as the receiving party may from time to time specify by written notice to the other party:

To the City:
City of South Gate
8650 California Avenue
South Gate, California 90280
Attention: Arturo Cervantes,
Asst. City Manager/Dir. of Public Works
Telephone No.: (323) 563-9512
Fax No.: (323) 563-9572
E-mail: acervantes@sogate.org

City of South Gate
8650 California Avenue
South Gate, California 90280
Attention: Carmen Avalos
City Clerk
Telephone No.: (323) 563-9511
Fax No.: (323) 563-5411
E-mail: cavalos@sogate.org

To Contractor:
W.A. Rasic Construction Company, Inc.
4150 Long Beach Blvd.
Long Beach, California 90807
Attn: Peter L. Rasic
Title President
Telephone No.: (562) 928-6111
Fax No.: (562) 928-7339
E-mail: prasic@warasic.com

With a copy (which shall not constitute notice)
to:
Raul F. Salinas, Esq.
Craig D. Hardwick, Esq.
Alvarado Smith
1 MacArthur Place, Suite 200
Santa Ana, California 92707
Telephone No.: (714) 852-6800
Fax No.: (714) 852-6899
E-mail: CHardwick@AlvaradoSmith.com

- 20.2 Time.** Time is of the essence of every provision contained in this Agreement.
- 20.3 Incorporation of Recitals and Exhibits.** All of the recitals set forth in this Agreement, and all of the exhibits attached to this Agreement, are by this reference incorporated in and made a part of this Agreement as though fully set forth herein.
- 20.4 Successors and Assigns.** Without limiting the generality of Section 13 above, this Agreement shall inure to the benefit of and be binding upon the parties hereto and their successors and assigns.
- 20.5 Force Majeure.** Neither party hereto shall be considered in default in the performance of its obligations hereunder to the extent that the performance of any such obligation is prevented or delayed by any cause which is beyond the reasonable control of such party, provided that (a) the party affected gives written notice to the other of the cause and anticipated duration of the delay within three (3) days after the delay commences, and (b) this paragraph shall not extend either party's time for performance by more than thirty (30) days, regardless of the cause of the delay.
- 20.6 Construction.** The parties acknowledge that each party and its counsel have reviewed and revised this Agreement and that the normal rule of construction to the effect that any ambiguities are to be resolved against the drafting party shall not be employed in the interpretation of this Agreement or any amendments hereto.
- 20.7 Governing Law.** This Agreement shall be construed and interpreted in accordance with and shall be governed and enforced in all respects according to the laws of the State of California, without regard to conflicts of laws principles.
- 20.8 Consent to Jurisdiction and Service of Process.** All judicial proceedings brought against any party hereto arising out of or relating to this Agreement may be brought in any state or federal court of competent jurisdiction in the County of Los Angeles, State of California, and by execution and delivery of this Agreement each party accepts for itself and in connection with its properties, generally and unconditionally, the exclusive jurisdiction of the aforesaid courts (both personal jurisdiction and subject matter jurisdiction), waives any defense of forum non conveniens and irrevocably agrees to be bound by any judgment rendered thereby in connection with this Agreement. Each party hereby agrees that service of all process in any such proceeding in any such court may be made by registered or certified mail, return receipt requested, to any other party at its address provided herein, such service being hereby acknowledged by each party to be sufficient for personal jurisdiction in any action against said party in any such court and to be otherwise effective and binding service in every respect. Nothing herein shall affect the right to serve process in any other manner permitted by law.

- 20.9 Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be deemed an original but all of which shall constitute one and the same instrument. In addition, this Agreement may contain more than one counterpart of the signature page and may be executed by the affixing of the signatures of each of the parties to any one of such counterpart signature pages; all of such counterpart signature pages shall read as though one and they shall have the same force and effect as though all of the signers had signed a single signature page.
- 20.10 Entire Agreement.** This Agreement, the Plans and Specifications, and the municipal codes and other laws cited in this Agreement, together contain the entire understanding of the parties and supersede any and all other written or oral understanding. No alteration of or amendment to this Agreement shall be effective unless given in writing and signed by the party or parties sought to be charged or bound by the alteration or amendment.
- 20.11 Captions.** Any captions or headings to the Sections and subsections in this Agreement are solely for the convenience of the parties hereto, are not a part of this Agreement, and shall not be used for the interpretation or determination of validity of this Agreement or any provision hereof.
- 20.12 Severability.** If any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid, illegal, or unenforceable term or provision had never been contained herein.
- 20.13 Further Assurances.** Each party shall cooperate with the other and shall execute such other documents as may be reasonably necessary to carry out the provisions of this Agreement.
- 20.14 No Waiver.** Any waiver, consent or approval by either party of any breach, default or event of default of any provision, condition or covenant of this Agreement must be in writing and shall be effective only to the extent set forth in writing. No waiver of any breach, default or event of default shall be deemed a waiver of any later breach, default or event of default of the same or any other provision of this Agreement. Any failure or delay on the part of either party in exercising any power, right or privilege under this Agreement shall not operate as a waiver thereof, nor shall any single or partial exercise of any such power, right or privilege preclude any further exercise thereof.
- 20.15 Rights and Remedies.** No right or remedy conferred by any of the specific provisions of this Agreement is intended to be exclusive of any other right or remedy given hereunder or hereafter existing at law or in equity. The exercise of any one or more rights or the election of any one or more remedies by any party shall not constitute a waiver of the right to exercise other available rights or pursue other available remedies.

- 20.16 Joint and Several Liability.** If Contractor constitutes more than one person or entity, then the obligations of each such person or entity shall be joint and several.
- 20.17 No Third-Party Beneficiaries.** The parties hereto acknowledge and agree that no provision in this Agreement may be enforced by any third party.
- 20.18 Patriot Act Compliance.** Contractor represents, warrants and covenants that neither Contractor nor any of its shareholders, officers, directors, members, managers or partners (i) is listed on the Specially Designated Nationals and Blocked Persons List maintained by the Office of Foreign Asset Control, Department of the Treasury (“OFAC”) pursuant to Executive Order No. 13224, 66 Fed. Reg. 49079 (Sept. 25, 2001) (“Order”) and all applicable provisions of Title III of the USA Patriot Act (Public Law No. 107-56 (October 26, 2001)); (ii) is listed on the Denied Persons List and Entity List maintained by the United States Department of Commerce; (iii) is listed on the List of Terrorists and List of Disbarred Parties maintained by the United States Department of State, (iv) is listed on any list or qualification of “Designated Nationals” as defined in the Cuban Assets Control Regulations 31 C.F.R. Part 515; (v) is listed on any other publicly available list of terrorists, terrorist organizations or narcotics traffickers maintained by the United States Department of State, the United States Department of Commerce or any other governmental authority or pursuant to the Order, the rules and regulations of OFAC (including without limitation the Trading with the Enemy Act, 50 U.S.C. App. 1-44; the International Emergency Economic Powers Act, 50 U.S.C. §§ 1701-06; the unrepealed provision of the Iraq Sanctions Act, Publ.L. No. 101-513; the United Nations Participation Act, 22 U.S.C. § 2349 aa-9; The Cuban Democracy Act, 22 U.S.C. §§ 60-01-10; The Cuban Liberty and Democratic Solidarity Act, 18.U.S.C. §§ 2332d and 233; and The Foreign Narcotic Kingpin Designation Act, Publ. L. No. 106-120 and 107-108, all as may be amended from time to time); or any other applicable requirements contained in any enabling legislation or other Executive Orders in respect of the Order (the Order and such other rules, regulations, legislation or orders are collectively called the “Orders”); (vi) is engaged in activities prohibited in the Orders; or (vii) has been convicted, pleaded nolo contendere, indicted, arraigned or custodially detained on charges involving money laundering or predicate crimes to money laundering, drug trafficking, terrorist-related activities or other money laundering predicate crimes or in connection with the Bank Secrecy Act (31 U.S.C. §§ 5311 et. seq.).

[Remainder of page left blank intentionally]

20.19 **City Council Approval Required for Effectiveness of Agreement.** Notwithstanding any earlier execution of this Agreement by any officer, employee or representative of the City, this Agreement shall not be binding upon or enforceable against the City unless and until it has been approved or ratified by the City Council of the City at a public meeting noticed and conducted in accordance with applicable provisions of the California Government Code.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed and attested by their respective officers thereunto duly authorized.

CITY OF SOUTH GATE:

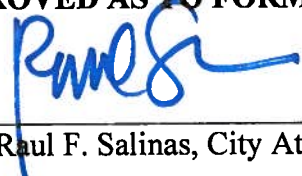
By: _____
M. Belén Bernal, Mayor

Dated: _____

ATTEST:

By: _____
Carmen Avalos, City Clerk
(SEAL)

APPROVED AS TO FORM:

By:  _____
Raul F. Salinas, City Attorney

**W. A. RASIC CONSTRUCTION
COMPANY, INC.:**

By: _____
Peter L. Rasic, President

Dated: _____

Exhibit “A”

Cost Proposal

A detailed description of the compensation payable to Contractor hereunder, including unit prices, monthly payments, and/or other information, conditions and limitations, is set forth on the Cost Proposal which is attached following this Exhibit “A” cover page.

EXHIBIT A

Contractor Name: W.A. Rasic Construction Company, Inc.

PROPOSAL

TO THE HONORABLE MAYOR AND MEMBERS
OF THE CITY COUNCIL OF THE
CITY OF SOUTH GATE, CALIFORNIA

The undersigned hereby proposes to perform all work for which a contract may be awarded him and to furnish any and all labor, material, equipment, transportation and other facilities required for

ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE

together with appurtenances thereto, all as set forth in the Specifications, and other Contract Documents, and he further proposes and agrees that, if his bid is accepted, he will contract in the form and manner stipulated, to perform all work called for by the Specifications and other Contract Documents, and to complete all such work in strict conformity therewith within the time limits set forth therein, and that he will accept as full payment therefore, the total bid amounts named in the Bid Schedule(s) forming a part hereof. **A bid bond in favor of the City of South Gate for**

Ten Thousand Dollars (\$ 10,000.00)

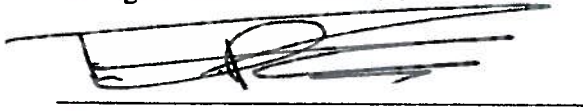
which amount is not less than ten percent (10%) of the total amount of his proposal which is attached hereto and is given as a guarantee that the undersigned will execute the agreement and furnish the required bonds if awarded the Contract and in case of failure to do so within the time provided, said check or bid bond shall be forfeited to the City of South Gate. The face amount of bid bond shall be considered established.

It is understood and agreed that:

1. The undersigned has carefully examined all the Contract Documents which will form a part of the Contract: namely, Notice Inviting Bids, Instructions to Bidders, Proposal Forms, the Bid Schedules, the Contractor's Industrial Safety Record, the Contractor's Qualification Statement, the Worker's Compensation Insurance Certificate, the Construction Agreement, Performance Bond, Payment Bond, Non-Collusion Affidavit, Specifications and Construction Drawings, and all revisions or addenda setting forth any modifications or interpretations of any of said documents.
 2. The undersigned has by investigation at the site of the work and otherwise satisfied himself as to the nature and location of the work and fully informed himself as to all conditions and matters which can in any way affect the work or the cost thereof.
 3. The undersigned fully understands the scope of the work and has checked carefully all words and figures inserted in this bid and he further understands that the City will in no way be responsible for any errors or omissions in the preparation of this bid.
 4. The undersigned will execute the agreement and furnish the required bonds and certificates of insurance within ten (10) calendar days after notice to him of acceptance of his bid by the City. The inability to execute the agreement within ten (10) days will be cause to reject the bid and award to the next low bidder.
 5. The undersigned hereby certifies that this proposal is genuine and not sham or collusive or made in the interest or on behalf of any person not herein named and the undersigned has not directly or indirectly induced or solicited any other bidder to put in a sham bid or any other person, firm or corporation to refrain from bidding, the undersigned has not in any manner sought by collusion to secure for himself an advantage over any other bidder.
 6. The undersigned will accept an award and enter into a contract for all work scheduled herein on which he submits a bid. The award for such work shall be entirely at the discretion of the City after evaluation of the bids. In the event the bidder to whom the work is awarded fails to enter into a contract and furnish the required bonds therefore within the time provided, the bidder will be liable for forfeiture of ten percent (10%) of the total bid amount to the City, even though such amount may be less than the face amount of the bid security, check or bond posted with the bid.
- Note:** All amounts and totals given in the Bid Schedule(s) will be subject to verification by the City. In case of variation between the unit price and totals shown by bidder, the unit prices will be considered to be his bid. In case of variation between unit prices written in words and unit prices given in numerals, those written in words shall be considered to be the correct prices.

Addenda No(s). Received

The undersigned is licensed in accordance with the laws of the State of California providing for the registration of Contractors.



Signature

By Peter L. Rasic

4150 Long Beach Blvd., Long Beach, CA 90807

Address

President

Title



Signature

By Walter A. Rasic, Jr.

(562) 928-6111

Telephone Number

Vice President/Secretary/Treasurer

Title

License No. 368761

Classification License Expiration Date A/C34 01/31/2021

* Surety to be utilized for Contract Bonds (Performance Bond and Payment Bond)

Liberty Mutual Insurance Company

Name of Surety

Daniel Huckabay

Name of Local Representative

790 The City Drive South, Ste. 200, Orange, CA 92868

Address

1411 N. Batavia St., Ste 201, Orange, CA 92867

Address

(800) 763-9268

Telephone Number

(714) 516-1232

Telephone Number

Best Key Rating

A

Grade

XV

Class

*Note: Surety information is required as part of this proposal, failure to provide such information will cause this bid to be informal and subject to rejection.

**ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE**

Contractor's Name W.A. Rasic Construction Company, Inc.

Honorable Mayor and City Council
South Gate, California:

December 26, 2019

In accordance with Notice Inviting Bids for

**ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE**

The undersigned declares that he/she has carefully examined Plans and Specification for this job and read notice to bidders, and is familiar with the requirements therein contained, and proposes to furnish all labor, material, and supplies necessary to accomplish the work outlined therein at the following prices:

Section 3-2.2.1 of the Standard Specifications is hereby amended by addition of the following: If a bid item is deleted in its entirety and that bid item has no direct effect on performance of any other bid items, no adjustment in bid prices for any items will be provided.

BID
ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE

| No. | Description | Unit | Unit Rate |
|-----|--|--------------|-------------------------|
| 1 | Replace existing 6" VCP sewer main - 1 to 300 feet (5-10 ft. deep) | LF | \$ 129. ⁰⁰ |
| | Replace existing 8" VCP sewer main - 1 to 300 feet (5-10 ft. deep) | LF | \$ 141. ⁰⁰ |
| 2 | Replace sewer manhole (48-inch Dia) 5-feet Deep | Each | \$ 7260. ⁰⁰ |
| | Replace sewer manhole (48-inch Dia) 8-feet Deep | Each | \$ 8,050. ⁰⁰ |
| | Replace sewer manhole (48-inch Dia) 10-feet Deep | Each | \$ 8,835. ⁰⁰ |
| 3 | Furnish and Install 6" DI pipeline - 1 to 300 feet | LF | \$ 127. ⁰⁰ |
| | Furnish and Install 8" DI pipeline - 1 to 300 feet | LF | \$ 132. ⁰⁰ |
| | Furnish and Install 12" DI pipeline - 1 to 300 feet | LF | \$ 152. ⁰⁰ |
| 4 | Furnish and Install 6" Gate Valve Complete | Each | \$ 1,280. ⁰⁰ |
| 5 | Furnish and Install 8" Gate Valve Complete | Each | \$ 1,785. ⁰⁰ |
| 6 | Furnish and Install 12" Gate Valve Complete | Each | \$ 2,595. ⁰⁰ |
| 7 | <u>Traffic Control</u> Arrow Board | Each per Day | \$ 120. ⁰⁰ |
| | Construction sign | Each per Day | \$ 5. ⁰⁰ |
| | Delineator | Each per Day | \$ 1. ⁰⁰ |
| 8 | Move Trailer | Each per Day | \$ 120. ⁰⁰ |
| 9 | Welder 170 AMP | Each per Day | \$ 136. ⁰⁰ |
| | Welder 170 AMP Standby | Each per Day | \$ 68. ⁰⁰ |
| 10 | Hand Compactor | Each per Day | \$ 25. ⁰⁰ |
| 11 | Compaction Wheel | Each per Day | \$ 80. ⁰⁰ |

BID
ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE

| No. | Description | Unit | Unit Rate |
|-----|---|--------------|-----------------------|
| 12 | 3 Ton Roller | Each per Day | \$ 328. ⁰⁰ |
| | 3 Ton Roller Standby | Each per Day | \$ 164. ⁰⁰ |
| 13 | Generator Set: (10 kw) | Each per Day | \$ 80. ⁰⁰ |
| | Generator Set: (10 kw) Standby | Each per Day | \$ 40. ⁰⁰ |
| | Generator Set: (100 kw) | Each per Day | \$ 600. ⁰⁰ |
| | Generator Set: (100 kw) Standby | Each per Day | \$ 300. ⁰⁰ |
| 14 | Foreman Truck w/Tools (3/4 ton) | Each per Day | \$ 240. ⁰⁰ |
| 15 | Foreman Truck w/Tools (1 ton) | Each per Day | \$ 240. ⁰⁰ |
| 16 | Dump Truck (10- 12 cubic yard) | Each per Day | \$ 736. ⁰⁰ |
| 17 | Water Truck up to 1800 Gallons | Each per Day | \$ 336. ⁰⁰ |
| | Water Truck up to 1800 Gallons Standby | Each per Day | \$ 168. ⁰⁰ |
| 18 | Hot Tap Machine 3"- 12" | Each per Day | \$ 575. ⁰⁰ |
| 19 | Backhoe, John Deere 310 or equivalent | Each per Day | \$ 472. ⁰⁰ |
| | Backhoe, John Deere 310 or equivalent Standby | Each per Day | \$ 236. ⁰⁰ |
| 20 | Fork Lift, 7,000 pounds | Each per Day | \$ 60. ⁰⁰ |
| | Fork Lift, 7,000 pounds Standby | Each per Day | \$ 10. ⁰⁰ |
| 21 | Compressor 175 CFM | Each per Day | \$ 150. ⁰⁰ |
| 22 | <u>Pumps:</u> | | |
| | 2" Dewatering Pump | Each per Day | \$ 60. ⁰⁰ |
| | 2" Dewatering Pump Standby | Each per Day | \$ 10. ⁰⁰ |

BID
ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE

| No. | Description | Unit | Unit Rate |
|-----|--|--------------|-----------------------|
| 23 | <u>Pumps:</u> | | |
| | 4" Dewatering Pump | Each per Day | \$ 135. ⁰⁰ |
| | 4" Dewatering Pump Standby | Each per Day | \$ 22. ⁵⁰ |
| 24 | 2" Trash Pump | Each per Day | \$ 60. ⁰⁰ |
| 25 | Concrete Saw | Each per Day | \$ 400. ⁰⁰ |
| 26 | Jack Hammer and Points | Each per Day | \$ 10. ⁰⁰ |
| 27 | Soil Compaction Test | Each | \$ 250. ⁰⁰ |
| 28 | 10,000 gal. Water Tank | Each per Day | \$ 10. ⁰⁰ |
| 29 | Shoring Shields (8'x8'x8') | Each per Day | \$ 80. ⁰⁰ |
| 30 | Shoring Jacks | Each per Day | \$ 12. ⁰⁰ |
| 31 | Trench Plates | Each per Day | \$ 8. ⁰⁰ |
| 32 | Gas Detector | Each per Day | \$ 100. ⁰⁰ |
| 33 | <u>Line Stops:</u> | | |
| | 4" Line | | 2,530. ⁰⁰ |
| | 8" Line | | 6,485. ⁰⁰ |
| | 12" Line | | 9,725. ⁰⁰ |
| | 16" Line | | 16,235. ⁰⁰ |
| 34 | Cost of furnishing both Performance and Labor Bonds (As a percentage of Contract Amount) | Percentage | 1.00 % |

BID
ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE

| No. | Description | Unit | Unit Rate |
|-----|---|------|-------------------|
| | <u>Labor Rates:</u> | | |
| 35 | Two-Man Crew | Hour | \$ 221. <u>22</u> |
| | Three-Man Crew | Hour | \$ 312. <u>74</u> |
| | Four-Man Crew | Hour | \$ 409. <u>20</u> |
| | Each Additional Man | Hour | \$ 91. <u>52</u> |
| | Each Additional Operator | Hour | \$ 122. <u>29</u> |
| | Pipe layer | Hour | \$ 95. <u>74</u> |
| | Welder | Hour | \$ 123. <u>69</u> |
| | Cement Mason | Hour | \$ 89. <u>98</u> |
| | Carpenter | Hour | \$ 103. <u>43</u> |
| | Mechanics | Hour | \$ 122. <u>48</u> |
| | Truck Driver | Hour | \$ 96. <u>46</u> |
| | Foreman | Hour | \$ 98. <u>93</u> |
| | Superintendent | Hour | \$ 151. <u>27</u> |
| 36 | Attach your firm's standard rate schedule for labor, materials, and equipment. (See Note 2 below) | N/A | N/A |

Please specify if a minimum time is billed for each call if requested by the City to report to Work: 4 Hours.

Notes:

1. **Unit Rates in the Bid shall include mark-ups, overhead, and profit.**
2. **The rates shown on the firm's standard rate schedule shall include mark-ups,**

overhead, and profit. If in case the standard rate schedule does not include mark-ups, overhead, and profit, append an attachment showing the necessary allowances for mark-ups, overhead, and profit.

Terms of Extension

A contract entered with Bidder may be extended for up to two separate, consecutive periods of one year each at the option of the Owner. The maximum percentage rate increase for extension will be according to the "Construction Cost Index of Engineering News Record" as applicable to the Los Angeles Region and subject to the approval of the Owner:

Bidder acknowledges that Owner may enter contracts with more than one Bidder. **Owner does not promise or guarantee that Contractor's services will be called upon at any time or at all.**

CONTRACTORS WILL BE SELECTED THROUGH THE EVALUATION OF CONTRACTOR'S QUALIFICATIONS AND BID BASED ON APPLYING LABOR, MATERIAL, AND EQUIPMENT RATES IN THE BID TO A SAMPLE JOB. THE CONTRACTORS WILL THEN BE AWARDED CONTRACTS AND PLACED ON THE ON-CALL LIST IN AN ORDER DETERMINED BY THE LOWEST BID

Accompanying this proposal is the bidder's security consisting of Bid Bond payable to the City of South Gate in the amount of \$10,000 and the undersigned bidder hereby agrees that should he be awarded a contract on the basis hereof, and thereafter fails to properly execute and return the contract agreement together with the required bonds in connection therewith within ten (10) days after it has been delivered or mailed to him or his authorized agent, the Owner will be damaged by the delay so caused in an amount that is impossible to definitely ascertain, bidder's security; said bidder further agrees that in such an event the amount of security shall become the property of the Owner and may be collected thereby, and that otherwise it shall be returned.


The City of South Gate reserves the right to reject any and all bids, or delete portions of any and all bids or waive any informality or irregularity in the bid or the bid procedures and shall be the sole judge of the bids received.

The undersigned has carefully checked all of the above figures and understands that the City of South Gate, or any officer thereof, will not be responsible for any errors or omissions on the part of the undersigned in submitting this bid. In case words and figures stated here in do not agree, the words shall govern and the figures shall be disregarded. In case the unit price and the total amount stated for any item are not in agreement, the unit price shall govern and the amount shall be corrected to conform thereto. In case of any discrepancy between Item Total Prices and Total Amount Bid, the Item Total Prices shall prevail and the Total Amount Bid shall be adjusted to conform to the Item Total Prices. The Contract shall then be awarded to the lowest qualified bidder based on the Total Amount Bid.

Contractor: W.A. Rasic Construction Company, Inc.

License No: A368761 **Expiration date:** 01/31/2021

Name: Peter L. Rasic **Title:** President

Signature:  _____

**ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE**

NAME OF BIDDER W.A. Rasic Construction Company, Inc.

LIST OF SUBCONTRACTORS

In accordance with Division 2, Part 1, Chapter 4 of the Public Contract Code, the prime contractor shall submit with his bid a list of subcontractors who will perform work in excess of one-half of 1 percent of the prime contractor's total bid.

Subcontractors listed must be properly licensed for the type of work they are to perform and their license numbers must be indicated below. Do not list alternate subcontractors for the same work.

| <u>Name & Address of Subcontractor</u> | <u>Specific Description of Subcontract</u> |
|--|--|
| 1. Name <u>Matt Chlor</u> Address <u>4107 N. Arden Dr., El Monte, CA</u> License No. <u>724035</u> Classification <u>C-55, C-36</u> | <u>Pipeline Disinfection</u> |
| 2. Name <u>Koppel Pipeline Services</u> Address <u>1228 Date St., Montebello, CA</u> License No. <u>844802</u> Classification <u>C-61, D-64</u> | <u>Line Stop and Hot Tapping</u> |

3. Name Wells Tapping Service, Inc. Hot Tapping
Address 2218 E. Mount Vernon, Orange, CA
License No. 759963
Classification A
4. Name _____
Address _____
License No. _____
Classification _____
5. Name _____
Address _____
License No. _____
Classification _____
6. Name _____
Address _____
License No. _____
Classification _____
7. Name _____
Address _____
License No. _____
Classification _____

**ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE**

This information must include all construction work undertaken in the State of California by the bidder and any partnership, joint venture or corporation that any principal of the bidder participated as a principal or owner for the last five calendar years and current calendar year prior to the date of bid submittal. Separate information shall be submitted for each particular partnership, joint venture, corporate or individual bidder. The bidder may attach any additional information or explanation of data, which he would like taken into consideration in evaluating the safety record. An explanation must be attached of the circumstances surrounding any and all fatalities.

CONTRACTOR'S INDUSTRIAL SAFETY RECORD
5 Calendar Years Prior to Current Year

| Year | 2014 | 2015 | 2016 | 2017 | 2018 | TOTAL | Current Year |
|---|---------|---------|---------|---------|---------|---------|--------------|
| 1. No. of Contracts | 356 | 299 | 307 | 338 | 322 | 1622 | 340 |
| 2. Total dollar amount of contracts (in thousands of \$) | \$ 118M | \$ 100M | \$ 105M | \$ 110M | \$ 120M | \$ 553M | \$ 119M |
| * 3. No. of fatalities | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| * 4. No. of lost workday cases | 4 | 0 | 3 | 0 | 3 | 10 | 2 |
| * 5. No. of lost workday cases involving permanent transfer to another job or termination of employment | 3 | 2 | 2 | 0 | 0 | 7 | 0 |
| * 6. No. of lost workdays | 284 | 0 | 504 | 0 | 281 | 1069 | 205 |

The information required for these items is the same as required for column 3 to 6, Code 10, Occupational Injuries, Summary Occupational Injuries and illnesses. OSHA No. 102

The above information was compiled from the records that are available to me at this time and I declare under penalty of perjury that the information is true and accurate within the limitations of those records.

W.A. Rasic Construction Company, Inc.

Name of Bidder (print)

4150 Long Beach Blvd.

Address

Long Beach, CA

City

90807

Zip Code

Signature

368761 Class A, C34

State Contractors' License No. & Classification

(562) 928-6111

Telephone

- Peter L. Rasic

CONTRACTOR'S QUALIFICATION STATEMENT

To: The City of South Gate

The undersigned certifies that the bidder has successfully and properly completed jobs of like nature, magnitude, comparable difficulty, and scope as specified in these specifications.

Three (3) of recent comparable jobs completed are below:

1. Job Name I.E.U.A. On-Call Emergency Task Orders

| | | |
|--------------------|------------------------|-----------------------|
| <u>Ryan Walker</u> | <u>Senior Engineer</u> | <u>(909) 315-1525</u> |
| Person to Contact | Job Title | Phone No. |
| <u>Chino, CA</u> | <u>\$ 4 Million</u> | <u>On-Going</u> |
| City | Contract Amount | Date Completed |

2. Job Name California Water Service- Annual Contract

| | | |
|---------------------|---------------------------|-----------------------|
| <u>Jim Crawford</u> | <u>Operations Manager</u> | <u>(323) 816-5857</u> |
| Person to Contact | Job Title | Phone No. |
| <u>Commerce, CA</u> | <u>\$ 11 Million</u> | <u>On-Going</u> |
| City | Contract Amount | Date Completed |

3. Job Name Liberty Utilitites- Major Construction, Maintenance and On-Call Emergencies

| | | |
|--------------------------------------|------------------------|-----------------------|
| <u>Mike Vasquez</u> | <u>Project Manager</u> | <u>(562) 333-0321</u> |
| Person to Contact | Job Title | Phone No. |
| <u>Various (Southern California)</u> | <u>\$ 7 Million</u> | <u>On-Going</u> |
| City | Contract Amount | Date Completed |

Failure to complete this portion of the bid shall at the City's discretion constitute the basis to either declare the apparent low bidder's bid non-responsive or declare the bidder to be non-responsive.

Signed  Peter L. Rasic Title President

Dated this 26 day of December, 2019

CONTRACTOR'S ORGANIZATION STATEMENT AND PERFORMANCE HISTORY

The term "Owner" shall refer to any private firm or public agency to which the Contractor has submitted a bid to, or contracted with, for any construction contract.

Submitted By: W A RASIC CONSTRUCTION COMPANY INC
Name must correspond with the Contractor's License

Corporation Partnership Individual Joint Venture

If a corporation, under the laws of what State is it organized? California

California Regional Office (s): Long Beach, CA

Use the form titled "Additional Information and/or Comments" for providing requested or additional information for each of the following questions to which you answer "yes" or for any comments.

A. How many years experience in construction work under current organization?

(a) As a General Contractor? 41 Years From 19 78 to 20 19

(b) As a Subcontractor? 41 Years From 19 78 to 20 19

B. Provide the following information as to contract experience with public entities or governmental agencies only, within the past ten (10) years. If none, write "NONE" on the chart.

| TITLE OF JOBS | COMPLETION DATE | NAME OF AGENCY, TELEPHONE No. AND NAME OF PERSON TO CONTACT |
|----------------------|-----------------|---|
| Please see attached. | | |
| | | |
| | | |

C. Have you or your company, or any officer or partner thereof, failed to complete a contract for an Owner? YES NO . If so indicate the name of each agency, dates, and the circumstances.

- D. Have you or your company been denied an award of an Owner contract notwithstanding submission of the lowest responsive bid? YES NO . If so, as to each such denial, state the name of the Owner, the date of the denial, the title and number of the contract bid, and the grounds on which the Owner based the denial of award.
- E. Has your company been assessed liquidated damages by any Owner? YES NO . If so, as to each assessment of liquidated damages, state the name of the Owner, the date of the assessment, the title and number of the contract, and the grounds on which the Owner based the assessment of liquidated damages.
- F. Has your company been the subject of any inquiry by any Owner as to whether your company is a non-responsible bidder or non-responsible contractor? YES NO . If so, as to each inquiry, state the name of the Owner, the date of the inquiry, the grounds on which the Owner based the inquiry, and the result of the inquiry.
- G. Has your company been the subject of any inquiry by any Owner as to whether your company has made any false claim or other material misrepresentation? YES NO . If so, as to each inquiry, state the name of the Owner, the date of the inquiry, the grounds on which the Owner based the inquiry, and the result of the inquiry.
- H. Has your company made any false claim or misrepresentation in the submittal of any claim pertaining to any construction contractor with an Owner? YES NO . If so, state the circumstances, including the reason for submittal of false material.
- I. Is your company currently asserting against any Owner any construction claim (s) in excess of \$100,000.00, or has your company made such claim (s) against any Owner? YES NO . If so, as to each such claim, state the name of the Owner, the date of the claim, the grounds of the claim, the amount of such claim, the present status of such claim, the date of resolution of such claim if resolved, and the amount and method by which such claim was resolved, if resolved.
- J. Is your company currently a party against any Owner in any litigation pertaining to any construction job, or has your company been a party to such litigation? YES NO . If so, as to each such litigation, state the name of the Owner, case number, the court and jurisdiction in which said litigation is pending or was brought, the nature of the litigation, the amount at issue in the litigation, the present status of such litigation, the date of resolution of such litigation if resolved, and the amount and method by which such litigation was resolved, if resolved.

**ON-CALL MUNICIPAL WATER AND SEWER
SYSTEMS MAINTENANCE**

EQUALS

The undersigned desires to use the material product, thing, or service described below as "an equal" to such item as specified.

In accordance with the provisions under 4-1.6 of the Standard Specifications for Public Works Construction (Greenbook), if the City shall find any such item so described as equal to the respective item specified, then the undersigned may furnish such item, together with all necessary labor materials, equipment, and incidentals required to perform the work.

Date 12/26/2019 Contractor's Name W.A. Rasic Construction Company, Inc.

Phone No. (562) 928-6111 Contractor's Address 4150 Long Beach Blvd., Long Beach, CA 90807

| Materials, Apparatus, or Equipment Specified for Which Bidder Proposes "An Equal" | Complete Description of Materials, Apparatus, or Equipment Specified for Which the Bidder Desires to Use as "An Equal" and Name of Subcontractor if Different |
|--|--|
| | |
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CERTIFICATION OF NONDISCRIMINATION

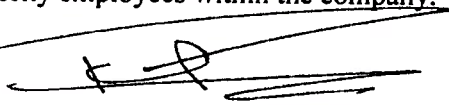
AND AFFIRMATIVE ACTION

As suppliers of goods or services to the City of South Gate, the firm listed below certifies that it does not discriminate in its employment with regard to race, medical condition, color, marital status, religion, sex, handicap, or national origin; that is in compliance with all federal, state and local directives and executive orders regarding nondiscrimination in employment; and that it agrees to demonstrate positively aggressively in principle of equal opportunity in employment.

We agree specifically:

1. To establish or observe employment policies which affirmatively promote opportunities for minority persons at all job levels.
2. To communicate this policy to all persons concerned including all company employees, outside recruiting services, especially those servicing minority communities and to the minority communities at large.
3. To take affirmative steps to hire minority employees within the company.

W.A. Rasic Construction Company, Inc.
Firm



- Peter L. Rasic

Signature

President

Title

Please include any additional information regarding equal opportunity employment programs now in effect within your company.

Current Company EEO Policy in place for W.A. Rasic Construction Company:

W.A. Rasic Construction Company, Inc. (the "Company") shall recruit, hire, train, and promote in all job titles ~~without regard to race, color, religion, sex, gender, national origin, ancestry, physical or mental disability, age,~~ medical condition, genetic information, marital status, military service, sexual orientation, or any other basis ~~protected by law. All personnel actions such as compensation, benefits, Company-sponsored training, transfer, demotion, termination, layoff, and return from layoff, shall be administered without regard to race, color, religion, sex, gender, national origin, ancestry, physical or mental disability, age, medical condition, genetic information, marital status, military service, sexual orientation, or any other basis protected by law. Additionally, the Company will provide~~ registered domestic partners with all rights and benefits as required by law.

the entity upon behalf of which the person(s) acted, executed the instrument.

I certify UNDER PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.




Notary Public

**STATEMENT ACKNOWLEDGING PENAL AND CIVIL PENALTIES
CONCERNING THE CONTRACTORS' LICENSING LAWS**

[Business & Professions Code § 7028.15]

[Public Contract Code § 20103.5]

I, the undersigned certify that I am aware of the following provisions of California law and that or entity on whose behalf this certification is given, hold a currently valid California contractor's license as set forth below:

Business & Professions Code § 7028.15:

- a. **It is a misdemeanor for any person to submit a bid to a public agency in order to engage in the business or act in the capacity of a contractor with in this state without having a license therefor, except in any of the following cases:**
 - (1) The person is particularly exempted from this chapter.
 - (2) The bid is submitted on a state project governed by Section 10164 of the Public Contract Code or on any local agency project governed by Section 20104 [now § 20103.5] of the Public Contract Code.

- b. If a person has been previously convicted of the offense described in this section, the court shall impose a fine of 20 percent of the price of the contract under which the unlicensed person performed contracting work or four thousand five hundred dollars (\$4,500), whichever is greater, or imprisonment in the county jail for not less than 10 days nor more than six months, or both.

In the event the person performing the contracting work has agreed to furnish materials and labor on an hourly basis, "the price of the contract" for the purposes of this subdivision means the aggregate sum of the cost of materials and labor furnished and the cost of completing the work to be performed.

- c. This section shall not apply to a joint venture license as required by Section 7029.1. However, at the time of making a bid as a joint venture each person submitting the bid shall be subject to this section with respect to his or her individual licensure.

- d. This section shall not affect the right or liability of a licensed architect, land surveyor, or registered professional engineer to form joint ventures with licensed contractors to render services within the scope of their respective practices.

- e. Unless one of the foregoing exceptions applies a bid submitted to a public agency by a contractor who is not licensed in accordance with this chapter shall be considered non-responsive and shall be rejected by the public agency. Unless one of the forgoing exceptions applies, a local public agency shall, before awarding a contract or issuing a purchase order, verify that the contractor was properly

licensed when the contractor submitted the bid. Notwithstanding any other provision of law, unless one of the foregoing exceptions applies, the registrar may issue a citation to any public officer or employee of a public entity who knowingly awards a contract or issues a purchase order to a contractor who is not licensed pursuant to this chapter. The amount of civil penalties, appeal, and finality of such citations shall be subject to Sections 7028.7 to 7028.13, inclusive. **Any contract awarded to, or any purchase order issued to, a contractor who is not licensed pursuant to this chapter is void.**

- f. Any compliance or noncompliance with subdivision (e) of this section, as added by Chapter 863 of the Statutes of 1989, shall not invalidate any contract or bid awarded by a public agency during which time that subdivision was in effect.
- g. A public employee or official shall not be subject to a citation pursuant to this section if the public employee, officer or employing agency made an inquiry to the board for the purpose of verifying the license status of any person or contractor and the board failed to respond to the inquiry within three business days. For purposes of this section a telephone response by the board shall be deemed sufficient.

Public Contract Code § 20103.5:

In all contracts subject to this part where federal funds are involved, no bid submitted shall be invalidated by the failure of the bidder to be licensed in accordance with the laws of this state. However, at the time the Contract is awarded, the Contractor shall be properly licensed in accordance with the laws of this state. The first payment for work or material under any contract shall not be made unless and until the Registrar of Contractors verifies to the agency that the records of the Contractors' State License Board indicate that the contractor was properly licensed at the time the contract was awarded. Any bidder or contractor not so licensed shall be subject to all legal penalties imposed by law, including, but not limited to, any appropriate disciplinary action by the Contractors' State license Board. The agency shall include a statement to that effect in the standard form of pre-qualification questionnaire and financial statement. **Failure of the bidder to obtain proper and adequate licensing for an award of a contract shall constitute a failure to execute the contract and shall result in the forfeiture of the security of the bidder.**

License No.: 368761 Class: A, C34 Expiration date: 01/31/2021

Date: December 26, 2019 Signature  - Peter L. Rasic



City of South Gate
Cost Plus Rates

CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| CRAFTSMAN/CLASS | CRAFT CODE | STRAIGHT TIME | OVER TIME | DOUBLE TIME | CRAFTSMAN/CLASS | CRAFT CODE | STRAIGHT TIME | OVER TIME | DOUBLE TIME |
|--|------------|---------------|-----------|-------------|--|------------|---------------|-----------|-------------|
| CARPENTERS | | | | | PROJECT MANAGEMENT | | | | |
| General Foreman | CAGF | 111 40 | 150 79 | 190 17 | Project Administrator | PADM | 69 73 | 94 10 | 119 55 |
| Foreman | CAFM | 108 21 | 146 09 | 183 98 | Project Engineer 1 | PEG1 | 78 88 | 103 26 | 127 65 |
| Journeyman | CAJM | 103 43 | 139 05 | 174 68 | Project Engineer 2 | PEG2 | 98 48 | 131 46 | 164 45 |
| Apprentice - 8th Period (90%) | CAAB | 95 88 | 127 94 | 160 01 | Project Engineer 3 | PEG3 | 102 02 | 136 66 | 171 29 |
| CEMENT MASONS | | | | | | | | | |
| Foreman | CMFM | 103 87 | 136 99 | 170 11 | Project Engineer 4 | PEG4 | 113 01 | 152 20 | 191 39 |
| Journeyman Commercial | CMJC | 95 09 | 129 95 | 160 81 | Superintendent | PMSM | 151 27 | 199 27 | 246 44 |
| Journeyman Light Commercial | CMJL | 89 98 | 118 62 | 147 25 | Assistant Project Manager | PMAS | 125 79 | 170 92 | 218 05 |
| F&T Machine Operator | CMFT | 99 49 | 130 54 | 161 56 | Project Manager | PMPM | 139 82 | 188 75 | 237 67 |
| Apprentice 8th 6 Mos (90%) | CMA8 | 92 56 | 120 33 | 148 11 | Senior Project Manager | PMSR | 207 17 | 280 57 | 353 97 |
| LABORERS | | | | | TEAMSTERS | | | | |
| General Foreman | LAGF | 100 92 | 134 90 | 168 88 | Foreman | TDFM | 98 85 | 127 92 | 156 99 |
| Foreman | LAFM | 98 93 | 131 97 | 185 00 | GR 1 - Warehouseman | TDG1 | 84 02 | 120 81 | 147 60 |
| Group 1 - General | LAG1 | 91 52 | 121 05 | 150 59 | GR 2 - 2 Axle Vehicle | TDG2 | 94 26 | 121 16 | 148 06 |
| Group 2 - Chute Man | LAG2 | 92 40 | 122 35 | 152 30 | GR 3 - 3 Axle Vehicle/2 Axle Water Truck | TDGJ | 94 47 | 121 47 | 148 47 |
| Group 3 - Pipeline Backup Man | LAG3 | 93 27 | 123 64 | 154 00 | GR 4 - Transit Mix Truck 3 CUYD | TDG4 | 94 77 | 121 91 | 149 06 |
| Group 4 - Pipe Layer, C&S | LAG4 | 95 74 | 127 27 | 158 80 | GR 5 - 3 Axle or more Water Truck | TDG5 | 94 82 | 121 98 | 149 15 |
| Group 5 - Blaster / Driller | LAG5 | 96 30 | 128 10 | 159 89 | GR 6 - Dump Truck 16 to 25 CUYD | TDG6 | 94 87 | 122 06 | 149 24 |
| Apprentice - 8th Period (85%) | LAA8 | 73 12 | 100 15 | 127 17 | GR 7 - Forklift Driver | TDG7 | 95 27 | 122 54 | 150 02 |
| OPERATING ENGINEERS | | | | | | | | | |
| General Foreman Appdx A | OEGF | 128 67 | 173 03 | 217 39 | GR 8 - Dump Truck 25 to 49 CUYD | TDG8 | 95 68 | 123 23 | 150 79 |
| Foreman, Appdx A | OEFM | 125 48 | 168 34 | 211 20 | GR 9 - Low Bed Driver - 9 Axles or over | TDG9 | 95 98 | 123 70 | 151 41 |
| Group 1 Appdx A - Oiler | OEG1 | 117 68 | 156 86 | 196 04 | GR10 - Working Truck Driver | TDG10 | 96 46 | 124 40 | 152 34 |
| Group 2 Appdx A - Oiler | OEG2 | 118 93 | 158 69 | 198 46 | GR11 - Boom Truck (17K and Below) | TDG11 | 97 26 | 125 58 | 153 89 |
| Group 8, Appdx A - Universal | OEG8 | 122 29 | 163 64 | 205 00 | GR12 - Boom Truck (17K and Above) | TDG12 | 97 94 | 126 58 | 155 22 |
| Group 10, Appdx A - Mechanic | OEGM | 122 48 | 163 92 | 205 37 | Apprentice - 6th Period (95%) | TDA6 | 79 92 | 106 46 | 133 01 |
| Group 8 Appdx B - Cranes (up to 25 tons) | OEB8 | 122 75 | 164 32 | 205 90 | WELDERS/FITTERS/HLP-Local 250 Shortline | | | | |
| Group 9 Appdx B - Cranes (25 to 50 tons) | OEB9 | 123 02 | 164 72 | 206 42 | Foreman | WLFM | 130 78 | 179 38 | 225 25 |
| Apprentice, GR 8 Appdx A - 6th (90%) | OEA6 | 113 53 | 150 75 | 187 97 | Journeyman | WLJM | 123 69 | 168 94 | 211 69 |
| | | | | | Metal Trades | WLMT | 77 06 | 102 49 | 125 67 |

Apprentice Rates: Apprentices rates listed above are for the highest classification prior to journeyman full scale rates. Billing for apprentices will be based on actual classification(s) noticed.

Boundaries of Southern California Cost Plus Rates: Consist of the eleven (11) counties of Los Angeles Inyo Mono Orange Riverside San Bernardino Imperial Ventura Santa Barbara San Luis Obispo Kern and in addition Richardson Rock Santa Cruz Island Arch Rock San Nicholas Island Catalina Island San Clemente Island San Miguel Island Santa Barbara Island Santa Rosa Island Anacapa Island including the Channel Islands Monument. Rate Scale does not include San Diego County.

Markup: Material subcontractors, subsistence, outside rentals (including fuel costs); etc. will be billed cost plus sales tax as applicable plus mark-up of 15%.

Overtime Rates: Shift(s) shall be paid per union agreement(s).

Subsistence: Lodging & meals for management, superintendents & general foremen will be billed at actual costs plus mark-up at 15%.

Travel Time: Billing time will start once employees are dispatched and end upon their return to the company facility.

USA Notification: Client is responsible for Underground Service Alert (USA) notification for all emergency work.

NOTE: All wage scales presented herein are subject to change without notice. This document does not include all labor classifications. Additional labor classifications are available upon request. Some work areas may be subject to special wage agreements if applicable fees will be billed accordingly.

REVISED 12/30/19

**Confidential Document
Proprietary Trade Secret
Do NOT Disclose**

CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| <u>Air Compressors</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Air Compressor - 13 HP (Truck Mounted) | \$ 8.00 |
| Air Compressor - 185 CFM w/ tools & hoses | \$ 25.00 |

| <u>Asphalt Paving Equipment</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Asphalt Spreader Box (variable width) | \$ 6.00 |
| Propane Torch - Portable | \$ 5.00 |
| Roller - 24" Width Walk Behind Type | \$ 24.00 |
| Roller - 30" Width Walk Behind Type | \$ 26.00 |
| Roller - 36" Width Walk Behind Type | \$ 28.00 |
| Roller - Asphalt Vibratory Dual Drum Smooth Type - 3 to 5 Ton | \$ 41.00 |
| Tack Sprayer / Emulsion Pot (220 Gallon Capacity) | \$ 18.00 |

| <u>Backhoes</u> | <u>Hourly Rate</u> |
|------------------------------------|--------------------|
| Backhoe - Case 580 Super M 4X4 | \$ 61.00 |
| Backhoe - Case 590 Super M 4X4 | \$ 67.00 |
| Backhoe - Case 590 Super SN 4X4 | \$ 70.00 |
| Backhoe - CAT 420 D 4x4 | \$ 63.00 |
| Backhoe - CAT 430E | \$ 58.00 |
| Backhoe - CAT 430E / CAT 430F2 4x4 | \$ 60.00 |
| Backhoe - CAT 450F 4x4 | \$ 62.00 |
| Backhoe - John Deere 310 SE | \$ 61.00 |

| <u>Backhoe Attachments</u> | <u>Hourly Rate</u> |
|---|----------------------|
| Auger Drill for Backhoe - 12" Diameter (Max Depth 8') | Daily Rate \$ 180.00 |
| Auger Drill for Backhoe - 24" Diameter (Max Depth 8') | Daily Rate \$ 250.00 |
| Hydraulic Breaker 1000 LB for Backhoes | \$ 50.00 |
| Compaction Wheel for Backhoe - 12" or 18" Wide | \$ 10.00 |

| <u>Boring Equipment</u> | <u>Hourly Rate</u> |
|--|--------------------|
| Accu-Punch Bore Mole 2" diameter | \$ 20.00 |
| Accu-Punch Bore Mole 3" diameter | \$ 25.00 |
| Accu-Punch Bore Mole 4" diameter | \$ 32.00 |
| Accu-Punch Bore Mole 5-3/4" diameter | \$ 50.00 |
| Recon Bore Motor - Ingersol Rand Model 44 (Air Driven) | \$ 10.00 |

| <u>Compaction Equipment</u> | <u>Hourly Rate</u> |
|--|----------------------|
| Tamp / Powder Puff - Air Driven | Daily Rate \$ 25.00 |
| Vibratory Soil Plate Compactor 34" Wide (CAT 320/330/325 & JD 200/225 Excavator) | \$ 26.00 |
| Vibratory Plate 24" (Walk Behind) | Daily Rate \$ 100.00 |
| Wacker (Jumping Jack) | Daily Rate \$ 100.00 |

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CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| <u>Concrete Equipment</u> | <u>Daily Rate</u> |
|---|----------------------|
| Concrete Mixer - 1/3 CUYD Capacity (Tow Behind) | \$ 90.00 |
| Concrete Saw - Walk Behind | Hourly Rate \$ 60.00 |
| Concrete Vibrator (Electric) | \$ 100.00 |
| Concrete Washout Bin (5.25 CUYD) | \$ 75.00 |

| <u>Confined Space & Safety Equipment</u> | <u>Daily Rate</u> |
|---|----------------------|
| Air Supply System - Allegro | \$ 250.00 |
| Air Cart w/60 Min. Bottles | \$ 160.00 |
| Stretcher Basket w/ Buckles | \$ 75.00 |
| Gas / Oxygen Monitor | \$ 100.00 |
| Harness - Full Body Type | \$ 15.00 |
| Lanyard Retractable Type - 30' Length (Yo-Yo) | \$ 35.00 |
| Manhole Blower - 4130 CFM (Gas Powered) | \$ 40.00 |
| S.C.B.A. 5 mins (Scott SKA-PAK 2.2-3.0) | \$ 75.00 |
| Tripod w/ Winch For Confined Space Entry | \$ 80.00 |
| Velometer (Air Flow Measuring Device) | \$ 100.00 |
| Vent Blower Trailer Mounted (12,000 CFM) | Hourly Rate \$ 35.00 |
| Vent Blower Trailer Mounted (25,000 CFM) | Hourly Rate \$ 50.00 |

| <u>Drill Rigs</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Mobilram - ABI TM 18/22B (83' Height - 148,000 LBS) | \$ 580.00 |
| Lo- Drill - John Deere 450CLC (102,000 LBS) | \$ 365.00 |

| <u>Excavators</u> | <u>Hourly Rate</u> |
|--|--------------------|
| Excavator - CAT 303E (7,782 LBS) | \$ 24.00 |
| Excavator - CAT 320 CLU (51,750 LBS) | \$ 115.00 |
| Excavator - CAT M322D - Wheeled (51,809 LBS) | \$ 125.00 |
| Excavator - CAT 325 CL (64,460 LBS) | \$ 145.00 |
| Excavator - CAT 330 DL (79,700 LBS) | \$ 235.00 |
| Excavator - CAT 335F (84,604 LBS) - No Swing | \$ 255.00 |
| Excavator - CAT 336 EL (86,796 LBS) | \$ 250.00 |
| Excavator - CAT 345 CL (100, 810 LBS) | \$ 245.00 |
| Excavator - CAT 385 CL (187,360 LBS) | \$ 400.00 |
| Excavator- John Deere 120 C (28,840 LBS) | \$ 85.00 |
| Excavator - John Deere 225 CLC (53,936 LBS) | \$ 120.00 |
| Excavator - Komatsu PC 1000 LC (222,130 LBS) | \$ 515.00 |
| Excavator - Komatsu PC 1250 LC-8 (249,560 LBS) | \$ 600.00 |
| Excavator - LiuGong 906C (13,228 LBS) | \$ 52.00 |
| Excavator - LiuGong 922D (50,500 LBS) | \$ 115.00 |

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CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| <u>Excavator Attachments</u> | <u>Hourly Rate</u> |
|--|--------------------|
| Bedding Conveyor 30" Wide w/8 CUYD Capacity Hopper - Felco (for CAT 385 Excavator) | \$ 22.00 |
| Concrete Pulverizer Jaw Type 6,300 LB (for CAT 345 Excavator) | \$ 100.00 |
| Compaction Wheel 24" Wide (for JD 120C Excavator) | \$ 12.00 |
| Compaction Wheel 36" Wide (for JD 200, CAT 320, CAT 325, CAT 330 Excavator) | \$ 15.00 |
| Compaction Wheel 45" Wide (for CAT 325, CAT 330, CAT 320 Excavator) | \$ 17.00 |
| Hydraulic Breaker 1000 LBS (for JD 120 Excavator) | \$ 50.00 |
| Hydraulic Breaker 4000 LBS (for CAT 325, CAT 330, CAT 320 Excavator) | \$ 100.00 |
| Hydraulic Breaker 6000 LBS (for CAT 336, CAT 345 Excavator) | \$ 200.00 |
| Hydraulic Breaker 10000 LBS (for CAT 345 Excavator) | \$ 300.00 |
| Hydraulic Breaker 15000 LBS (for Komatsu PC1000 Excavator) | \$ 410.00 |
| Vibratory Hammer ABI HVR100Z - 4,585 LBS (for CAT 336, CAT 345 Excavator) | \$ 75.00 |

| <u>Fusion</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Fusion Machine For HDPE - 4" Diameter max (Butt Fusion) | \$ 25.00 |
| Fusion Machine for HDPE - 2" Diameter Max (Socket Fusion) | \$ 10.00 |

| <u>Generators</u> | <u>Hourly Rate</u> |
|-------------------|--------------------|
| Generator 5 KW | \$ 10.00 |
| Generator 25 KW | \$ 20.00 |
| Generator 45 KW | \$ 35.00 |
| Generator 118 KW | \$ 75.00 |
| Generator 230 KW | \$ 115.00 |

| <u>Lifts</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Forklift - Hyster w/ 5,000 LB Lift Capacity | \$ 50.00 |
| Forklift - Clark w/ 8,000 LB Lift Capacity | \$ 55.00 |
| Forklift - Hyster w/15,500 LB Lift Capacity | \$ 70.00 |
| Telescoping Lift - Gradall w/ 6000 LB Lift Capacity & 36' Reach | \$ 55.00 |

| <u>Loaders</u> | <u>Hourly Rate</u> |
|--|--------------------|
| Loader - CAT 950 H (44,435 LBS) | \$ 170.00 |
| Loader - CAT 966 M (51,176 LBS) | \$ 230.00 |
| Loader - CAT 980 H (68,489 LBS) | \$ 270.00 |
| Loader - John Deere 544 J (30,459 LBS) | \$ 85.00 |
| Loader - LiuGong 842Z III (33,601 LBS) | \$ 85.00 |
| Loader - LiuGong 856Z III (40,675 LBS) | \$ 105.00 |
| Skid Steer Loader - CAT 236 | \$ 45.00 |
| Skid Steer Loader - CAT 248B | \$ 45.00 |
| Skid Steer Loader - CAT 262 C | \$ 45.00 |
| Skid Steer Loader - CAT 262 D | \$ 45.00 |
| Skid Steer Loader - Case TR270 | \$ 50.00 |
| Skid Steer Loader - CAT 272 D XHP | \$ 50.00 |
| Skip Loader - John Deere 210 LE | \$ 55.00 |

CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| <u>Loader Attachments</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Asphalt Zipper - 30" Width (for CASE 590/CAT450 or larger) | \$ 85.00 |
| Asphalt Zipper - 48" Width (for CAT 950 Loader or Larger) | \$ 85.00 |
| Broom / Sweeper (for CAT 248B, CAT 262C & 262D) | \$ 10.00 |
| Compaction Wheel - 24" Width (for CAT 950, CAT 972) | \$ 12.00 |
| Hydraulic Breaker 600 LB (for CAT 262) | \$ 40.00 |
| Mulching Machine - 64" Cutting Width (for CAT 262C Skid Steer Loader) | \$ 150.00 |
| Pavement Grinder - Up to 24" (for CAT 248B, CAT 262C & 262D) | \$ 20.00 |

| <u>Miscellaneous Equipment</u> | <u>Daily Rate</u> |
|---|----------------------|
| Air Hacksaw | \$ 75.00 |
| Air Ratchet | \$ 30.00 |
| Angle Grinder w/4.5" Wheel Diameter | \$ 37.50 |
| Auto Level w/Case Tripod & Rod (Magnification: 28X) | \$ 75.00 |
| Cart - ATV Type (Gas Powered / 4 Passenger) | Hourly Rate \$ 15.00 |
| Cart - Golf Type | \$ 75.00 |
| Chipping gun / Air Hammer / Rivet Buster w/ Tools | \$ 75.00 |
| Clay Spade | \$ 50.00 |
| Combination Rotary / Demolition Hammer (Up to 1" Diameter Chuck Adaptor) - Electric Powered | \$ 105.00 |
| Cut-off Saw / Chain Saw / Skill Saw / Jig Saw | \$ 75.00 |
| Duct Rodder - 500' | \$ 80.00 |
| Duct Rodder - 1000' | \$ 100.00 |
| Electric Drill (1" diameter max drill bit) | \$ 50.00 |
| Fan 30" Pedestal Type | \$ 40.00 |
| Geo Phone Underground Sounding Device (Pig Locator) | \$ 175.00 |
| Grade / Flo-Line Instrument | \$ 6.00 |
| Heat Gun / Non-Contact Infrared Thermometer | \$ 4.00 |
| Holiday Tester (also for T-Lock Liner Testing) | \$ 50.00 |
| Jackhammer 70 LB Air | \$ 90.00 |
| Test Pump Hydrostatic - 5 HP | \$ 80.00 |
| Test Pump Hydrostatic - 8 HP | \$ 125.00 |
| Hydraulic Torque Wrench 1" - HyTorc | \$ 300.00 |
| Impact Gun / Driver - Up to 1" (11,160 In-Lbs to 16,200 In-Lbs) | \$ 30.00 |
| Impact Gun - Up to 1" (1600 Ft-Lbs / 19,200 In-Lbs) | \$ 90.00 |
| Laser - Pipe & Slope Type | \$ 75.00 |
| Light Stand (Single Lamp 120 Volt) | \$ 15.00 |
| Light Tower - Towable Unit (4 Lamp) | Hourly Rate \$ 25.00 |
| Peanut Grinder w/5' Whip Kit | \$ 37.50 |
| Pipe Cutters - 4" to 8" Diameter | \$ 40.00 |
| Pipe Locator | \$ 100.00 |
| Pipe Threader Electric (up to 2") | \$ 70.00 |
| Pipe Threader Electric (Up to 4") | \$ 175.00 |
| Pipe Threader Hand (Up to 2") | \$ 100.00 |

CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| Miscellaneous Equipment - Charged Daily (continued) | Daily Rate |
|--|-------------------------|
| Pipe Tongs (4" to 12") | \$ 8.00 |
| Pipe Tongs (16" to 24") | \$ 15.00 |
| Pipe Tongs (30" to 36") | \$ 20.00 |
| Plywood Pullers (Up to 6,000 LBS) | \$ 10.00 |
| Portable Pipe Vise (Tripod Standing Type) | \$ 35.00 |
| Pressure Washer | \$ 60.00 |
| Pressure Washer Water Buffalo (4200 PSI) | \$ 160.00 |
| Rebar Cutter (Up to 3/4" Max) | \$ 120.00 |
| Reciprocating Sawzall | \$ 75.00 |
| Rock Drill (Up to 1") | Hourly Rate \$ 16.00 |
| Rotary Hammer (Up to 1" Diameter Chuck Adaptor) - Electric Powered | \$ 75.00 |
| Sand Blaster | \$ 175.00 |
| Steam Pressure Washer Trailer Mounted (3500 PSI) | \$ 160.00 |
| Survey Unit for Pig Runs - Promark 3 GPS Type (with receiving units) | \$ 400.00 |
| Tapping Machine (Up To 2" - water systems only) | Per inch rate \$ 40.00 |
| Tapping Machine - T.D. Williamson (Up to 2" - Petroleum) | Per inch rate \$ 100.00 |
| Utility Pole Support Holder (40' max pole height) | \$ 30.00 |

| Motor Graders | Hourly Rate |
|------------------------------------|--------------------|
| Motor Grader - John Deere 770CH II | \$ 105.00 |

| Office Trailers & Storage Containers | Daily Rate |
|--|-------------------|
| Office Trailer 8' x 16', 8' x 28' or 8' x 32' | \$ 40.00 |
| Office Trailer 12' x 56', 12' x 52' or 12' x 60' | \$ 70.00 |
| Storage Container 8' x 20' | \$ 10.00 |

| Pipe Fitting Equipment | Daily Rate |
|--|----------------------|
| Bevel Band w/Transmission Crawler (Up to 24") | \$ 8.00 |
| Bevel Machine (Up to 12") | \$ 8.00 |
| Bevel Machine (Up to 20") | \$ 18.00 |
| Cold Cutter - Low Clearance (2" to 14" Steel) | \$ 40.00 |
| Cold Cutter - Low Clearance / Rotary Cutter (16" to 26" Steel) | \$ 48.00 |
| Double Jackscrew Chain Clamp - Mathey Dearman (Up to 36") | \$ 110.00 |
| Electromagnetic Drill Press / Mag Drill (Up to 1") | \$ 40.00 |
| Line-Up Clamp / Ratchet Line-Up (Up to 12") | \$ 2.00 |
| Line-Up Clamp / Ratchet Line-Up (Up to 24") | \$ 5.00 |
| Mechanical Plug (Up to 12") | \$ 2.00 |
| Mechanical Plug (Up to 24") | \$ 5.00 |
| Pipe Dispensing Trailer (Up to 2") | Hourly Rate \$ 12.00 |
| Pipe Dispensing Trailer (Up to 2") | Hourly Rate \$ 15.00 |
| Torque Wrench - Manual (Up to 1000 LBS) | \$ 100.00 |

CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| <u>Portable Concrete Batch Plant</u> | <u>CUYD Rate</u> |
|--|------------------|
| Portable Concrete Batch Plant - Port-A-Pour (Max production @ 120 CUYD per hour) | \$ 25.00 |

| <u>Recycling Equipment - Crushers, Screens & Conveyors</u> | <u>Daily Rate</u> |
|---|-----------------------|
| Conveyor / 40 Cubic Yard Load Out Bin | \$ 250.00 |
| Conveyor / Stacker 36" Wide x 60' Long - Anaconda TR6036 | \$ 250.00 |
| Screen Frame 12' Wide w/ Adjustable Top - Grizzly | \$ 100.00 |
| Screening / Material Processing Machine - Sandvik QA140 S-3 (100 HP/53,600 LBS) | Hourly Rate \$ 105.00 |

| <u>Shoring Equipment</u> | <u>Daily Rate</u> |
|--|-------------------|
| Beam W14 x 89 x 30' Length | \$ 15.40 |
| Beam W14 x 89 x 40' Length | \$ 19.00 |
| Beam W14 x 102 x 40' Length | \$ 20.50 |
| Beam W14 x 120 x 40' Length | \$ 22.00 |
| Beam W14 x 145 x 40' Length | \$ 27.00 |
| Beam W14 x 176 x 40' Length | \$ 33.00 |
| Plates 5' x 8' x 1" Thick (non-treated) | \$ 6.00 |
| Plates 6' x 10' x 1" Thick (non-treated) | \$ 7.00 |
| Plates 8' x 10' x 1" Thick (non-treated) | \$ 8.00 |
| Plates 8' x 15' x 1" Thick (non-treated) | \$ 12.00 |
| Plates 8' x 20' x 1" Thick (non-treated) | \$ 13.00 |
| Manhole Shoring Boxes - 8' x 8' x 8' high (steel) | \$ 80.00 |
| Manhole Shoring Boxes - 8' x 10' x 10' high (steel) | \$ 110.00 |
| Trench Boxes - 6' x 20' (steel) | \$ 80.00 |
| Trench Boxes - 8' x 20' (steel) | \$ 110.00 |
| Trench Boxes - 4' x 24' (steel) | \$ 85.00 |
| Trench Boxes - 6' x 24' (steel) | \$ 125.00 |
| Trench Boxes - 10' x 24' (steel) | \$ 205.00 |
| Hydraulic Speed Shores 28" to 46" - 3' Rail | \$ 27.00 |
| Hydraulic Speed Shores 28" to 46" - 5' rail | \$ 28.00 |
| Hydraulic Speed Shores 28" to 46" - 7' Rail | \$ 29.00 |
| Hydraulic Speed Shores 34" to 55" - 5' Rail | \$ 30.00 |
| Hydraulic Speed Shores 52" to 88" - 5' Rail | \$ 40.00 |
| Hydraulic Z Shores 52" to 88" Single Ram - 5' rail | \$ 40.00 |
| Hydraulic Z Shores 52" to 88" Double Ram - 5' Rail | \$ 60.00 |
| Hydraulic Speed Shore Accessory - Hand Pump & Release Tool | \$ 30.00 |
| Hydraulic 55" to 88" Single Ram - 2' Rail | \$ 35.00 |
| Plywood 4' x 8' Sheet 1 1/8" Thick | \$ 8.00 |
| Timbers 4" x 12" x 10' Long (TYP) | \$ 15.00 |

| <u>Sweepers & Brooms</u> | <u>Hourly Rate</u> |
|---|---------------------|
| Broom / Sweeper - Self Propelled | \$ 38.00 |
| Power Broom / Power Sweeper (Walk Behind) | Daily Rate \$ 45.00 |

CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| <u>Traffic Control Equipment</u> | | <u>Daily Rate</u> |
|--|-------------|-------------------|
| Arrow Board (Solar) | Hourly Rate | \$ 15.00 |
| Barricade - ADA Compliant Pedestrian Type | | \$ 3.00 |
| Barricade Flasher (LED Barricade Light) | | \$ 1.00 |
| Barricade - Type I (Pedestrian Type - Plastic) | | \$ 1.00 |
| Barricade - Type II | | \$ 2.00 |
| Barricade - Type III | | \$ 3.00 |
| Delineator / Traffic Cone | | \$ 1.00 |
| Chain Link Fence Panel 6' x10' w/ Feet | | \$ 7.00 |
| Crash Barrels (various sizes) | | \$ 4.00 |
| K-Rail 20' length | | \$ 7.00 |
| Message Board - Programmable 4' x 8' | Hourly Rate | \$ 25.00 |
| Ramp Pedestrian Type (Bariatric Panel Ramp) | | \$ 20.00 |
| Rumble / Rock / Tire Cleaning Plates 8' x10' | | \$ 10.00 |
| Traffic signs 30" x 30" | | \$ 5.00 |

| <u>Trailers</u> | | <u>Hourly Rate</u> |
|---|--|--------------------|
| Trailer - Enclosed Type 12' Long Enclosed (Dig-Up) | | \$ 20.00 |
| Trailer - End Dump Type (40,000 LB Max Capacity) | | \$ 15.00 |
| Trailer - Flatbed / Platform Type 48' Long | | \$ 31.00 |
| Trailer - Low Boy Type Heavy Haul - 88,000 LB Max. Capacity | | \$ 31.00 |
| Trailer - Pipe Hauler Type - 14' length | | \$ 12.00 |
| Trailer - Reel Type - 5'4" x 9' (Single Reel) | | \$ 5.00 |
| Trailer - Tilt or w/Rams Type - 10, 000 LB Max. Capacity (for Asphalt Rollers) | | \$ 10.00 |
| Trailer - Tilt or w/Rams Type - 19,000 to 20,000 LB Max Capacity (for Asphalt Rollers) | | \$ 12.00 |
| Trailer - Tilt or w/Rams Type - 36,000 to 40,000 LB Max Capacity (for Various Equipment) | | \$ 15.00 |
| Trailer - Utility Type / Tool Hauler 1,600 LB Max Capacity | | \$ 6.00 |
| Trailer - Utility Type / Tool Hauler 3,000 LB Max Capacity | | \$ 7.00 |
| Trailer - Dump Trailer - 9,900 GVWR, 6' x 10' | | \$ 12.00 |

| <u>Trenchers & Conveyor</u> | | <u>Hourly Rate</u> |
|---|--|--------------------|
| Trencher Vermeer DT 655 Offset (24" wide , 72" depth) | | \$ 325.00 |
| Conveyor for Vermeer DT 655 Trencher (24" Width) | | \$ 70.00 |

| <u>Trucks</u> | | <u>Hourly Rate</u> |
|---|--|--------------------|
| Truck - Bobtail / Flat Bed Dump | | \$ 65.00 |
| Truck - Bobtail Dump (Paving) | | \$ 70.00 |
| Truck - Ten Wheel Dump (8 CUYD Cap for Dirt) | | \$ 82.00 |
| Truck - Super 10 Dump (10 CUYD Cap for Dirt) | | \$ 92.00 |
| Truck - End Dump (13.5 CUYD Cap for Dirt) | | \$ 105.00 |
| Truck - Fuel & Lube (80,000 GVWR) | | \$ 80.00 |
| Truck - Low Bed Haul w/ Trailer (88,000 LB Max Haul Capacity) | | \$ 95.00 |
| Truck - Mechanics Type w/ 5,000 LB Lift Crane & Welder | | \$ 65.00 |

CITY OF SOUTH GATE ON-CALL MUNICIPAL WATER AND SEWER SYSTEMS MAINTENANCE (2020-2022)

| <u>Trucks (continued)</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Truck - Mechanics Type w/ 14,000 LB Lift Crane & Welder | \$ 75.00 |
| Truck - Pick-up Truck / SUV / Van | \$ 25.00 |
| Truck - Service Type (F-350, F-450 & F-550) | \$ 39.00 |
| Truck - Service Type F-550 w/ Welder (500AMP) / Compressor (60 CFM) | \$ 45.00 |
| Truck - Stakebed Type - 11' to 16' Bed Length | \$ 40.00 |
| Truck - Water Type 2000 Gallon | \$ 42.00 |
| Truck - Water Type 2500 Gallon | \$ 45.00 |

| <u>Vactor Trucks</u> | <u>Hourly Rate</u> |
|---|--------------------|
| Vactor Truck / Potholing Rig (800 Gallon) | \$ 150.00 |

| <u>Water Pumps</u> | <u>Daily Rate</u> |
|---|-------------------|
| Water Pump Submersible Type, Electric Powered 2" w/ 25' of Suction Hose & 50' of Discharge Hose | \$ 60.00 |
| Water Pump Submersible Type, Electric Powered 3" w/ 25' of Suction Hose & 50' of Discharge Hose | \$ 85.00 |
| Water Pump Submersible Type, Electric Powered 4" w/ 25' of Suction Hose & 50' of Discharge Hose | \$ 135.00 |

| <u>Water/Fuel Tanks & Towers</u> | <u>Daily Rate</u> |
|---|----------------------|
| Dewatering Sediment Tanks (1,000 Gallon Capacity) | \$ 10.00 |
| Frac Tank - Crown 508 - Towable Unit | Hourly Rate \$ 10.00 |
| Fuel Tank - 1,000 Gallon (Dual Containment) | \$ 16.00 |
| Water Tank Trailer Type (500 Gallon Capacity) | Hourly Rate \$ 10.00 |
| Water Tower - Towable Unit (Up to 12,000 Gallon) | \$ 100.00 |

| <u>Welding Equipment</u> | <u>Hourly Rate</u> |
|--|--------------------|
| Band Saw - Portable 4" x 4" max cut | \$ 10.00 |
| Plasma Cutter | \$ 20.00 |
| Welder 200 AMP | \$ 17.00 |
| Welder 300 AMP | \$ 18.50 |
| Welder 300 AMP Tig Machine | \$ 18.00 |
| Welder 500 AMP | \$ 20.00 |
| Weld Rig for Rig Welder (includes fuel / wet rate) | \$ 35.00 |

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W.A. RASIC CONSTRUCTION COMPANY, INC.

REFERENCES

Since 1978, W.A. Rasic Construction has the ability to construct a wide range of projects both in terms of size and type. From \$5,000 utility installations to multi-million dollar pipeline projects, W.A. Rasic Construction has constructed some of the most difficult civil construction projects in the Western United States. Our capabilities include Water / Wastewater (Transmission / Distribution / Treatment) Pipelines, Storm Drainage, Concrete Facilities, Dry Utilities (communication / electrical), Mechanical Piping, Petroleum Systems, Demolition and Crushing, Inspection Services, Design-Build Projects, Extensive Shoring, and Emergency Response Services. We proudly stand as one of the few contractors with the flexibility, diversity, and capability to span the full spectrum of civil construction. While self-performing over 1,000 contracts yearly, W.A. Rasic Construction has listed below some of our signature projects that represent over 400 million dollars in project references. For additional project references, please contact W.A. Rasic Construction or visit our website at www.warasic.com.

| OWNER/AGENCY | LOCATION | DATE COMPLETED | CONTRACT AMOUNT | CONTACT NAME | CONTACT PHONE |
|--|---------------------|----------------|-----------------|--|----------------|
| INLAND EMPIRE UTILITIES AGENCY <i>RP-4 Disinfection Facility Improvements EN1418</i> | Rancho Cucamonga | Nov-18 | \$1,936,000 | Adham Almasri, P.E. | (909) 993-1462 |
| <p>Inside a wastewater treatment plant, this project consisted of constructing concrete containment basins with pads for two 10,000 gallon NaOCl tanks and the buried conveyance tubing inside CPVC conduit and design build of the seven peristaltic pumps manifold. Also, included Installation of controls, shade structure, electrical and demolition of the abandoned system. Site improvements included road grading and paving for access roads to existing structures. A key component of this project was the SCADA integration into the new system.</p> | | | | | |
| CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO <i>Central Utility Plant (CUP) & Site Utilities Upgrades</i> | San Bernardino, Ca | Sep-18 | \$7,910,000 | Christopher Myers | (949) 648-3466 |
| <p>This project involves the upgrades of underground utilities throughout the Cal State San Bernardino campus. The project included furnishing and installing 910 linear feet of 12" fused HDPE chilled and 6" welded steel hot water supply and return lines, installing a 16' x 14' x 10' deep cast in place mechanical vault, 5,860 linear feet of fused MDPE natural gas distribution piping ranging from 1" to 6" diameter, 1,500 linear feet of new 8" and 12" potable domestic water lines, 1,800 linear feet of fused HDPE gravity sewer lines, sizes ranging from 6" to 10", and 900 linear feet of 30" and 18" RCP storm drain lines. The project also included the fabrication and installation of steel hydronic piping in underground vaults and tunnels, 13 new above ground gas meter/regulator assemblies, installation and replacement of 38 underground water valves, ranging from 6" to 12", installation of 8 reduced flow backflow preventers size 6" and 10", and included extensive traffic & pedestrian control measures, as well as significant restoration of related pavement and surface features.</p> | | | | | |
| LOS ANGELES DEPARTMENT OF WATER & POWER <i>River Supply Conduit Units 5 & 6</i> | North Hollywood, CA | Aug-18 | \$91,222,752 | Ali Sabouni, P.E. | (213) 367-2637 |
| <p>The installation of 5,400 lf of 78" diameter welded steel pipe by open cut utilizing solid sheeting shoring and 10,300 lf of 11' diameter LOVAT Tunnel Boring machine.</p> | | | | | |
| CITY OF BURBANK <i>Beachwood Sparks Force Main & Pump Station</i> | Burbank, CA | Dec-16 | \$10,537,861 | Dan rynn | (818) 238-3932 |
| <p>Installation of approximately 11,600 lf of 24" HDPE sewer main including multiple bore & jacks, pump station shutdown and replacement of pumps, valves, appurtenances, and wet well lining, street restoration and tie-in to sewer plant.</p> | | | | | |
| LOS ANGELES COUNTY SANITATION DISTRICT <i>Joint Outfall "C" Unit 1, Phase II</i> | Carson, CA | Jan-16 | \$30,463,994 | Russ Vakharia | (310) 830-8050 |
| <p>The installation of 7,800 LF of 90" T-Lock lined RGRCP at depths from 28' - 50' by open cut and conventional 12' diameter tunnel.</p> | | | | | |
| COUNTY OF SAN LUIS OBISPO <i>Los Osos Wastewater Collection System Project Areas B&C</i> | Los Osos, Ca | Jul-14 | \$29,425,000 | James Brantley, P.E. | (805) 801-6162 |
| <p>This project involves the installation of 81,306-lf of Sewer gravity mains ranging in size from 8 to 18 inches, 17,515-lf of Sewer force mains ranging from 3 to 16 inches, 283 manholes, 1,757 service laterals, 27,019-lf of fiber optic conduit, & 27,264-lf of recycled effluent force mains ranging from 2 to 12 inches. The project also included Wet Wells and ancillary items consisting of one Pocket Pump Station, three Duplex Submersible Stations, and one Triplex Station. Other work includes an effluent disposal system consisting of site preparation and 19,776-lf of subsurface perforated pipe and arched infiltration chambers This environmentally sensitive project will provide wastewater collection, conveyance, treatment, and recycled water reuse for the Los Osos community that is currently unsewered and utilized septic tanks.</p> | | | | | |
| COACHELLA VALLEY WATER DISTRICT <i>Avenue 62 Trunk Sewer Redesign and Rehabilitation</i> | Thermal, CA | Jun-14 | \$13,739,000 | Carrie Oliphant | (760) 398-2651 |
| <p>This project involved the installation of 7,000 feet of 42" FRP trunk sewer pipe along Avenue 62 and the removal of existing 42" VCP sewer pipe. Construction of the trunk sewer required the removal and replacement of 1.5 miles of asphalt road and the removal and replacement of 5,000 feet of 24" PVC irrigation pipe.</p> | | | | | |
| ORANGE COUNTY PUBLIC WORKS <i>SARI Relocation including Metering Station</i> | Yorba Linda, Ca | Jul-13 | \$41,850,000 | Ju Kim ju.kim@ocpw.ocgov.com | (714)975-0126 |
| <p>This project involves the installation of 20,630-lf of 54" FRP Sewer and associated structures along the Santa Ana River to replace the aging existing 42" Interceptor Sewer. Open cut installations range from 11' to 30' deep along the existing levee roads. There is also 2,808-lf of 84" RCP casing installed via Slurry Microtunneling method, up to ten tunneling shafts at depths to 70' deep, concrete inlet and outlet structures, a below ground metering station, and elaborate dewatering system. This highly orchestrated project includes mitigation measures for wild life, native plants and birds, bicyclists, and campers within the project site.</p> | | | | | |

W.A. RASIC CONSTRUCTION COMPANY, INC.

REFERENCES

| OWNER/AGENCY | LOCATION | DATE COMPLETED | CONTRACT AMOUNT | CONTACT | |
|--|--------------------|----------------|-----------------|---------------------|--|
| | | | | NAME | PHONE |
| LOS ANGELES WORLD AIRPORT <i>Central Utility Plant Replacement Project</i> Construct chilled water supply and return lines, hot water supply and return lines, domestic water supply, reclaimed water supply, underground power and communication systems to support the new Central Utility Plant (CUP) in the worlds 6th busiest airport. Project includes providing BIM modeling for all portions of the underground work, excavation and the installation of beam and plate shoring for the majority of the 18 miles of total new piping installation. Other work includes cast in place vaults, extensive traffic control, tunneling underneath world way into the new Tom Bradley International Terminal and asphalt restoration. | Los Angeles, Ca | March-13 | \$30,000,000 | Tyler Chappell | (310) 351-5907 |
| CALLEGUAS MUNICIPAL WATER DISTRICT <i>Emergency Pipe Procurement and Storage</i> Procurement of emergency steel pipe, liners, cylinders, fittings, and appurtenances varying in size from 14" diameter to 72" diameter to be stored onsite for future emergency repairs to Calleguas MWD facilities. This work also includes site work and grading to place and bury selected pipe and fittings underground for storage, above ground cylinder storage bays, and construction of a prefabricated metal building warehouse. | Moorpark, Ca | December-12 | \$6,275,000 | Shonna Summer, P.E. | (805) 579-7156 |
| YUCAIPA VALLEY WATER DISTRICT <i>Yucaipa Valley Regional Brineline Extension Phase 3</i> Construction of 24,400-lf of 20" HDPE brineline throughout three cities through existing streets, right-of-ways, and beneath two waterways. In addition 2,300-lf of 20" HDPE to be installed via directional drilling under San Timoteo Creek and the Santa Ana River at depths greater than 65' deep and 1,800-lf of 20" HDPE to be installed via jacked casing in six locations. | San Bernardino, Ca | August-12 | \$9,350,000 | Brent Anton | (909) 797-5118 |
| L.A. COUNTY DEPARTMENT OF PUBLIC WORKS <i>Termino Avenue Drain</i> The installation of 6,300 linear feet of Cast-In-Place and Precast Reinforced Concrete Box Culvert ranging in sizes up to Double 9'w x 8'h; 8,800 linear feet of 72" to 18" RCP Storm Drain Piping; 1,200 linear feet of 78" Direct Jack and Bore RCP, and over 100 Catch Basins equipped with trash excluder screens and filtration. Other work includes construction of a Low Flow Diversion Structure to capture and divert non-storm event runoff to existing sewers, installation of a temporary Sheet Pile Cofferdam, utilization of a groundwater treatment system capable of treating over 1.1 MGD, and removal and treatment of 8,900 tons of hydrocarbon contaminated soils. | Long Beach, Ca | January-12 | \$24,256,012 | Ali Zadeh | (626) 458-3104 |
| LOS ANGELES DEPARTMENT OF WATER & POWER <i>River Supply Conduit - Unit 3</i> The installation of 11,200 linear feet of 96" CML&C steel pipe utilizing hydraulic pressed in sheet pile to protect the existing 1940's vintage 66" RCP waterline running parallel to the proposed pipeline. The project will also require 1,400 linear feet of 108" diameter jacked steel casing, three concrete vaults, and a 220 foot deep anode ground bed. | Los Angeles, Ca | March-12 | \$48,135,518 | Charles Ngo | (213) 367-2319 |
| LOS ANGELES DEPARTMENT OF WATER & POWER <i>City Trunk Line South - Unit 2</i> The installation of 10,400 linear feet of 66" CML&C steel pipe. The majority of the pipeline will be installed via open cut methods and 2,100 linear feet will be installed by tunneling utilizing an earth pressure balance machine (EPBM) at 78" diameter. The entire open cut installation will be installed utilizing solid sheet shoring and hydraulically pressed in sheet pile. Pipeline and tunnel construction up to depths of 40'. The progress of the work will be controlled via a City mandated matrix of 8 system shutdowns, 7 tiered sequences, including 32 work areas and various tie-in connections. | Los Angeles, Ca | March-12 | \$38,783,497 | Ali Sabouni, P.E. | (213) 367-2637 |
| EASTERN MUNICIPAL WATER DISTRICT <i>Murrieta Area Sewer Improvement Project</i> The rehabilitation of 5,800 linear feet of existing 12" and 15" VCP gravity sewer by utilizing the pipe bursting method. The pipe will be replaced by pneumatically bursting the existing pipe and then winching in a new 20" HDPE pipe. The pipeline alignment transverses sensitive biological and environmental areas requiring multi-agency cooperation. Other work includes sewer by-passing, replacing sewer manholes, extensive dewatering and treatment and roadway restoration. | Murrieta, Ca | April-10 | \$5,036,708 | Gabe Necochea, P.E. | (951) 928-3777 x 4475 Fax (951) 928-6111 |
| LOS ANGELES COUNTY SANITATION DISTRICT <i>Joint Outfall "C" Unit 1 Relief Trunk Sewer, Phase 1</i> The installation of 4,400 linear feet of 90" PVC Lined RCP Sewer placed in a 12-foot diameter rib-and-lag tunnel and 1,200 linear feet installed by open cut method to depths ranging from 20-30' feet deep. Other work includes 400 linear feet of 10" Jet Fuel line relocation to accommodate the deep tunneling shafts as well as the installation of cast in place concrete Junction Structures, Angle Point Structures, manholes live sewer tie-ins, and restoration of existing improvements. | Carson, Ca | November-10 | \$21,350,586 | Russ Vakharia | (310) 830-8050 |
| CITY OF ANAHEIM <i>City Switching Stations No. 10, 11, and 12.</i> The installation of 12,200 linear feet of encased 12kv duct bank and 17 Pre-cast structures. Other work included removal and replacement of the asphalt roadway and concrete restoration. The project required multiple headings, multiple shifts and coordination with the Disneyland Resort as well as Caltrans. | Anaheim, Ca | November-08 | \$3,900,000 | Caster Williams | (714) 765-5176 |
| JOHNSON - PELTIER ELECTRIC <i>12Kv Upgrade at the Disneyland Resort</i> The installation of 10,000 linear feet of duct bank, associated grounding grid as well as 30 precast electrical structures, concrete equipment pads, relocation of various utilities to facilitate precast structure installation, and restoration of existing improvements throughout the Disneyland Resort | Anaheim, Ca | November-08 | \$4,600,000 | Tom Fuelle | (562) 944-3408 |

W.A. RASIC CONSTRUCTION COMPANY, INC.

REFERENCES

| OWNER/AGENCY | LOCATION | DATE | CONTRACT | CONTACT | |
|---|-----------------------------|-------------|--------------|---------------------|--|
| | | COMPLETED | AMOUNT | NAME | PHONE |
| METROPOLITAN WATER DISTRICT PERRIS VALLEY PIPELINE - NORTH REACH The installation of 2.7 miles of owner furnished 96" and 108" Steel Pipe at depths up to 60' deep. Other work includes cast in place concrete vaults, butterfly valves, flow meters, tunneling through solid rock, extensive rock removal and blasting, dewatering, blow-off and air vac installation, and complete roadway removal and replacement | Perris, Ca | December-08 | \$40,709,918 | Wally Lieu | (213) 435-2727 |
| EASTERN MUNICIPAL WATER DISTRICT CACTUS AVE FEEDER PROJECT The installation of 2.6 miles of EMWD Furnished 48" Steel Pipe. Other work includes the installation of 48" Butterfly Valves, 640 linear feet of 66" Casing by Bore and Jack Operation, Air Releases, and Blow-Off Installation. | Moreno Valley, Ca | Nov-08 | \$5,600,000 | Karl Roland | (951) 928-3777 x 4442 Fax (951) 928-6111 |
| EASTERN MUNICIPAL WATER DISTRICT DESIGN-BUILD - DIAZ FORCE MAIN EMERGENCY REPLACEMENT Provided engineering design and installation of 6,400 l.f. of 24" PVC Force Main. Other work included the installation of a dewatering system, installing 320 feet of 60" casing by bore and jack method, sewer by-passing, and roadway restoration | Temecula, Ca | Apr-08 | \$3,469,904 | Bruce Ross | (951) 928-3777 x 4451 Fax (951) 928-6111 |
| EASTERN MUNICIPAL WATER DISTRICT NORTH SAN JACINTO SEWER PHASE II The installation of 3,500 LF of 24" & 27" Amitech Polycrete Pipe by Microtunneling, 4,500 LF of 16" & 24" PVC pipe by Open Cut Installation, Beam & Plate Shoring, Extensive Dewatering and Sewer By-Passing | SAN JACINTO | August-08 | \$10,021,745 | Gabe Necochea, P.E. | (951) 928-3777 x 4475 Fax (951) 928-6111 |
| METROPOLITAN WATER DISTRICT COLORADO RIVER AQUEDUCT REHABILITATION Utilized 200 W.A. Rasic Employees to Dewater 150 Million Gallons of Water from the Colorado River Aqueduct to facilitate the installation of 50 mechanical blow-offs, abandoning 27 transition drains, rehabilitate and recoat two radial gates, install flow metering system at Copper Basin inlet tunnel, and provide access for inspection of siphons by MWD Inspectors. | Perris, Ca to Parker, AZ | Jun-07 | \$10,822,990 | Wally Lieu | (213) 435-2727 |



CORPORATE RESOLUTION

RESOLVED that

PETER L. RASIC

FRANKY A, RASIC

WALTER A. RASIC, JR.

whose signatures appear below, or any of them, are hereby authorized, directed and empowered for, and on behalf of, this corporation and in its name to sign any Request for Qualifications, Proposals, or Agreements for on behalf of this corporation.

W.A. Rasic Construction Company, Inc. is authorized to act upon this resolution.

Peter L. Rasic, President

Franky A. Rasic, Vice President

Walter A. Rasic, Jr., Vice President
Secretary and Treasurer

I, Walter A. Rasic, Jr., Secretary of W.A. Rasic Construction Company, Inc., a California corporation, do hereby certify that the resolution appearing above is full, true and a correct copy of a resolution of the Board of Directors of said corporation duly regularly passed and adopted at a meeting of the Board of Directors of said corporation which was duly and regularly called and held in all respects as required by law and the bylaws of said corporation on the 2nd day of June 2016 and that the signatures appearing on the above mentioned copy of said resolution and authorized to act on behalf of said corporation as set forth in said resolution.

I further certify that said resolution has not been amended or revoked and is still full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand as such Secretary and affix the corporate seal of said corporation this 2nd day of June 2016.

Walter A. Rasic, Jr., Secretary

| Item No. | Description | Unit | Quantity | WVA RASIC | | GRP CONTRACTOR | | GRBCON, INC. | | STEPHEN DORECK | | T.E. ROBERTS | |
|-----------|---|------|----------|--------------|-------------|----------------|-------------|--------------|--------------|----------------|--------------|----------------|--------------|
| | | | | Unit Rate | Total | Unit Rate | Total | Unit Rate | Total | Unit Rate | Total | Unit Rate | Total |
| 1 | Replace existing 8" VCP sewer main - 300 feet (5-10 ft. deep) | LF | 400 | \$141.00 | \$56,400.00 | \$191.00 | \$76,400.00 | \$365.00 | \$146,000.00 | \$313.00 | \$125,200.00 | \$400.00 | \$160,000.00 |
| 2 | Replace sewer manhole (48-inch Dia) 5-foot Deep | Ea. | 5 | \$7,260.00 | \$36,300.00 | \$6,315.00 | \$31,575.00 | \$11,000.00 | \$55,000.00 | \$22,985.00 | \$114,925.00 | \$31,370.00 | \$156,850.00 |
| | Replace sewer manhole (48-inch Dia) 8-foot Deep | Ea. | 5 | \$8,050.00 | \$40,250.00 | \$7,965.00 | \$39,825.00 | \$13,000.00 | \$65,000.00 | \$24,375.00 | \$121,875.00 | \$32,765.00 | \$163,825.00 |
| 3 | Replace sewer manhole (48-inch Dia) 10-foot Deep | Ea. | 5 | \$8,835.00 | \$44,175.00 | \$10,560.00 | \$52,800.00 | \$16,000.00 | \$80,000.00 | \$26,365.00 | \$131,825.00 | \$41,200.00 | \$206,000.00 |
| | Furnish and Install 6" DI pipeline - 300 feet | LF | 400 | \$127.00 | \$50,800.00 | \$110.00 | \$44,000.00 | \$300.00 | \$120,000.00 | \$273.00 | \$109,200.00 | \$396.00 | \$158,400.00 |
| 4 | Furnish and Install 8" DI pipeline - 300 feet | LF | 400 | \$132.00 | \$52,800.00 | \$120.00 | \$48,000.00 | \$320.00 | \$128,000.00 | \$295.00 | \$118,000.00 | \$416.00 | \$166,400.00 |
| 5 | Furnish and Install 6" Gate Valve Complete | Ea. | 5 | \$1,280.00 | \$6,400.00 | \$10,560.00 | \$52,800.00 | \$5,000.00 | \$25,000.00 | \$14,225.00 | \$71,125.00 | \$8,120.00 | \$40,600.00 |
| 6 | Furnish and Install 8" Gate Valve Complete | Ea. | 5 | \$1,785.00 | \$8,925.00 | \$2,480.00 | \$12,400.00 | \$7,000.00 | \$35,000.00 | \$14,775.00 | \$73,875.00 | \$8,680.00 | \$43,400.00 |
| 27 | Furnish and Install 12" Gate Valve Complete | Ea. | 5 | \$2,595.00 | \$12,975.00 | \$3,009.00 | \$15,045.00 | \$9,000.00 | \$45,000.00 | \$16,210.00 | \$81,050.00 | \$11,275.00 | \$56,375.00 |
| | Soil Compaction Test | Ea. | 10 | \$250.00 | \$2,500.00 | \$400.00 | \$4,000.00 | \$488.00 | \$4,880.00 | \$373.75 | \$3,737.50 | \$1,005.00 | \$10,050.00 |
| Total Bid | | | | \$311,525.00 | | \$376,845.00 | | \$703,880.00 | | \$950,812.50 | | \$1,161,900.00 | |
| Rank | | | | 1 | | 2 | | 3 | | 4 | | 5 | |

RECEIVED

JAN 23 2020

City of South Gate Item No. 9
CITY COUNCIL

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

3:20pm

AGENDA BILL

For the Regular Meeting of: January 28, 2019

Originating Department: Public Works

Department Director:


Arturo Cervantes

City Manager:


Michael Flad

SUBJECT: NOTICE OF COMPLETION FOR THE CIRCLE PARK DRIVEWAY, CITY PROJECT NO. 634-PRK AND FUNDING APPROPRIATIONS

PURPOSE: Construction of the Circle Park Driveway Project (Project) is complete and the retention payment to the contractor is due. Section 7107 of the Public Contract Code requires the City to accept completion of the project and issue public notice of such, prior to releasing the retention payment.

RECOMMENDED ACTIONS:

- a. Accept completion of construction, effective September 24, 2019, of the Circle Park Driveway, City Project No. 634-PRK, constructed by All American Asphalt;
- b. Appropriate \$206,432 in Los Angeles County Proposition A Maintenance & Servicing Funds that were awarded to the City for the Circle Park Driveway, City Project No. 634-PRK, to Account No. 311-790-39-9477 (Circle Park Driveway);
- c. Appropriate \$26,975 from the unassigned balance of the General Fund to Account No. 311-790-39-9477 to fully fund staff augmentation services needed to manage the project that do not qualify to be funded with Los Angeles County Proposition A Maintenance and Servicing Funds;
- d. Direct the transfer of \$115,860 in Los Angeles County Proposition A Maintenance & Servicing Funds from Account No. 311-790-39-9472 (Hildreth Avenue Traffic Mitigations, City Project No. 600-ST) to Account No. 311-790-39-9477 (Circle Park Driveway, City Project No. 634-PRK); and
- e. Direct the City Clerk to file a Notice of Completion with Los Angeles County Recorder's Office.

FISCAL IMPACT: The project budget is \$349,267 and it is proposed to be funded with \$26,975 in General Funds and \$322,292 in Los Angeles County Proposition A Maintenance & Servicing Funds (LA County Prop A M&S Funds). The amount of the requested appropriation is \$233,407, and is proposed to be funded with \$26,975 in unassigned General Funds, and \$206,432 in LA County Prop A M&S Funds. The amount to be transferred is \$115,860 in LA County Prop A M&S Funds from Account No. 311-790-39-9472 (Hildreth Avenue Traffic Mitigations, City Project No. 600-ST) to Account No. 311-790-39-9477 (Circle Park Driveway, City Project No. 634-PRK). The project expenditures are shown on the next page:

| Project Component | General Fund | LA County Prop A M&S Fund | Total Expenditures |
|--|-----------------|---------------------------|--------------------|
| Construction Contract No. 3518 | | \$268,576 | \$268,576 |
| Change Order No. 1 | | \$5,383 | \$5,383 |
| Change Order No. 2 | | \$33,685 | \$33,685 |
| Construction Contract TOTAL | | \$307,644 | \$307,644 |
| Soil Testing and Advertising Cost | | \$2,184 | \$2,184 |
| Construction Management and Inspection | | \$2,005 | \$2,005 |
| Consultant Cost for Project Management | \$26,975 | | \$26,975 |
| Totals | \$26,975 | \$311,833 | \$338,808 |

ALIGNMENT WITH COUNCIL GOALS: This Project meets the City Council's goal for "Continuing Infrastructure Improvements."

ANALYSIS: The Public Contract Code establishes requirements that the City must abide to prior to releasing the final payment on construction projects. The Notice of Completion provides written notice to concerned parties that all work on the project has been completed. The Notice of Completion initiates the 35 day period within which concerned parties may exercise their lien rights for the work they performed on the Project. The City may use a part or all of the 5% retention payment to settle any liens exercised against the City. If no liens or claims have been filed within 35 days of the filing of the Notice of Completion, the City will release the retention and any remaining amount due to Contractor.

The project has now been fully implemented however staff is recommending several actions that are needed to fund the project and organize project funding under one account. First, the City received a \$206,431.33 grant in LA County Prop A M&S Funds in November 2018 for the Circle Park Driveway Project. That monies must be formally appropriated by the City Council to the project. An action is included herein to appropriate the monies. Second, on April 9, 2019, the City Council appropriated \$115,860 in LA County Prop A M&S Funds to fund the construction of the project, however, the staff report inadvertently stated the incorrect account number and name. An action is included herein to transfer the monies to the correct project account number. Third, in-house consultant services were needed to fully implement the project however associated costs cannot be paid for with LA County Prop A M&S Funds. An action is included here in to fund said services in the amount of \$26,975.

BACKGROUND: The Circle Park Driveway Project is part of the FY 2019/20 Capital Improvement Program. It was constructed to replace the existing dirt parking lot with a 14 parking spaces paved parking lot. The work included installation of permeable paver pavement, a new driveway, sidewalks, ADA complaint wheelchair ramps, curb and gutter, etc.

On April 9, 2019, the City Council awarded construction Contract No. 3518 to All American Asphalt. Construction began on May 28, 2019 and was field accepted by City staff on September 24, 2019. Construction of the Project is complete and the contractor has met all of the contract obligations. The City Council may now accept the Project as complete.

The original contract amount was \$268,576. Two owner-initiated change orders were needed to complete construction. Change Order No. 1 in the amount of \$5,383 was needed to provide additional excavations to construct the project; as well as to provide additional construction surveys needed to relocate handicap parking spaces and wheelchair ramps. Change Order No. 2 in the amount of \$33,685 was a balancing change order that reflects the increases and decreases in various bid item quantities. The final contract amount was \$307,644.

Change Order No. 1 & 2 were approved administratively in accordance with South Gate Municipal Code Section 1.54.610 (Approval of Modifications and Change Orders), Chapter 1.54 (Purchasing System and Bidding Rules, Title 1 (Administration and Personnel). This provision authorizes staff to approve change orders administratively that are equal to or less than \$50,000 or twenty percent of the original contract price, whichever is less.

- ATTACHMENTS:**
- A. Notice of Completion
 - B. Change Order No. 1
 - C. Change Order No. 2

JR:lc

RECORDING REQUESTED BY

AFTER RECORDING MAIL TO

CITY CLERK OFFICE
CITY OF SOUTH GATE
8650 CALIFORNIA AVENUE
SOUTH GATE, CA 90280

SPACE ABOVE THIS LINE FOR RECORDER'S USE

NOTICE OF COMPLETION

NOTICE is hereby given that:

- 1 The undersigned is owner of the interest stated below in the property hereinafter described;
- 2 The NAME (including that of the undersigned), ADDRESS and NATURE OF TITLE of every person owning any interest in such property is as follows:

| FULL NAME | FULL ADDRESS | NATURE OF TITLE |
|--------------------|--|-----------------|
| City of South Gate | 8650 California Avenue South Gate, CA 90280 | In Fee |
| | | |

- 3 The names and addresses of the transferors of the undersigned owner: (to be shown if the undersigned is a successor in interest of the owner who caused the improvement to be constructed, etc.)
- 4 A work of improvement on the property hereinafter described was COMPLETED ON September 24, 2020
- 5 The name of the CONTRACTOR, if any, for such work of improvement was All American Asphalt, 400 E Sixth St, Corona, CA 92879.
- 6 The property on which said work of improvement was completed is in the City of South Gate, County of Los Angeles, State of California, and is described as follows:

CIRCLE PARK DRIVEWAY PROJECT, CITY PROJECT NO. 634-PRK ,

- 7 The street and address of said property is: 10129 Garfield Ave, South Gate, CA 90280 Dated: January 22, 2020

8 Signature of _____

Owner or Owners Belén Bernal, Mayor
City of South Gate

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

STATE OF CALIFORNIA }
 }
COUNTY OF LOS ANGELES } SS

Subscribed and sworn to (or affirmed) before me on this _____ day of _____,
20____, by _____, proved to me on the basis of satisfactory
evidence to be the person(s) who appeared before me.

Signature: _____

Place Notary Seal Above

RECEIVED

NOV 07 2019

JR

ENGINEERING DEPT.

CITY OF SOUTH GATE
PUBLIC WORKS DEPARTMENT

Pg 1 of 1

CONTRACT CHANGE ORDER

CHANGE ORDER #: 1
PROJECT TITLE: Circle Park Driveway Project
CONTRACT #: 2318
CONTRACTOR: All American Asphalt

CITY PROJECT #: 634-prh
PURCHASE ORDER #: 0085110
CHANGE REQUESTED BY: City of South Gate
DATE OF REPORT: 10/15/2019
Acct. No. 311-750-39-9472

You are hereby authorized to make the described changes from the plans and specifications or do the following described work not included in the plans and specifications for this contract. **NOTE: This Change Order is not effective until approved by the Engineer.**

| | Cost | Calendar Days |
|---|---------------|---------------|
| Original Contract Amount | \$ 268,576.00 | 30 |
| Contract Change Order Amount CCO No 1 | \$ 5,383.00 | 21 |
| Total Increase to contract (all change orders) to date | \$ 5,383.00 | |
| Revised Total Contract Amount | \$ 273,959.00 | 51 |
| Percentage of Total Increase (or Decrease) to Contract Amount to Date | 2.00% | |

DESCRIPTION OF CHANGE ORDER WORK TO BE PERFORMED, ESTIMATE OF QUANTITIES, AND PRICES TO BE PAID:

| Item # | Detailed description | Change in Bid Item Quantities | | | | Unit | Unit Cost | Change Order Cost | Time Extension Working Days |
|--------------------|---|-------------------------------|---------------------------------|-----------------------------|----------------------------------|------|-------------|--------------------|-----------------------------|
| | | Contract Quantity | Previous Change Orders Quantity | THIS Change Orders Quantity | Total Adjusted Contract Quantity | | | | |
| 1 | Additional Excavation (See attachment for Details) | 0 | 0 | 52 | 52 | CY | \$ 80.00 | \$ 4,160.00 | 4 |
| 2 | Restake Revised Ramps (See attachment for Details) | 0 | 0 | 1 | 1 | LS | \$ 1,223.00 | \$ 1,223.00 | 2 |
| 3 | Working Day Adjustment for Permeable Paver Delivery | | | | | DAYS | | | 15 |
| Total Cost: | | | | | | | | \$ 5,383.00 | 21 |

THE TOTAL AMOUNT OF THIS CONTRACT CHANGE ORDER IS: \$5,383.00

Approval Recommended by
John Rico, Project Manager

Date 10/15/19

Approval Recommended by
Emilio Mungo, P.E. Interim Assistant City Engineer

Date 10-15-19

Approved by
Arturo Cervantes, P.E. Assistant City Manager / Director of Public Works

Date 10-17-19

We the undersigned Contractor, have given careful consideration to the change proposed and hereby agree, if this proposal is approved, that we will provide all equipment, furnish all materials, (except as may be otherwise noted above, and perform all services necessary for the work above specified, and will accept as full payment therefor the prices shown above. **NOTE: If you, the Contractor, do not sign acceptances of this Order, your attention is directed to the requirements of the Specifications as to proceeding with the ordered work and filing a written protest within the time therein specified.**

Accepted by
A. DeLos Reyes
Contractor's Representative
Title Project manager

Date 11/6/19

CHANGE ORDER NO. 1
CIRCLE PARK DRIVEWAY PROJECT (634-PRK) CHANGE ORDER DETAILS

ITEM NO. 1 – ADDITIONAL EXCAVATION

- a. Additional Excavation (Bid Item No. 4)
- b. There was a discrepancy between the design and actual elevations thus resulting in an increase of excavation quantities.
- c. The location of the additional excavation is in the permeable paver area.
- d. Computation of additional cost:
 - Original contract quantity = 480 cy
 - 125% of contract quantity = 600 cy
 - Actual quantity = 652 cy
 - Difference of actual quantity and 125% of contract quantity = 52 cy
 - Reduced unit price = \$80/cy (Original unit price = \$100/cy, See Contractor reduced price proposal)
 - Total additional cost = 52 cy x \$80/cy = \$4,160
- e. Provide 4 additional working days, for additional excavation work (120 cy + 52 cy).

ITEM NO. 2 – RESTAKE REVISED RAMPS

- a. Contractor provided additional survey for the relocation of wheel chair ramps as requested by the Parks Department.
- b. The relocation of wheel chair ramps was necessary to have the ADA parking spaces adjacent to the restroom.
- c. The location of the wheel chair ramps is in the north easterly part of the parking lot.
- d. The additional cost is based on the extra work ticket submitted by All American Asphalt for Case Land Survey - Surveyor (See attached proposal).
- e. Provide 2 additional working days, for scheduling and performing survey work.

ITEM NO. 3 – WORKING DAY ADJUSTMENT FOR PERMEABLE PAVER DELIVERY

- a. Provide time adjustment for permeable paver delivery.
- b. There was a delay on the supplier for the permeable paver delivery.
- c. The permeable pavers were delivered and installed in Circle Park.
- d. There is no additional cost for this item.
- e. Provide 15 additional working days.



**ALL AMERICAN ASPHALT
ALL AMERICAN AGGREGATES**

T 951 736-7600 F 951 739-4671
PO BOX 2229, CORONA, CA 92878-2229
CONTRACTORS LICENSE #267073 AC12
DIR #1000001051

CHANGE ORDER REQUEST

To: City of South Gate Transmittal Date: 07/29/19
8650 California Ave. COR No: 011
South Gate Ca. 90280 AAA Job No: 31290
 Attn: Emilia Murga / John Rico
 Project Circle Park Parking Lot Imp
 Re: Restake Revised Ramps

| No | Description | QTY | Unit Price | Total Price |
|--------------------|--|------|------------|-------------------|
| 1 | Case Land Survey (Invoice) | 4.00 | \$275.00 | \$1,100.00 |
| | Prime Mark up 10% | 1.00 | \$110.00 | \$110.00 |
| | Additional Project Supervision (1 Day) | 1.00 | \$0.00 | \$0.00 |
| | Bond 1% | 1.00 | \$13.00 | \$13.00 |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| GRAND TOTAL | | | | \$1,223.00 |

| | |
|--|--|
| <input type="checkbox"/> APPROVED | <input type="checkbox"/> REVISE & RESUBMIT |
| <input type="checkbox"/> APPROVED AS NOTED | <input type="checkbox"/> REJECTED |
| COMMENTS | |
| | |

RECEIVED BY,

TRANSMITTED BY,

 Augustine DeLos Reyes
 PUBLIC WORKS ESTIMATOR / PROJECT MANAGER

Original A/P Invoice Number 18442
 Original A/P Invoice Posted Amount 1045.00
 Retention A/P Invoice Number 18442R
 Retention A/P Invoice Posted Amount 55.00

Invoice

614 N. Eckhoff Street
 Orange, CA 92868

| Date | Invoice # | CLSI # |
|----------|-----------|------------|
| 7/2/2019 | 18442 | 19-ALL-844 |

| |
|--|
| Bill To |
| All American Asphalt P.O. Box 2229 Corona, CA 92878-2229 |

909
 270700
 504830

| JOB/P.O. # | Project Site | PC | Terms |
|------------|--------------|----|----------------|
| 31290.02 | South Gate | | Due on receipt |

| Date | Item | Description | Hours | Rate | Amount |
|--------------|--------------|--|-------|--------|--------------------|
| 6/13/2019 | 2 Man Crew | Circle Park Driveway Project-10129 Garfield Avenue, South Gate, CA City of South Gate Extra's to Contract Stake Revised HC Ramp in Parking Re stake Curb @ Entry North | 4 | 275.00 | 1,100.00 |
| | Retention 5% | Subtotal Less 5% Retention | | -5.00% | 1,100.00 -55.00 |
| Total | | | | | \$1,045.00 |

JUL 15 2019
 ALL AMERICAN ASPHALT

1/1

**CITY OF SOUTH GATE
PUBLIC WORKS DEPARTMENT**

CONTRACT CHANGE ORDER

CHANGE ORDER #: 2
 PROJECT TITLE: Circle Park Driveway Project
 CONTRACT #: 3518
 CONTRACTOR: All American Asphalt

CITY PROJECT #: 634-ink
 PURCHASE ORDER #: 0005110
 CHANGE REQUESTED BY: City of South Gate
 DATE OF REPORT: 12/4/2019
 Acct. No. 311-790-39-9472

You are hereby authorized to make the described changes from the plans and specifications or do the following described work not included in the plans and specifications for this contract. NOTE: This Change Order is not effective until approved by the Engineer.

| | Cost | Calendar Days |
|---|---------------|---------------|
| Original Contract Amount | \$ 268,576.00 | 30 |
| Contract Change Order Amount CCO No 1 | \$ 5,383.00 | 21 |
| Contract Change Order Amount CCO No 2 | \$ 33,685.00 | |
| Total Increase to contract (all change orders) to date | \$ 39,068.00 | |
| Revised Total Contract Amount | \$ 307,644.00 | 51 |
| Percentage of Total Increase (or Decrease) to Contract Amount to Date | 14.55% | 70.00% |

DESCRIPTION OF CHANGE ORDER WORK TO BE PERFORMED, ESTIMATE OF QUANTITIES, AND PRICES TO BE PAID:

| Change in Bid Item Quantities | | | | | | | | | |
|-------------------------------|--|-------------------|---------------------------------|-----------------------------|----------------------------------|------|--------------------|---------------------|-----------------------------|
| Item # | Detailed description | Contract Quantity | Previous Change Orders Quantity | THIS Change Orders Quantity | Total Adjusted Contract Quantity | Unit | Unit Cost | Change Order Cost | Time Extension Working Days |
| 1 | MOBILIZATION | 1 | | 1 | 0 | LS | \$ 6,376.00 | \$ - | |
| 2 | TRAFFIC CONTROL | 1 | | 1 | 0 | LS | \$ 4,103.00 | \$ - | |
| 3 | DEMOLITION AND SITE CLEARING | 1 | | 1 | 0 | LS | \$ 9,513.00 | \$ - | |
| 4 | EXCAVATION | 480 | | 600 | 120 | CY | \$ 100.00 | \$ 12,000.00 | |
| 5 | DUST CONTROL AND BMP'S | 1 | | 1 | 0 | LS | \$ 3,473.00 | \$ - | |
| 6 | CRUSHED AGGREGATE BASE | 140 | | 205 | 65 | TON | \$ 104.00 | \$ 6,760.00 | |
| 7 | ASPHALT CONCRETE PAVEMENT | 90 | | 119 | 29 | TON | \$ 112.00 | \$ 3,248.00 | |
| 8 | FULL DEPTH AC | 10 | | 10 | 0 | TON | \$ 157.00 | \$ - | |
| 9 | TYPE 'B-6' CURB (6" CF) | 445 | | 584 | 139 | LF | \$ 50.00 | \$ 6,950.00 | |
| 10 | TYPE 'D' CURB AND GUTTER (8" CF) | 15 | | 71 | 56 | LF | \$ 59.00 | \$ 3,304.00 | |
| 11 | CONCRETE SIDEWALK | 2700 | | 2404 | -296 | SF | \$ 10.00 | \$ (2,960.00) | |
| 12 | COMMERCIAL DRIVEWAY | 350 | | 353 | 3 | SF | \$ 19.00 | \$ 57.00 | |
| 13 | LOCAL DEPRESSION | 1 | | 1 | 0 | EA | \$ 1,566.00 | \$ - | |
| 14 | CURB RAMP | 1 | | 3 | 2 | EA | \$ 1,878.00 | \$ 3,756.00 | |
| 15 | CONCRETE EDGE RESTRAINT | 185 | | 195 | 10 | LF | \$ 57.00 | \$ 570.00 | |
| 16 | PARKWAY DRAIN 5=4' | 1 | | 1 | 0 | EA | \$ 5,130.00 | \$ - | |
| 17 | 4' WIDE RECTANGULAR DRAIN BOX | 35 | | 35 | 0 | LF | \$ 281.00 | \$ - | |
| 18 | TRASH AND DEBRIS GUARD | 1 | | 1 | 0 | EA | \$ 1,388.00 | \$ - | |
| 19 | ECO-STONE PERMEABLE PAVERS OVER 18" OPEN | 4225 | | 4225 | 0 | SF | \$ 15.00 | \$ - | |
| 20 | TRAFFIC STRIPING AND INSTALLATION OF SIGNS | 1 | | 1 | 0 | LS | \$ 5,319.00 | \$ - | |
| 21 | INSTALL 2" DIA. PVC IRRIGATION LINE | 65 | | 65 | 0 | LF | \$ 86.00 | \$ - | |
| 22 | INSTALL 2" DIA. PVC ELECT. CONDUIT | 65 | | 65 | 0 | LF | \$ 86.00 | \$ - | |
| 23 | PLACEMENT OF BACKFILL | 1300 | | 1300 | 0 | CF | \$ 3.00 | \$ - | |
| | | | | | | | Total Cost: | \$ 33,685.00 | 0 |

THE TOTAL AMOUNT OF THIS CONTRACT CHANGE ORDER IS: \$33,685.00

Approval Recommended by
John Rico, Project Manager

[Signature]

Date: 12/10/19

Approval Recommended by
Emilio Murga, P.E., Interim Assistant City Engineer

[Signature]

Date: 12.10.19

Approved by
Arturo Cervantes, P.E., Assistant City Manager / Director of Public Works

[Signature]

Date: 11/9/2020

We the undersigned Contractor, have given careful consideration to the change proposed and hereby agree, if this proposal is approved, that we will provide all equipment, furnish all materials, except as may be otherwise noted above, and perform all services necessary for the work above specified, and will accept as full payment therefore the prices shown above. NOTE: If you, the Contractor, do not sign acceptance of this Order, your attention is directed to the requirements of the Specifications as to proceeding with the ordered work and filing a written protest within the time therein specified.

Accepted by
Contractor's Representative
Title

A. J. / w Augustine Delaskeyes
Project Manager

Date: 12/16/2019

CHANGE ORDER NO. 2
CIRCLE PARK DRIVEWAY PROJECT (634-PRK) CHANGE ORDER DETAILS

ADDITIONAL BID ITEM QUANTITIES

- a. Additional quantities on Bid Item Number 4, 6, 7, 9, 10, 12, 14, 15.
- b. The increase in quantity is due to the actual field conditions.
- c. The location is inside Circle Park.
- d. See detailed change on bid item quantities on CCO No. 2.

RECEIVED

JAN 22 2020

City of South Gate
CITY COUNCIL

Item No. 10

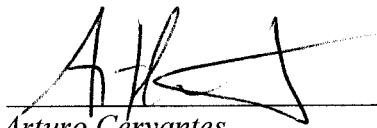
CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER


1:20pm

AGENDA BILL

For the Regular Meeting of: January 28, 2020

Originating Department: Public Works

Department Director: 
Arturo Cervantes

City Manager: 
Michael Flad

SUBJECT: RIGHTS-OF-WAY DEDICATIONS FOR STREET PURPOSES FROM JEFFERSON SOUTHGATE LLC. AND FROM NOVA STORAGE SOUTH GATE, L.P.

PURPOSE: To accept two dedications of rights-of-way for street purposes, at no cost to the City.

RECOMMENDED ACTIONS:

- a. Accept the Grant Deed from Jefferson Southgate LLC., to secure a 13-foot swath of right-of-way for street purposes along Imperial Highway and Garfield Avenue necessary to achieve consistency with the Mobility Element of the South Gate General Plan 2035;
- b. Accept the Grant Deed from Nova Storage South Gate, L.P., to secure a 4-foot swath of right-of-way street purposes along Firestone Boulevard necessary to achieve consistency with the Mobility Element of the South Gate General Plan 2035; and
- c. Authorize the Mayor to execute the Certificates of Acceptance in forms acceptable to the City Attorney.

FISCAL IMPACT: There is no fiscal impact. The Grant Deed dedications are being made at no cost to the City.

ANALYSIS: The Department of Public Works (Department) requires dedications of rights-of-way for street purposes from development projects as means to comply with the Mobility Element of the South Gate General Plan 2035. The Mobility Element sets design guidelines providing ranges for ultimate street widths. Ultimate street width standards are established to accommodate mobility needs (vehicular, bicycle, pedestrian, etc.), aesthetics and sustainability in the roadway system.

The Department has the authority to require developers to grant rights-of-way dedications to the City for street purposes as a part of the entitlement process, under "Section 5.32 Street Dedication and Improvement" of the Municipal Code. California Government Code Section 37354 further authorizes a city to acquire real property for any public purpose. California Government Code Section 66475 also authorizes a city to place exactions on private development such as to dedicate real property for the purpose of streets, alleys, drainage, public utility easements, or other public purposes.

BACKGROUND: The Mobility Element establishes design guidelines for ultimate street widths. The ultimate street widths established for Garfield Avenue, Imperial Highway and Firestone Boulevard ranges from 100 feet to 126 feet. Staff has prepared conditions of approval for the two development projects that front these roadways. A condition of approval was added to each development project to

dedicate to the City right-of-way for street purposes since the roadways do not meet the stated ultimate street width requirements.

The 244 multi-unit residential development project submitted by Jefferson Southgate LLC., fronts Imperial Highway and Garfield Avenue. The developer was required to dedicate a 13-foot swath of right-of-way along Imperial Highway and along Garfield Avenue to comply with the 126-foot ultimate street width standard. The developer will widen Garfield Avenue and install a deceleration lane on a part of the dedicated right-of-way.

The development project submitted by Nova Storage South Gate, L.P. fronts Firestone Boulevard. The developer was required to dedicate a 4-foot swath of right-of-way along Firestone Boulevard, to widen the sidewalk width from 8 feet to 12 feet. This provides for compliance with the ultimate street width standard of 116.

Resolution No. 6536, adopted November 9, 1999, authorizes the Mayor to accept the subject grant deed dedications without approval from the City Council. Resolution No. 6536 is more than 15 years old, therefore, staff is recommending that the grant deed dedications be accepted via City Council action.

- ATTACHMENTS:**
- A. Grant Deed- Nova Storage South Gate, LP. (5949-5951 Firestone Blvd.)
 - B. Grant Deed-Jefferson Southgate LLC. (10920 Garfield Avenue)
 - C. Resolution No. 6536

GD:lc

RECORDING REQUESTED BY:
CITY OF SOUTH GATE

AND WHEN RECORDED MAIL DOCUMENT AND
TAX STATEMENT TO:

CITY OF SOUTH GATE
8650 CALIFORNIA AVENUE
SOUTH GATE, CA 90280

This Space for Recorder's Use Only

Documentary Transfer Tax: None

The undersigned grantor(s) declare(s): This conveyance is for the benefit of the City of South Gate and as such is entitled to a free recording in accordance with government code 27383 and 6103 and is exempt from payment of documentary transfer tax in accordance with revenue and taxation code 11922

Assessor's Parcel Number(s): 6232-005-005, 6232-005-006

Site Address: 5949 Firestone Blvd
5951 Firestone Blvd
South Gate, CA 90280

GRANT DEED

For a valuable consideration, receipt of which is hereby acknowledged, **NOVA STORAGE SOUTH GATE, L.P.**, a California Limited Partnership ("Grantor"), as the owner of the herein-described real property, does hereby grant, convey and transfer to the City of South Gate, a California Municipal Corporation ("Grantee"), all Grantor's right, title and interest in and to that certain real property described in Exhibit A and depicted on Exhibit B, each of which are attached hereto and by this reference made part hereof.

IN WITNESS WHEREOF, Grantor has executed this Grant Deed as of January __, 2020.

NOVA STORAGE SOUTH GATE, L.P.

By: _____
Name: Andrew Rankin
Title: Manager

Attach Notary Acknowledgment

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of Los Angeles)

On January ____, 2020, before me, _____, a notary public, personally appeared Andrew Rankin, who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature _____ (Seal)

CERTIFICATE OF ACCEPTANCE

This is to certify that the fee interest in real property conveyed by the deed or grant dated January ____, 2020, from **NOVA STORAGE SOUTH GATE, L.P.** to the City of South Gate, California, a municipal corporation and/or governmental agency hereby is accepted by the Mayor of the City of South Gate on behalf of the City Council of South Gate, California on **January 28, 2020** pursuant to authority conferred by, Resolution No. 6536 adopted on November 9, 1999, and the grantee consents to the recordation thereof by its duly appointed officer.

CITY OF SOUTH GATE

By: _____
M. Belen Bernal, Mayor

Dated: _____

ATTEST:

Carmen Avalos, City Clerk

APPROVED AS TO FORM:

Raul F. Salinas, City Attorney

DEDICATION
STREET AND HIGHWAY EASEMENT
EXHIBIT A
LEGAL DESCRIPTION

4' STREET DEDICATION

THE SOUTHERLY 4 FEET OF PARCEL 1 AND PARCEL 2 OF PARCEL MAP NO. 21907, IN THE CITY OF SOUTH GATE, COUNTY OF LOS ANGELES, STATE OF CALIFORNIA, AS PER MAP FILED IN BOOK 237, PAGES 51 AND 52 OF PARCEL MAPS, IN THE OFFICE OF THE COUNTY RECORDER OF SAID COUNTY.

AREA = 980 S.F. MORE OR LESS.

AS SHOWN ON EXHIBIT "B" ATTACHED HERETO AND BY THIS REFERENCE MADE A PART HEREOF.



CHRISTOPHER JONES, PLS 8193

09/16/2019
DATE

kpff

| | |
|----------------|----------|
| DATE | 09.16.19 |
| PROJECT NUMBER | 1800276 |
| THOMAS GUIDE | 705-H4 |
| DRAWN BY | CJ |

700 S Flower Street, Suite 2100
Los Angeles, CA 90017
O: 213.418.0201 F: 213.266.5294
www.kpff.com

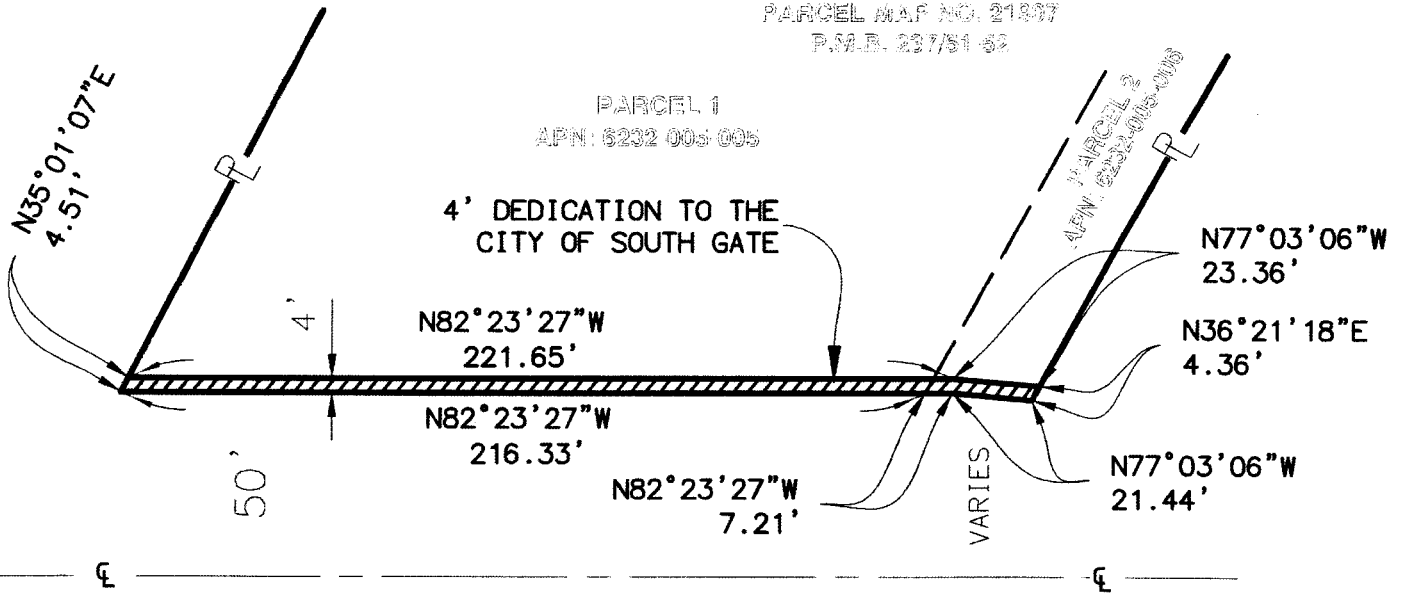
DEDICATION STREET AND HIGHWAY EASEMENT EXHIBIT B



0 25' 50'
SCALE: 1"=50'

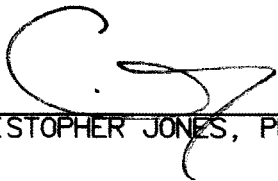
PARCEL MAP NO. 21897
P.M.B. 237/51-52

PARCEL 1
APN: 6232 005 005



FIRESTONE BOULEVARD




 CHRISTOPHER JONES, PLS 8193 09/16/2019
DATE

kpff

| | |
|----------------|----------|
| DATE | 09.16.19 |
| PROJECT NUMBER | 1800276 |
| THOMAS GUIDE | 705-H4 |
| DRAWN BY | CJ |

700 S Flower Street, Suite 2100
Los Angeles, CA 90017
O: 213.418.0201 F: 213.266.5294
www.kpff.com

RECORDING REQUESTED BY:
CITY OF SOUTH GATE

AND WHEN RECORDED MAIL DOCUMENT AND
TAX STATEMENT TO:

CITY OF SOUTH GATE
8650 CALIFORNIA AVENUE
SOUTH GATE, CA 90280

This Space for Recorder's Use Only

Documentary Transfer Tax: None

The undersigned grantor(s) declare(s): This conveyance is for the benefit of the City of South Gate and as such is entitled to a free recording in accordance with government code 27383 and 6103 and is exempt from payment of documentary transfer tax in accordance with revenue and taxation code 11922

Assessor's Parcel Number(s): 6234-005-014

Site Address: 10920 Garfield Avenue
South Gate, CA 90280

GRANT DEED

For a valuable consideration, receipt of which is hereby acknowledged, **JEFFERSON SOUTHGATE LLC**, a Delaware Limited Liability Company ("Grantor"), as the owner of the herein-described real property, does hereby grant, convey and transfer to the **CITY OF SOUTH GATE**, a California Municipal Corporation ("Grantee"), all Grantor's right, title and interest in and to that certain real property described in Exhibit A and depicted on Exhibit B for Garfield Avenue and Imperial Highway, each of which are attached hereto and by this reference made part hereof.

IN WITNESS WHEREOF, Grantor has executed this Grant Deed as of January ___, 2020.

JEFFERSON SOUTHGATE, LLC.

By: _____
Name: David Potter
Title: Vice President, Area Development Partner

Attach Notary Acknowledgment

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of Los Angeles)

On January ____, 2020, before me, _____, a notary public, personally appeared David Potter, who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature _____ (Seal)

CERTIFICATE OF ACCEPTANCE

This is to certify that the fee interest in real property conveyed by the deed or grant dated January ____, 2020 from **JEFFERSON SOUTHGATE, LLC.** to the **City of South Gate**, California, a municipal corporation and/or governmental agency hereby is accepted by the Mayor of the City of South Gate on behalf of the City Council of South Gate, California on **January 28, 2020** pursuant to authority conferred by, Resolution No. 6536 adopted on November 9, 1999, and the grantee consents to the recordation thereof by its duly appointed officer.

CITY OF SOUTH GATE

By: _____
M. Belen Bernal, Mayor

Dated: _____

ATTEST:

Carmen Avalos, City Clerk

APPROVED AS TO FORM:

Raul F. Salinas, City Attorney

EXHIBIT "A"

SHEET 1 OF 1

LEGAL DESCRIPTION STREET AND HIGHWAY EASEMENT

BEING A PORTION OF LOT 2 PER TRACT NO. 1205, IN THE CITY OF SOUTH GATE, COUNTY OF LOS ANGELES, STATE OF CALIFORNIA, FILED IN BOOK 17, PAGE 176B OF MAPS IN THE OFFICE OF THE COUNTY RECORDER OF SAID COUNTY, DESCRIBED AS FOLLOWS:

BEGINNING AT THE MOST WESTERLY CORNER OF PARCEL 2 AS DESCRIBED IN A QUITCLAIM DEED RECORDED APRIL 24, 2018 AS INSTRUMENT NO. 20180391471 OF OFFICIAL RECORDS OF SAID COUNTY; THENCE ALONG THE SOUTHWESTERLY LINE OF SAID PARCEL 2 SOUTH 84°11'13" EAST, A DISTANCE OF 13.36 FEET TO A POINT ON A LINE 13.00 FEET SOUTHEASTERLY OF AND PARALLEL WITH THE SOUTHEASTERLY RIGHT-OF-WAY LINE OF GARFIELD AVENUE, (100' WIDE);

THENCE ALONG SAID PARALLEL LINE SOUTH 19°05'37" WEST, A DISTANCE OF 208.13 FEET;

THENCE SOUTH 64°05'37" WEST, A DISTANCE OF 18.38 FEET TO A POINT ON SAID SOUTHEASTERLY RIGHT-OF-WAY LINE OF GARFIELD AVENUE;

THENCE ALONG SAID SOUTHEASTERLY RIGHT-OF-WAY LINE OF GARFIELD AVENUE NORTH 19°05'37" EAST, A DISTANCE OF 218.07 FEET TO THE POINT OF BEGINNING.

CONTAINING 2,770 SQUARE FEET MORE OR LESS.

MORE PARTICULARLY SHOWN ON EXHIBIT "B" ATTACHED HERETO AND BY THIS REFERENCE MADE A PART HEREOF.

SUBJECT TO ALL COVENANTS, RIGHTS, RESERVATIONS, RIGHTS-OF-WAY AND EASEMENTS OF RECORD, IF ANY.

PREPARED BY OR UNDER THE DIRECTION OF:

Edward L. Reynolds
EDWARD L. REYNOLDS L.S. 7725

11/25/19
DATE



SCALE: 1" = 60'

EXHIBIT "B"

SHEET 1 OF 1

SKETCH TO ACCOMPANY LEGAL DESCRIPTION
STREET AND HIGHWAY EASEMENT

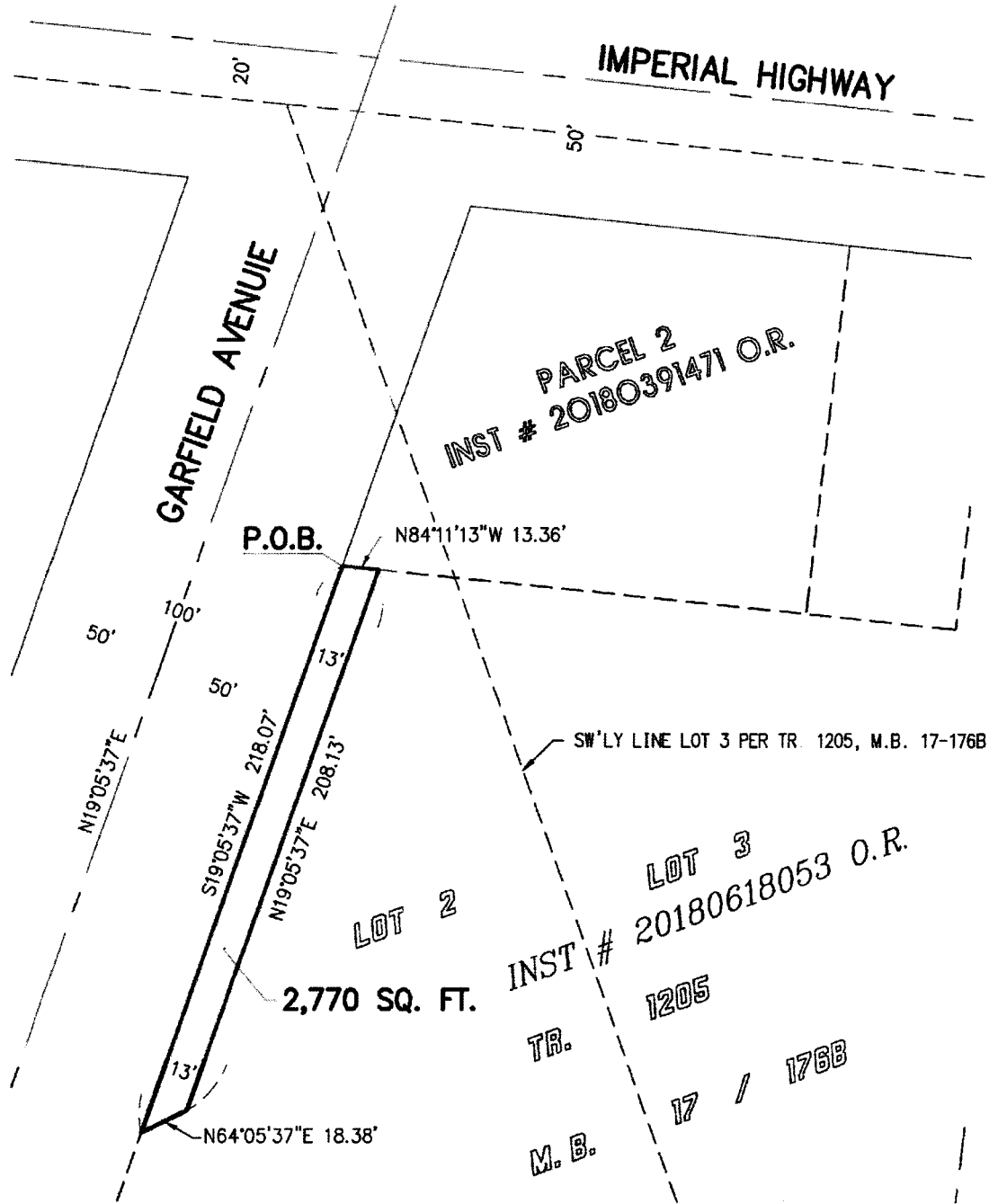


EXHIBIT "A"

SHEET 1 OF 1

LEGAL DESCRIPTION STREET AND HIGHWAY EASEMENT

BEING A PORTION OF THE LAND DESCRIBED IN A GRANT DEED TO JEFFERSON SOUTHGATE, LLC, IN THE CITY OF SOUTH GATE, COUNTY OF LOS ANGELES, STATE OF CALIFORNIA, RECORDED JUNE 20, 2018 AS INSTRUMENT NO. 20180618053 OF OFFICIAL RECORDS IN THE OFFICE OF THE COUNTY RECORDER OF SAID COUNTY, LYING WITHIN A STRIP OF LAND 13.00 FEET WIDE THE NORTHERLY LINE OF WHICH IS DESCRIBED AS FOLLOWS:

BEGINNING AT THE NORTHWEST CORNER OF LOT 1 OF TRACT NO 22416 FILED IN BOOK 611, PAGES 72 THROUGH 73, INCLUSIVE OF MAPS IN THE OFFICE OF THE COUNTY RECORDER OF SAID COUNTY.

THENCE ALONG THE SOUTHERLY RIGHT-OF-WAY LINE OF IMPERIAL HIGHWAY, 100' WIDE AS SHOWN ON SAID TRACT NO 22416, NORTH 84°09'00" WEST A DISTANCE OF 40.00 FEET TO THE NORTHEASTERLY CORNER OF PARCEL 1 AS DESCRIBED IN A QUITCLAIM DEED TO LAURENCE A. BOLTON, ET AL. RECORDED APRIL 24, 2018 AS INSTRUMENT NO 20180391471 OF OFFICIAL RECORDS;

THE SIDELINES OF SAID 13-FOOT STRIP OF LAND SHALL TERMINATE WESTERLY IN THE EASTERLY LINE OF SAID PARCEL 1, AND EASTERLY IN THE WESTERLY LINE OF SAID LOT 1.

CONTAINING 520 SQUARE FEET, MORE OR LESS.

MORE PARTICULARLY SHOWN ON EXHIBIT B ATTACHED HERETO AND BY THIS REFERENCE MADE A PART HEREOF.

SUBJECT TO ALL COVENANTS, RIGHTS, RESERVATIONS, RIGHTS-OF-WAY AND EASEMENTS OF RECORD, IF ANY.

PREPARED BY OR UNDER THE DIRECTION OF:

E.L. Reynolds

11/25/19

EDWARD L. REYNOLDS L.S. 7725

DATE

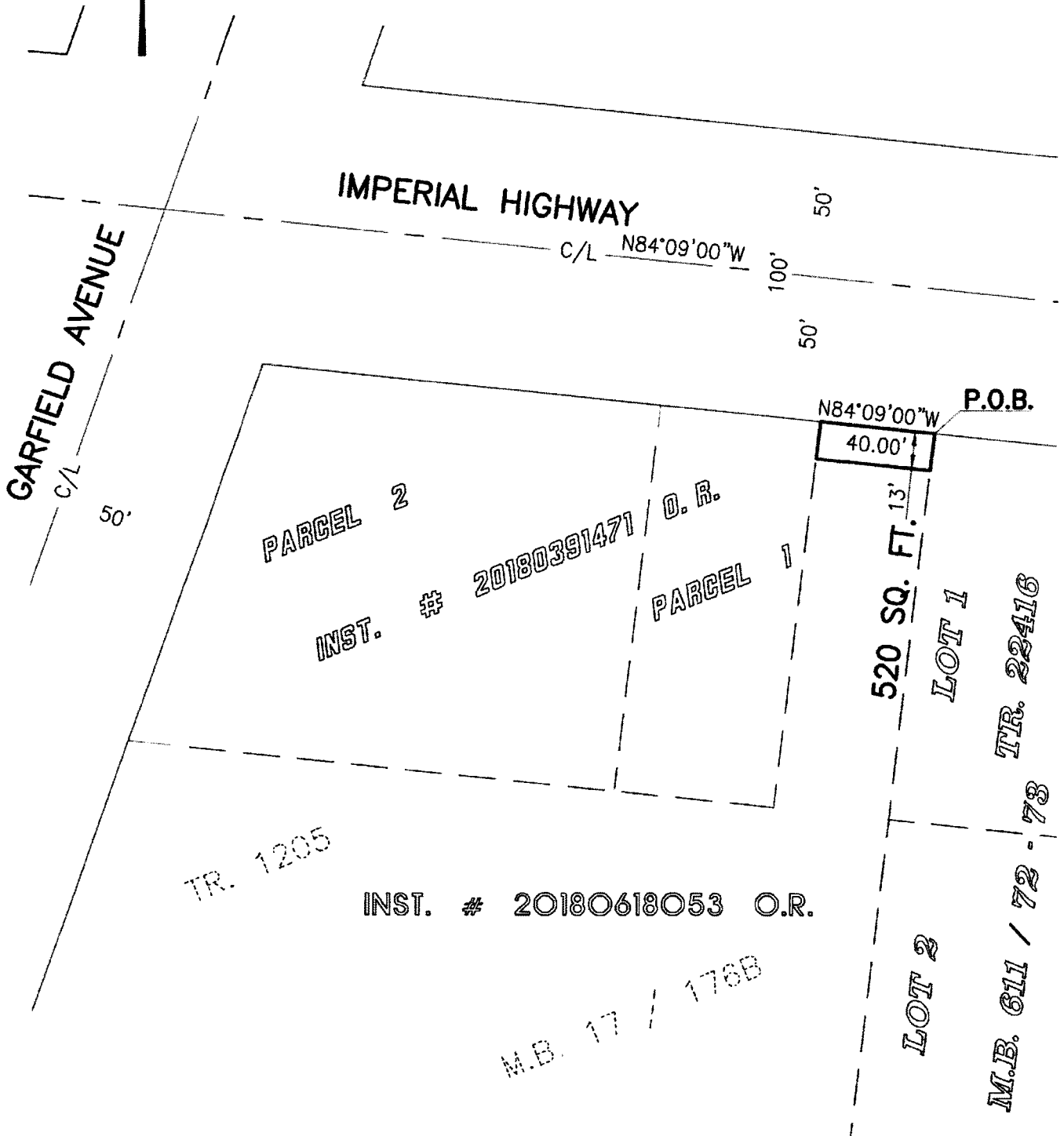


SCALE: 1" = 50'

EXHIBIT "B"

SHEET 1 OF 1

SKETCH TO ACCOMPANY LEGAL DESCRIPTION
STREET AND HIGHWAY EASEMENT



GARFIELD AVENUE
C/L 50'

IMPERIAL HIGHWAY

C/L N84°09'00"W

50'

100'

50'

N84°09'00"W

P.O.B.

40.00'

PARCEL 2

INST. # 20180391471 O.R.

PARCEL 1

520 SQ. FT.

LOT 1

TR. 22416

TR. 1205

INST. # 20180618053 O.R.

M.B. 17 / 176B

LOT 2

M.B. 611 / 72 - 73

RESOLUTION NO. 6536

**CITY OF SOUTH GATE
LOS ANGELES COUNTY, CALIFORNIA**

**A RESOLUTION OF THE SOUTH GATE CITY COUNCIL
AUTHORIZING THE MAYOR OF THE CITY OF SOUTH
GATE TO ACCEPT OR REJECT ANY OFFERS OF
DEDICATION OF REAL PROPERTY FOR STREETS,
PATHS, ALLEYS, PUBLIC UTILITY EASEMENTS OR
OTHER PUBLIC PURPOSES**

WHEREAS, California Government Code Section 37354 authorizes a city to acquire real property by gift, bequest, or devise.

WHEREAS, pursuant to California Government Code Section 66475, a city may require, as a condition of its approval of a land entitlement, the dedication of real property for the purpose of streets, paths, alleys, drainage, public utility easements, other public easements or other public purposes.

WHEREAS, a dedication of real property is not effective, and no title shall pass to a city, until a resolution of acceptance by the legislative body, or an acceptance of dedication on a final map, is filed in the office of the county recorder.

WHEREAS, for purposes of ease and convenience relating to the process of any offer of dedication of real property, the City Council desires to have the Mayor accept, accept subject to improvement, or reject any offer of dedication of said property, on behalf of the City of South Gate, so as to benefit the City's general public welfare.

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF SOUTH GATE
HEREBY FINDS, DETERMINES, AND RESOLVE AS FOLLOWS:**

SECTION 1. The City Council authorizes the Mayor, on behalf of the City Council of the City of South Gate, to accept, accept subject to improvement, or reject any offer of dedication of real property for streets, alleys, drainage, public utility easements, other public easements, or other public purposes.

SECTION 2. The City Clerk shall attest and certify to the passage and adoption of this Resolution, which shall become effective the date of its adoption.

SECTION 3. The City Clerk is hereby directed and authorized to transmit a certified copy of this Resolution to the office of the county recorder in which the real property is located.


PASSED, APPROVED and ADOPTED this 9th day of November 1999.


HENRY C. GONZALEZ, MAYOR

ATTEST:


NINA BAÑUELOS, CITY CLERK (SEAL)

APPROVED AS TO FORM:


ARNOLD ALVAREZ-GLASMAN,
CITY ATTORNEY

RECEIVED

Item No. 12

JAN 22 2020

City of South Gate
CITY COUNCIL

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

2:00pm

AGENDA BILL

For the Regular Meeting of: January 28, 2020

Originating Department: Parks & Recreation

Deputy Director:



Steve Costley

City Manager:



Michael Flad

SUBJECT: GRANT FUNDS FOR THE PURCHASE OF REUSABLE WATER BOTTLES

PURPOSE: To promote water conservation in the City by assisting with the elimination of plastic water bottles throughout park facilities.

RECOMMENDED ACTIONS:

- a. Accept the Disadvantaged Communities Project Grant in the amount of \$29,000 from the Central Basin Municipal Water District for the purchase of reusable water bottles to promote water conservation; and
- b. Increase the Fiscal Year 2019/20 General Fund revenue projection in Account No. 100-4699 (General Fund – Other Intergovernmental Grants) by \$29,000, from \$7,596 to \$36,596; and
- c. Amend the Fiscal Year 2019/20 General Fund budget by appropriating \$29,000 to Account No. 100-414-61-6308 (General Fund – Parks & Recreation – Sports Center – Civic Engagement) to cover the cost of purchasing reusable water bottles.



FISCAL IMPACT: There is no requirement by the City to match these grant funds and these grant funds will be deposited in the General Fund and used for this specific purpose only.



BACKGROUND: Established in 1952, the Central Basin Municipal Water District (District) is a water wholesaler that provides imported water to 40 retail water providers and one water wholesaler including: cities, mutual water companies, investor-owned utilities and private companies in southeast Los Angeles County.

In December 2019, the District reached out to the Parks & Recreation Department (Department) regarding available grant funding related to water conservation programs. In discussion with the District, it was determined that reusable stainless steel water bottles were an effective measure to promote this cause. Department staff submitted information to the District and obtained grant funding to purchase reusable stainless steel water bottles for promotional usage at Fitness Center special events such as the Sports Center Open House and the Spring Fit 5K.

ATTACHMENTS: Central Basin Municipal Water District award letter.

Member Agency Disadvantaged Communities Project Pre-Approval Request
MWD-Funded/Member Agency Administered Incentive Program

Member Agency must obtain Metropolitan’s written pre-approval for all projects prior to implementation and invoicing.

| | | | |
|---|---|-------------------|---|
| Project Type: | Disadvantaged Community (DAC) Project | | |
| Member Agency Central Basin MWD | Agreement Number | | |
| Retail Agency City of South Gate | Contact Name Sandi Linares-Plimpton | | |
| Project Title Open House Event | Contact E-Mail Address sandilp@centralbasin.org | | |
| Project Start Date 12/10/2019 | Contact Phone Number 323.201.5511 | | |
| Project End Date 1/12/2020 | Estimated Portion of Funding for this Project \$ 29,000 for 500 Yeti Water Bottles | | |
| <p>Criteria used to identify DAC areas: OEHHA Disadvantaged Communities Map 2010 Census</p> <p>Project Description: To provide high quality stainless steel refillable water bottles to the Community of South Gate at their Annual Sports Center, "Open House" event. Attendees will be receiving information on different methods of physical fitness along with proper ways of keeping hydrated. The promotional Yeti water bottles with water conservation messages can be used every time they go out to do physical activity and be a great way to keep from using plastic water bottles.</p> | | | |
| <p>I certify that the information provided in this request is accurate and in accordance with guidelines provided in this Agreement. I understand that this project must be conducted in a DAC region, and that Metropolitan must approve this request prior to Member Agency starting the project and seeking reimbursement from Metropolitan for this project.</p> <p><i>By signing, Member Agency agrees to these terms.</i></p> | | | |
| Member Agency | Central Basin MWD | | |
| Authorizing Signature |  | Date | 11/25/19 |
| Metropolitan Use Only: | Date received | Approved by |  |
| | 12/06/2019 | | MET #435 |
| | | Authorization No. | |

RECEIVED

Item No. 13

JAN 3 2 2020

City of South Gate
CITY COUNCIL


CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

10:55am

AGENDA BILL

For the Regular Meeting of: January 28, 2020
Originating Department: Office of the City Clerk

City Clerk: 
Carmen Avales

City Manager: 
Michael Flad

SUBJECT: APPROVAL OF CITY COUNCIL MEETING MINUTES.

PURPOSE: To historically preserve the events of the City Council Meetings.

RECOMMENDED ACTION:

- A. Approve the Regular Meeting minutes of December 10, 2019
- B. Approve the Regular Meeting and Special Meeting minutes of January 14, 2020

FISCAL IMPACT: None.

ANALYSIS: The minutes are provided to the City Council on the Wednesday prior to their regular business meeting. Amendments should be provided to the City Clerk's Office within 24 hours of a City Council Meeting so that verification of the record and corrections are made accordingly. A revised document will be provided to the City Council prior to the Meeting.

BACKGROUND: The minutes typically describe the events of the meeting and may include a list of attendees, a statement of the issues considered by the participants, and related responses or decisions for the issues.

ATTACHMENTS: City Council Minutes

**CITY OF SOUTH GATE
REGULAR CITY COUNCIL MEETING
MINUTES
TUESDAY, DECEMBER 10, 2019**

CALL TO ORDER M. Belén Bernal, Mayor called a Regular City Council meeting to order at 6:48 p.m.

INVOCATION Pastor Anthony Kidd, Community of Faith Bible Church

PLEDGE OF ALLEGIANCE Paul L. Adams, Director of Parks & Recreation

ROLL CALL Carmen Avalos, City Clerk

PRESENT Mayor M. Belén Bernal, Vice Mayor Denise Diaz, Council Member Al Rios, Council Member Maria Davila and Council Member Bill De Witt; City Treasurer Gregory Martinez, City Manager Mike Flad, City Attorney Raul F. Salinas

1
PROCLAMATIONS The City Council issued a Proclamation to Paul L. Adams in recognition and appreciation for his 14 years of dedicated service as Director of Parks & Recreation and to wish him the best in his retirement.

2
PRESENTATIONS The City Council presented a Certificate of Appreciation to Carla Barrera-Ortiz, founder and former principal of STEAM Legacy High School, in recognition and sincere gratitude for her outstanding dedication in bringing quality education and opportunities to her students.

3
PRESENTATIONS The City Council presented Certificates of Appreciation to STEAM Legacy High School students for their participation and achievements in the 2019 Horizon Grand Prix Competition on June 8, 2019 in Prague, Czech Republic.

4
APPOINTMENTS The City Council appointed a Council Member to the Board of Trustees of the Greater Los Angeles County Vector Control District for either a two OR four year term of office; the appointment was ratified by a majority vote of the City Council.

The City Council unanimously appointed Vice Mayor Denise Diaz to serve on the Board of Trustees of the Greater Los Angeles County Vector Control District for a two year term of office by motion of Mayor Bernal and seconded by Council Member Davila.

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

5

CONDITIONAL USE

The City Council conducted a Public Hearing and adopted Resolution No. 7895 entitled - A Resolution of the City Council of City of South Gate affirming the Planning Commission's November 5, 2019 denial of Amendment No. 2 to Conditional Use Permit No. 334, which would have legalized an existing unpermitted spray paint booth at the business known as Espinoza's Body Shop located at 8602 Long Beach Boulevard by Council Member De Witt and seconded by Mayor Bernal.

Mike Flad, City Manager explained the process for tonight's Public Hearing.

Joe Perez, Director of Community Development gave a brief presentation on this item.

Mayor Bernal opened the public hearing and asked if anyone in the audience wishes to speak on this item.

Karla Espinoza, Owner of the body shop, and Francisco Pedro, Manager of the body shop addressed City Council on the issues with the body shop.

Catalina Zaragoza, 2824 Ardmore Avenue, stated that she has lived near the body shop for 17 years and the odor had never bothered her.

Mario, Manager of the body shop, spoke about the Air Quality Management District (AQUMD) Rule 219.

Nick Godoy, 8611 San Gabriel Avenue, spoke in support of the body shop.

Virginia Johnson, 5751 McKinley Avenue, wanted to know if the resident that has issued the complaints was also notified about the hearing tonight.

Mayra Garcia, 2828 Ardmore Avenue, explained the circumstances that led her to file the complaint.

Arturo Hernandez, 2828 Ardmore Avenue, also complained about the fumes coming from the body shop.

Jessie Marquez, Ardmore Avenue, spoke on behalf of the body shop.

Angel Herrera, 8995 San Carlos Avenue, spoke on behalf of the body shop.

Seeing no one else come forward, Mayor Bernal closed the public hearing.

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

5
CONDITIONAL USE
CONTINUED

Council Member De Witt asked about the timeline of when the City became aware of the complaint.

Mr. Perez responded that the City did not know the spray booth until the complaint was filed. As a result of the complaint, per City policy, we went out and conducted an inspection at which time we found the unpermitted spray booth on the premises.

Council Member De Witt asked if this was a new business applying for a permit would it be allowed.

Mr. Perez answered yes with a Conditional Use Permit.

Mayor Bernal asked if we received notice from AQMD about the permits they issued.

Mr. Perez answered not we are aware of as these were issued in 2002 and 2008.

Mr. Perez informed Council that there was a document that was turned into the City Clerk's Office after the agenda was prepared and staff has provided a hard copy of that. It is from a resident indicating that a resident issued a complaint with the AQMD.

Mayor Bernal asked the City Attorney what the AQMD allows with Rule 219 supersedes what the City allows in their CUP.

City Attorney Salinas stated that the Cities authority lies in its ability to control its land use and this is a land use decision. Based on the zoning we get to decide if a particular business complies with the designated land use and zoning requirements. The AQMD may pass regulations in regards to air particles that are born into the air. The AQMD has no authority to overrule the determination made by the City which may be causing some confusion with the property owners.

Vice Mayor Diaz asked if we know what the financial impact will be on the business.

Mr. Perez stated that we do not know the financial impact or the frequency of the use of the equipment. The Planning Commission mentioned in there deliberation they also expressed this concern however in their discussion it came down to the balancing of impacts. At the end the Planning Commission felt that the weight of the potential negative impact to those sensitive uses outweighed the financial considerations of the business.

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

5 CONDITIONAL USE CONTINUED

Mayor Bernal feels that it is important to go back to what was approved originally and recognizes that there are now concerns with air quality and the school being built near to the small business. She asked if the business owners are also the property owners.

Mr. Perez answered that he believes they lease the property.

Council Member Rios has concerns about intensifying the output of the chemicals if they were to grant a CUP.

ROLL CALL: Mayor Bernal, yes; Vice Mayor Diaz, no; Council Member Davila, yes; Council Member Rios, yes; Council Member De Witt, yes

COMMENTS FROM THE AUDIENCE

Mr. Campos, 8467 San Vincente Avenue, is concerned about noise from his neighbors business that is run from his home.

Imelda Quevas, 10133 San Carlos Avenue, Apartment D, is concerned about safety in her apartment building.

Jose Maldonado, 10133 San Carlos Avenue, Apartment A, is also concerned with the safety in his apartment building.

Frank, 8127 San Vincente Avenue, spoke on the safety issues at 10133 San Carlos.

Virginia Johnson, 5751 McKinley Avenue, complained about Azalea Queen and Grand Marshall not having a car in the Christmas Parade.

Nick Godoy, 8611 San Gabriel Avenue, complained about the street sweeper, traffic and parking issues.

Greg Martinez, 2603 Ohio Avenue, provided City Council 2016, 2017, 2018, & 2019 concessionary reports for the JAA.

REPORTS AND COMMENTS FROM CITY OFFICIALS

Jackie Acosta, Administrative Services, reported that the City has sold its bonds last Thursday. The net present savings was about \$84,000 more than anticipated.

Randy Davis, Police Chief announced that the Pageant of the Trees was very successful and Santa Cop is coming up very soon. He also stated that the Police Department has its Special Problems Unit and CIT Unit. They have made some arrests and are also working with Code Enforcement.

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

REPORTS AND COMMENTS FROM CITY OFFICIALS

CONT'D

Mike Flad, City Manager, thanked the City Council for the opportunity to participate with everyone in the events that took place this past weekend at both the Parks and the Police Department. He wished everyone a happy holidays.

Raul F. Salinas, City Attorney, explained the procedures that the Council must follow during Public Comments.

Greg Martinez, City Treasurer, complimented the Police Department on a very beautiful Pageant of the Trees. He thanked the Chamber of Commerce for allowing his office to tow a trailer of Boy Scouts during the Christmas Parade and wished everyone a Happy Holidays.

Carmen Avalos, City Clerk, announced that the nomination period for the upcoming election closes tomorrow. She wished everyone a Happy Holidays.

Council Member De Witt, acknowledged the volunteers that work with the youth organizations and believes that staff is working to make sure that all organizations are filing the correct paperwork. He wished everyone a Merry Christmas and Happy Holiday.

Council Member Davila, wished everyone a Merry Christmas and Happy Holiday. She attended both the Pageant of the Trees and the Christmas Parade. They were both great events.

Council Member Rios, congratulated Council Member Davila for receiving the Life Time Achievement award from the Pageant of the Trees. He attended the Census Complete Count Meeting last week. He also wished everyone Happy Holidays.

Vice Mayor Diaz, stated that the City was acknowledged by Rivers L.A. She met with Waste Management to discuss more education options for the community. She attended the State of the County by Janice Hahn. At the meeting they said that the County has a mobile legal help team and the Vice Mayor would like to see this program come to South Gate. She attended with the Mayor the NALEO Finance and Bonds. She wished everyone a Happy Holiday and is looking forward to working together in the New Year.

Mayor Bernal, thanked staff for their work. She attended the NALEO Finance and Bonds Workshop. She highly recommends that her colleagues attend this workshop. She enjoyed the parade and the Tree Lighting Ceremony.

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

**REPORTS AND COMMENTS
FROM CITY OFFICIALS**

CONT'D

Mayor Bernal addressed the comments regarding the JAA by asking the staff to bring a report forward in January explaining what has happened since the initial request. She is in favor of these programs and said that it is not only about the JAA but making sure that we as a staff, as a Council are upholding what the contracts state.

**DEVIATE FROM
THE AGENDA**

At this time, there being no objections, Mayor Bernal stated that items 18 and 19 would be considered out of its regular agenda order.

18

SISTER CITIES

The City Council unanimously approved A and B by motion of Council Member Rios and seconded by Council Member Davila.

- a. Approved the South Gate Sister Cities Program Policy Guidelines; and
- b. Directed staff to prepare a program budget, list of goals and schedule of activities to form a sister city relationship with Beihai, China.

19

**POLITICAL
SUPPORT**

The City Council unanimously adopted Resolution No. 7896 entitled – A Resolution of the City Council of City of South Gate supporting the Tenant Protection Act of 2019, Assembly Bill No. 1482 (Chiu), which establishes annual limits on rent increases and requires just cause in order to evict a tenant prior to the effective date of January 1, 2020 by motion of Council Member Davila and seconded by Council Member De Witt.

Vice Mayor Diaz requested that staff bring a report to Council about how other cities are dealing with this and what options we have as a City.

**EXCUSED FROM
MEETING**

At this time, Mayor Bernal, was excused from the meeting and departed from the Council Chambers.

CONSENT CALENDAR

Agenda Items 7, 10, 12, 14, 15, 16 and 17 were unanimously approved by motion of Council Member Davila and seconded by Council Member De Witt. Mayor Bernal was absent. Items 8, 9, and 13 were pulled for separate discussion.

6

This item was removed from the Agenda.

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

**7
YOUTH
EMPLOYMENT**

The City Council approved A, B and C during Consent Calendar.

- a. Approved an Agreement (Contract No. 3565) with the Conservation Corp of Long Beach for a Youth Employment Internship Program (Program) to provide part-time interns with jobs within the City's Parks & Recreation Department for a six month term, in an amount not to exceed \$60,000;
- b. Authorized the Mayor to execute the Agreement in a form acceptable to the City Attorney; and
- c. Authorized the Director of Parks & Recreation to execute any additional documents as may be required to properly implement and manage this Program.

**8
SOUNDWALL**

The City Council approved A, B, and C by motion of Council Member Davila and seconded by Council Member De Witt. Mayor Bernal was absent.

- a. Approved an Agreement (Contract No. 3566) with Ortiz Enterprises, Inc., for the Construction of the Retaining Wall No. 945 and Soundwall No. 949, Caltrans Contract 07-298014, City Project No. 587-ST, and the Construction of Soundwall No. 935 and No. 937, City Project No. 547-ST in an amount not-to-exceed \$6,692,129;
- b. Authorized the City Manager to approve up to \$750,000 in construction change orders to be funded with construction contingency funds; and
- c. Authorized the Mayor to execute an agreement in a form acceptable to the City Attorney.

REJOINED MEETING

Mayor Bernal rejoined the Council prior to the discussion of Item 9.

**9
USED OIL
RECYCLING**

The City Council unanimously approved A, B, and C by motion of Council Member De Witt and seconded by seconded by Council Member Rios.

- a. Ratified Contract No. 3324 with John. L. Hunter and Associates, Inc., which was administratively approved in accordance with Section 1.54.350 of the Municipal Code. for management services of the Used Oil Recycling and Beverage Container Recycling Program (Programs) for a one year term, in the amount of \$47,300;

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

**9
USED OIL
RECYCLING
CONT'D**

- b. Approved Amendment No. 1 to Contract No. 3324 retroactively extending the term from June 30, 2018 through June 30, 2020, for continued management services of the Programs, in an amount not-to-exceed \$47,300 per year, for a total of \$94,600; and
- c. Authorized Mayor to execute Amendment No. 1 in a form acceptable to the City Attorney.

**10
HILDRETH PARKING**

The City Council unanimously approved A and B during Consent Calendar.

- a. Accepted completion of construction, effective October 8, 2019, of Hildreth Avenue Traffic Mitigation Project. City Project No. 600-ST completed by E. C. Construction Co.; and
- b. Directed the City Clerk to file a Notice of Completion with the Los Angeles County Registrar Recorder's Office.

11

This item was removed from the Agenda.

**12
BUDGET**

The City Council unanimously authorized the carryover of unspent budget appropriations from Fiscal Year 2018/19 to Fiscal Year 2019/20 in the account numbers detailed in Exhibit A during Consent Calendar.

**13
SPECIAL EVENTS**

The City Council unanimously approved A, B, and C by motion of Council Member Rios and seconded by Council Member Rios.

- a. Approved the request of Jack Leavitt for a Music Festival Event (Event) with limited alcohol service at South Gate Park in August of 2020;
- b. Directed staff to negotiate an agreement with the music festival producer and present the agreement to the City Council for formal approval at a future City Council Meeting; and
- c. Directed staff to prepare a Resolution to include restrictions and conditions of approval to allow limited alcohol service during the Event and present it to the City Council for adoption at a future City Council Meeting.

REGULAR CITY COUNCIL MEETING MINUTES OF DECEMBER 10, 2019

14
PAC PURCHASING The City Council unanimously appropriated \$17,313 from the unassigned fund balance of the General Fund to Account Number 100-150-44-6208 (General Fund - Community Promotion - Office Equipment) to purchase new equipment to broadcast on the City's cable Channel 3 during Consent Calendar.

15
CITY COUNCIL The City Council unanimously canceled the regularly scheduled City Council meeting of Tuesday, December 24, 2019, in observation of City Hall closure for the holiday break during Consent Calendar.

16
WARRANTS The City Council unanimously authorized the City Council Auditor to review and approve the second warrant register in December 2019 during Consent Calendar.

17
MINUTES The City Council unanimously approved the Regular Meeting and Special Meeting minutes of November 12, 2019 during Consent Calendar.

20
WARRANTS The City Council unanimously approving the Warrants and Cancellations for December 10, 2019, by motion of Council Auditor Davila and seconded by Council Member Rios.

| | |
|------------------------------|------------------------|
| Total of Checks: | \$2,861,751.47 |
| Voids | \$ (323.65) |
| Total of Payroll Deductions: | <u>\$ (322,656.27)</u> |
| Grand Total: | \$2,538,771.55 |

Cancellations: 85439

ADJOURNMENT Mayor Bernal unanimously adjourned the meeting at 11:05 p.m. and seconded by Council Member Davila.

PASSED and APPROVED this 14th day of January, 2020.

ATTEST:

M. Belén Bernal, Mayor

Carmen Avalos, City Clerk

**CITY OF SOUTH GATE
SPECIAL CITY COUNCIL MEETING
MINUTES
TUESDAY, JANUARY 14, 2020**

- CALL TO ORDER** Vice Mayor Denise Diaz called a Special City Council meeting to order at 5:33 p.m.
- ROLL CALL** Sonia Guerrero, Recording Secretary
- PRESENT** Vice Mayor Denise Diaz, Council Member Al Rios, Council Member Maria Davila and Council Member Bill De Witt; City Manager Mike Flad, City Attorney Raul F. Salinas
- ABSENT** City Treasurer Greg Martinez
- LATE** Mayor M. Belén Bernal and City Clerk Carmen Avalos
- CLOSED SESSION** The Council Members recessed into Closed Session at 5:36 p.m. and reconvened at 6:37 p.m. with all Members of Council present. City Attorney Salinas reported the following:

The City Attorney reported that the Mayor joined Closed Session at 5:37 p.m. and participated in the entire Closed Session Conference.

1. CONFERENCE WITH LEGAL COUNSEL – PENDING LITIGATION

Pursuant to Government Code Section 54956.9(a), 54954.9(b)(3)(C)

- a. Luz Marina Paz Canteros v. City of South Gate, et al.
- b. Nallely Rincon v. City of South Gate
- c. Gabriela Perez v. City of South Gate
- d. City of South Gate v. Jah Healing Kemetiic Temple of the Divine Church, Inc.

For items 1a and 1b the City Council received a report from the City Attorney. On two separation motions the City Council moved to deny both of those claims. Each motion was made by Council Member Bill De Witt and seconded Council Member Davila. The vote was 5 to 0.

For item 1a the City Attorney stated that the motion included authorization for the City Attorney's office to defend the claim.

For item 1c there was a presentation and on a motion made by Council Member Davila and seconded by Council Member De Witt the City Council voted to deny the claim. The vote was 5 to 0.

SPECIAL CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

Item 1d is a case brought by the City of South Gate against a church that is engaged in the distribution of marijuana. The City has filed an action to seek an injunction preventing the church from continuing the sale of marijuana. The City did receive an order that was issued by the court. The City received a favorable ruling and the Council was apprised of such during Closed Session. There was no action taken on this item.

2. CONFERENCE WITH LEGAL COUNSEL – ANTICIPATED LITIGATION

Pursuant to Government Code Section 54956.9(c)

One (1) - Potential Case

Item 2 was not discussed in Closed Session.

3. CONSIDER THE EVALUATION OF PERFORMANCE OF A PUBLIC EMPLOYEE

Pursuant to Government Code Section 54957 and 54957.6

City Manager

For Item 3 the City Council received a presentation from the City Attorney. The City Manager and the Assistant City Manager were not present and there was no action taken upon completion of the presentation.

4. CONFERENCE WITH LEGAL COUNSEL – REAL PROPERTY NEGOTIATIONS

Pursuant to Government Code Section 54956.8

Property APN: 6264-004-900
Property: 13050 Paramount Boulevard, South Gate, California 90280
City Negotiator: Michael Flad, City Manager
Negotiating with: Los Angeles County Office of Education
Under Negotiation: Terms of Sale

Property APN: 6204-025-039
Property: 9019 Long Beach Boulevard, South Gate, California 90280
City Negotiator: Michael Flad, City Manager
Negotiating with: Jon Ungvari Co. Trust
Under Negotiation: Terms of Sale

For the property at 13050 Paramount Boulevard the City Council received a report from the City Manager and Director of Community Development. Guidance was given but no reportable action was taken.

SPECIAL CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

0 For the property at 9019 Long Beach Boulevard a brief update was given on this item lasting no more than 30 seconds. Other than that this item was not discussed in Closed Session.

ADJOURNMENT Mayor Bernal unanimously adjourned the meeting at 6:40 p.m. and seconded by Council Member Rios.

PASSED and **APPROVED** this 28th day of January, 2020.

ATTEST:

M. Belén Bernal, Mayor

Carmen Avalos, City Clerk

**CITY OF SOUTH GATE
REGULAR CITY COUNCIL MEETING
MINUTES
TUESDAY, JANUARY 14, 2020**

CALL TO ORDER M. Belén Bernal, Mayor called a Regular City Council meeting to order at 6:42 p.m.

INVOCATION Pastor Elias Gabriel. First Baptist Church

PLEDGE OF ALLEGIANCE Michael Flad, City Manager

ROLL CALL Carmen Avalos, City Clerk

PRESENT Mayor M. Belén Bernal, Vice Mayor Denise Diaz, Council Member Al Rios, Council Member Maria Davila and Council Member Bill De Witt; City Manager Mike Flad, City Attorney Raul F. Salinas

LATE City Treasurer Gregory Martinez arrived at the dais at 6:50 p.m.

1
PROCLAMATIONS The City Council unanimously issued a Proclamation declaring January 26 through February 1, 2020, as National School Choice Week in the City of South Gate.

2
APPOINTMENTS Council Member Bill De Witt did not make an appointment to the Citizens Advisory Committee to fill a vacancy and will make an appointment at a future City Council meeting.

COMMENTS FROM THE AUDIENCE Virginia Johnson. 5751 McKinley Avenue commented on the Ethics Training and would like to see the City offer a question and answer session regarding the Brown Act. She commented on a street vendor on the east side selling in the middle of the street and she complemented the City Clerk's Office on their expertise on the reports that they process and on their quality customer service.

John Montalvo, 9815 San Gabriel Avenue spoke on residents' concerns with City maintenance and the lack of transparency with staff and elected officials.

Darlene, resident, feels that the members of Council should not vote on issues where they have received contributions from consultants or members of the public that relate to those issues.

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

COMMENTS FROM THE AUDIENCE CON'T

Melissa, 10316 Hunt Avenue, reported concerns that she has noticed while walking around South Gate.

Cesar, 9215 Hildreth Avenue, stated that he received a violation for not having a lawn and believes that he shouldn't receive a violation when the City cannot keep their parks in working order.

Greg Martinez, brought a video with support audio from the Los Angeles Times reporting on Movie Night at the Park and the sales of concessions by the JAA. He is concerned about the contract between the City and the JAA and wants to know where the money is going.

Nick Godoy, 8611 San Gabriel Avenue spoke on traffic, parking and sweeping issues in his neighborhood.

REPORTS AND COMMENTS FROM CITY OFFICIALS

Joe Perez, Director of Community Development, reminded everyone that the Chamber of Commerce is conducting a grand opening event at the new Goodwill Store and the homeless count will be Wednesday, January 22nd. Volunteers are needed.

Randy Davis, Chief of Police, recapped the Delta Jet fuel incident that happened today.

Mike Flad, City Manager, reported on his trip to Sacramento to attend the League of California Contract Cities Legislative Service Tour.

Greg Martinez, City Treasurer invited everyone to attend to volunteer for the homeless count on Wednesday, January 22nd. He also spoke on a local business that was affected by fraud by taking a picture of a check and placing it into an account.

Carmen Avalos, City Clerk updated everyone on the status of upcoming elections. The City has received confirmation of two vote centers and reminded candidates on the placement of campaign signs.

Council Member De Witt attended a South Coast AQMD meeting that focused on pollution issues in the southeast area. He requested that staff bring a report to the Council that focuses on the volunteer groups. He feels that Mr. Martinez has brought this issue to the attention of the City at three meetings and believes it needs to be addressed.

Council Member Rios was part of a meeting with Assembly Member Rendon and Senator Lena Gonzalez about the upcoming census. He also provided an update on METRO and aligning the bus routes. Last week Council Member Rios and the Mayor met with the Chief and other law

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

REPORTS AND COMMENTS FROM CITY OFFICIALS

CONT'D

enforcement agencies to discuss the homeless problem along the railroad tracks.

Council Member Davila also attended the METRO meeting regarding the aligning of the bus routes.

Vice Mayor Diaz attended the South Coast AQMD and spoke about the upcoming meetings. She was asked to sit on the board for the Transportation Environmental Equity which is an advisory board for the Strategic Growth Council. The Vice Mayor just came back from a three day retreat with the League of California Cities. She will be going to a three day conference with Vector Control next week. She would like staff to follow up on the fuel issue with Delta and report back and agrees with Mr. De Witt that we need to see the issue with the JAA financial reports brought forward.

Mayor Bernal has been out in the community and speaking with residents. She believes that we need to focus on building equity with fellow agencies and compliance with the rule in place. She encourages everyone to come out to vote at the next election and take place in the upcoming census.

The Mayor attended a few Independent Cities meetings in December as well as one on the 8th. They are preparing for a winter seminar to discuss human trafficking, homelessness and emergency preparedness. The Mayor also attended meeting for the County Sanitation where they discussed food waste co-digestion. The process is to take commercial food waste and turn it into a slurry that generates renewable energy.

Lastly, the Mayor said that she realizes that there are plans to bring back the JAA contract specifically the sales at the snack bar. However, she expects that this item is full of the research conducted by the Director of Finance including compliance. One thing we should be aware of is if we do not have a contract with a specific vendor that may open an opportunity to many vendors to come and sell at our parks. We need to decide what it is that we want to see and perhaps open the process out for bids.

CONSENT CALENDAR

Agenda Items 7, 11 and 12 were unanimously approved by motion of Council Mayor Bernal and seconded by Council Member De Witt. Items 3, 4, 5, 6, 8, 9, and 10 were pulled for separate discussion.

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

3

FRANCHISE

The City Council considered adopting a Resolution declaring the City's intention to grant a five-year franchise renewal to Tesoro SoCal Pipeline Company LLC, a Delaware limited liability company, to lay and use pipes, ditches, flumes, conduits and appurtenances for transmitting and distributing oil or products thereof, for any and all purposes in, along, across, upon and under the public streets, ways, alleys and places, as the same now or may hereafter exist, within the City of South Gate, and scheduling a Public Hearing for February 11, 2020, to consider the introduction of an Ordinance granting the proposed franchise renewal.

Item 3 was removed from the agenda and continued to the City Council Meeting of January 28, 2020.

Mayor Bernal and Council Member Davila were excused from voting on this item due to a conflict of interest with a campaign contribution. Council Member De Witt was excused from voting due to a financial conflict of interest.

City Attorney Salinas recommended continuing this item to the next meeting. He stated that there are processes in affect under the Brown Act where we do need to have a quorum to conduct business. Under these circumstances the law allows us to do random balloting so one member council that has a conflict would be able to participate under California Law.

4

ASSESSMENT

The City Council unanimously adopted Resolution No. 2020-01-CC entitled – A Resolution of the City Council of City of South Gate initiating the annual proceedings for the levy of the Fiscal Year 2020/21 assessments and ordering the preparation of an Engineer's Report for the Street Lighting and Landscaping Maintenance District No. 1 by Council Member Rios and seconded by Mayor Bernal.

5

PROCEDURES

The City Council unanimously adopted Resolution No. 2020-02-CC entitled – A Resolution of the City Council of City of South Gate approving and adopting the HOME Investment Partnerships Program and Community Development Block Grant Program Policies and Procedures Manuals by Council Member De Witt and seconded by Council Member Rios.

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

6

PERSONNEL

The City Council unanimously approved A and B by motion of Council Member Bernal and seconded by Council Member Davila.

- a. Approved Amendment No. 3 to Contract No. 3504 with Interwest Consulting Group, Inc., to continue providing Interim Senior Planner consulting services and extending the scope of work to include as needed Interim Assistant Planner consulting services in the amount of \$50,000; and
- b. Authorized the Mayor to execute Amendment No. 3 in a form acceptable to the City Attorney.

7

PERSONNEL

The City Council approved A and B during the Consent Calendar.

- a. Approved Amendment No. 1 to Contract No. 3531 with Willdan Engineering, Inc., extending the scope of work through and including January 14, 2021, for an additional amount not to exceed \$50,000; and
- b. Authorized the Mayor to execute Amendment No. 1 in a form acceptable to the City Attorney.

8

CITY COUNCIL

The City Council unanimously approved A, B, and C by motion of Vice Mayor Diaz and seconded by Council Member Rios.

- a. Approved Amendment No. 1 to Contract No. 3554 with Smith Dawson and Andrews, Inc., mutually terminating Contract No. 3554 for Federal Legislative Advocacy Services, retroactively effective January 1, 2020;
- b. Approved an Agreement (Contract No. 2020-01-CC) with Kiley & Associates, LLC to provide Federal Legislative Advocacy Services, retroactively effective January 1, 2020, through and including September 24, 2020, in an amount not to exceed \$32,555; and
- c. Authorized the Mayor to execute Amendment No. 1 with Smith Dawson and Andrews, Inc., and the Agreement with Kiley & Associates, LLC in a form acceptable to the City Attorney.

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

**9
STREET
IMPROVEENTS**

The City Council unanimously approved A, B, and C by motion of Council Member De Witt and seconded by Council Member Rios.

- a. Approved Funding Agreement (Contract No. 2020-02-CC) with the Los Angeles County Metropolitan Transportation Authority (METRO) to accept \$1,456,250 in Measure R Funds for construction of the Garfield Avenue and Imperial Highway Street Improvements Project (Project), City Project No. 413 -ST;
- b. Appropriated \$1,456,250 in Measure R Funds to Account No. 311-790-31-9433 (Garfield/Imperial Street Improvements) to fund this Project; and
- c. Authorized the Mayor to execute the Funding Agreement in a form acceptable to the City Attorney.

**EXCUSED FROM
ITEM 10**

At this time, Council Member De Witt were excused from participating on item10 and departed from the Council Chambers.

**10
STREET
IMPROVEMENTS**

The City Council approved A, B, and C by motion of Mayor Bernal and seconded Council Member Rios.

- a. Approved Funding Agreement (Contract No. 2020-03-CC) with the Los Angeles County Metropolitan Transportation Authority (METRO) to accept \$700,000 in Measure R Funds for the construction of the Firestone Boulevard and Otis Street Widening and Imperial Highway Median Project (Project), City Project No. 496-ST;
- b. Appropriated \$700,000 in Measure R Funds to Account No. 311-790-31-9457 (Firestone/Otis Widening and Imperial Hwy Median) to fund this Project; and
- c. Authorized the Mayor to execute the Funding Agreement in a form acceptable to the City Attorney.

REJOINED MEETING

Council Member De Witt rejoined the Council prior to the discussion on Item 11.

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

11

TRAFFIC SIGNAL

The City Council unanimously approved A and B during Consent Calendar.

- a. Accepted completion of construction, effective November 26, 2019, of the Paramount Boulevard at Somerset Ranch Road Project, City Project No. 610-TRF, constructed by Elecnor Belco Electric Inc.; and
- b. Directed the City Clerk to file a Notice of Completion with the Los Angeles County Registrar Recorder's Office.

12

MINUTES

The City Council unanimously approved A and B during Consent Calendar.

- a. Approved the Regular Meeting and Special Meeting minutes of November 26, 2019; and
- b. Approved the Special Meeting minutes of December 10, 2019.

**EXCUSED FROM
ITEM 13**

At this time, Mayor Bernal and Council Member Davila were excused from participating on item 13 and departed from the Council Chambers.

13

FIXED ROUTE

The City Council approved Option A by motion of Council Member De Witt and seconded by Vice Mayor Diaz as amended to direct staff to work with Global Transit on exploration of grant funding for alternative fuel vehicles.

- a. Approved a Purchase Order with Creative Bus Sales for the purchase of three Starcraft Class E buses for the GATE Fixed Route Program in the amount of \$447,555.84, through the Cal Act purchasing program, to replace buses that have reached and exceeded their useful life span; OR
- b. Approving a Purchase Order with Creative Bus Sales for the purchase of two Starcraft Class E buses with appropriate conversion kits to run on Compressed Natural Gas (CNG) in the amount of \$372,462.02, through the Cal Act purchasing program to replace buses that have reached and exceeded their useful life span; OR

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

13

FIXED ROUTE CONT'D

- c. Approving a Purchase Order with Creative Bus Sales for the purchase of two all-electric buses in the amount of \$517,395.50, through the Cal Act purchasing program, and the purchase and installation of four charging stations in the amount of \$220,000 for a total of \$737,395.50;
- d. Authorizing the City's Purchasing Division to issue a Purchase Order for this purchase in accordance with the City's purchasing ordinance and policies based on the option selected by the City Council; and
- e. Authorizing the Deputy Director of Parks & Recreation to execute any additional documents as may be required to properly implement and manage this purchase.

Council Member Rios motioned to amend the motion to approve the purchase of two buses instead of three buses as recommended in Option A which died for lack of a second.

ROLL CALL: Vice Mayor Diaz, yes; Council Member Rios, yes; Council Member De Witt, yes; Mayor Bernal, absent; Council Member Davila, absent.

EXCUSED FROM MEETING

At this time, Council Member De Witt, was excused from the meeting and departed from the Council Chambers.

14

PAC

The City Council considered discussing the pros and cons of video recording City Council meetings and provide staff with direction.

This item was continued to a future City Council Meeting.

15

COMMUNITY PROMOTION

The City Council A, C & D by motion of Council Member Davila and seconded by Mayor Bernal to appoint Chairperson as Vice Mayor Diaz and Vice Chairperson as Council Member Davila.

- a. Discussing and approving organizing a 2020 South East Los Angeles (SELA) Pride Event within the City to increase civic engagement and pride;
- b. Establishing a SELA Pride Event Committee and appoint City Council Members to serve as the Chairperson and Vice Chairperson;

REGULAR CITY COUNCIL MEETING MINUTES OF JANUARY 14, 2020

**15
COMMUNITY
PROMOTION CONT'D**

- c. Directing staff to establish a proposed list of committee members that are representative of various community stakeholders: and
- d. Directing the Chairperson/Vice Chairperson to present SELA Pride Event updates at a future City Council meetings.

**16
WARRANTS**

The City Council approved A and B by motion of Council Auditor Davila and seconded by Council Member Rios.

- a. Ratified the Warrants for December 26, 2019: and
- b. Approved the Warrants and Cancellations for January 14, 2020.

| | |
|---------------------------|----------------------|
| Total of Checks: | \$ 1,272,150.34 |
| Voids: | (\$ 16,800.00) |
| Total Payroll Deductions: | \$ <u>293,124.71</u> |
| Grand Total: | \$ 962,225.63 |

Cancellations: 86271

ADJOURNMENT

Mayor Bernal adjourned the meeting in Memory of Maria Guadalupe Suarez and Angel Trejo, long time City Residents at 9:33 p.m. and seconded by Council Member Davila.

PASSED and APPROVED this 28th day of January, 2020.

ATTEST:

M. Belén Bernal, Mayor

Carmen Avalos, City Clerk

RECEIVED

JAN 23 2020

City of South Gate **Item No. 14**
CITY COUNCIL

**CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER**

AGENDA BILL

12:00pm


For the Regular Meeting of: **January 28, 2020**

Originating Department: **Public Works**

Department Director:


Arturo Cervantes

City Manager:


Michael Flad

SUBJECT: FUNDING APPROPRIATIONS FOR THE CAPITAL IMPROVEMENT PROGRAM FOR FISCAL YEAR 2019/20

PURPOSE: The Capital Improvement Program (CIP) is the City's financial plan for the implementation of infrastructure projects. Currently, the CIP has over \$58 Million in funds are currently programmed in the CIP budget. Staff is proposing these appropriations to add new projects as well as to meet project implementation requirements of projects that are partially funded.

RECOMMENDED ACTIONS:

- a. Amend the Capital Improvement Program to add the following projects: (1) Sanitary Sewer Relining, at California Avenue and Tweedy Boulevard and at Abbot Road, from Orange Avenue to Rosewood Avenue, City Project No. 629-SWR, (2) Detective Bureau Remodel, City Project No. 642-GEN, (3) Thermoplastic Striping of Streets Citywide, City Project No. 654-ST, (4) Replacement of Damaged Traffic Signal Poles at the Intersections of Santa Ana Street and Southern Avenue, State Street and Southern Avenue, and Firestone Boulevard and Garfield Avenue, City Project No. 655-TRF, (5) Firestone Plaza Striping, City Project No. 657-ST, and (6) San Gabriel Avenue Safety Study, City Project No. 658-RPT.
- b. Amend the Capital Improvement Program to add the following municipal water system improvements projects, (1) Well No. 30, City Project No. 605-WTR, (2) Long Beach Boulevard Water Service Lateral Replacement, City Project No. 638-WTR, (3) Coating of Hawkins, Santa Fe and Elizabeth Tanks, City Project No. 645-WTR, (4) Well Decommissioning at Three Locations, City Project No. 646-WTR, (5) SCADA System Upgrades, City Project No. 647-WTR, (6) AMI/AMR Meter Replacement Phase III, City Project No. 649-WTR;
- c. Authorize staff to prepare the (1) AWIA Risk Assessment Update of Emergency Response Plan, City Project No. 648-WTR, (2) Pavement Management System Report, City Project No 651-RPT, and (3) Citywide Speed Survey, City Project No 652-RPT;
- d. Appropriate \$140,000 from the unassigned balance of the General Fund to Account No. 311-790-49-9910 (Capital Projects Fund - Detective Bureau Remodel, City Project No. 642-GEN) to fund the project;
- e. Appropriate \$3,000,000 in Land and Water Conservation Grant Funds to Account No. 311-790-61-9214 (Capital Projects Fund - Urban Orchard, City Project No. 539-PRK) to fund the project;
- f. Appropriate \$3,400,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9557 (Water Fund - Water System Facilities Chlorination Upgrades, City Project No. 586-WTR) to fund the project;
- g. Appropriate \$750,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9576 (Water Fund - Coating of Hawkins, Santa Fe and Elizabeth Tanks, City Project

No. 645-WTR) to fund the project;

- h. Appropriate \$5,500,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9577 (Water Fund - Well No. 30, City Project No. 605-WTR) to fund the project;
- i. Appropriate \$1,500,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9578 (Water Fund - Long Beach Blvd. Water Service Lateral Replacement, City Project No. 638-WTR) to fund the project;
- j. Appropriate \$200,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9579 (Water Fund - Well Decommissioning at 3 Locations, City Project No. 646-WTR) to fund the project;
- k. Appropriate \$150,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9580 (Water Fund - SCADA System Upgrades, City Project No. 647-WTR) to fund the project;
- l. Appropriate \$200,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-6101 (Water Fund – Professional Services) to fund the AWIA Risk Assessment Update of the Emergency Response Plan, City Project No 648-WTR;
- m. Appropriate \$500,000 from the unrestricted balance of the Water Fund to Account No. 411-731-71-9581 (Water Fund - AMI/AMR Meter Replacement Phase III, City Project No. 649-WTR) to fund the project;
- n. Appropriate \$200,000 from the unrestricted balance of the Sewer Fund to Account No. 412-732-52-9504 (Sewer Fund - Sanitary Sewer Relining, at California Avenue and Tweedy Boulevard and at Abbot Road, from Orange Avenue to Rosewood Avenue, City Project No. 629-SWR) to fund the project;
- o. Appropriate \$9,000 from the restricted balance of the Proposition C Fund to Account No. 311-790-31-9562 (Capital Projects Fund - Firestone Boulevard Bridge for the Rio Hondo Channel Improvements, City Project No. 499-ST) to fund the project;
- p. Appropriate \$50,000 from the restricted balance of the Proposition C Fund to Account No. 222-780-31-6101 (Proposition C Fund – Professional Services) to fund the Pavement Management System Report, City Project No 651-RPT;
- q. Appropriate \$60,000 from the restricted balance of the Proposition C Fund to Account No. 222-780-31-6101 (Proposition C Fund – Professional Services) to fund the Citywide Speed Survey, City Project No 652-RPT;
- r. Appropriate \$250,000 from the restricted balance of the Proposition C Fund to Account No. 311-790-31-9473 (Capital Projects Fund - Thermoplastic Striping of Streets Citywide, City Project No. 654-ST) to fund the project;
- s. Appropriate \$120,000 from the restricted balance of the Measure R Fund to Account No. 311-790-31-9474 (Capital Projects Fund - Replacement of Damaged Traffic Signal Poles at the Intersections of Santa Ana Street and Southern Avenue, State Street and Southern Avenue, and Firestone and Garfield, City Project No 655-TRF) to fund the project;
- t. Appropriate \$30,000 from the restricted balance of the Measure R Fund to Account No. 311-790-31-9475 (Capital Projects Fund - Firestone Plaza Striping, City Project No 657-TRF) to fund the project; and
- u. Appropriate \$30,000 from the restricted balance of the Measure R Fund to Account No. 311-790-31-9476 (Capital Projects Fund - San Gabriel Avenue Safety Study, City Project No 658-RPT) to fund the project.

JAL

FISCAL IMPACT: The recommended \$16,089,000 appropriation is proposed to be funded with \$140,000 in General Funds, \$3,000,000 in Land and Water Conservation Grant Funds, \$12,200,000 in Water Funds, \$200,000 in Sewer Funds, \$369,000 in Proposition C Funds and \$180,000 in Measure R Funds. The appropriation is proposed to be programmed for capital projects as shown in Table A below.

ALIGNMENT WITH COUNCIL GOALS: These actions meet the City Council’s goal for Continuing Infrastructure Improvements.

ANALYSIS: The Capital Improvements Program (CIP) contains projects that are at various stages of implementation. The projects are funded with a variety of funding sources. The appropriations are necessary to address project implementation needs, as well as transportation funding requirements. The following is a funding breakdown of the Fiscal Impact.

| Table “A”- Funding Appropriations | | | | | |
|--|-------------|-------------------------------------|--------------------------------|---|--|
| Council Action | Fund | Fund | Appropriation/ Account | Justification | Improvement Types |
| d. | 100 | General Fund | \$140,000 311-790-49-9910 | Funds for design and construction. | Detective Bureau Remodel |
| Appropriations Sub-Total | | | \$140,000 | | |
| e. | 261 | Land and Water Conservation (Grant) | \$3,000,000 311-790-61-9214 | New Grant funds. | Urban Orchard |
| Appropriations Sub-Total | | | \$3,000,000 | | |
| f. | 411 | Water | \$3,400,000 411-731-71-9557 | Funds for construction. | Water System Facilities Chlorination Upgrades |
| g. | | | \$750,000 411-731-71-9576 | Funds for construction. | Coating of Hawkins, Santa Fe and Elizabeth Tanks |
| h. | | | \$5,500,000 411-731-71-9577 | Funds for design and construction. | Well No. 30 |
| i. | | | \$1,500,000 411-731-71-9578 | Funds for construction. | Long Beach Blvd. Water Service Lateral Replacement |
| j. | | | \$200,000 411-731-71-9579 | Funds for equipment and labor. | Well Decommissioning at 3 Locations |
| k. | | | \$150,000 411-731-71-9580 | Funds for design and construction. | SCADA System Upgrades |
| l. | | | \$200,000 411-731-71-6101 | Fund costs to prepare report and update the plan. | AWIA Risk Assessment Update of Emergency Response Plan |
| m. | | | \$500,000 411-731-71-9581 | Funds for replacement and installation. | AMI/AMR Meter Replacement Phase III |
| Appropriations Sub-Total | | | \$12,200,000 | | |
| n. | 412 | Sewer | \$200,000 412-732-52-9504 | Funds for construction. | Sanitary Sewer Relining, at California Avenue and Tweedy Boulevard and at Abbot Road, from Orange Avenue to Rosewood Avenue |
| Appropriations Sub-Total | | | \$200,000 | | |
| o. | 222 | Proposition C | \$9,000 311-790-31-9562 | Funds for final accounting of project. | Firestone Boulevard Bridge for the Rio Hondo Channel Improvements |
| p. | | | \$50,000 222-780-31-6101 | Fund cost to prepare report. | Pavement Management System Report |
| q. | | | \$60,000 222-780-31-6101 | Fund cost to prepare survey. | Citywide Speed Survey |
| r. | | | \$250,000 311-790-31-9473 | Funds for construction. | Thermoplastic Striping of Streets Citywide |
| Appropriations Sub-Total | | | \$369,000 | | |
| s. | 224 | Measure R | \$120,000 311-790-31-9474 | Funds for construction. | Replacement of Damaged Traffic Signal Poles at the Intersections of Santa Ana Street and Southern Avenue, State Street and Southern Avenue, and Firestone and Garfield |
| t. | | | \$30,000 311-790-31-9475 | Funds for construction. | Firestone Plaza Striping |
| u. | | | \$30,000 311-790-31-9476 | Funds for safety study. | San Gabriel Avenue Safety Study |
| Appropriations Sub-Total | | | \$180,000 | | |
| GRAND TOTAL | | | \$16,089,000 | | |

BACKGROUND: The CIP Program is the City's financial plan to fund municipal infrastructure projects. In general, program projects aim to achieve a variety of goals, such as: enhance transportation mobility, congestion relief, safety, deferred maintenance, water reliability and quality, quality of life, sustainability and beautification. Currently, the Capital Improvement Program has over \$58 Million in programmed funds for capital projects. Additional appropriations are necessary to fund new projects, to further fund projects that are already programmed in the CIP, and to funds needed reports and studies. The following is a summary of the actions proposed herein:

- \$140,000 in funding is proposed to fund the Detective Bureau Remodel. This project will renovate the Detective Bureau to include new office partitions, furniture and flooring. The total project budget is \$240,000, of which \$100,000 in Asset Forfeiture funds have already been appropriated to the project.
- \$3 Million in new grant funding is proposed for the Urban Orchard Project to fund construction of components such as a new playground, a walking path and bikeway, exercise equipment, community garden and restrooms.
- \$12.2 Million in funding is proposed to fund one current and seven new capital projects for the City's municipal water system. In general, the projects aim to enhance water quality, to enhance water system reliability and to address issues of deferred maintenance. For example, water quality will be addressed via a project that proposes to upgrade the chlorination system from a temporary system to a permanent system. A new water well is proposed to be located near the future site of the Urban Orchard to enhance system reliability.
- \$200,000 in funding is proposed to address deferred maintenance issues on the sewer system. A 1,000-foot segment of a sewer main is proposed to be relined as the line is experiencing sewer overflows.
- \$9,000 in funding is proposed to fund the Firestone Boulevard Bridge for the Rio Hondo Channel Improvements Project.
- \$110,000 in funding is proposed to prepare a Pavement Management System (PMS) report and a Citywide Speed Survey (CSS). The PMS will assess road pavement conditions and make recommendations for improvements. The CSS will assess the current roadway speed limits to make recommendations for improvements to help traffic flow.
- \$250,000 in funding is proposed to fund a thermoplastic striping project on all city streets.
- \$120,000 in funding is proposed to replace the traffic signal poles at three intersections where the traffic signal poles were knocked down. This funding will replace the current temporary traffic signals at these intersections.
- \$30,000 in funding is proposed for the Firestone Plaza Striping Project.
- \$30,000 in funding is proposed to prepare a safety study for San Gabriel Avenue between Firestone Boulevard and Ardmore Avenue.

ATTACHMENTS: None

AM:lc

RECEIVED

Item No. 15

JAN 22 2020

City of South Gate

CITY COUNCIL

CITY OF SOUTH GATE
OFFICE OF THE CITY MANAGER

6:50pm

AGENDA BILL

For the Regular Meeting of: **January 28, 2020**

Originating Department: Administrative Services

Department Director: _____

Jackie Acosta
Jackie Acosta

City Manager: _____

Michael Flad
Michael Flad

SUBJECT: TECHNOLOGY MASTER PLAN

PURPOSE: To receive and file the Technology Master Plan.

RECOMMENDED ACTIONS:

- a. Receive and file a presentation from City staff and ClientFirst Technology Consulting regarding the Technology Master Plan (TMP); and
- b. Discuss and direct staff to start implementing the TMP initiatives.

FISCAL IMPACT: The estimated cost of the 6-Year Technology Master Plan is \$13.1M and will be funded from the City’s unassigned General Fund and Information System Fund reserves. Funds for the first year projects will be appropriated as the individual projects are brought to the City Council for approval. Funds for the subsequent years’ projects will be budgeted in those years. Each major project/initiative will come back to the City Council for approval before implementation.

ALIGNMENT WITH COUNCIL GOALS: Completing the Technology Master Plan (TMP) (Item #158) and conducting an external cyber security assessment (Item #163) are included in the Fiscal Year 2019/20 Work Program. The information services operations assessment and the 6-Year TMP will accomplish these two work program items. The TMP includes a series of achievable projects and initiatives recommended for implementation over the next six years that will be appropriately aligned with the City Council’s and staff’s goals and objectives.

ANALYSIS: Technology is no longer the way of the future, it is the here and now and almost everything we do at work and in our personal lives is tied to technology. City staff rely heavily on technology to accomplish many of their daily tasks. The public relies on technology to interact with staff, to pay for City services, to get information about what is happening in the City, etc. However, the City has not given much priority to our information technology infrastructure over the last 10 years. As with most assets, if you do not invest in the proper maintenance and repairs, the technology infrastructure will soon fall into disrepair and ultimately fail. The City cannot afford to get to that point. Just as we do for our water and sewer systems, street and roads, and city sidewalks, the City needs a “master plan” for our technology infrastructure and software. To that end, staff has been working with ClientFirst Technology Consulting (ClientFirst) for the past year to put together this comprehensive, multi-year Technology Master Plan (TMP).

BACKGROUND: Staff made a presentation on this item at the November 26, 2019, City Council meeting, but no action was taken and, at the request of the City Council, it was continued to January 28, 2020.

Technology is key to providing excellent customer service for our residents and businesses in South Gate. Over the last few years, citizens have been requesting the ability to handle more transactions online, have more efficient interactions with City staff and greater transparency. In order to respond to the growing demand for technology enhancements, it is imperative that technology projects and purchases going forward focus on standardization, integration and consolidation to improve the efficiency and effectiveness of delivering municipal services.

In 2018, the City authorized staff to contract with ClientFirst to perform an assessment of the City's current information services operations and technology infrastructure and to develop a TMP. The TMP is a long-range technology compass, charting a dynamic course for the City's technological future. The TMP also serves as a financial planning instrument, forecasting major technology investments for the next six years. Like the City's annual Capital Improvement Program, estimated expenditures for strategic technology projects will be scheduled over a six-year period. This six-year rolling outlook will be revisited annually in order to adapt to changes in both the economy and the constantly evolving technology industry. It is intended that the TMP will be updated and presented to the City Council annually as a function of the City Council's Goals and Objectives process and will set technology funding priorities for the budget process, recognizing that implementation continuity over a several year period for some initiatives may be essential. Listed below are just a few benefits that will result from the implementation of the TMP:

- The TMP is an actionable six-year plan that outlines recommended initiatives/projects and costs in a way that can be understood by all stakeholders and elected officials.
- The TMP identifies key areas for improved efficiency, citizen service, cyber-security and information technology (IT) operational improvements. It outlines dependencies and reduces unnecessary spending while outlining ongoing IT costs. It includes recommended improvements for efficiencies affecting both business departments and IT operations.
- The TMP is a living document and can be used on an annual basis to budget technology needs.
- The TMP will outline a series of applicable Best Practices that South Gate can utilize moving forward to improve the way applications and the IT function are managed.

The development of the 6-Year Technology Master Plan included these major steps:

1. Project initiation and information gathering – Consultant spent time working with staff to assemble the project team (cross section of users from all departments) and kick-off the project. The kick-off meeting outlined goals and objectives and set expectations for the project. These steps were critical to the success of the project.
2. Assessment Workshops – Consultant established a true dialog with the departments and met extensively with Computer Information Systems (CIS), the City Manager's office and each City Department to understand current systems, applications and needs for improvement.
3. Research and Preliminary Plan Development – Consultant analyzed the meeting discussions, researched and developed initiatives or projects to assist the City in improving citizen services, staff efficiency, the CIS function and its infrastructure.
4. Prioritization Workshops – Consultant discussed and agreed on priorities with the various departments. Consultant assembled the key components of the plan and conducted an additional workshop with the departments to allow staff to discuss their specific needs and provide input on Consultant's recommendations.
5. Develop and Issue Report – Consultant developed the overall report documents, including strategies, goals and objectives and a five-year budget with priorities. Consultant presented the report to City Management and will present to the City Council.

Through their analysis, and in conjunction with City staff, ClientFirst has developed 82 initiatives that need to be implemented to bring the City's technology infrastructure and application software to a more modern state.

The overarching goal of the various initiatives is to serve both the internal needs of the departments and, as a result, provide residents and businesses in South Gate with improved access to their City government and City services.

ClientFirst found that City management, staff and contractors have worked hard to maintain the information technology systems with limited financial and staff resources over the last several years. Although the organization has maintained operations with very limited expenditures in the past, a significant portion of the IT infrastructure and some of the enterprise business applications – which are the backbone of departmental operations and citizen services – are out of date, nearing end of life, underutilized or are significantly behind peer municipalities. Continuing with the existing state of City systems is a significantly less than optimal approach to doing business. It takes more recurring staff time (and therefore labor costs) to make up for the lack of more up-to-date IT systems and infrastructure that are common in other municipal governments.

Additionally, the City currently has various software products throughout the organization that provide the basic functionality needed for each department; however, they are not seamlessly integrated together and some are no longer supported by the manufacturer.

- The City has been using Quadrant cashiering software for many years and it is no longer supported by the vendor.
- The City implemented the EDEN financial software in 2007 and it is nearing the end of the time for which the vendor will still provide service and updates.
- The City implements the Police Department's CAD/RMS system in 1999 and it is two generations behind and is nearing the end of the time for which the vendor will still provide service and updates.
- The City's data network was installed in 2006 and is end-of-life and no longer supported by the vendor.

These are just a few examples of how outdated the City's vital technology systems are. This Technology Master Plan is critically important to the day-to-day operations of the City across all City Departments.

Again, the TMP contains 82 initiatives which are divided into eight categories. Each category is briefly described below:

- **Best Practices** – Initiatives in this section will enhance the City's ability to select, procure and maintain more effective technology solutions in the future, as well as improve the overall productivity of the staff.
- **Departmental Applications and Systems** – Initiatives in this section are primarily related to department business applications which can have a significant impact on overall productivity, enhanced communications, information sharing, improved constituent service, improved transparency and cost efficiencies.
- **Smart Cities** – Initiatives in this section utilize information and communications technology to improve operational efficiencies, delivery of services and engagement with citizens.
- **IT Infrastructure** – Initiatives in this section are designed to improve the systems and equipment on which the City's technology works, providing for better efficiency, security, reliability and access.
- **IT Operations** – Initiatives in this section are designed to improve processes and procedures used by IT staff to maintain network operations, applications and workstations.
- **IT Security** – Initiatives in this section will improve security systems and practices, including disaster recovery to protect City systems and data.
- **Telecommunications** – The initiative in this section deals with the need to replace the City's telephone system.

- **IT Staffing** – Initiatives in this section are designed to ensure that there is adequate staffing to operate, maintain and enhance the City’s Information Technology infrastructure.

The individual initiatives in the plan have been prioritized and placed on a schedule based on their priority, project cost and availability of resources to complete the work. In the first year of the TMP, the majority of initiatives are devoted to working on infrastructure needs so that other improvements can be built upon and supported by the improved backbone infrastructure. In future years of the TMP, once infrastructure issues have largely been addressed, the TMP focuses on applications and integrated systems.

It is important to note that the TMP includes investments not only in hardware and software, but also helps the City develop and use best practices in wide areas of technology, including systems selection and implementation, software license management, getting the most out of existing systems, user training and process improvements, among other investments. The plan recommends third-party subject-matter expert assistance where necessary to support the implementation of the Technology Master Plan. The plan is envisioned as a living document. Technology is constantly changing and the needs and resources of the City are dynamic. Given the nature of that environment it will be incumbent upon staff to continually monitor progress and to propose adjustments appropriate to best meet the needs of the City and the community.

Additionally, action plans will be developed by the departments and IT for all active, short-term initiatives. The City will review and update the TMP annually, using an abbreviated version of the assessment methodology. This will allow the plan to be a vehicle to continuously guide the information technology activities of the City while providing an annual budget estimate. The annual TMP update will be synchronized with the City’s annual budget process so that the City’s TMP initiative costs can be represented in the City’s annual municipal budget.

In order to start the City on a path to improve our technology, City staff is requesting that the City Council receive and file the Technology Master Plan (TMP) developed by ClientFirst Technology Consulting and authorize staff to start implementing the TMP initiatives.

- ATTACHMENTS:**
- A. Technology Master Plan (TMP)
 - B. TMP Budget
 - C. TMP Detailed Initiatives Report

Technology Master Plan

November 2019



Client Locations

Coast-to-Coast

Practice Locations

California

Illinois

Texas

North Carolina

800.806.3080

www.clientfirstcg.com

Optimal Technology Guidance

CLIENT FIRST
TECHNOLOGY CONSULTING

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Engagement Purpose and Background

Technology Master Plan Objective

The objective of this Technology Master Plan includes developing and articulating a vision for the effective use of technology to support the work of the City. The assessment identifies technology strategies that have a positive return on investment and improve public safety or resident service. The assessment deliverables include strategies, goals and objectives, actionable technology initiatives, and a five-year budget for the included recommendations.

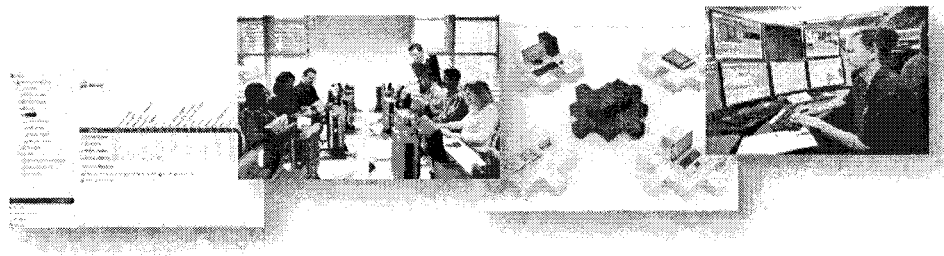
The following plan is expected to serve as a guide to the IT team and City management over the next five years in planning, procuring, implementing, and managing current and future technology investments. Further, the plan will assist in managing departmental resources related to technology services within the City, including those provided to the public. The plan is the result of a thorough analysis of the following:

- Existing hardware and network infrastructure, staffing, funding, applications, business systems, projects, processes, telecommunications, training, and other investments and resources currently in use by the City
- Interviews and workshops involving all levels of City staff, including the management team, end-users, City and Police Department IT staff, and other stakeholders
- Identification and prioritization of projects that the IT staff should undertake over the next five years
- Identification of resources required to accommodate current and future information technology requirements, such as data storage and management, legal requirements, security requirements, etc.

Deliverables

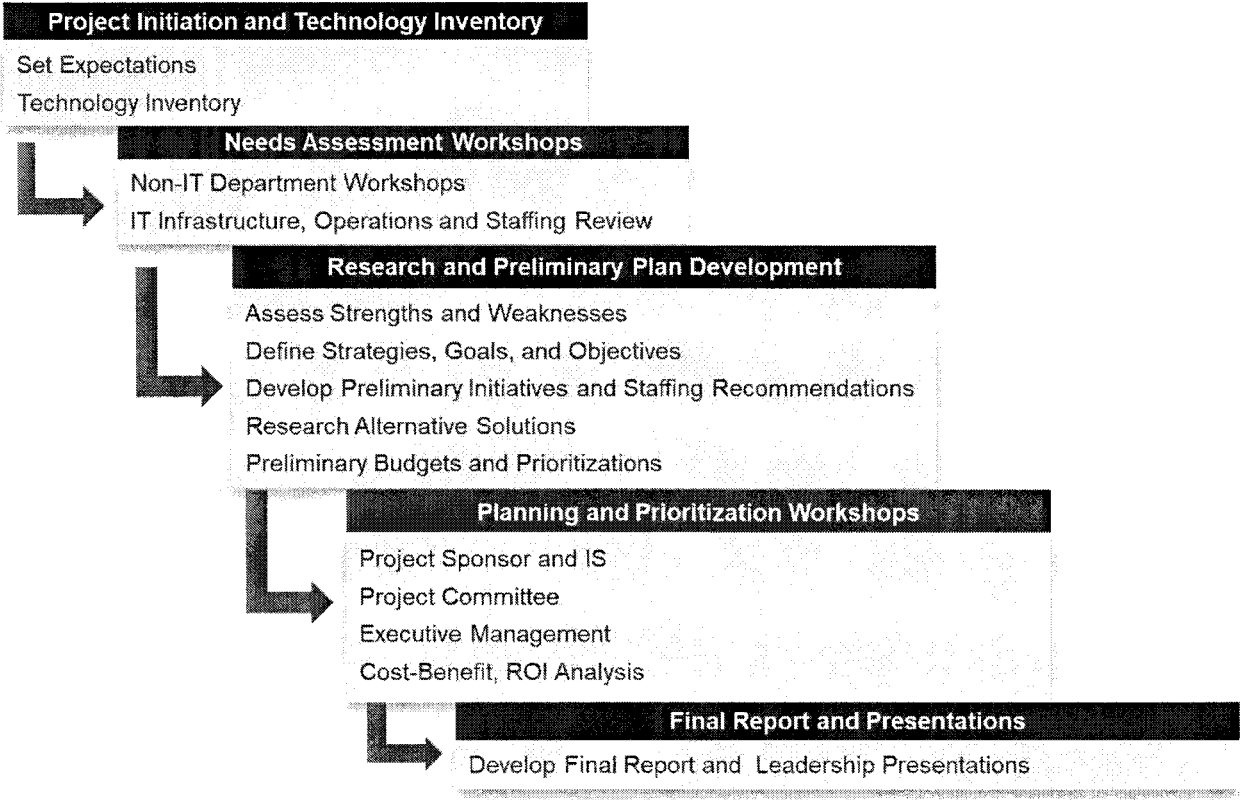
The assessment includes:

- Project Purpose and Background
- Methodology for Implementation and Maintenance of the Assessment
- Current Technology Environment Summary
- Key Benchmarking Metrics
- Strategies, Goals, and Objectives
- IT Vision and Principles
- IT Initiatives (Projects) by Priority
- Key Initiatives
- Moving Forward
- Timelines
- IT Plan Budgets



Methodology and Approach

We utilized a five-phase methodology for the development of this Technology Plan. This process served as the cornerstone of the project, allowing the collaborative process to shape and develop our recommendations and approach, enabling us to tailor each step to fit the City's unique specifications. We worked in partnership with the City to improve the IT environment, so that it better meets the needs of staff and constituents.



Technology Spending Benchmark

Overview

Significant spending on technology infrastructure last occurred approximately ten years ago. Since then, existing systems and end-user devices have been maintained, but spending on the data network, servers, and phone system have been limited. Many core infrastructure components are obsolete and have reached the end of their useful life (“end of life”).

Three major applications systems are also aging and nearing end of life. Those systems are the Enterprise Resource Planning (Financial) system, the Computer Aided Dispatch/Records Management system (Police), and the Enterprise Asset Management system (Work Orders).

The age of the Enterprise Resource Planning (Financial) system has led to a significant number of manual interfaces between departmental systems. These interfaces are often paper-based manual processes or in “shadow systems” and require significant staff time. Continuing with prior generation systems is a significantly less-than-optimal approach. It takes more recurring staff time, and therefore labor cost, to make up for the lack of integrated IT systems that are common in other municipal governments.

Over the last few years, citizens have begun demanding more efficient interaction, online transactions, and more transparent information availability. The City will not be able to manage these changes without updating and improving the approach to business application utilization and business processes. This increases the need to improve methods to better utilize enterprise business applications and sustaining the IT infrastructure that supports them.

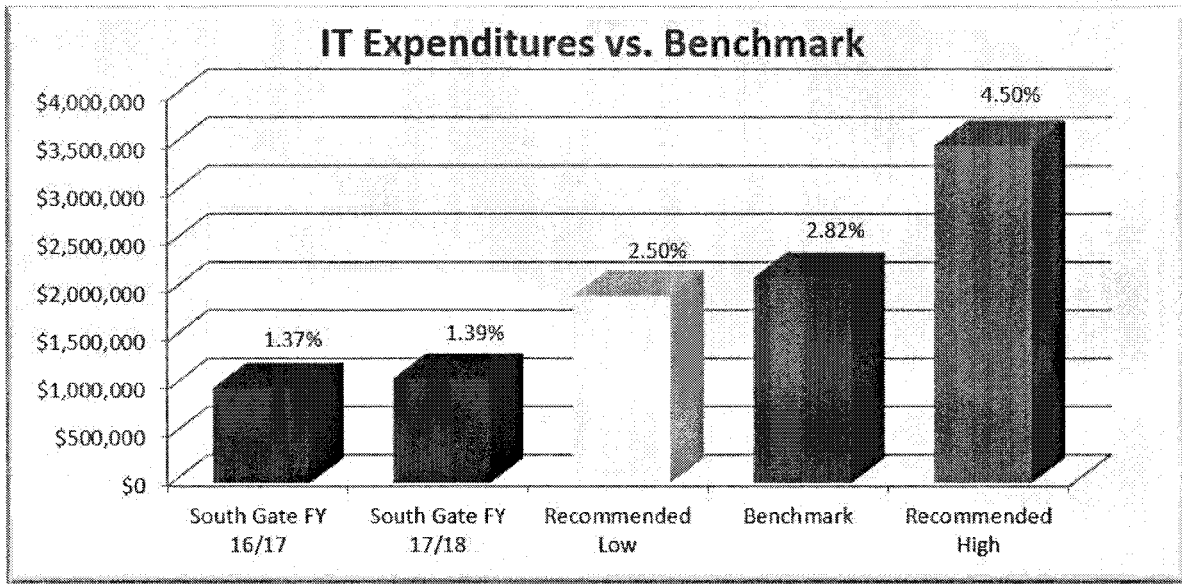
IT Spending Metrics

IT Spending versus Operating Budgets provides an overall indication of whether the IT function receives a sufficient level of organizational resources to provide the necessary services. Over time, underfunding typically reduces IT Department's ability to respond to requests, reduces system availability, and negatively impacts organization-wide productivity.

IT Spending versus Operating Fund Budgets

The following table depicts South Gate's *IT Spending versus Recommended Best Practices* and a municipal benchmark of 47 agencies.

| South Gate FYE 17 | South Gate FYE 18 | Recommended Low | Benchmark | Recommended High |
|----------------------|----------------------|--------------------|-----------|------------------|
| 1.37% | 1.39% | 2.50% | 2.82% | 4.50% |



Per the City's Comprehensive Annual Financial Report for fiscal year end 2017 and 2018, the actual expenditures for operating related funds totaled \$72,207,406 and \$77,836,543. IT expenditures approximated \$986,458 and \$1,084,231. The municipal spending benchmark range from the surveys were between 1% and 8%, with an average of 2.82%. The percentage of IT expenditures versus operating related budgets at South Gate is significantly below municipal industry standards. This is indicative of an agency that has lower IT staffing levels than peer agencies, and that does not maintain IT infrastructure and major application system up to date.

The need for several very large technology projects in the next few years, as well as significant replacements for end-of-life systems and equipment will result in expenditures above the normal recommended high. We expect these system replacements to result in increased productivity throughout the City, as well as greater citizen transactions, service access, and interactions through the City's website.

IT Strategies, Goals, and Objectives

Strategies for leveraging and maximizing information system utilization in delivering City services are listed below. Within each strategy, we have listed initial goals and objectives for the City. We have translated those goals and objectives into specific initiatives in the *Appendix* of the report. Additionally, outlined later in the report are the budgetary costs for each initiative, resource requirements, implementation time frame, and, if appropriate, the next steps toward implementation.

Select and Implement a New Enterprise Resource Planning (ERP) System

Goals and Objectives

- Follow a system selection best-practice approach to choose an ERP system that best fits the City's needs and replaces the following core application suites:
 - ♦ Financials
 - ♦ Enterprise Asset Management (Work Orders / Preventative Maintenance)
- The ERP system should also include critical integration/interfaces, including, but not limited, to the following:
 - ♦ Community Development/Land and Licensing Management
 - ♦ Parks and Recreation
- This process should include the following:
 - ♦ Assess and define needs
 - ♦ Develop an RFP based on the assessment and defined needs
 - ♦ Analyze and determine short-list
 - ♦ Conduct detailed, tailored demonstrations
 - ♦ Perform reference checks
 - ♦ Conduct site visits
 - ♦ Select finalist
 - ♦ Conduct due diligence and contract review and negotiation
- Implement using best practices with Project Management Office, utilizing PMI (Project Management Institute) standards.
- Focus on reducing the number of disparate departmental-focused systems to eliminate the need for custom interfaces.

Select and Implement a Computer-Aided Dispatch/Records Management (CAD/RMS) System

Goals and Objectives

- Follow a system selection best-practice approach to choose a CAD/RMS system that best fits the City's needs and replaces the following core application suites:
 - ◆ Computer-Aided Dispatch
 - ◆ Records Management
 - ◆ Jail Management
- This process should include the following:
 - ◆ Assess and define needs
 - ◆ Develop an RFP based on the assessment and defined needs
 - ◆ Analyze and determine shortlist
 - ◆ Conduct detailed tailored demonstrations
 - ◆ Perform reference checks
 - ◆ Conduct site visits
 - ◆ Select finalist
 - ◆ Conduct due diligence and contract review and negotiation
- Implement using best practices with Project Management Office, utilizing PMI (Project Management Institute) standards.
- Focus on improving the integration with GIS and leveraging that integration to:
 - ◆ Develop crime analysis capabilities
 - ◆ Improve vehicle routing and tracking

Consolidate the IT Function

Goals and Objectives

- Create a single, citywide IT function.
- Expand the IT function to include an IT Manager (new position).
- Develop service-level agreements with Police, followed by other departments.
 - ◆ Determine 24/7 support methodology.
- Expand use of the Help Desk, and develop operational metrics.
- Select and implement IT operational tools on a citywide basis.
 - ◆ Reduce manual processes within the IT function.
 - ◆ Move from a reactive to a proactive posture for IT.
- Utilize the IT Steering Committee to advise on the establishment of citywide IT priorities.
- Develop an IT Project Portfolio.

Move Towards a Citywide GIS/Geospatial Application Perspective

Goals and Objectives

- Create a GIS Master Plan to identify citywide GIS priorities and resource requirements.
- Move to a centralized GIS data model for all City departments, and consolidate GIS system activity.
- Leverage GIS integration with the City's systems to better utilize these core applications.
- Leverage GIS as a repository for geospatial data and Smart City application data.
 - ◆ Utilize Esri's analytical capabilities to inform reporting and decision-making.

Ensure IT Governance

Goals and Objectives

- Formalize an IT Steering Committee and Governance mechanism.
 - ◆ Monitor the plan and recommend adjustments on an annual basis.
 - ◆ Collaborate on projects and initiatives.
 - Focus on applications integration across departments.
 - Identify key business process issues and improve.
 - ◆ Establish training goals and develop analytical skills.
 - ◆ Act as a sounding board for management and staff.

Modernize IT Infrastructure

Goals and Objectives

- Upgrade obsolete core infrastructure systems to current generation infrastructure.
 - ◆ Upgrade from Active Directory and the server environment.
 - ◆ Virtualize the server infrastructure.
 - ◆ Move from the current email system to Microsoft 365.
 - ◆ Upgrade workstations to Windows 10.
 - ◆ Redesign the data network to improve security, segmentation, and network speeds.
 - ◆ Upgrade or replace the telephone system.
 - ◆ Reduce wasted staff productivity in time spent maintaining and resolving issues on aging technology.
- Improve resiliency and uptime of infrastructure.
 - ◆ Reduce security risks through improved network management capabilities.
 - ◆ Design infrastructure to include cost-effective redundancies to reduce downtime.
 - ◆ Identify space and create a secure computer room for the Police Department.
- Provide wireless to residents, staff, and other constituents.

Develop a Sustainability Plan

Goals and Objectives

- Develop a long-term, sustainable plan to replace computer equipment, infrastructure components, and applications software when they have reached the end of their useful life.
 - ♦ Expand existing capital replacement planning to include all IT infrastructure items.
 - ♦ Document all applications-related costs, including maintenance, upgrades, and training.
 - ♦ Understand Total Cost of Ownership for new applications or Smart City initiatives.
 - Update Sustainability Plan to include TCO of new initiatives.

Improve Application Management and Support

Goals and Objectives

- Improve departmental ownership of applications.
- Identify key roles and responsibilities for core business applications.
 - ♦ Process Owners
 - ♦ Application Champions
 - ♦ Application/Business Process Analysis
 - ♦ Ad Hoc Report Writers
- Add Business Analyst (Application Support Specialist) skill sets.
- Improve application analysis and reporting capabilities within business departments and/or the IT Division.
- Perform process reviews and document specific feature/function requirements for inclusion in RFPs when procuring new applications.
- Create and maintain Application and User License Inventory.
- Follow software selection best practices for new software acquisitions.
- Follow implementation project management best practices.
- Create standard operating procedures.
- Utilize industry subject-matter experts for large, complex projects.

Expand Citizen Communication and Online Customer Service

Goals and Objectives

- Incorporate existing online services into the website to maintain a consistent City of South Gate brand.
- Increase online transaction capabilities.
- Introduce online planning, permitting, and inspection scheduling capabilities.
- Allow license renewals and other form of regular payments online.
- Provide for online applications for Boards and Commissions.
- Implement online requests for residents and visitors.

Technology Decision-Making Principles

Vision / Mission Statement

The City of South Gate is dedicated to providing the highest quality technology-based services in the most cost-effective manner to deliver services effectively and efficiently on a sustained basis that reflects the organization's dedication to excellent customer service. The City will ensure its information systems are maintained in a secure environment, are capable of supporting information technology advancements made by the City, and will exist in an integrated environment that fosters an open, collaborative, and unifying culture. Technology is committed to the values of:

Reliability

Professionalism and Integrity

Efficiency and Effectiveness

Innovation

Excellence

Collaboration and Teamwork

- Given **Finite IT Resources**, the City will focus these resources on the most productive and cost-effective projects.
- City departments will agree on a **Collaborative Long-Term IT Vision and Strategies**, which requires active participation in setting IT priorities through an IT Committee consisting of department leadership.
- The City will strive to **Maximize Utilization of Existing Systems** and prior investments in application software, as well as to expand functionality and seek enhancements to existing applications.
- The City is committed to ensuring **Sufficient Staff Training and Application Software Knowledge** of existing vendor systems.
- **Department Ownership** is fundamental to achieving maximum return-on-investment of applications. Departments recognize the importance of assuming responsibility for managing and implementing their specific core business applications, with the support of IT staff. City departments are committed to taking responsibility for adapting and improving processes to best integrate them with the application software.
- The City will develop an **IT Services Portfolio**, so all interested parties and stakeholders understand the IT Division's roles and responsibilities in servicing the City overall.

IT Initiative Summaries

Introduction

Technology Planning is a process to assess, research, prioritize, budget, and plan future technology initiatives. Some of the following initiatives are ready for approval and implementation, while others require further assessment and research before the City can make a final determination of priority, resource requirements, and cost-benefit.

Productivity Improvement – Many of the following initiatives will have a direct impact on overall productivity within the organization. Some of these initiatives will significantly impact specific processes, reducing staff time required to complete a certain process, while others will ease or speed delivery of services to City residents.

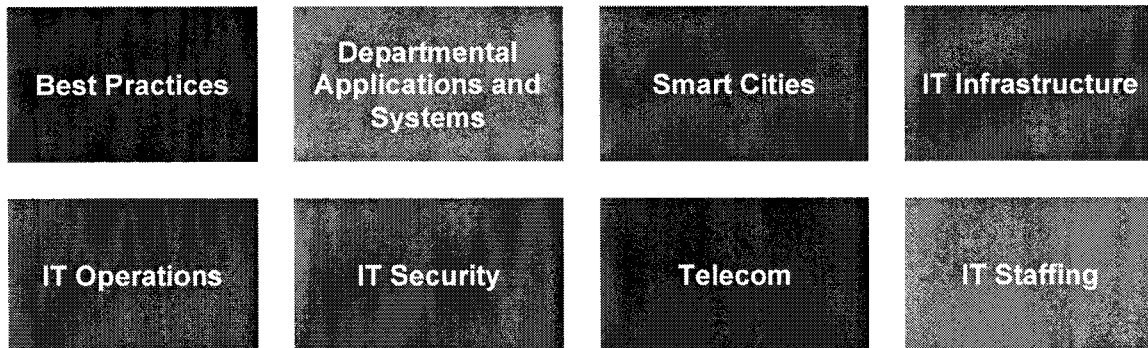


Cost Savings – Many of the initiatives outlined will have direct or indirect cost savings when implemented. Extensive return-on-investment (ROI) calculations are not within the scope of this report. An ROI considerations discussion is included in the *Technology Current State Assessment* of the report.



IT Initiative Categories

The assessment process resulted in 82 initiatives. Over the last few years, our Technology Assessments have included a range of 60 to 130 initiatives. Combined, there are hundreds of findings and recommendations throughout the report. *CLIENTFIRST* classified the major findings and recommendations into eight categories, including:



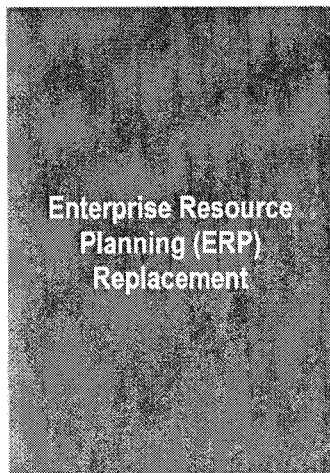
Key Initiatives

The following are a list of key initiatives that were identified as a part of the planning process. These initiatives could also be considered high priority. The key initiatives listed below either provide immediate ROI, are a long-term building block for the success of the plan, or mitigate risk. The City has made note of these as the initiatives from this plan that should be kept in the forefront during future implementation of this Technology Assessment.

It should also be noted these initiatives are not ranked in any particular order. The City is contemplating such a ranking prior to beginning the implementation of the Technology Assessment.



- In the past, the City has made application system software selections on a department-level basis.
- IT Governance provides a vehicle for departments to work together to manage the Technology Assessment and coordinate recommendations within.
- The recommended *ERP Replacement*, *GIS Master Plan*, and *Improved Online Resident Services* initiatives will require a more holistic view of City information technology needs and increased interdepartmental coordination.



- The ERP system is the set of core applications that are used to operate all of the City's most common operations.
- It is critical to update and maintain the City's ERP application.
- The existing ERP system is reaching the end-of-support, so vendor support is increasingly limited. The system must be replaced within the planning horizon.
- Due to limitations in Eden, other ancillary systems and shadow systems have been acquired or developed that are not interfaced or integrated.
- Many of these shadow systems would not be necessary with the implementation of a new ERP system.

**Enterprise Asset
Management (EAM)
Replacement**

- The City currently uses CitiTech as their main system for managing assets (work order and preventative maintenance).
- Many key EAM business processes continue to be manual. Staff members also wish to utilize the application to support additional business processes.
- We believe the best course of action will be to consider incorporating EAM functions into a replacement ERP system.
- Consolidating EAM into ERP may result in significant long-term savings related to application support and integration.

**CAD/RMS
Replacement**

- The City is currently using SafetyNet for computer-aided dispatch/records management and jail management.
- SafetyNet was installed in 1999 or 2000 and is two generations behind and at end-of-support.
- Replacing this system will result in improved public safety and officer safety capabilities for the Police Department.
- There are many CAD/RMS vendors with a California presence, and conducting an RFP will ensure a highly competitive selection process.
- We recommend that best practice software selection methodologies be utilized for the selection of a replacement system.

**Public Safety Radio
System**

- The current radio system is end of life.
- The system is no longer supported, and replacement parts are limited.
- Modern radio systems allow integration capabilities to reach across multiple applications and resources for enhanced response coordination.
- This is a mission critical system that increases ease of use for organizing resources, coordinating a response, and communicating valuable information.

Sustainability Planning

- While the Technology Assessment outlines ambitious goals for information technology at the City, fiscal responsibility will remain a central goal for the responsible administration of City government.
- Developing a plan that outlines the long-range costs of information technology – including maintenance, upgrades, capital replacement, and training – can inform the long-range budget and planning processes of the City and provide insights into the overall cost of information technology.

Develop GIS Master Plan

- GIS and spatial maps are a key component in the management of the City's assets and will drive many of the City's operations, including Smart City initiatives, in the future.
- GIS systems are integrated with land management and EAM applications to improve field-based information storage and retrieval.
- GIS and maps also provide a visual interface for citizens to access services and information.
- Having a citywide approach to GIS will set the City on a course to meet Smart City, address management, geospatial, and mapping needs.

Police Department Computer Room

- Police Department computer equipment is located in three different rooms:
 - ◆ A temporary room next to booking
 - ◆ A closet in the southeast section of the building
 - ◆ A hallway in the basement
- None of the current spaces were designed as computer rooms and none of them are physically secure (or can be physically secured).
- We recommend the Police Department identify a space of sufficient size to hold public safety systems, construct a new computer room, and transfer equipment to that location.

**Police Department
Structured
Connectivity System**

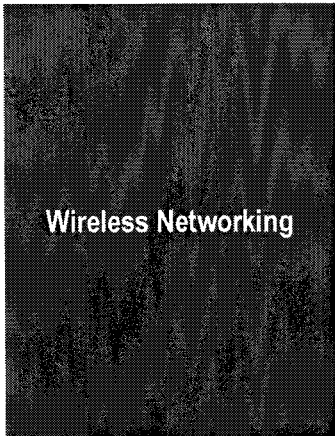
- Cabling for computers within the Police Department is obsolete and does not support current network speeds.
- The cabling also terminates in the computer rooms on the first floor.
- With the identification of a new Police computer room, cabling within the facility should be redesigned.
 - ◆ Cabling within the distance limitations of a new computer room should be homed to that room.
 - ◆ An ancillary cabling closet may be required in another section of the building to meet cabling distance limitations.

Network Redesign

- The data network for the City was installed in 2006/2007 and is now 12 years old.
- The data network equipment is end-of-life and no longer supported by the manufacturer.
- The data network equipment operates at a minimum of a factor of ten times slower than current network speeds.
- We recommend redesigning the data network to current standards for speed and security.
- Follow best practices for procuring highly complex technical systems by preparing an RFP and utilizing a competitive bidding process.

**Server Upgrades and
Virtualization**

- The majority of City servers are end-of-life.
- These servers are, for the most part, configured to individually provide a single function. Virtualization is not used to consolidate hardware and increase manageability and resiliency.
- We recommend redesigning the server environment and migrating to a new, virtual platform.
- We have budgeted for a hyper-converged system which combines servers and disks into a single software-managed platform that can be distributed for improved resiliency.
- Follow best practices for procuring highly complex technical systems by preparing an RFP and utilizing a competitive bidding process.



- Wireless networking for the public, guests, and staff has been implemented in some key locations.
- Wireless networking has rapidly become expected in public spaces, conference rooms, and throughout facilities.
- We recommend the City procure wireless network capabilities for all public and staff spaces as a part of the network redesign project.
- Follow best practices for procuring highly complex technical systems by preparing an RFP and utilizing a competitive bidding process.



- City and Police IT use electronic mail accounts to collect and track requests for assistance or service.
- Using email for Help Desk ticketing does not allow for easy assignment or tracking of tickets. The current method does not provide for the ability to spot trends or develop performance metrics.
- Help Desk ticketing systems are a standard component of best practice IT operations.
- We recommend the City should select and implement a consolidated (all City technology) Help Desk system such as Trakit.
- A marketing campaign will be required to gain staff acceptance of a Help Desk ticketing system.



- The firewalls that separate City systems from the Internet are obsolete, end-of-life, and no longer supported.
- These firewalls should be replaced with next-generation firewalls that provide advanced threat detection and filtering services. Care should be taken to acquire firewalls with sufficient Internet bandwidth capacity for the planning horizon.
- Additional firewalls are recommended to increase network segmentation and threat visibility per current security best practices.



Phone System Upgrade

- The City VoIP phone system was installed in 2006/2007 and is now 12 years old.
- The phone system is end-of-life and no longer supported by the manufacturer.
- The phones themselves operate at a minimum of a factor of ten times slower than current network speeds.
- We recommend preparing a competitive bid that is independent of manufacture. We recently saved another agency well into six figures by using this methodology.
- Follow best practices for procuring highly complex technical systems by preparing an RFP and utilizing a competitive bidding process.



Consolidate the IT Function

- A Technology Services Manager is responsible for IT systems within the Police Department.
- We recommend the addition of a part-time Help Desk Technician to focus on public safety-related desktop and mobile device issues.
- An IT staff of three, led by an IT Administrator, are responsible for citywide IT systems.
- Consolidating the IT function will allow for improved resource allocation and the development of a succession plan along with improved staff resiliency.
- Expand the IT function to include an IT Manager to manage all technical staff and this plan on a day-to-day basis.

**Business Analysis
and Project
Management Skillset
Needs**

- The IT function has sufficient technical staff to fulfill its mission.
- However, the IT Administrator currently has four primary areas of responsibility:
 - ◆ IT Management
 - ◆ Tier 3 Technical Support
 - ◆ Business Analyst
 - ◆ Project Manager
- Successfully implementing this plan will require additional business analyst and project management skills beyond those that are currently available.
- There are many manual processes in place that could be automated without significant investment in equipment or software.
- We believe automation will result in a significant return on investment and improved services.

**Computer Equipment
Replacement
Planning**

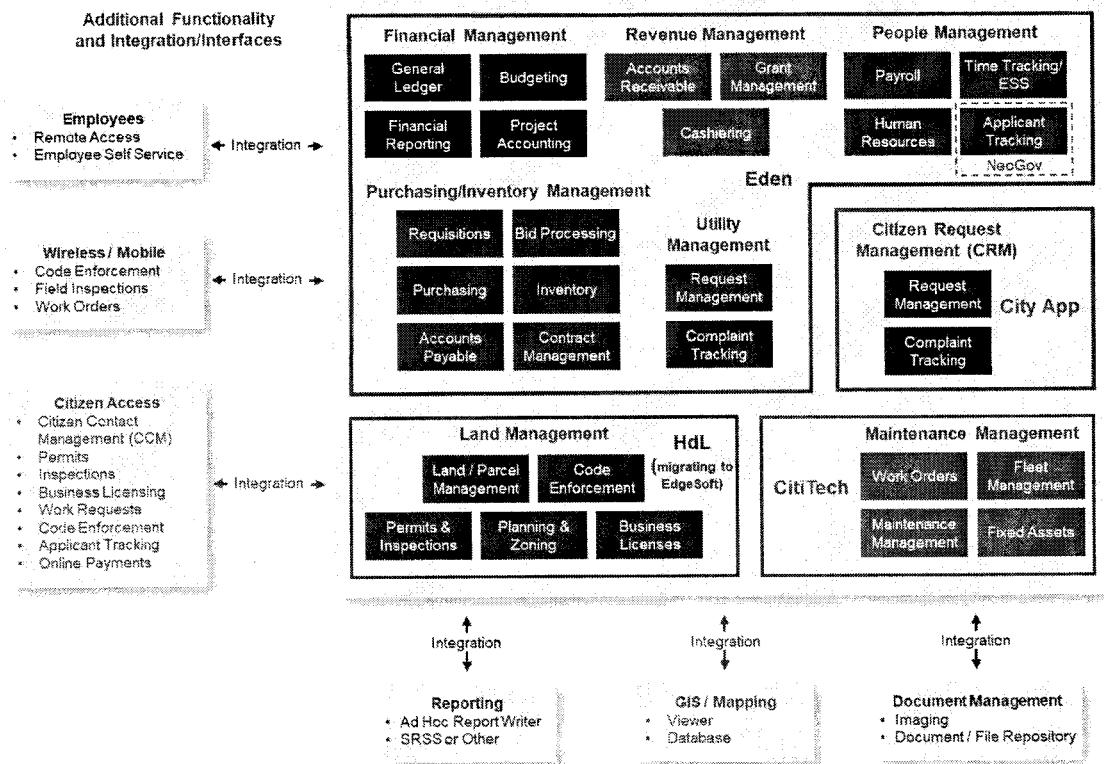
- Significant portions of the City's technology infrastructure were last updated in 2006/2007. These systems are now obsolete and no longer supported.
- Limited investment over the last twelve years have caused this plan to recommend a significant capital expenditure to reach current levels of technology.
- Development of a long-term Computer Equipment Replacement Plan, and funding that plan through an Internal Service Fund or some other annual funding mechanism, can reduce spikes in capital costs for technology.

Benefits of Modern ERP Software

An *Enterprise Resource Planning (ERP) System* automates and integrates many core, citywide functions into a single solution while automating manual processes and providing a central location of information and reporting. An enterprise system allows collaboration and sharing of information between divisions, departments, and citizens to provide a transparent and efficient government operation. The benefits of an enterprise system are numerous and include:

- Built-in integrations between Land, Work, Financial, and People Management application suites
- Newer information technology platforms (processing, capacity advantages)
- Real-time notifications/queues
- Task tracking
- Real-time access to information
- Elimination of duplicate data entry
- Improved data integrity
- Centralized location and customer account maintenance
- Reliable information
- Workflow capabilities
- Centralized cash receipt capabilities
- Efficient revenue collection
- Reduced operating costs
- Improved internal communication
- Foundation for future improvement
- Potential reduction in annual maintenance and support fees
- Improved online information for citizens to access

ERP Example – Depicting Existing Applications



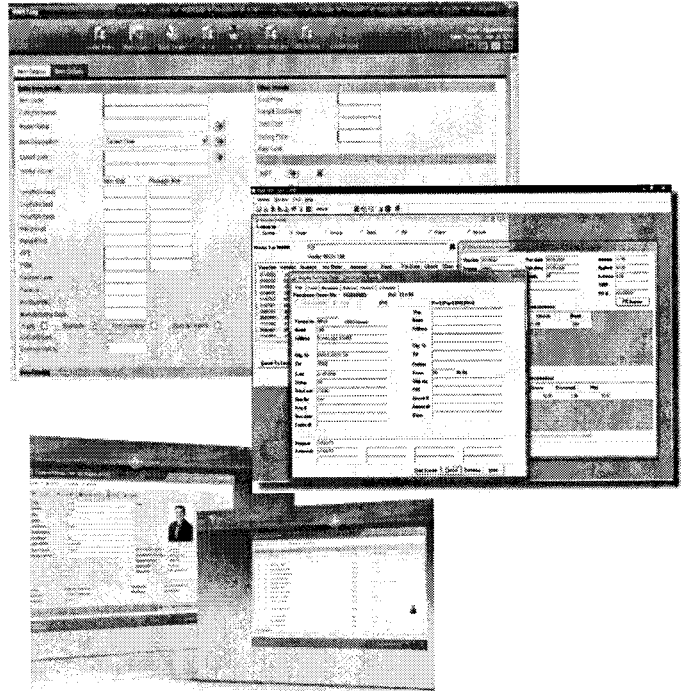
Financial and People Management

The *financial management suite* is a suite of an enterprise system that encompasses the financial tasks and processes performed to ensure all organization-wide activity is properly accounted for and accurately reported to local, state, and federal agencies. Benefits of a financial management suite include:

- Quick generation of financial reports
- More efficient budgeting processes
- Real-time access to available budget and funding
- Better spending controls for departments and projects
- Management of grants and funding sources
- Real-time inquiries into capital improvement project progress

The *people management suite* manages the organization's workforce and provides automation for the human resources, payroll, time keeping, and applicant tracking functions. Employee self-service is also available to allow employees the flexibility in retrieving information at their convenience. Benefits of a people management suite include:

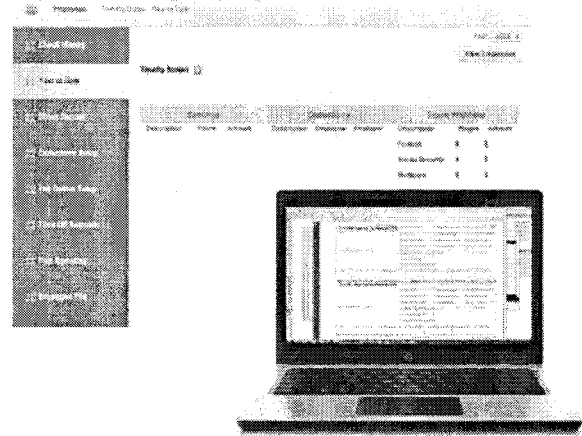
- Paperless personnel forms
- One-time data entry
- Tracking or misplacement of employee paper files
- Incorporation of employee self-service (ESS)
- Integration between time keeping, payroll, HR, and financial management
- Quick and reliable reporting to federal and state agencies
- Improved employee satisfaction
- Automated time entry approvals and payroll calculations
- Minimal steps between processing payroll and issuing direct deposits and checks



Employee Self-Service

Employee self-service (ESS) allows employees to provide, change, and retrieve their personal information through an online employee portal, thereby reducing the manual interaction required with the Human Resources Department. ESS offers an online option for employees to access and manage the following information for themselves:

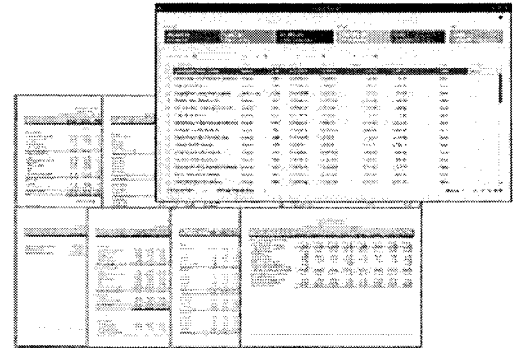
- Address changes
- Tax allowances changes
- Open enrollment benefits
- Dependent changes
- Leave/vacation accrual balances
- Electronic paystub copies
- Year-end W-2s
- Populating and retrieving timesheets
- Time requests
- Tax forms
- Many other forms and applications



Reporting

The number one problem that is commonly seen when utilizing disjointed applications is the extensive time users dedicate to the consolidation of information for reporting purposes. Enterprise systems allow information to be quickly retrieved from a single source with numerous readily available reports. Users are also able to create their own reports without requiring them to be technical experts. This allows staff to spend more time studying analytics rather than manually assembling reports. Benefits of improved reporting include:

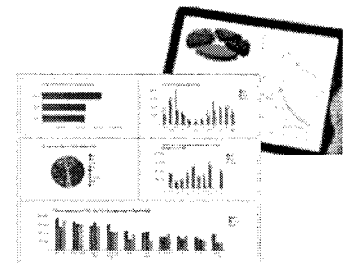
- Aggregated data across divisions, departments, and the organization as a whole
- Improved data accuracy and reduced human error
- Intuitive report creation capabilities
- Board-ready reports
- Sharing of created reports
- Elimination of labor-intensive report creation



Individual User Dashboards

Dashboards form part of a user's home page and display reports, key indicators, and other metrics regarding day-to-day operations, activities, and historical trends. Benefits of dashboards include:

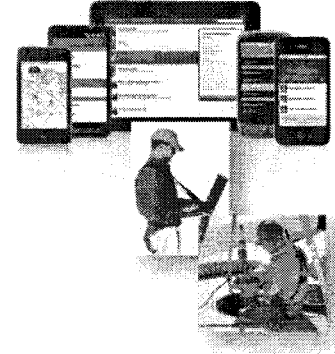
- Quick links for immediate access to required tasks and approvals
- Easy modification of dashboards for each user's preference
- Automated generation of dashboard information
- Transformation of data into visual information
- Easy-to-understand graphics
- Real-time analysis
- Drill-down access to activity detail



Mobile Computing

Mobile computing provides the flexibility to operate a more mobile and productive workforce. An enterprise system can allow staff to utilize applications while in the field in order to perform their job functions while away from their office. Common benefits of mobile computing include:

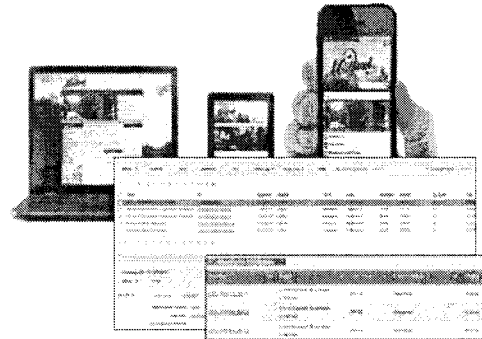
- Completion of work while in the field
- Real-time access to information
- Inspection results in the field
- Receipt of notifications and job assignments
- Reduced travel to and from office locations
- Map routing based on location of activities
- Retrieval of mapping information
- Management of code enforcement cases in field



Online Citizen Access

Online citizen access enables a more transparent government by providing the public with 24/7 access to real-time information for inquiries and payment processing. This allows residents to retrieve online information that is pertinent to each individual, and allows them to take further actions, improving customer relations by eliminating the need to be physically present at City Hall. The following are examples of online citizen access transactions:

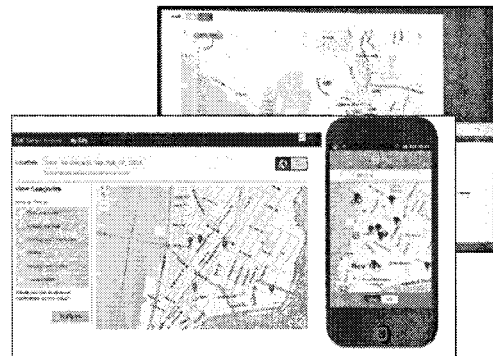
- Online permit applications
- Submit and access plan review comments
- Online payments
- Submit complaints
- Submit citizen requests
- Submit inspection requests
- Access to inspection results
- GIS maps (zoning, voting cities, etc.)



Citizen Request Management

A *citizen request management system* is used to track, manage, and resolve citizen concerns and requests in a timely manner by automatically routing citizen requests to the appropriate department. It also provides the citizen with the flexibility to submit and track their complaints through the Web or a mobile phone application. Common benefits of a citizen request management system include:

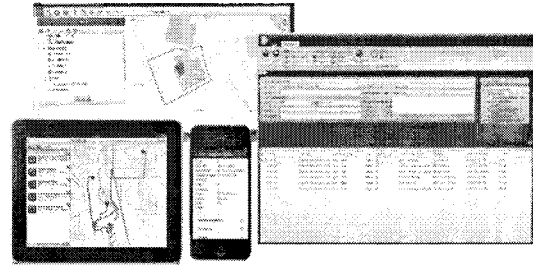
- Ability for citizens to submit requests 24/7 through a phone application or the website
- Automatic assignment and routing of requests, by type, to appropriate department(s) or staff
- Ability for citizens to view current request status
- Conversion of requests to work orders
- Ability to include photos and geolocation of a request
- More effective and efficient processes
- Improved transparency and citizen relationships



Land Management

The *Land Management system* is one of the suites offered by enterprise application systems and manages the creation, issuance, and tracking of community development activities related to planning and zoning, permitting, building inspections, licensing, and code enforcement. Benefits associated with the utilization of the application include:

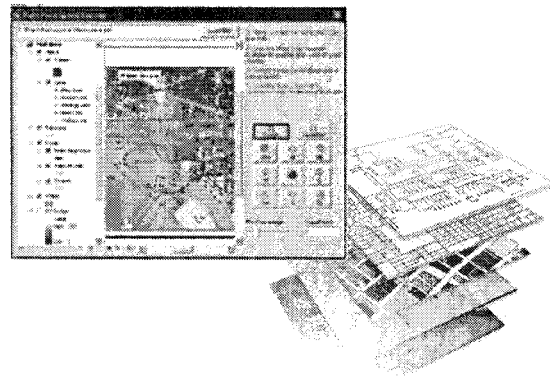
- More automated permit processing from application through permit issuance
- Automatic routing for permits requiring reviews and approvals
- Single electronic file for all permit applications and documents
- More automated tracking of reviews, inspections, and fees by permit and development projects
- Tracking of timelines, tasks, and required group reviews
- Viewing all project and permit information at a glance
- Readily accessible planning and zoning records
- Automatic generation of case documentation
- Centralized current and historical parcel information



GIS Integration

Enterprise systems offer real-time integration to *geographic information systems (GIS)* in order to display land-use, zoning, and infrastructure layers on a map, as well as parcel, permit, inspection, code enforcement, and work order activity that resides within the enterprise system. Benefits of GIS integration include:

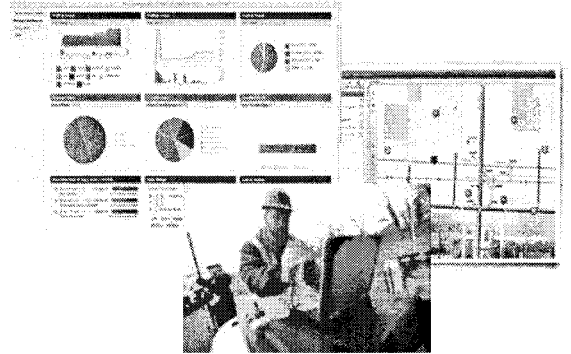
- Viewing system activity on a map (e.g., active projects, permits, cases, etc.)
- Map routing of work orders, service requests, and daily inspections
- Displaying locations of infrastructure assets
- Generating asset condition analysis
- Ability to overlay multiple map layers
- Integration to website for resident inquiries



Maintenance and Asset Management

Another suite of an enterprise system is the *maintenance and asset management system*, which provides automation in managing the maintenance and day-to-day operations related to infrastructure assets, buildings, facilities, and fleet vehicles, while being able to capture and report on the labor, equipment usage, and material costs associated with a work order and preventative maintenance. System benefits include:

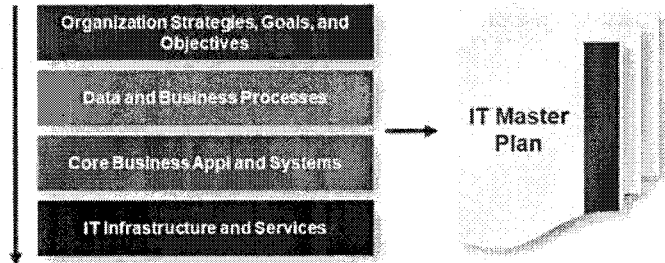
- Electronic routing of citizen requests
- Centralized task and maintenance management
- Completion of work orders from the field
- Streamlined public works operations
- Retrieval of historic work order information and costs
- Quicker work order completion times
- Improved decision-making through access to real-time information
- Viewing of asset and activity trends visually through GIS mapping capabilities
- Better replacement planning and forecasting
- Enhancement of staff productivity
- Improved compliance with regulatory standards
- Improved safety and risk management



Conclusion

Moving Forward

Moving forward, over the next 18 to 24 months, the key areas of focus for information technology include a complete network upgrade, ERP system replacement, CAD/RMS system replacement, GIS Master Plan development, and IT operational improvements. Consideration should be given to the role of enterprise asset management in the ERP system selection. Expanding City wireless for guests and staff is a key technology project. IT operational improvements and automation improvements should also be considered.



The above paragraph contains ambitious and costly technology objectives for the City. Because staff resources and available time for new projects is limited, in general, most organizations can only sustain one major application improvement project at a time.

If the City chooses to implement these systems rapidly, organizational change management and strategic oversight will be critical to the City's success. In many cases, we continue to work with agencies on these issues during plan implementation, and we have found slow and steady progress following best practice methodologies leads to improved likelihood of success, higher quality implementations, and improved staff utilization of new systems.

IT must work to position itself in the following ways:

IT Infrastructure – Follow best practices in replacing the data network and installing wireless throughout all City facilities, implementing IT operational improvements and automation, and in disaster recovery planning projects.

IT Staffing – City IT staff members have many responsibilities. Consolidating IT staff and adding a Business Applications Analyst will allow IT leadership to focus their efforts on application and Smart City initiatives that are critical to the long-range success of the City and this plan. The addition of a Business Applications Analyst along with project management skills will provide long-term benefits as well as increase application utilization and organizational productivity.

Application Utilization – City departments want to improve their core business processes and fully utilize their applications. The City should work to encourage a sense of application ownership and continuous improvement by the departments. Improved application utilization is one of the most effective ways to increase staff productivity and improve customer service.

ERP Replacement – The entire effort to select and implement a new ERP solution to replace Eden, and potentially the Enterprise Asset Management system, will logistically require three years. The City needs to ensure all its applications needs have been identified and appropriate funding has been budgeted for a replacement ERP by conducting a comprehensive assessment and developing a Request for Proposals (RFP). Additionally, because *the City has not conducted this type and complexity of project with these specific business analysis, documentation, and negotiation requirements, the City should obtain assistance from a municipal ERP Applications Subject-Matter Expert.*

CAD/RMS Replacement – The entire effort to select and implement a new CAD/RMS solution to replace SafetyNet will logistically require two years. The City needs to ensure all its public safety needs have been identified and appropriate funding has been budgeted for a replacement system by conducting a comprehensive assessment and developing a Request for Proposals (RFP). Additionally, because *the City has not conducted this type and complexity of project with these specific business analysis, documentation, and negotiation requirements, the City should obtain assistance from a municipal ERP Applications Subject-Matter Expert.*

Governance – The formation of the internal IT Steering Committee will foster cooperation and collaboration in setting priorities and executing multi-department initiatives. Over the long run, the IT Steering Committee will oversee and maintain the execution and occasional modification of this plan.

We expect the projects outlined in this report to result in improved productivity and customer service, as well as improved sustainability.

Third-party subject-matter experts will be helpful for projects that are (1) high priorities, (2) beyond the scope of City skill sets, and/or (3) lacking internal resource availability.

Additionally, we recommend action plans be developed by the departments and IT for all active, short-term initiatives. The action plans should include all identified needs, recommended solutions, responsible individuals, and target due dates. These action plans can ensure all needs are being addressed and/or a decision has been made not to pursue an initiative. These action plans will also prove beneficial to annual resource and budget planning requirements.

The City should review and update the plan annually, using an abbreviated version of this planning methodology. In this way, the plan will be a vehicle to continuously guide the information technology activities of the City. The annual plan update should be synchronized with the City's annual budget process, so the City's initiative costs can be properly represented in the City's annual budget.

Benefits

The completed plan should not be viewed as static, but rather as a dynamic tool that is revised and updated as business conditions and requirements change. If the planning function is not an ongoing process, certain objectives and benefits will not be realized, because the objectives themselves may change as the organization and its environment evolves.

Major benefits that are (or should be) realized through the implementation of this Technology Assessment include:

- Increased collaboration and communication between the departments and IT
- Transformation of the organization's overall understanding, knowledge, and stewardship of information technology
- Clear direction for IT operations and IT projects for the next five years, focused on meeting the organization's needs
- Citywide department consensus and understanding of all IT initiatives and their priorities
- Foundational process and methodology for evaluation of project investments and analyzing business case justification

Immediate Next Steps

It is recommended the IT Steering Committee begin work by reviewing the plan and priorities, including the ranking and sequencing of the Key Initiatives. Next, assign lead and participatory resources to these Top Priority IT initiatives, as well as to all other high-priority IT initiatives. This should include the finalization of target due dates for immediate next steps of those initiatives. Initiative leaders should then report status updates for active initiatives to the IT Steering Committee as part of each agenda.

Major issues for each initiative should be discussed among the Committee and/or sub-committees for general feedback, collaboration, and lessons learned, as many of the initiatives cross departmental boundaries.

In order to improve the culture of application utilization, management, and support, it is also recommended a series of training seminars be developed for all key department stakeholders and all enterprise business application users throughout the organization. This is an effective way to maintain momentum and kick off the tremendous change that is to occur in improving operations and constituent services.

Technology Master Plan Capital Budget

The Technology Assessment budget on the following pages is not an entirely new set of spending requirements. The plan encapsulates all information technology issues and needs of all departments in the City. Some initiatives are normally funded by departments themselves, and some already have capital reserves set aside, while others are part of normal annual IT budgeting.

Technology Current State Assessment (Initiatives)

The following section contains the *Technology Current State Assessment* documentation in its entirety.



| Initiative | IT Initiative | Comments | Priority | Budget Range | | FYE 2020 | FYE 2021 | FYE 2022 | FYE 2023 | FYE 2024 | FYE 2025 |
|-----------------------|---|---|----------|--------------|----------|----------|----------|----------|----------|----------|----------|
| | | | | Low | High | | | | | | |
| Best Practices | | | | | | | | | | | |
| 1 | Technology Governance | Best Practice for managing and prioritizing the limited resources of the IT function. Conduct a Technology Governance Workshop that will include a governance guideline binder for City's future use and reference. | H | \$7,500 | \$12,500 | | \$10,000 | | | | |
| 2 | IT Project and Services Portfolio | Document IT roles and responsibilities for all services, including SLA for business application support. | H | \$5,000 | \$10,000 | | | \$10,000 | | | |
| 3 | Sustainability Planning | Develop a long-range plan to continue to support applications and underlying technology with updates as needed. | H | \$7,500 | \$12,500 | | | \$10,000 | | | |
| 4 | Project Planning and Implementation Best Practices | Best Practice focused on utilizing project planning techniques to deliver projects in a timely manner with less risk. | H | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 5 | Applications Management Best Practices | Identify application owners and champions within the Departments to lead improvement efforts. | H | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 6 | Business Process Reviews | Utilize business process reviews to improve processes, reduce work steps, and save staff time. | H | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 7 | Enterprise Reporting Best Practices | Ongoing application support and continued assistance with enterprise system reporting will be critical for implementation of these practices. | M | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 8 | ITIL (Information Technology Infrastructure Library) | ITIL is a standard for delivering IT services. | M | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 9 | COBIT (Control Objectives for Information and Related Technologies) | Utilize COBIT Best Practices to improve IT services planning and life cycle management. | M | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 10 | User Training and Support | Initially Windows 10, Office 2016, and then ongoing Office and Departmental training budget year-over-year. Recurring budget item. | H | \$10,000 | \$25,000 | | \$25,000 | \$25,000 | \$25,000 | \$25,000 | \$25,000 |
| 11 | Training Room | The City currently uses Council Chambers or Executive Conference Room for large meetings and software training. The recommended applications improvements and implementation of a new ERP system will require space for computers, screens, and printers for configuration and training for the duration of the plan. | H | \$9,850 | \$14,650 | | \$14,650 | | | | |
| 12 | Software Selection Best Practices | Best Practice focused on reducing risk and improving software selection outcomes while maximizing value through a competitive selection process. | H | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 13 | User Access Controls | Integrate applications with Active Directory to ease administration and sign-on processes. | H | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 14 | Cloud Computing | Utilize return-on-investment methodologies to make decisions regarding options for Cloud-hosted solutions vs. a traditional license model. | M | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 15 | Return-On-Investment Considerations | Policy and practices the City will follow per the initiative recommendations. Topic will be covered in the IT Governance Workshop noted in that initiative. | H | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |



| Initiative | IT Initiative | Comments | Priority | Budget Range | | FYE 2020 | FYE 2021 | FYE 2022 | FYE 2023 | FYE 2024 | FYE 2025 |
|---------------------------------------|--|---|----------|--|--|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | | Low | High | | | | | | |
| Departmental Applications and Systems | | | | | | | | | | | |
| 16 | Eden (Enterprise Resource Planning - ERP) Replacement | Budget for the acquisition and Best Practices implementation of a new ERP system including third-party implementation management services and annual recurring maintenance and support. NOTE: This is for an on-premise solution to be run on-site on City-owned servers. Software as a Service (SaaS) subscription-based hosted/Cloud options are available and costs for hosted/Cloud can be as much as 50-100% higher compared to on-premise over a ten-year usage period. | H | \$750,000 | \$1,250,000 | | | \$500,000 | \$500,000 | \$70,000 | \$70,000 |
| 17 | Eden (Enterprise Resource Planning - ERP) Replacement Selection Services | Budget for conducting Software Selection Best Practices to select new ERP and EAM systems, with assistance from a third-party resource. | H | \$75,000 | \$125,000 | | \$50,000 | | | | |
| 18 | Time and Attendance System | Budget includes third-party SME and project management assistance due to complexity. | H | \$75,000 | \$150,000 | \$30,000 | \$95,000 | \$25,000 | | | |
| 19 | Performance-Evaluation Software | Implement online work flow automation. | H | \$15,000 | \$30,000 | | \$20,000 | | | | |
| 20 | EAM (Enterprise Asset Management) Replacement | This can be summarized as work orders and maintenance of City's physical and infrastructure assets. Project costs include Best Practices implementation with third-party implementation management assistance. | M | \$300,000 | \$800,000 | \$70,000 | \$400,000 | \$180,000 | \$100,000 | | |
| 21 | Project Tracking and Collaboration | Basecamp, Write, or other tools to foster collaboration on multi-department or multi-jurisdictional projects. These solutions are most often provided on a yearly subscription basis. | M | \$2,000 yearly | \$3,000 yearly | | | \$1,000 | \$3,000 | \$3,000 | \$3,000 |
| 22 | Construction Management Software | This will be to automate the construction management process, which is currently manually-based using spreadsheets and MS Project. The ongoing cost shown after FYE 2022 is for annual maintenance and support fees. | M | \$50,000 | \$150,000 | | | | \$150,000 | \$6,000 | \$6,000 |
| 23 | InDesign and AutoCAD Software Upgrade | Upgrade to newest versions of the software and replacement of PCs and monitors to improve productivity while using the software. | M | \$25,000 | \$35,000 | | | \$35,000 | \$6,000 | \$6,000 | \$6,000 |
| 24 | Land Management - EdgeSoft Implementation | The costs for this initiative are in the current year's budget and implementation is proceeding. This initiative is to ensure that implementation best practices are followed and the proper integration/interface is included. | H | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 25 | Landscape Design Software | This is for landscape design software to be used for the Holiday Park Master Planning Project and other park-related planning, refresh, and maintenance. | L | \$10,000 | \$20,000 | | | | | \$20,000 | \$1,750 |
| 26 | Police CAD/RMS Replacement | This is the cost for the replacement of the existing CAD/RMS HITECH SafetyNet system environment. The FYE 2020 cost is for the effort to complete a third-party SME process review/assessment and select the system that is the best fit. It also assumes a contract would be signed before June 30th 2020 (encumbered). Ongoing maintenance and support will be about 20% of the software costs. | H | \$800,000 | \$1,600,000 | \$100,000 | \$700,000 | \$500,000 | \$70,000 | \$70,000 | \$70,000 |
| 27 | Public Safety Radio System | Cost of replacement and new annual recurring costs. | H | \$1,200,000 | \$2,000,000 | \$140,000 | \$120,000 | \$120,000 | \$120,000 | \$120,000 | \$120,000 |
| 28 | Electronic Ticketing and Citation System | Since most CAD/RMS vendors offer electronic citations modules, it is recommended the City look to their selected CAD/RMS vendor for this solution (see above). | M | Included in CAD/RMS Replace Initiative | Included in CAD/RMS Replace Initiative | | | | | | |



| Initiative | IT Initiative | Comments | Priority | Budget Range | | FYE 2020 | FYE 2021 | FYE 2022 | FYE 2023 | FYE 2024 | FYE 2025 |
|---------------------|--|--|----------|----------------|-----------------|-----------|-----------|----------|----------|-----------|-----------|
| | | | | Low | High | | | | | | |
| 29 | Police Interview Room Recording System | This is for replacing the existing interview room recording equipment. Many vendors also offer cloud-based storage on an annual basis. The initial budget shown is for the one-time cost of the equipment, and the annual recurring is for cloud-based video storage/management. | M | \$20,000 | \$40,000 | | | \$40,000 | \$3,500 | \$3,500 | \$3,500 |
| 30 | Electronic Document Management System (EDMS) | Budget for EDMS system selection per best practices, acquisition, and implementation of a new EDMS system with costs for third-party assistance for these activities. | M | \$350,000 | \$500,000 | | | | | \$350,000 | \$150,000 |
| 31 | Intranet Implementation | Budget for the acquisition and implementation of an intranet system. Consider option with existing vendor (CivicPlus). | M | \$25,000 | \$50,000 | | | \$50,000 | | | |
| Smart Cities | | | | | | | | | | | |
| 32 | GIS Assessment and Strategies | Budget for third-party assistance to complete a GIS assessment, determine strategies, and lay out a plan for improved GIS capabilities. | H | \$40,000 | \$60,000 | | | \$60,000 | \$50,000 | \$50,000 | \$50,000 |
| 33 | Website Design Review and Improvement | The City's existing website solution provider offers refresh services every four years as part of the recurring maintenance and support fee. These "included" services often fall short of needs. The number included for this initiative is for additional services to fully complete an assessment and refresh. City is considering a move away from the current website provider. | H | \$15,000 | \$100,000 | | \$100,000 | | | | |
| 34 | Online Citizen Access | This is a strategy-based initiative. The principle strategy to be applied is to extend online public access and services (including payments) for all applicable operations. Cost for these endeavors are incorporated in the initiatives included in this plan. OpenGov is currently used and offers City financial information as a public access service. | H | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 35 | Citizen Request Management (CRM) Replacement | Budget for a replacement CRM (Citizen Request Management) system. | M | \$50,000 | \$80,000 | | | \$80,000 | | | |
| 36 | Passport Application and Renewal Processing | Off-the-shelf solutions were not found for these processes. The costs included for this initiative are roughly estimated based on possibly forming a consortium with other communities that provide these passport services (Santa Monica, Orange, Bell, etc.) | M | \$30,000 | \$50,000 | | | | \$50,000 | | |
| 37 | E-Filing Systems - Public Access | This is for the automation related to FPPC, SEI (Form 700), and Lobbyist Disclosure filings, which includes the ability for online filing and public access to this filing information. Solutions like NetFile and others are annual cloud-based subscription services. | H | \$5,000 yearly | \$10,000 yearly | | \$10,000 | \$10,000 | \$10,000 | \$10,000 | \$10,000 |
| 38 | Public Wireless - Tweedy Boulevard and South Gate Park | Public wireless Tweedy Boulevard and South Gate Park. | H | \$400,000 | \$650,000 | \$220,000 | \$220,000 | | | | |



| Initiative | IT Initiative | Comments | Priority | Budget Range | | FYE 2020 | FYE 2021 | FYE 2022 | FYE 2023 | FYE 2024 | FYE 2025 |
|-------------------|--|--|----------|--------------------------|--------------------------|-----------|----------|--------------------------|-----------|----------|----------|
| | | | | Low | High | | | | | | |
| IT Infrastructure | | | | | | | | | | | |
| 39 | Computer Equipment Replacement Planning | Utilize a Best Practice equipment replacement schedule to eliminate end-of-life and obsolete equipment. Server and SAN replacement in PD FYE2022 and in CH FYE2023. | H | Ongoing Cost | Ongoing Cost | \$37,500 | \$37,500 | \$207,500 | \$232,500 | \$37,500 | \$37,500 |
| 40 | City Hall Computer Rooms | Kitchen is across hall and sometimes room has water on floor. Must move power cables from floor to overhead. Move all non-essential equipment from basement computer room to first floor computer room (after virtualization). Move video surveillance system from high shelf to workstations within IT. | H | \$15,000 | \$25,000 | | \$25,000 | | | | |
| 41 | Police Computer Rooms | Consolidate two Police computer rooms into single Police computer room as a part of a remodel. Consider basement vault. Cost depends on fire suppression method selected. | H | \$200,000 | \$275,000 | | \$50,000 | \$225,000 | | | |
| 42 | Structured Connectivity System | Re-cable PD to support new computer room. Re-cable smaller facilities to bring up to standards. Create new patch panel and workstation network capability in City Hall first floor computer room. | H | \$200,000 | \$300,000 | | \$35,000 | \$187,500 | \$18,750 | \$18,750 | \$18,750 |
| 43 | Power Distribution | Good PDUs in first floor City Hall computer room, but need new PDUs for all other computer rooms. | M | \$5,000 | \$10,000 | | \$10,000 | | | | |
| 44 | Network Redesign | Network equipment from 2008 and must be replaced. | H | \$300,000 | \$350,000 | \$350,000 | | | | | |
| 45 | Servers - Windows 2016 Domain Upgrade | City to purchase four additional servers, two for City Hall and two for Police. | H | \$80,000 | \$75,000 | \$75,000 | | | | | |
| 46 | IT Infrastructure Roles and Responsibilities | Best Practice division of responsibilities between City Hall and Police IT Staff. | H | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| 47 | Create Best Practice Internet Connectivity (DMZ) | Necessary for online services and secure remote access. | H | \$5,000 | \$10,000 | | \$75,000 | \$10,000 | | | |
| 48 | Virtual Server Migration | Utilize VMware to consolidate all servers. | M | \$50,000 | \$75,000 | | \$75,000 | | | | |
| 49 | Wireless Network | Expand wireless networks to cover all City facilities, including guest wireless access. | H | \$50,000 | \$100,000 | | \$15,000 | \$62,500 | | | |
| 50 | Mobile Access | This cost is for third-party assistance to do an assessment of mobile needs for non-Police field-based application (e.g., work orders, permits, inspections, CRM, etc.) Further budgets for the acquisition of mobiles and deployment will be an outcome of this assessment. | H | \$75,000 | \$100,000 | | | \$7,000 | \$30,500 | \$20,000 | \$8,000 |
| 51 | Mobile Digital Computer (MDC) Replacement Planning | Replacement planning specific to in-vehicle MDCs, the majority of which serve Police. | H | \$100,000 | \$125,000 | | | | \$60,000 | \$60,000 | |
| 52 | Conference Room Audiovisual | Improvements in conference room capabilities. | M | \$25,000 | \$75,000 | | | \$14,000 | \$7,000 | \$7,000 | |
| 53 | Internet Bandwidth | Expand internet speeds at City Hall. Add secondary (resilient) internet connection at PD. | H | \$15,000/year | \$20,000/year | \$3,000 | \$36,000 | \$18,000 | \$18,000 | \$18,000 | \$18,000 |
| 54 | Computer Upgrades | Upgrade from Windows 7 to Windows 10. Increase RAM and add Solid State Disk in those with spinning disk. Windows 7 obsolete in 2020. | H | \$60,000 | \$75,000 | | \$65,000 | | | | |
| 55 | Electronic Mail (Exchange) | Move to Office 365. | H | \$52,000/year | \$52,000/year | \$61,250 | \$52,500 | \$42,000 | \$42,000 | \$44,400 | \$44,400 |
| 56 | Office Software Upgrades | Move to Office 365, and include Office software. | H | Included in Email (O365) | Included in Email (O365) | | | Included in Email (O365) | | | |
| 57 | E-Fax | Move to electronic faxing wherever possible to reduce cost of plain, old telephone lines. Do in conjunction with phone system upgrade or replacement. | M | \$5,000 | \$10,000 | | \$7,500 | | | | |
| 58 | Dual Monitors | Implement dual monitors for majority of staff to increase productivity. Includes monitor arms and any additional USB->HDMI adapters. | H | \$60,000 | \$100,000 | | \$20,000 | \$20,000 | \$20,000 | \$20,000 | \$20,000 |



| Initiative | IT Initiative | Comments | Priority | Budget Range | | FYE 2020 | FYE 2021 | FYE 2022 | FYE 2023 | FYE 2024 | FYE 2025 |
|---------------------------|---|--|----------|--------------|---------------|-----------|----------|-----------|----------|-----------|----------|
| | | | | Low | High | | | | | | |
| 59 | Video Surveillance | Single video surveillance management system for use throughout the City. Consider integration with door access control system. | M | \$200,000 | \$350,000 | | | | \$50,000 | \$90,000 | \$45,000 |
| 60 | Door Access Control | Integrated door access control management system for use throughout the City. Consider system that integrates with video surveillance management system. | M | \$250,000 | \$400,000 | | | | | \$162,500 | \$35,000 |
| IT Operations | | | | | | | | | | | |
| 61 | Help Desk Ticketing System | Implement robust Service Desk offering, and expand usage. | H | \$10,000 | \$20,000 | | \$15,000 | | | | |
| 62 | Mobile Device Management | Implement management product for smart phones, tablets, and laptops. | H | \$750/year | \$3,000/year | | \$1,500 | \$1,500 | | \$2,000 | \$2,000 |
| 63 | IT Asset Management Automation | Implement Netrix or similar to track all IT assets. | M | \$5,000 | \$10,000 | | | | | | |
| 64 | IT Automation Tools (Patch Management) | Patch all critical applications versus existing Microsoft patching. | H | \$5,000 | \$15,000 | | \$14,500 | | | | |
| 65 | Desktop Management | Desktop inventory and software push capability. | M | \$5,000 | \$15,000 | | | | \$10,000 | | |
| 66 | Network Management Tools (Configuration Management) | Implement What's Up Gold or other configuration management and alerts/alerts tool. | H | \$15,000 | \$25,000 | | \$15,000 | | | | |
| 67 | IT Support Metrics | Measurements from Help Desk (Service Desk). | M | \$7,000 | \$7,000 | | \$7,000 | | | \$7,000 | |
| 68 | IT Policies and Procedures | Develop IT policies and procedures. | M | \$7,800 | \$14,800 | | \$7,800 | | | | |
| 69 | IT Procurement Practices | Best Practice for the procurement of large, complex technology systems. | H | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| IT Security | | | | | | | | | | | |
| 70 | Backups and Disaster Recovery Planning | Cloud-based backups and disaster recovery capabilities. Dependency - expanded internet bandwidth. | H | \$25,000 | \$50,000 | | | \$50,000 | \$25,000 | \$25,000 | \$25,000 |
| 71 | Firewall Replacement | Replace obsolete firewalls, and implement additional firewalls for CJIS security and additional bandwidth needs. | H | \$75,000 | \$100,000 | \$100,000 | | | | | |
| 72 | Antivirus Updates | Move to an enterprise antivirus solution that allows for tracking of non-compliant systems. | H | \$6,250 | \$12,500 | | \$10,000 | \$10,000 | \$10,000 | \$10,000 | \$10,000 |
| 73 | Two-Factor Authentication | For all staff. | M | \$15,000 | \$25,000 | | | \$25,000 | | | |
| 74 | IT Security Assessment | Following network, DMZ, and firewall improvements. | M | \$15,000 | \$25,000 | | | | | | |
| 75 | PCI Compliance Review | Assess credit card processing methodologies and security procedures. | M | \$7,500 | \$12,500 | | \$10,000 | | | | |
| 76 | Records and Data Retention | Expand City records retention to include electronic records and data. Implement cloud-based electronic mail archiving and migrate PST files. | H | \$5,000/year | \$10,000/year | \$14,500 | \$7,500 | \$7,500 | \$7,500 | \$7,500 | \$7,500 |
| Telecommunications | | | | | | | | | | | |
| 77 | VoIP Phone System Upgrade | Replace obsolete phone system. Will require a complete hardware and software upgrade. Recommended Best Practice methodology includes a competitive procurement process that considers replacement systems in addition to an upgrade. | H | \$170,000 | \$255,000 | | \$25,000 | \$220,000 | | | |



| Initiative | IT Initiative | Comments | Priority | Budget Range | | FYE 2020 | FYE 2021 | FYE 2022 | FYE 2023 | FYE 2024 | FYE 2025 |
|------------------------------------|---------------|---|----------|----------------|----------------|-------------|-------------|-------------|-------------|---------------------------|---------------------|
| | | | | Low | High | | | | | | |
| IT Staffing | | | | | | | | | | | |
| 78 IT Staff Training | | Include CBT Nuggets and one class per staff member. Corresponding to the fiscal year of ERP system selection, add a Business Systems Analyst to the IT Team. | H | \$16,500 | \$20,000 | | \$16,500 | \$16,500 | \$16,500 | \$16,500 | \$16,500 |
| 79 Enterprise Applications Support | | Following the GIS Assessment, determine GIS staffing mechanism. Consider outsourcing GIS to third party. | M | \$105,000/year | \$125,000/year | | \$57,500 | \$115,000 | \$119,000 | \$119,000 | \$124,384 |
| 80 GIS Staffing | | | M | \$50,000/year | 125,000/year | | \$75,000 | \$75,000 | \$75,000 | \$75,000 | \$75,000 |
| 81 IT Staffing | | | H | N/A | N/A | | N/A | N/A | N/A | N/A | N/A |
| 82 IT Project Management | | Technology Master Plan project management. | H | \$125,000/year | \$250,000/year | \$50,000 | \$200,000 | \$206,000 | \$212,180 | \$218,545 | \$225,102 |
| | | | | | | \$2,511,250 | \$2,485,950 | \$3,147,000 | \$2,073,930 | \$1,692,795 | \$1,227,386 |
| | | | | | | | | | | 6-Year Grand Total | \$13,138,311 |

Technology Current State Assessment (Initiatives)

November 2019

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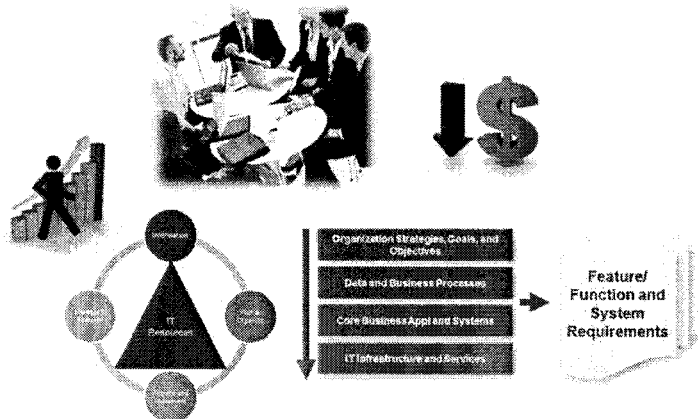
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Best practices are methods that are recognized as consistently providing better results than those achieved with other methods. We believe that the following best practices will enhance the City's ability to select, procure, and maintain solutions that are more effective in the future, as well as improve overall productivity of staff.

1. Technology Governance
2. IT Project and Services Portfolio
3. Sustainability Planning
4. Project Planning and Implementation Best Practices
5. Applications Management Best Practices
6. Business Process Reviews
7. Enterprise Reporting Best Practices
8. ITIL (Information Technology Infrastructure Library)
9. COBIT (Control Objectives for Information and Related Technologies)
10. User Training and Support
11. Training Room
12. Software Selection Best Practices
13. User Access Controls
14. Cloud Computing
15. Return-On-Investment Considerations



1. Technology Governance

Background

Technology Governance

Traditionally, key technology decisions are made by IT professionals and a select few organization managers. This does not always ensure the most effective delivery of technology to stakeholders (all departments and constituents). Technology governance can provide a collaborative forum for major decisions, planning, internal communication, and department and staff training regarding such matters. Technology governance can also provide a methodology for stewardship of technology resources on behalf of the stakeholders who demand a benefit and/or return on the investment.

Steering Committee

A *Technology Steering Committee* is a group of employees and managers from a variety of departments and disciplines that provide long-term direction and oversight for an organization's technology resources. This committee can provide a stabilizing influence and focus for development of organizational concepts and planning. Some of the responsibilities the group may carry out include:



- Identifying and developing technology initiatives and projects
- Prioritizing technology initiatives
- Monitoring the Technology Master Plan and projects' progress
- Project management of Technology Master Plan implementation
- Providing a forum for lessons learned during implementation of technology projects
- Providing an initial review process of technology-related projects requested by individual departments
- Reviewing and providing feedback on long-term, unresolved Help Desk issues
- Developing and reviewing standards and policies
- Helping to achieve support for technology across the organization
- Reviewing Help Desk statistics, issues, and long-term unresolved needs
- Discussing internal customer service concerns
- Acting as a sounding board for management and staff

Implementation of a technology governance methodology can be an effective forum for departments to become more knowledgeable about technology and how it can be used to enhance customer service and create efficiencies throughout City business processes.

Findings and Observations

Interdepartmental cooperation is necessary to meet the City's technology goals. The implementation of the Technology Master Plan recommendations will provide a great opportunity for City departments to collaborate on future technology use and application needs.

Recommendations

- Assemble and formally implement a Technology Steering Committee, including a Technology Steering Committee Charter, to discuss technologies and recommend priorities, assist in policy development, communicate with department staff, and oversee the implementation of the Technology Master Plan.
- Utilize the Technology Steering Committee as the initial forum for IT functions and other departments to propose and present new technology-related projects to ensure best practices are followed and applied to the review, selection, approval, procurement, implementation (project management), and ongoing technology maintenance.

Recommended Next Steps

- Develop a Technology Steering Committee charter.
- Determine potential Technology Steering Committee members who are:
 - ♦ Interested in participating on the committee
 - ♦ Able to speak for Department Heads
- Develop and implement a Technology Steering Committee focused on:
 - ♦ Oversight of the Technology Master Plan
 - ♦ Adjusting priorities, based on limited IT resources
 - ♦ Annual IT budget review and prioritization
 - ♦ IT policy reviews
 - ♦ New project reviews and feedback
 - ♦ Lessons learned from ongoing projects
- Determine representation of all departments on the Steering Committee for regular technology-based communication, ongoing education, and continued collaboration.
- Assign leaders to report on Technology Master Plan initiatives implementation progress.
- Monitor and discuss active Technology Master Plan initiatives at each Committee meeting.
- Form sub-committees, as appropriate.
 - ♦ Consider a GIS sub-committee to focus on developing a strong citywide GIS program.

Benefits

- More transparency, responsibility, and accountability
- Prioritization of initiatives
- Improved compliance and consistency
- Enhanced communication and collaboration
- Higher degree of business and technology alignment
- Widespread personal and professional growth

2. IT Project and Services Portfolio

Background

An *IT Support Services Portfolio* is a complete list of IT projects and services provided to City staff and the public. The support services portfolio outlines IT responsibilities for each service and any service-level agreement for those services (e.g., 24/7 support required, disaster recovery priorities, user-access permissions, report writing for certain software modules, server uptime requirements, etc.) Applications support is only one aspect of the complete portfolio. Other IT services include projects, Help Desk, data network, telephone systems, cyber security, etc.

Recommendations

- Create an IT Projects and Services Portfolio to effectively communicate and set expectations for all users regarding what support services IT provides and communicate service-level standards.
- Utilize results of the Technology Master Plan as the basis for a five-year project portfolio and budget.
 - Create a separate “small projects” portfolio for non-TMP projects requiring less than forty (40) hours of IT work.
- IT Steering Committee (see *Governance* initiative) should track and review the portfolio and receive regular updates from IT staff and departments on the status of projects.
- Utilize the *Application Management Best Practices* as well as *User Training and Support* initiatives as a basis to complete the services portfolio.

3. Sustainability Planning

Background

Sustainability planning is the process of mapping the acquisition, maintenance, upgrade, improvements, training, and eventual replacement for major application systems over a long-term period (e.g. ten years). Sustainability planning helps in two significant ways:

1. It reduces the significant periodic spikes in capital expenditures for large software solutions.
2. It schedules upgrades and replacements of departmental business application systems in a convenient and timely manner.
3. It provides for ongoing use training.

Sustainability planning includes computer replacement planning to create a holistic view of necessary technology expenditures over the long run. Sustainability planning can be used to develop a minimum annual set-aside.

The growing practice of sustainability planning provides a more practical and realistic way to determine and plan for the ongoing operational needs of all departments.

Because software applications are the primary technology tools of business departments, the City can benefit from implementation of sustainability planning versus the more limited practice of replacement planning.

Return-on-Investment (ROI) Considerations

- A study conducted by Express Metrix for quantifying ROI as it relates to IT and software asset management describes the following ROI benefits of replacement planning within an organization:¹
 - ♦ Reduced cost of ownership related to IT assets by determining licenses for which an organization is overspending and reducing Help Desk costs
 - ♦ Managed technology change by developing software procurement models that map current and future needs with technology migration and upgrade planning
 - ♦ Minimized security risks by preventing unauthorized use, enforcing desktop standards, and identifying PCs with unlicensed applications

In a study conducted by the Aberdeen Group, the following were the cost savings that occurred after incorporating a sustainability plan:²

- System automations reduced paper costs by up to 11%
- Efficiencies reduced facility costs by up to 10%
- Waste and disposal costs were reduced by up to 8%
- Transportation and logistics costs were reduced by up to 5%

Findings and Observations

- The City has spent a limited amount on technology over the last three years.
- Some application-related costs are in department budgets.
- IT spending throughout the organization is somewhat fragmented.
 - ♦ IT spending cannot be easily summarized for the organization.

¹ Express Metrix.

² Aberdeen Group, 2009.

Recommendations

- Develop a sustainability plan for major IT and department software applications.
 - ♦ Microsoft licenses should be replaced N-1 (i.e., every other version). The City should investigate the possibility of shifting to a subscription-based, hosted model (Office 365) in future budget years.
 - ♦ Consider subscription-based software for other software including Adobe, AutoCAD, etc.
 - ♦ Larger core applications (e.g., Financials, Land Management, Work Order Management, Recreation, etc.) benefit most from sustainability planning because these should only be replaced every 10-15 years, if procured and managed properly.
- Investigate and track annual maintenance and support, and upgrade costs for all major systems to determine if the cost structure is sustainable. If the cost structure is not sustainable, consider alternatives and priorities over the next five-year period.

Benefits

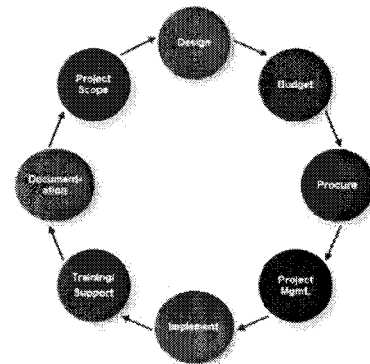
- Increased long-term investment through scalability
- Reduced maintenance expenses
- Increased trust in systems
- Reduced risk and liability
- Reduction in total cost of ownership
- Avoidance of unforeseen upgrades
- Informed purchase timing
- Software lifecycle evaluation

4. Project Planning and Implementation Best Practices

Background

A best practice approach should be followed for all significant implementation projects. The complexity and risk determine the actual level of due diligence that should be performed. The following is an outline of project planning and implementation best practices:

- **Determine Scope of Work** – Work with all stakeholders to determine what needs to be accomplished.
- **Design** – For larger, more complex projects, the design effort may become a separate project. For smaller projects, design is integrated into budgeting.
- **Specifications** – Make sure an appropriate level of vendor-agnostic specifications are included with procurement requests that reduce ambiguity and provide better comparisons between vendors.
- **Collaborate** – Include input and requirements of all stakeholder groups to ensure all requirements are included in specifications and all stakeholders buy-in to the final solution. The IT Steering Committee should review as part of the Committee's roles and responsibilities.
- **Develop Budget** – Project budgets include hardware, software, and consulting and SME costs. Consulting costs are estimated by outlining the various work steps and estimating the hours required to complete them.
- **Gain Sign-Off** – Once the budget is complete, review the scope of work and costs with the project sponsor and gain their approval before continuing, including consent by the IT Steering Committee.
- **Create Project Plan** – Based on all stakeholder needs, delivery dates, and the tasks to be completed, develop a project plan and estimated implementation date.
- **Outline Communication Plan** – Outline the process for communicating implementation dates, improvements, and training to appropriate staff members.
- **Document Other Plans** – Other plans may include training, testing, contingency, and back-out. These plans are developed on an as needed basis.
- **Configure, Implement, and Train** – Utilizing planning methodologies and technical expertise, configure the necessary system components, and implement the solution with the least possible impact to staff and productivity. The IT Steering Committee should receive status reports on the progress of the implementation, including whether the project is on time and within budget, whether user needs are being met, and that vendors are following through with their contractual obligations.
- **Post-Implementation Review** – Complete a post-implementation review with successes, lessons learned, and any unresolved issues requiring vendor assistance. Report the results of the IT Steering Committee's review.
- **Post-Implementation Support** – All implementations that affect multiple users require on-site, post-implementation support to eliminate remote response times.
- **Documentation** – Develop any necessary procedures and update documentation as part of the project.



Findings and Observations

- The City does not utilize a Project Management Office (PMO) approach or a culture of following project management best practices for all IT projects.
- The City has limited IT project management expertise.
- The IT function does not regularly utilize project management methodologies on larger projects, although third-party subject matter experts (SMEs) have been used on occasions for research and studies.

Recommendations

- Develop a project portfolio for all IT and software-related projects.
- Follow Planning and Implementation Best Practices as listed in the introduction of this initiative.
- Review all major active and upcoming projects during Technology Steering Committee meetings.
- Obtain services of third-party project managers and/or subject-matter experts, as appropriate and/or cost beneficial.

Benefits

- Prioritization of projects
- Reduced periods between transitions
- Increased information-sharing capabilities
- Enhanced communication and consensus
- Increased anticipation and management of technology upgrades
- Improved analysis and planning
- Increased departmental collaboration
- Measurement and tracking of results and outcomes

5. Applications Management Best Practices

Background

The City utilizes over 127 different software applications or modules throughout all departments. Major systems include:

| Application Functionality | Vendor |
|--|--|
| Financial/Accounting Management & Budgeting | Eden |
| Personnel Management & Payroll | Eden |
| CIS/Utility Billing | Eden (Radix & Itron AMR project) |
| Advanced Scheduling and Time Keeping | Telestaff (Police only) |
| Land Management (Planning, Permitting, Inspections, Code Enforcement, Licensing, etc.) | HdL migrating to EdgeSoft |
| Work Orders/Maintenance Management | CitiTech |
| Electronic Document and Records Management | N/A |
| Geographic Information System (GIS) | PW: GIS Nobel/GeoViewer 9 Police: Esri Police: Geo maps (geospatialtech.com) |
| CAD (Computer Aided Dispatch) / RMS (Records Management System) | Hightech/Pulsium's "SafetyNet" product line |

A more comprehensive example listing of City applications is included below.

Note: This is not an official inventory

- Adobe
 - ◆ Acrobat Pro
 - ◆ Acrobat Reader
 - ◆ Flash
 - ◆ Illustrator
 - ◆ InDesign
 - ◆ Photoshop
- Audacity
- AutoCAD
- Bank file transfer-WinSCP
- Bank of the West (BofW)
- BlueCheck
- CalGang
- California DOJ
- CalPERS online
- Canva
- Chromecast
- City App (Citizen Engagement Tool)
- CitiTech
 - ◆ Work Orders
 - ◆ Work Reports
 - ◆ Asset Management
 - ◆ Annual Work Plans
 - ◆ Inspections
 - ◆ Inventory
- Civic Plus
- Colorado Timing System
- Compliance Hub (online)
- County Assessors maps
- Credit Card Readers
- Crystal Reports
- Daktronics
- Dropbox
- Eden/Tyler Technologies
 - ◆ Accounts Payable
- Accounts Receivable
- Administration with E-Server administration
- Applicant Tracking
- Budget Preparation
- General Ledger
- Human Resources
- Inventory Control
- Parcel Manager
- Payroll
- Purchasing
- Requisitions
- Tyler Cashiering
- Tyler community
- Utility Billing
- Elavon/Converge website
- eMedia
- ESRI
- E-Trak

- Fingerprint Readers
- Fire Fox
- FTP
- Fuel Station Management
- Geo Viewer
- Geospat Tech
- GIS Nobel/GeoViewer 9
- Go Section 8
- Google
 - ♦ Chrome
 - ♦ Drive
 - ♦ Maps
 - ♦ Sheets
- GovInvest
- Happy/MRI
- HdL
 - ♦ Business License
 - ♦ Code Enforcement
 - ♦ Permits
- HP Photo Image
- IA-Pro
- IDIS
- IndigoVision
- Itron
- Java
- JDIC
- LA County Land Development
- LA County Stormwater System
- LiveScan
- MC5500
- Microsoft
 - ♦ Access
 - ♦ Excel
 - ♦ Internet Explorer
 - ♦ One Drive
 - ♦ Outlook
 - ♦ Paint
 - ♦ PowerPoint
 - ♦ Publisher
 - ♦ Word
 - ♦ Word Perfect
- MicroStation
- MJM Software
- NeoGov
- NPDES System
- OmniPage 18
- OpenEdge
- OpenGov
- Pavement Management Software
- PDF-Xchange Editor
- PIC
- PIPS/BOSS
- Pitney Bowes - SendPro
- Pitney Bowes Machine
- Property Radar
- PUMA
- Quadrant Cashiering
- Quattro Pro
- QueTel
- Radix
- RecordPad Sound Recorder
- SafetyNet
- SCADA
- Scanner Program
- Smart Cover (Sewer)
- Smart viewer
- Sony Vegas Studio
- Soundcloud
- SSD
- Telestaff
- Title Report Company
- TMS
- Voice Print
- VPN remote access
- VX Tracker
- WCA Arbor Access
- X2 Cross-Connection
- Zoom

Findings

- Many of the City's systems are aged or past implementation processes lack time-saving and service-level functionality. This has left a number of these systems underutilized, resulting in loss of productivity due to manual processes, inefficient workarounds, and inefficient or unnecessary reconciliations.
- Various versions of software are inconsistent creating compatibility issues (examples include AutoCAD and Adobe).
- Training is needed for many software applications throughout the City (see *User Training and Support* initiative).
- The City is lacking sufficient resources to document business processes, develop needs for applications systems, prioritize needs, evaluate solutions, and identify sufficient implementation as well as ongoing management and support resources for these software solutions.
- Additionally, the City has insufficient IT resources to ensure quality applications utilization, increase department process improvements, and gain significant efficiencies in labor throughout the organization.
- Gaining greater utilization of the existing application modules is vital to significant increases in staff productivity throughout the City. The ability to accomplish this is difficult because of limited resources and the diversity of application providers in use.

Future Applications Management Best Practices

The City can benefit greatly by changing traditional applications management and support practices. Use of the following recommendations can lead to improved functionality, use, and increase overall productivity.

Future Applications Roles and Responsibilities

Applications support and management roles and responsibilities must be identified and assigned to each department’s operational application modules. We recommend starting with:

- Finance, Accounting, and Budgeting
- Personnel Management and Payroll
- CIS Utility Billing
- Land Management
- EAM/Work Orders/Maintenance Management

Identification and assignment will help the City select capable staff resources to fulfill the roles and responsibilities for applications management best practices in the future.

| Financial Management | | Personnel Management | | EAM/Work Orders/Maintenance Management | |
|----------------------|---------------------|----------------------|---------------------|--|---------------------|
| Process Owner | Application Analyst | Process Owner | Application Analyst | Process Owner | Application Analyst |
| John | Robbie | Thomas | Lorrie | Delisa | Robert |
| Jada | Robbie | Denise | Thomas | Sherry | Pat |
| John | Robbie | Denise | Thomas | William | Robert |
| Judy | Robbie | Thomas | Lorrie | Delisa | Pat |
| Rich | Rich | Rich | Rich | Rich | Pat |
| Litia | Robbie | Thomas | Lorrie | Delisa | Robert |
| Judy | Robbie | Thomas | Lorrie | Delisa | Robert |
| Judy | Rich | Rich | Rich | William | Pat |
| John | Robbie | Denise | Thomas | Sherry | Robert |
| Judy | Rich | Denise | Thomas | Sherry | Pat |

Process Owner

- “Resident expert” staff member who is responsible for a given departmental process or function
- May also be responsible for oversight and delivery of the daily, weekly, monthly, and annual processes that the application or module is utilized to fulfill
- Primarily makes final decisions on process policies, procedures, and deliverables for their area of expertise
- Stays current with the applicable industry best practices, technology, and applications capabilities
- Stays current with existing application vendors’ capabilities, offerings, and enhancements

Application Champion (Power User)

- An expert on a specific application or software module
- Possesses greatest knowledge of application or module
- Lead trainer or support person for other staff members that utilize application or module
- Usually has formal training and is responsible for application configuration setup and changes on an ongoing basis
- Often trained to provide ad hoc report writing capabilities
- Stays current with the applicable industry best practices, technology, and application capabilities
- Stays current with existing application vendors’ capabilities, offerings, and enhancements

Business Process and Application Analyst Skillset

- Assigned to work with process owners, application champions, report writers, and users
- Reviews business processes, current utilization of application, manual processes, and shadow systems (e.g., spreadsheets and other databases) to increase automation, improve efficiencies, and increase utilization of core business applications
- Assists in the development of user, application, and process requirements
- Assists in developing and documenting standard operating procedures (SOPs)

Ad Hoc Report Writer Aptitude

- Aptitude to develop ad hoc reports using vendors' report writing tools, which may include third-party tools such as Crystal Reports, Cognos, or Microsoft SQL Server Reporting Services (SRSS)
- Assigned as the go-to person for ad hoc reports that other users cannot quickly generate on their own

IS Division Roles and Responsibilities

Define IT roles and responsibilities by application module. Consider taking the following actions:

- Identify role of IS Division for a given application or module (primarily server and network support, but in some cases may also provide application analysis and support, or ad hoc and custom report writing).
- Departments need to take as much responsibility as possible for applications management of software modules utilized by their primary business-process functions, as the IS Division does not have sufficient resources to fulfill all applications management support and maintenance roles for the entire organization.

Multiple Roles

Please note that the organization may not have an identified resource in some instances and that some applications may not require certain roles. It is also likely that, in some instances, the same person(s) will fulfill more than one role for a given application or modules.

Module Lead

- Lead responsibility for needs assessments, selection processes, documentation, gathering information, and coordinating other Key Module Stakeholders (see below)
- Lead participant in reviewing software and business-process needs requirements
- Provides feedback or clarifications on software needs
- Lead departmental implementer for new software module and functionality

Key Module Stakeholders (often from other departments)

- Participant in reviewing software needs requirements
- Assists in gathering documentation and identifying department or division needs
- May also provide feedback or clarifications on software needs
- Shares responsibility in implementation of new software modules and functionality

Recommendations

- Consider adding more specialized application and business analyst personnel (application support specialist) to the IT staff to provide increased and improved applications support to departmental users for departmental business applications.
- Departments should be encouraged to become more responsible for changes to application setup and configurations with assistance from IT personnel. If department personnel are unable to make these changes, training should be provided. If needed, third-party subject-matter experts can be helpful for large or complex projects.
- Training department personnel to perform their own simple report writing (basic listings and extracts in tabular form) is challenging, but beneficial. More complex reporting often requires specific understanding of database structures in the application. This can free up the capacity of IT staff to focus on other important issues, such as providing assistance on more difficult or complex reporting needs.

- Over time, we believe that applications utilization by departments will improve if *applications sponsors* (i.e., process owners and application champions) take a more active role in monitoring upcoming functionality improvements from new software releases that will benefit the City. In addition, it would be helpful if application sponsors and sponsoring departments monitored and discussed applications usage with other peer organizations and entities to gather information and potential productivity improvements that could be incorporated into the City's systems.
- Specifically assign roles and responsibilities to each applicable application or module.
- Key assignments should encompass responsibility for understanding industry best practices and solutions or processes available, as well as taking the lead in continually assessing and inventorying needs.
- Inventory current and future feature/function, reporting, training, and support gaps, and maintain improvement needs lists by specific software modules.

Benefits

- Increased use of applications features, resulting in higher return on software investment
- Higher degree of user independence as well as less reliability and cost for vendor assistance or time required by City IT staff
- Identification of applications user roles and responsibilities
- Improved efficiencies and productivity
- Improved customer service

Next Steps

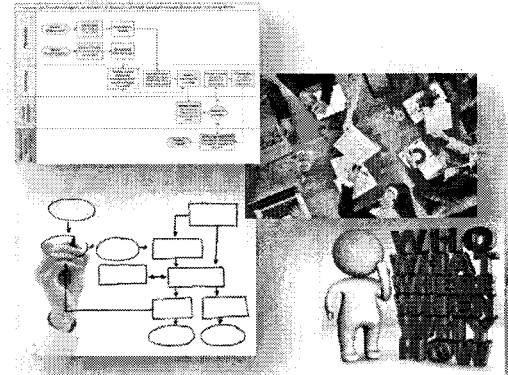
- Each department should complete Application/User Matrices for current and future applications usage and applications management roles. The IT Steering Committee should review completed matrices.
- Identify process owner(s) for each module or insert "N/A" if not applicable.
- Identify application champion(s) for each module.
- Identify application analyst(s) for each module, or insert "N/A" if not applicable.
- Identify ad hoc report writers, or insert "N/A" if not applicable.
- Differentiate (e.g., by color shading, annotations, etc.) if individuals are expected to assume roles in the future with additional training.
- Define IS Division roles and responsibilities for all applications or modules.

6. Business Process Reviews

Background

A *Business Process Review* (often called Business Process Improvement) is a method of analyzing and evaluating current processes for the purpose of:

- Identifying enhancement and streamlining opportunities
- Automating manual processes
- Eliminating or dramatically reducing the use of shadow systems and processes
- Eliminating paper and other equipment and supply costs
- Maximizing human resources involved in the processes
- Embedding or transferring the knowledge of subject-matter experts (SMEs) into the processes and associated workflows
- Applying the functionality of technology and the configuration of the system to support process improvements



It should also be noted that the features, functions, and capabilities of applications systems can also dictate opportunities for process improvements.

Process review and improvement is a continual process. This is not an effort that is applied once and then forgotten, settling on the status quo. Individuals should strive for continuous improvement. An organization stays healthy in the same way, by continuing to review and improve processes and incorporating those improvements into the configuration and setup of the supporting application systems. Processes and system configurations need to be continually improved in response to:

- Emergence and introduction of new technologies
- Release of application software updates containing new features, functions, and capabilities
- Changes in law, regulations, or rules
- Changes in the needs and demands of the City's constituents and the public user community
- Unforeseen changes in access to resources or funding
- Changes in business operation processes

Although process review and improvement should be continual, it is most common for process improvement projects to occur:

- In preparation for, and during the implementation of, new or replacement application systems
- When new technology becomes available that provides opportunities for additional automation
- On a pre-established process review and improvement cycle (important to ensure a continued regularly scheduled focus on improvement)

Recommendations

- Perform Business Process Reviews throughout the organization (as applicable), breaking processes down by department, division, and, finally, the process level. This should also take into consideration interdepartmental interaction and dependencies.
 - ♦ Begin by analyzing the staff feedback throughout this report to identify high-priority areas.
 - ♦ These Business Process Reviews should be scheduled per the following:
 - In preparation for, and during the implementation of, new or replacement application systems
 - When new technology becomes available that provides opportunities for additional automation
 - On a pre-established process review and improvement cycle (important to ensure a continued, regularly scheduled focus on improvement)
- These Business Process Review (and improvement) efforts should be conducted prior to any enterprise system implementation and in coordination with the *Application Management Best Practices* initiative. Departmental process owners and the application support resources (Application Support Specialist/Business Analyst) need to be involved with this review process in parallel with their ongoing application management support roles.
- City management needs to be aware of the potential need for employee reassignment or redeployment and the moral and emotional effect this may have (see *Workload Transference* concept described below).
- Consider utilizing a third-party SME or consulting firm, initially, for scheduling, structuring, and conducting the necessary business process review and improvement efforts. It is often helpful to have an outside resource assist, due to their position as an unbiased third party.

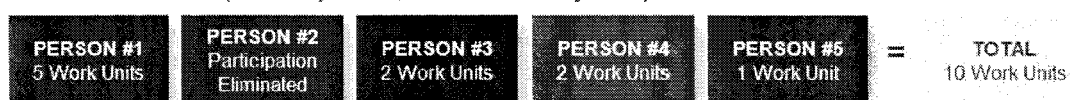
Workload Transference (A Business Process Concept)

As a result of business process improvements, including those that occur during the implementation of new systems, the City's processes will be changed and streamlined. These changes often require the shifting of workload (tasks and amount of effort) from one person to another. Even though a particular individual in the process may realize an increase in their workload, the total work effort for the entire process is reduced. This is called "workload transference" and is the reason reallocation and change in personnel duties is often required to achieve the potential gains from the implementation of a new system. The diagram below represents this principle of workload transference.

"As Is" Process (prior to new system)



"To Be" Process (after implementation of new system)



Even though Person #1 in the process has an increase of three work units, the work units of the individuals down the process stream have been reduced, with a total reduction of workload for the entire process stream (reduction of five work units).

Note: *It is important to understand this as an example of a single process. This example represents a reduction of hours and effort, not a reduction in employee count.*

Benefits

- Improved efficiencies through:
 - ◆ Process enhancements and streamlining
 - ◆ Automation of manual processes
 - ◆ Elimination or dramatic reduction of shadow systems and processes
 - ◆ Elimination of paper and other equipment and supply costs
 - ◆ Maximization of human resources involved in the processes
- Improved utilization of existing system through reconfiguration and setup, gaining productivity, and achieving better results
- Preservation of institutional knowledge by embedding or transferring staff knowledge into processes and associated workflows
- Maximized investment in software applications and technologies by incorporating process improvements in system workflows, configuration, and setup

7. Enterprise Reporting Best Practices

Background

Enterprise software applications that support the critical business functions and processes of the organization (i.e., ERP, Financial, Maintenance and Operations, and Property) also store and retain the organization's critical information and data as a byproduct.

Reporting is based on the premise of entering or capturing data, and then extracting and presenting this data as information. Information is the outcome of the reporting process, presented in a useful, consumable, and digestible format, enabling the organization to:

- Equip line, supervisory, and department or division management personnel with information to make necessary daily decisions during the conduct of fulfilling operational responsibilities
- Provide leadership with the ability to better understand and validate operations and output
- Measure how well the organization is meeting its goals, objectives, and service levels, as well as meeting any established key performance indicators
- Make decisions and establish practices and policies to manage risk
- Empower leadership to make strategic decisions necessary for guiding mid- and long-term direction for the organization as well as measure the ongoing implementation and results of those decisions

Information provided from reporting results can be presented in many formats, including, but not limited to:

- Traditional rows and columns
- Tabular
- Pivot tables
- Graphic (e.g., line, bar, and pie, including dashboard presentation)
- Overlay

Ideal reporting systems can also provide the results in actionable format, including, but not limited to:

- Using analysis tools to apply filters and factors to view and better understand the information
- Using the data to determine options and apply decision criteria (what-if scenarios)
- Sharing and combining data with information from other departments, systems, or even external data sources
- Allowing collaboration and group analysis

An organization will find it difficult to maximize utilization of their application software and achieve their goals in an environment where data is painstakingly entered into a system but cannot be retrieved in a meaningful way. In short, enterprise applications cannot deliver full value without providing the organization the ability to use data contained in these systems to manage their operations and guide them in determining their future direction.

Findings and Observations

- Crystal Reports and SQL Server Reporting Services are used for reporting purposes throughout the City.
- Multiple departments would like to receive Crystal reports and SQL Server Reporting Services user training.

Recommendations

- The City should take a complete inventory of all reports, including shadow system reports (i.e., those compiled in MS Excel).
 - ♦ We have included the sample below as a starting point.
 - *Note: This is only an example. Headings and data fields can be added, changed, or deleted to best meet City needs.*
 - ♦ The history of changes or modifications to the reports with the reasons and benefits of those changes can be kept in the inventory and/or with the report itself.
- Shadow system or unmet reporting needs should be addressed in the system to improve business processes.

| Report Name | Priority & Reporting Tool Used | User | IT | Vendor | Report Options |
|-------------|--------------------------------|------|----|--------|----------------|
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- The inventory above provides a means to document responsible party(s) and roles (user, IT, or vendor), in keeping with *Application Management Best Practices*. Those responsible for report creation and development should be identified and maintained. Departmental staff members know their business processes and data best and are often best equipped to develop reports independently. We recommend that Departmental staff receive report writing training and develop the majority of reports within the function.
 - ♦ Only involve IT or a third party for more complex reporting needs.
- Department staff can be trained to develop basic and moderately sophisticated reports. For more complex reports that require joins and other more complex functionality, department staff can partner with IT or a third party in the report development process. The table below is an example of what some organizations have used to assign departmental application and reporting, based on roles and responsibilities. These should be completed for each application software system within the organization.

**Enterprise Software Needs Assessment
Roles and Responsibilities**

PO = Process Owner(s) **AA = Application Analyst(s)** **FL = Application Area Functional Lead (Liaison/Coordinator)**
FF = Feature Function Lead Reviewer(s) **RW = Ad hoc Report Writer(s)** **FF = Feature Function Reviewer(s)**
AC = Application Champion(s) **IT = IT Responsibilities (e.g. System Admin, or server support)** **NP = Needs Assessment/Software Selection Participants**
U = List of all users of the module by name

| Financial Management | | | | | | | | | | | |
|----------------------|--|-----------|------------------------------|-----------------------------|---------------------|------------------|---------------------|---|--------------|---------------------|------------------|
| | General Ledger (Includes Bank Reconciliation) | Budgeting | Project and Grant Accounting | Purchasing and Requisitions | Contract Management | Accounts Payable | Accounts Receivable | Cashiering and Online Payments (Cash Receipts) | Fixed Assets | Financial Reporting | Ad Hoc Reporting |
| PO = | | | | | | | | | | | |
| FF = | | | | | | | | | | | |
| AC = | | | | | | | | | | | |
| AA = | | | | | | | | | | | |
| RW = | | | | | | | | | | | |
| IT = | | | | | | | | | | | |
| FL = | | | | | | | | | | | |
| FF = | | | | | | | | | | | |
| NP = | | | | | | | | | | | |
| U = | | | | | | | | | | | |

- The City should make use of all reporting and information presentation options available. Options for meeting reporting needs are as follows and are also **placed in order of preference and priority**. It should be noted that these options are often dependent on the technology, database, database structure, and development tools the application vendor(s) applied when building their systems.
 - ♦ **Dashboard(s)** - Dashboards are provided by many enterprise application software vendors. Dashboards are often used as the launch platform for the application, but also display information that is of interest to the specific user's role. The status of expenditures against budget, number, and types of work orders issued versus completed for a particular time period, and much more, is an example of this. These results are often displayed graphically as context-sensitive content so that clicking on the graphic enables drilling-down to the detailed information contained in the application upon which it is based. Frequently-used reports can also be pinned on the Dashboard for quick access and execution.
 - ♦ **Vendor Application Standard Reports** - Most vendors provide a set of prewritten reports that are included with the software application. These are reports that the software vendors have determined are most commonly needed or requested by the application user community and included in a quick-access link that can be executed from a drop-down list or menu. These standard reports usually have additional criteria to select (e.g., applying a date range, specifying a particular value type, etc.) Some vendors have written these reports using their own report-writing services (i.e., SSRS), which allows the use of standard reports as a base from which user modifications are applied with the vendor's ad hoc reporting tools.
 - ♦ **Ad Hoc Reports** - Ad hoc reporting tools allow for the custom development of reports without the benefit of programming knowledge. Most report-writing tools are intuitive enough for non-IT-oriented department staff to independently create customized reports. It should be noted that familiarity with the application and data contained in the system is a prerequisite to be able to use any ad hoc reporting tool. However, any user that is a mid- to high-volume user of the application who is also computer proficient usually has the system knowledge to make use of an ad hoc reporting tool. As noted earlier, more sophisticated reports may require the assistance of IT staff. Ad hoc reports are a powerful tool for the user community, allowing them to independently meet their basic reporting needs. The types of ad hoc reporting tools that are available include:

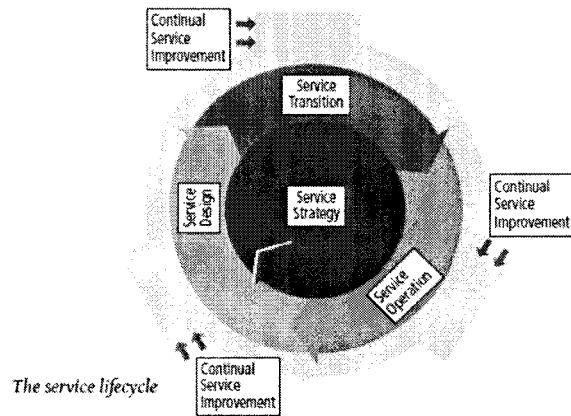
- Application vendor proprietary tools
 - Vendor-incorporated SQL Server Reporting Services (SSRS)
 - Third-party reporting/BI tools (e.g., Crystal, Cognos, Business Objects, etc.)
 - Other non-SQL, server database-specific reporting tools (e.g., Oracle reporting tools, etc.)
- ♦ **Financial Analysis and Financial Statement Report-Writing Tools** - These reporting tools are a form of ad hoc reporting, but include additional capabilities related to financial analysis and financial reporting needs of finance and accounting staff. A few common reporting tools for this need are listed below:
 - Reporting tool developed by the software application vendor, to be used with their particular application
 - Tools to produce financial reports, like CAFR builders and other tools to produce other GASB-related/required reports
 - Third-party financial reporting tools offered to work with the more common financial/accounting systems in the local government market space.
 - ♦ **Application Vendor Business Analytics and Key Performance Indicators (KPIs)** - These are typically tools that allow for performance-based analytics and other performance measure-related reporting. These are often accompanied by a dashboard with the same characteristics described in the *Dashboard* option above. Many of these tools also provide more sophisticated capabilities for exporting to Excel for the use of Excel-based pivot tables and other advanced Excel capabilities. Some software vendors are beginning to offer these capabilities as an optional “bolt-on” to their application solutions.
 - ♦ **User-Programmed/Coded Reporting** - These are reports built using internal IT staff and could also include hard-coded reports that a vendor may build for the customer. Standard and ad hoc reporting options should be explored before turning to this alternative. This option is usually deployed when the reporting need is so sophisticated or complex that a coding method is the only way to accomplish the desired outcome. Examples of this type of report include:
 - SQL queries
 - Other coded/programmed reports
 - ♦ **Application Vendor-Written Custom Applications** - Because of the vendors’ detailed knowledge of their own systems, they are often a good resource for hire to write custom reports. It is often best to have several reports grouped together, which will help keep costs more manageable as vendors will provide discounts for larger blocks of hours for these reporting services. It is also a good idea to request that the vendor build these reports using their report-writing tool, if possible, so responsibility in maintaining them can be assumed in the future, as needed, or used as a base to build variant (modified) reports.
- After completing the existing report inventories and identifying City reporting roles and responsibilities as recommended above, an assessment and gap analysis should be conducted to include:
 - ♦ A review of existing reports to determine how well they meet needs as well as if any modifications are required to better meet needs or provide more value
 - ♦ A detailed list of necessary reports that are needed for all departments and divisions, including any formatting or Excel export needs and reporting tool options to be applied (per definitions above), organization-wide cross-application reporting needs, which require additional processes to combine data from multiple sources using multiple reporting tools and options

- ♦ Conduct a workshop, after the undeveloped necessary reports have been identified, to prioritize these reports, with participation of all staffing levels within the City from line and field staff to supervisors and management, including executive leadership, as necessary, to cover all reporting needs in the assessment and gap analysis process
 - Prioritization should apply a High, Medium, and Low scale. High-priority reports should be done in the first third of the implementation period. Medium-priority reports should be completed in the middle third of the implementation period. Lastly, the low-priority reports should be completed in the final third of the implementation period. Cost-benefit and impact to operations and customers should be utilized in these prioritizations.

8. ITIL (Information Technology Infrastructure Library)

Background

This lifecycle approach to IT organization results in strategies that align service management with business strategy, structures IT services to meet the real business environment, and builds a support model for the day-to-day procedures needed to support business objectives. Through an understanding of *Information Technology Infrastructure Library (ITIL)* and how it relates to IT operational environments, *CLIENTFIRST* can identify the strategies and resources needed to accomplish the business objectives based on the current structure of the IS Department.



ITIL provides a common framework understood by suppliers, clients, vendors, and businesses through a set of global standards. *CLIENTFIRST* utilizes these concepts for service delivery throughout its IT planning process to provide a sound approach to support IT initiatives³. ITIL is a framework intended to assist organizations with the alignment of IT operations with business objectives through an IT service strategy of continuous realignment. ITIL is considered a best practice approach to IT service delivery that can be molded to fit all organizational structures. ITIL v3 groups IT service into four (4) categories: Strategy, Design, Transition, and Operation. *CLIENTFIRST* recommends that all IT Managers obtain at least foundational certification in ITIL.

Benefits

- Reduction in unplanned work
- Increase in number of successful changes
- Improved operations management
- Secure sharing of infrastructure and asset information
- Increased anticipation and management of technology upgrades
- Maintained Software Updates
- Reduced recovery times
- Reduction in total cost of ownership
- Improved alignment of technology with business requirements and needs

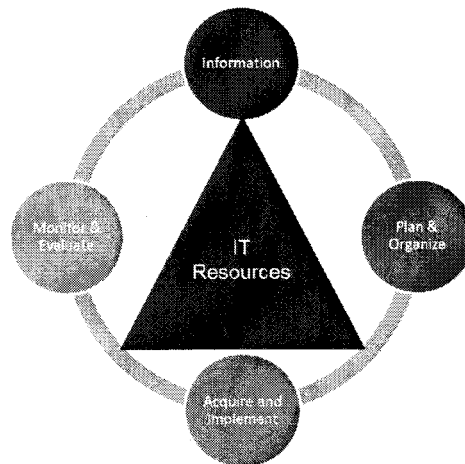
³ www.itil-officialsite.com – ITIL, 2009.

9. COBIT (Control Objectives for Information and Related Technologies)

Background

Control Objectives for Information and related Technology, also known as *COBIT*, helps to ensure alignment of IT with the environment through the adoption of incentives, metrics, and oversight. IT governance is the responsibility of executives and Board of Directors and consists of the leadership and organizational structures and processes that ensure that the enterprise's IT sustains and extends the organization's strategies and objectives. For IT to be successful in delivering, management should put an internal control system or framework in place. The COBIT control framework contributes to these needs by:

- Making a link to the organization's requirements
- Organizing IT activities into a generally accepted process model
- Identifying the major IT resources to be leveraged
- Defining the management control objectives to be considered



The orientation of COBIT consists of linking organizational goals to IT goals, providing metrics and maturity models to measure their achievement, and identifying the associated responsibilities of organization and IT process owners. The benefits of implementing COBIT as a governance framework over IT include:

- Better alignment based on an organizational focus
- A view of what IT does that is understandable by management
- Clear ownership and responsibilities based on process orientation
- General acceptability with third-parties and regulators
- Shared understanding among all stakeholders, based on a common language
- COBIT is an IT governance framework and supporting toolset that allows managers to bridge the gap between control requirements, technical issues, and business risks. COBIT enables clear policy development and best practices for IT control throughout organizations. COBIT emphasizes regulatory compliance, helps organizations increase the value attained from IT, enables alignment, and simplifies implementation⁴. *CLIENTFIRST* utilizes the concepts from COBIT throughout its technology planning process.

⁴ www.isaca.org – COBIT, 2009.

Benefits

- Reduction in unplanned work
- Increased number of successful changes
- Improved operations management
- Secure sharing of infrastructure and asset information
- Increased anticipation and management of technology upgrades
- Reduction in total cost of ownership

10. User Training and Support

Background

Software systems are tools utilized to conduct business operations. Like other tools (e.g., phones, audiovisual equipment, backhoes, plotters, etc.), gaining greater utilization of these tools through sufficient training and installation of other available software modules is key to significant increases in productivity and greater efficiency, as well as achieving cost savings in many areas.



Findings and Observations

- Software applications that are underutilized will gain significant increases in staff productivity if more training were provided.
- An updated inventory list can clarify and confirm licensing compliance, over and under seat license requirements, and identify training needs and user-responsibility roles, as discussed in the *Application Management Best Practices* initiative.

Business Department Application Training

As applications software changes and grows in complexity, training staff members to properly use software becomes more critical. We believe that a renewed citywide emphasis on targeted staff training on applications software will pay significant dividends in increased staff effectiveness and productivity. An inventory of high-priority training is essential to achieve expected productivity. The City can identify and assess future training needs for all applications and users upon completion of an application/user matrix (see *Applications and User Licensing Inventory* initiative).

Return-on-Investment (ROI) Consideration

In a study conducted by Nucleus Research, an organization drove productivity gains of up to 50% through ongoing, successful user trainings.⁵

Recommendations

- Develop a Training Plan including:
 - ◆ Completing an Applications/User Matrix, by department and user
 - ◆ Conducting a survey, by user, to assess training required to address actual needs and determine anticipated enrollment (this should be driven by department managers to elicit participation when training is made available)



⁵ Nucleus Research, 2010.

- ◆ Processing improvement reviews will uncover many needs for additional training across departments and application systems
- Use existing training rooms and facilities for training and for use as a lab to implement application improvements, as well as configure and setup systems to accommodate process improvement/workflows.
 - ◆ Optimum configuration for a training facility is a minimum of 500 square feet, with 12 PCs and one-to-two printers for hands-on training.
- Determine strategies for accomplishing training needs and engage software vendors, such as:
 - ◆ Self-learning aids
 - ◆ Internal classes (internal or external trainers)
 - ◆ On-site vendor training
 - ◆ Lunch-and-learns
 - ◆ Go-To Application Champions
 - ◆ Training opportunities at software vendor annual user conferences
- Participate in software vendor user conference and local user meetings if they are available.
- Create a repository of basic how-to training aids and other training information (e.g., videos, past class information, etc.)
- Consider procuring a screen-capture video solution to assist with developing internal video training aids.
- Current and future needs can be evaluated and prioritized through a combination of mechanisms, including the Technology Steering Committee.
- Consider class attendance as a factor in performance evaluations. This can be accomplished by having department management involved and agreeing to which classes each employee would benefit from.
- Consider efforts to reduce and/or limit the total number of software vendors and databases whenever possible. This will reduce and limit overall cost-of-ownership, support requirements, training and reporting needs, and improve overall integration capabilities.

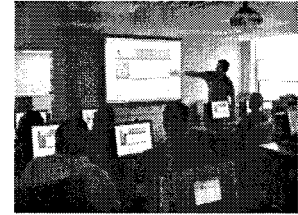
Benefits

- Improved operations management
- Improved utilization and efficiency of software applications
- Activation and use of existing functionality that is currently unknown but important to the City
- Review and activation of new functionality provided in future applications software releases
- Increased information sharing
- Better identification of training needs
- Increased training alternatives
- Improved software administration (fewer staff required to service user community)

11. Training Room

Background

A *training room* serves as a great opportunity for staff to become familiar with applications or expand on their current skills. It serves as a best practice to promote professional growth and continued improvement through increased utilization of existing or future organization applications to be released to staff. A dedicated training room is also a requirement for all major software implementation projects.



Findings and Observations

- The City needs a permanent training location.
- The City will benefit from a full-time training room with dedicated PCs to successfully complete the projects outlined in this plan.
 - ♦ An optimally configured training room would include eight-to-twelve PCs.

Recommendations

- The organization should establish and then continue to maintain a training room for:
 - ♦ Testing new applications that are being implemented
 - ♦ Implementing and testing updates to existing applications, as well as support applications management best practices
 - ♦ Lab activities, including testing implementation of new application features or reconfiguration of existing application setup
 - ♦ Lab activities for resolution environment in instances where staff members are experiencing extensive computer difficulties
 - ♦ Use by staff (users) to improve upon existing application skill sets and competencies
 - ♦ Maintaining an existing and new applications inventory and training room PC images can be a challenge
 - Consider using applications push or the IS imaging solution to easily push applications to training PCs
 - Time spent automating maintenance of training room PCs will pay large benefits in reduced maintenance in the long run
- Identify approximately 500 square feet of space for use as a training room.
- Eight-to-twelve computers or workstations should be maintained in a room that provides adequate individual space for each workstation.
- A permanent training room will be needed if the organization implements ongoing user training, refresher training, and other training needs.
- Due to the expected volume of upcoming applications training, two or three training rooms may be needed at various times.
 - ♦ Consider refreshing training rooms as a part of executing the *Computer Equipment Replacement Planning* initiative.

12. Software Selection Best Practices

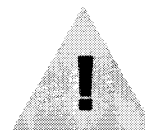
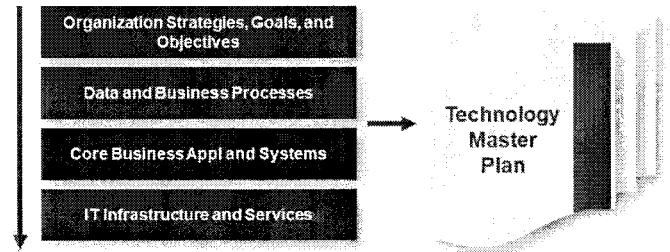
Background

Selecting the right system and technology is more critical today than ever before, because the efficiency and effectiveness of the organization is directly dependent on its use of technology and information systems. Organizations realize they must take greater advantage of automation to meet growing constituent and public demands.

Return-on-Investment Considerations

While new software solutions can transform certain operations, processes, and constituent services, consider these facts:

- Without proper preparation, planning, and methodology for selection and implementation, organizations face many problems and risks, including:
 - ♦ Spending hundreds of thousands—and, potentially, millions—of dollars more than necessary in total cost of ownership
 - ♦ Failed or prolonged implementation
 - ♦ Implementation of systems that still do not meet the organization's functional needs
 - ♦ Low productivity
 - ♦ Poor contract negotiation position
 - ♦ Lack of and/or reduced integration between other software systems
- Organizations typically fall short of their implementation goals due to one or more of the following factors:
 - ♦ Insufficiently defining system objectives and requirements
 - ♦ Failing to adequately involve both management and users
 - ♦ Underestimating the costs and effort required
 - ♦ Failing to adequately plan for expansion
 - ♦ Failing to properly evaluate software
- For key software systems to be implemented properly and for the organization to reap the full benefits, the organization should utilize a structured analysis and selection methodology. A structured approach to selection and implementation results in significant benefits, including:
 - ♦ Reduced risk of a failed or prolonged implementation
 - ♦ Lower total cost of ownership
 - ♦ Independent and objective analysis of potential alternatives
 - ♦ Well-defined objectives and requirements
 - ♦ An education process for the organization



STARTLING STATISTICS

- Only 32% of projects are on time, within budget, deliver all required features and functions, and achieve measurable business and stakeholder benefits.
- Approximately 44% of projects are "challenged" (late, over budget, and/or have less than the required features and functions).
- 69% of project failures are due to a lack of and/or improper implementation of project management methodologies.
- Nearly 40% of those surveyed said that a "lack of employee buy-in and executive support" was the biggest challenge facing a successful implementation.
- A recent customer survey shows that enterprise implementation projects:
 - ♦ Have only a 7% chance of on-time implementation
 - ♦ Will likely cost more than estimated
 - ♦ Will likely deliver unsatisfying results (only 21% will realize half or more of expected benefits)
- In a past study of local government enterprise implementations published in Government Finance Review, it was found that the average project was 176% over budget and 243% beyond the planned implementation timeline.

- ◆ Selection of technology that meets the organization's short- and long-term objectives and requirements
- ◆ Effective contract negotiation through well-prepared and documented needs
- ◆ Overall project time savings
- ◆ Improved implementation readiness

Recommendations

- Adapt these best practices for size and complexity of projects. More due diligence is generally required for larger, more complex projects. However, even small projects can benefit from these due diligence methodologies.
- Utilize best practice selection methodology when evaluating new software solutions (see example work plan below).
- Consider third-party consults when selecting or improving complex or highly specialized solutions.
- Ensure process reviews are completed and detailed feature/function specifications are documented as part of the RFP (see example below).
- Ensure detailed feature/function specifications are utilized with test scripts before going live on new applications implementations.
- Include all stakeholders in each software evaluation and implementation project.
- Ensure detailed feature/function specifications are utilized in post-implementation reviews and ongoing training (see example work plan pages below).

Benefits

- Reduction in hardware and software requirements
- Reduction in preparation time for deployments
- Better identification of integration requirements
- Reduced license fees
- Increased utilization of applications systems
- More effective due diligence
- Increased staff buy-in, consensus, and morale
- Improved decision making (selecting software that is the best fit for assessed needs)
- Improved implementation results (time, costs, and results)

Example Work Plan

| Step | Software System Selection Work Plan |
|--|---|
| Phase 1 – Needs Assessment and Recommendations | |
| 1 | Kick-Off and Project Team Development – Hold a formal Kick-Off Meeting, and then work with the Project Manager to finalize the makeup of the selection Project Team and document required roles and responsibilities. Include representatives from all key stakeholder groups. |
| IT Infrastructure and Staffing Readiness Review | |
| 2 | IT Information Meetings and Interviews – Conduct information-gathering activities focused on the ability of the existing IT staff and infrastructure to support the needs of the organization and review the readiness to implement and support the platform that will be required for the new software system, including: |
| | IT Network and Infrastructure |
| | Storage and Backups |
| | Servers, Server Applications, and Management |
| | IT Security |
| | Disaster Recovery |
| | Desktop Environment |
| | Printers |
| 3 | Documentation – Document information and summarize the required preparation initiatives, findings, and recommendations. |
| 4 | IT Assessment Memo – Prepare a memo assessing gap and readiness of IT infrastructure to support the organization's general needs and the introduction of the new software system. The memo is to include the following: |
| | General readiness of IT to support the organization's needs and support the introduction of a new software |
| | IT Initiatives with findings and recommendations, including the following scope: |
| | IT Environment and Infrastructure |
| | IT Applications Support Staffing Structure |
| Business Department Needs Assessment Interviews | |
| 5 | Business Process Review and Feature/Function Analysis – Meet with the identified personnel by functional area and software modules to review existing manual and automated systems and operations, including any custom-developed work-around systems and processes. Include a cross-section of all user types in each assessment workshop. |
| 6 | System Requirements Documentation – Document information gathered during process reviews and develop feature/function requirement specifications specific to your organization. |
| Phase 2 – RFP Development | |
| 7 | Preliminary Vendor Research, Communication, and Coordination – Research vendor community to identify qualified vendors meeting the organization's system and service requirements and communicate with potential vendors. Vendors do not respond to all RFPs, so pre-communication is helpful to obtain proposals that are in the organization's best interest to consider. |

| Step | Software System Selection Work Plan |
|---|---|
| 8 | Develop Request for Proposals (RFP) – Prepare a Request for Proposals (RFP) document, and work with the organization to make adjustments and revisions, as well as ensure its compliance with the organization's purchasing guidelines and is distributed per policy (assumes development of a single RFP document). RFP should include, but will not necessarily be limited to, the following: |
| | Comprehensive list of functions/requirements with prioritization |
| | Cost, including purchase or other financial payment plan options |
| | Required technical specifications |
| | Installation costs |
| | Migration from existing to new system (cost and timeline) |
| | Training cost and training schedule |
| | New system hardware/network/system software requirements |
| Phase 3 – Vendor Evaluation and Demonstration Management | |
| 9 | Manage vendor questions and answers during established proposal response timelines. |
| 10 | Proposal Evaluation – Analyze and evaluate proposal responses. Provide an initial Summary Vendor Comparison Worksheet that provides side-by-side comparison of key system evaluation requirements, including feature/function compliance statistics. |
| 11 | Analysis Results Workshop to Determine Vendor Finalists (Short List) – Conduct a collaborative review workshop with a key stakeholder committee and determine which vendors are to be short-listed. |
| 12 | Develop Demonstration Documents – Prepare an agenda and sample demonstration scripts for vendor demonstrations to be sent to vendor finalists for their advance preparation. Also, prepare vendor demonstration evaluation forms for use by selection committee members during demonstration sessions. |
| 13 | Reference Check Form Preparation – Prepare form to be used by project team members during finalist reference checks or calls. |
| 14 | Schedule and Facilitate Vendor Demonstrations – Schedule demonstration dates and facilitate initial vendor demonstrations to ensure that pertinent requirements are addressed (estimate three vendors at X days each). |
| 15 | Develop Site-Visit Documents – Prepare an agenda for each vendor site-visit and a site-visit evaluation form for organization selection committee members to complete during each visit. |
| 16 | Post Demonstration/Visit/Reference Check Due Diligence and Follow-Up – Track follow-up issues and conduct comprehensive due diligence. This may include additional demonstrations, Q&A facilitation, reference checking, and site-visit assistance, etc. |
| 17 | Finalist Selection – Conduct a meeting with the organization selection committee to facilitate discussion and finalize the vendor selection. |
| 18 | Review Selected Vendor's IT Requirements – Review the IT (server, workstation, network, etc.) requirements provided in the selected vendor's proposal, and prepare a memo outlining observations and recommendations for IT. |
| Phase 4 – Contract Review and Negotiation Assistance | |
| 19 | Implementation Plan Review – Review implementation plans, project management office, resource requirements, and timelines. |
| 20 | Implementation Team Organization – Establish Implementation Project Team based upon PMI and COBIT Project Management Office (PMO) principles and applications management best practices. |
| 21 | Contract Review and Negotiation Assistance – Conduct contract reviews and negotiations with an SME and legal representation. |

Example Feature/Function Specification

| Feature Number | Feature / Function / Capability | Standard - Current | Standard - Next | Recent Writer | 3rd-Party Application | Custom Modification | Not Available | No Response | Comments |
|--|--|--------------------|-----------------|---------------|-----------------------|---------------------|---------------|-------------|--|
| Requisitions/ Purchasing | | | | | | | | | |
| VENDOR MAINTENANCE GENERAL FEATURES | | | | | | | | | |
| 4.020 | VENDOR - ADDRESSES - Provide for multiple addresses per vendor (must support non-USA addresses) with a minimum of four addresses and five lines each. | | | | | | 1 | | |
| 4.028 | VENDOR APPROVAL - Ability for departments to setup a temporary vendor with only purchasing to approve new vendors. | | | | | | 1 | | |
| 4.035 | ONLINE REQUISITION/PO APPROVAL - Provide functionality online to route requisitions or purchase orders to appropriate users (or their backup users) with notifications for their approval or disapproval. Allow entry of disapproval notes and ability to restart the approval process if required. | 1 | | | | | | | |
| 4.035 | ONLINE TRACKING OF APPROVED REQUISITIONS - Ability to use online query for all purchase requisitions that are awaiting the user's approval. | 1 | | | | | | | |
| ENCUMBRANCE ACCOUNTING | | | | | | | | | |
| 4.042 | ENCUMBRANCE ACCOUNTING - Provide all procedural functions of an encumbrance system including verification of budget availability before accepting invoice, requisition and purchase order transactions. | 1 | | | | | | | |
| PURCHASE REQUISITIONS | | | | | | | | | |
| 4.047 | FORMAL BID FUNCTIONALITY - Provide formal bidding functionality and process, which ties with both purchased requisitions and purchase order functions. | | 1 | | | | | | Future Release |
| 4.050 | BUDGET/ PURCHASE LIMIT CONTROLS - Provide security controls to either allow or disallow amounts to be entered that exceed budget amounts. | 1 | | | | | | | System either start workflow process, or not route items that exceed budget amount |
| 4.052 | RECURRING REQUISITIONS - Allow recording, reporting, retrieval, and editing of recurring requisitions. | | | | | | 1 | | |
| 4.054 | ELECTRONIC REQUISITIONING - Provide the ability to generate electronic requisitions by multiple end-users. | 1 | | | | | | | |
| 4.099 | DEPRECIABLE ASSET - Ability to code items as depreciable assets. | 1 | | | | | | | This is available at the PO level. |
| PURCHASE ORDER PROCESSING | | | | | | | | | |
| 4.109 | PURCHASE ORDER GENERATION - Allow items to be split from requisitions to multiple purchase orders. | | | | | 1 | | | |
| 4.140 | PURCHASE ORDER - THRESHOLD AMOUNT - Ability to set a limit (cumulative) for a single vendor in a year for purchases. | 1 | | | | | | | Yearly limit tracked via misc. user defined field |
| 4.158 | CONTRACT EXPIRATION ALERT - The system should provide a warning or block payments if a contract's insurance has expired. | 1 | | | | | | | Information is available via drill down |
| 4.100 | APPROVAL S- Ability for an approval to be routed to multiple approvers, via workflow rules, where either approver, but not both, is not required. | 1 | | | | | | | |
| 4.194 | PURCHASE ORDER COMMITMENT REPORTING - Generate a purchase order commitment report reflecting the dollar amount of anticipated delivered by vendor. | 1 | | | | | | | |
| INTEGRATION | | | | | | | | | |
| 4.198 | INTEGRATION - ACCOUNTS PAYABLE - Provide for automatic transfer of purchasing information to Accounts Payable (e.g. vendor, address, amount, purchase order number, etc.) | 1 | | | | | | | |
| 4.199 | INTEGRATION - BUDGET - Provide capability to validate funds availability for Requisitions and Purchase Order transactions. Allow override capability. | 1 | | | | | | | |
| 4.202 | INTEGRATION - GENERAL LEDGER - Ability to download purchasing card transaction file (.txt) to post transaction detail to General Ledger by general ledger account code. Note: each transaction is associated with a specific general ledger account number in the text file. | | | | | | | | Standard P-Card integration is available via import into Accounts Payable |
| 4.203 | INTEGRATION - PROJECT ACCOUNTING - Purchase Order transactions coded to Projects must integrate with Project Accounting | | | | | | | | |

13. User Access Controls

Findings and Observations

- Users sometimes lack access to certain information from various applications. *CLIENTFIRST* generally believes it is prudent for staff members not to be required to obtain necessary information through internal requests of other staff members or manual processes, if non-confidential information is available in an inquiry-only manner from various software programs.
- South Gate does not currently utilize a single-sign-on solution.

Recommendations

- Utilize integration with Windows Active Directory (AD) to facilitate user access management and reduce the amount of system logins.
- Consider a single-sign-on application to further ease access to authorized information.
- Utilize an applications or user inventory to determine user access needs that are currently not provided.
- Consider the presence of confidential information (e.g., social security numbers, driver's license numbers, credit card numbers, etc.) as a part of granting access to staff. Grant inquiry-only access to staff members, where appropriate, that require it to improve productivity, increase efficiency, and enhance responsiveness.

14. Cloud Computing

Background

Cloud Computing can be described as IT services or equipment that are not internal, but available through the Internet. This can range from having a server hosted in an organization or facility other than the local organization, accessing information from a portable device, processing requests from the field, subscribing to an Internet-based software solution per a subscription model (often referred to as "software as a service" or SaaS), and more. The benefits of cloud computing allow individuals to collaborate and remain centralized, regardless of location.

Cloud computing is one of the most prominent discussions among current trends in IT. Significant benefits can be achieved including security, disaster recovery, and cost savings. However, cloud computing options for many systems are still not the most cost-effective or secure approach.

Findings and Observations

- The organization has already used some forms of cloud computing, including:
 - ♦ The City utilizes some cloud-based off-site backups and is considering cloud-based disaster recovery planning.
- Infrastructure improvements will be required for the organization to fully utilize cloud-based systems.

Recommendations

- Before moving any significant applications to the cloud, the City should:
 - ♦ Expand Internet bandwidth
 - ♦ Procure a second Internet connection from a separate Internet provider
 - ♦ Conduct a Cost-Benefit Analysis

Note: Insufficient Internet bandwidth and lack of redundancy can cause severe negative business impacts if the Internet is not available or performing as required.

- As a part of this plan, we recommend cloud-based backups and disaster recovery services.
- The City should continue to consider cloud computing options for future projects.
 - ♦ Cost-benefits can be a significant factor for some cloud decisions.
 - ♦ Some cloud solutions do not reduce cost.
 - ♦ Some cloud solutions have limited functionality when compared to some on-premise, server-based solutions.
 - ♦ Moving some existing on-premise, server-based solutions may provide little benefit to the City in regard to costs or functionality.

15. Return-On-Investment Considerations

Background

We believe broader understanding of return-on-investment concepts and analysis for potential new projects will benefit the City in justifying wise technology investments and reduce self-regulation when considering technology and process improvements.

IT Infrastructure, Operations, and Support

Limiting the number of software and technology vendors supporting City functions will decrease the growth of IT infrastructure operational costs and support costs in the medium-to-long term. The following is a list of technology areas impacted when determining the number of applications necessary to support and maintain an organization's core business solutions:

- **Hardware** – Servers required to house the applications
- **Software** – Additional software, such as key operational software applications and the number of different database tools required to support core applications
- **Licensing** – Increased licensing due to an increased number of vendor applications and various associated database tools
- **Business Continuity** – Increased Disaster Recovery Planning effort, testing, and recovery complexity to support multiple-vendor applications
- **Support Costs** – IT support costs for hardware and software as vendor application volumes increase
- **Operation Costs** – Increased training for employees to meet expertise requirements as more vendor applications and different database tools are introduced

Departmental Labor Costs

Many organizations do not adequately understand the impact of improved automation and the resulting reduction in manual processes and shadow systems when considering implementation of new systems or conducting process improvement analysis to improve utilization of existing systems. Most productivity analyses show that, over time, labor cost savings far exceed the cost of reasonable automation efforts. The savings associated with the avoidance of one new hire or the elimination of a position due to attrition may be \$50,000 to \$100,000, or more, per year (including total payroll, taxes, benefits, and other costs). The life of some new systems should be over ten years, making the savings from the avoidance of just one new hire and/or elimination of vacated positions the equivalent of \$500,000 to \$1,000,000 over ten years. Ten years should be the minimum expected life cycle for major applications systems.

Return-on-Investment (ROI) for Applications Systems

Improved utilization of applications systems can result in immediate and sustained savings in time spent performing specific tasks or processes. These individual improvements do not always equate to immediate, "hard" savings. They may result in intangible benefits to the City, the population that the City serves, or cumulative savings from reduced long-term personnel needs.

User Training and Support

Applications software is continually evolving. Improvements and enhancements are made yearly. Maintaining staff efficiency and improving productivity over time requires ongoing training of all staff. Users are typically not trained on all aspects or capabilities of particular software applications or other technology-based tools during initial implementation. Therefore, it is important for the organization to develop methodologies to carry out functionality use, reporting, and training requirements in order to utilize the City's important technological assets to their fullest potential over time.

Calculation Examples

Whenever possible, we recommend that staff calculate tangible and intangible benefits when requesting approval for a project. The following calculations can be utilized in those efforts. We believe in being conservative and practical. Exhaustive ROI studies should not be necessary. Focusing on a limited number of reasonable examples, as outlined here, should normally be sufficient to provide adequate justification for strategic projects.

Labor Efficiency Savings = **Labor Hours Saved x Gross Hourly Rate**

Tangible Labor Cost Savings = **New hire avoidance, elimination of position through attrition, consolidation of workload and positions, etc.**

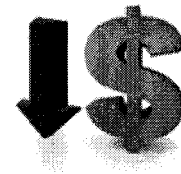
Hard Cost Savings

- Hardware
- Software
- Maintenance
- Inventory reductions



Intangible Benefits

- Alignment with business needs
- Improved decision-making
- Compliance with regulatory requirements
- Increasing levels of service
- Improved service to public users
- Increased safety
- More transparency
- Improved public communication
- Improved employee communication and satisfaction
- Systematic Technology Planning and improvements



Related Studies

A study conducted by Macquarie University⁶ discovered the following:

- Overall ROI in IT projects is around 30%.
- The projects that deliver at least some benefits should be about 52.5%.
- Successful IT projects can have an ROI of around 400%.

⁶ Macquarie University, 2006.

Return-on-Investment (ROI) Cost Considerations

Shadow System Elimination

The propagation of numerous shadow systems has occurred due to the underutilization of the existing system as well as the limitations and the inability of the existing system to provide information in real time, analyze information, and perform management reporting. These shadow systems involve the management of offline spreadsheets, databases, paper, and other tools to meet the departmental and citywide needs that the existing processes and systems cannot fulfill. Some examples of these shadow systems include, but are not limited to:

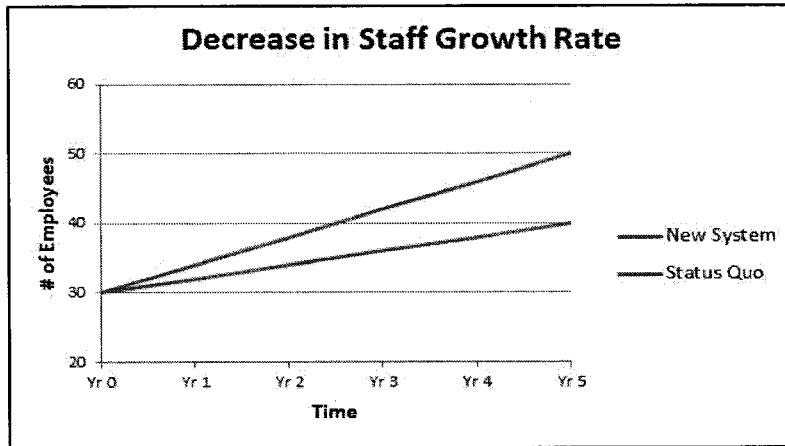
1. Journal entries entered in Excel (Finance)
2. Tracking of Financial, HR, and Payroll information in Microsoft Access or Excel
3. Limited use of automated system allocations, causing extensive manual tracking and reporting
4. Departmental duplicate tracking of budgets in Excel

The City should inventory all shadow systems to identify, inventory, and determine which ones can be eliminated with the new system. Additionally, if resources are available, the City may want to consider estimating time spent on specific shadow systems throughout the organization. If beneficial, the City may also wish to consider such an effort to determine true savings resulting from the elimination of these shadow systems through the implementation of the proposed new system. In the meantime, a very conservative example is provided below. It is expected that the true cost savings will exceed this example.

| Shadow System Cost Savings - Example | | | |
|--|---|---|---|
| 4 departments each @ 20 hours spent per week on Shadow Systems | = | 2 Full Employees | = |
| | | | = |
| | | Estimate of \$100,000 annual Employee Cost (fully burdened) | = |
| | | | = |
| | | | \$1,000,000 in Savings over 5 Years |

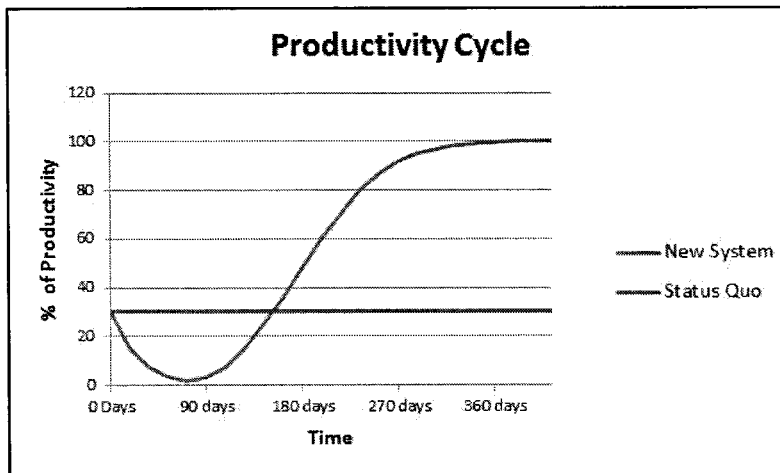
Decrease in Staff Growth Rate

Personnel efficiencies and productivity gains will be realized from the new systems, including automation of existing manual processes, gains from the elimination of shadow systems, and process improvements. Seldom, if ever, have elimination in actual staff been observed due to hidden backlog or other needs that have been set aside due to existing workloads. But, reduction of staff through attrition (retirement, resignations, etc.), reallocation of staff, and the slowing of the organization growth in staff commonly occur. The diagram below is a visual representation (not quantifiable actual results) of the principle of what is often experienced regarding staff growth projections related to the implementation of a new system.



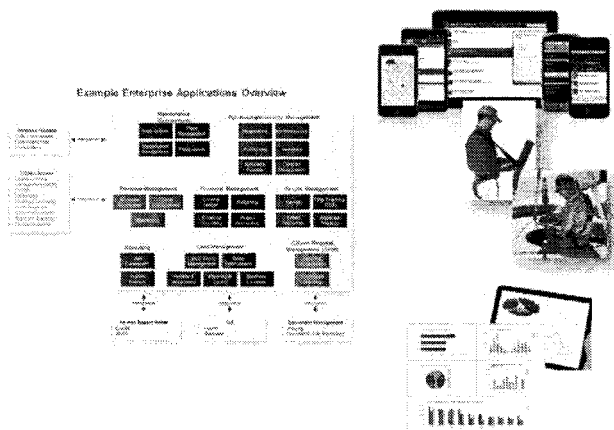
Productivity Cycle

Through the proper successful implementation of improved processes and new systems, the City should expect to achieve close to 100% of the expected gains in productivity. However, it should be understood that there is a lead time associated with when these productivity gains will be realized. The productivity cycle is represented in the diagram below. Initially, due to learning curves, the time required for implementing new processes, and the assimilation of the organization's staff, there is often a 90-to-180-day loss in productivity before actual gains begin to be realized.



The *Departmental Applications and Systems* category includes IT Initiatives that are primarily department business applications-related and were identified during the assessment process. Many of these initiatives and recommendations can have a significant impact on overall productivity, enhanced communications and information sharing, improved constituent service, improved transparency, and, in some cases, cost savings.

16. Eden (Enterprise Resource Planning – ERP) Replacement
17. Eden (Enterprise Resource Planning – ERP) Replacement Selection Services
18. Time and Attendance System
19. Performance-Evaluation Software
20. EAM (Enterprise Asset Management) Replacement
21. Project Tracking and Collaboration
22. Construction Management Software
23. InDesign and AutoCAD Software Upgrade
24. Land Management – Edgesoft Implementation
25. Landscape Design Software
26. Police CAD/RMS Replacement
27. Public Safety Radio System
28. Electronic Ticketing and Citation System
29. Police Interview Room Recording System
30. Electronic Document Management System (EDMS)
31. Intranet Implementation



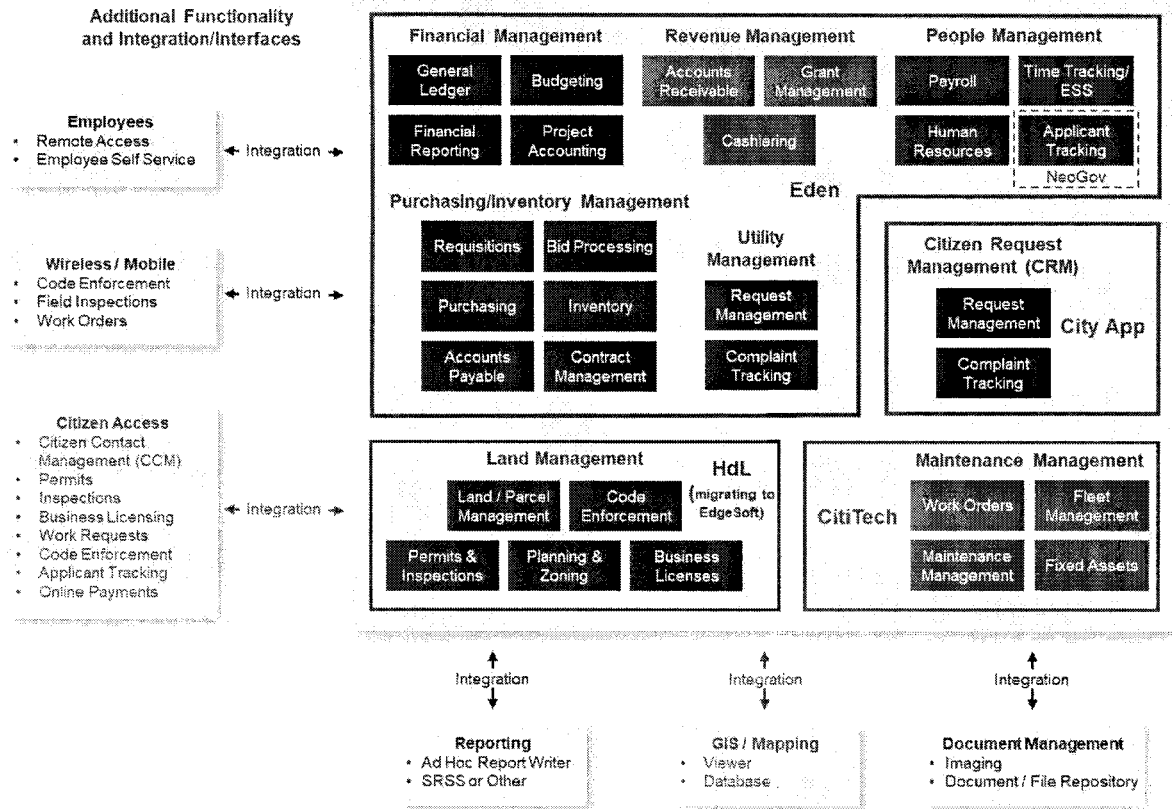
Departmental Applications and Systems

16. Eden (Enterprise Resource Planning - ERP) Replacement

Background

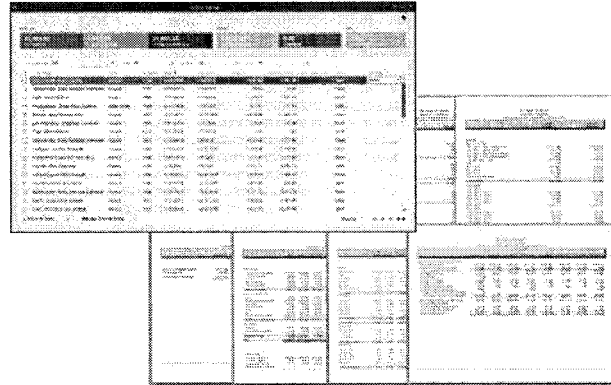
Enterprise Resource Planning (ERP) is an organization-wide software solution that allows integration among various departments and their respective functions. The result is a centralized system of communication, data storage, and operations management. Replacement or improvements to ERP solutions bring about processes from which multiple departments can benefit. Common City-related ERP application modules include Accounting, Financial Reporting, Payroll, Human Resources, Utility Billing, Planning and Permitting, and Work Orders. The following graphic shows a typical city ERP environment. This diagram also depicts the City's current ERP system environment and associated solutions in place.

ERP Example – Depicting Existing Applications



Findings and Observations

Currently, the City primarily utilizes the Tyler Eden system (Eden) for its ERP needs, with the exception of CitiTech for Maintenance Management and HdL for Land Management. The City also uses TeleStaff for Police Advanced Scheduling and Time Keeping and NeoGov for Applicant Tracking. Eden is built on technology that was used one generation back in the system development timeline. It is, therefore, outdated and lacking adequate integration, reasonable reporting capabilities, and commonly utilized functionality found in other City-based ERP systems. The Eden system, although reasonably well-automated within the City, still requires more manual workarounds and reconciliations than other modern ERP systems. The reporting environment for Eden is also more challenging to use and does not include analytics provided by modern systems.



Nearly all departments noted Eden is not meeting the City's needs or expectations and carries significant annual inefficient costs.

The City is missing opportunities for labor savings (perhaps thousands of labor hours per year), improved customer service due to lack of integrated solutions with sufficient training, and functionality to meet internal operational and citizen and public access needs.

All departments expressed a strong interest in newly available features and enhancements that a more modern ERP solution can provide. Departments described unmet reporting needs, feature/function requirement deficiencies, and an overall desire for the system to be replaced. Gaining greater utilization in enterprise applications software modules through installation of a new ERP system is key to significant increases in citywide productivity and efficiencies.

The following is a table that shows the City's major suites that are usually included in an ERP system. The table also depicts what prominent municipal ERP systems typically offer.

| Industry-Typical Enterprise Module Name | Current Available Vendor-Equivalent Module | Licensed | Implemented | Potential Process Improvements |
|---|--|----------|-------------|--------------------------------|
| Financial Management | | | | |
| Eden | | | | |
| General Ledger | General Ledger | Yes | | |
| Budgeting | Budget Preparation | Yes | | |
| Accounts Payable | Accounts Payable | Yes | | |
| Requisitions | Requisitions | Yes | | |
| Purchase Orders | Requisitions | Yes | | |
| Ad Hoc Reporting | Crystal Reports | Yes | | |
| Accounts Receivable | Accounts Receivable | Yes | | |
| Inventory Management | Inventory Control | Yes | | |

| Industry-Typical Enterprise Module Name | Current Available Vendor-Equivalent Module | Licensed | Implemented | Potential Process Improvements |
|--|--|----------|-------------|--------------------------------|
| Quadrant | | | | |
| Cash Receipts | Cashiering | Yes | | |
| Online Capabilities | | | | |
| Online Payments | | | | |
| Online Misc. Receivables | | | | |
| Modules Not in Use or Not Available in Current Solution | | | | |
| Bank Reconciliation | | | | |
| Financial Reporting | | | | |
| Fixed Assets | | | | |
| Project Accounting | | | | |
| Grant Accounting | | | | |
| People Management | | | | |
| Eden | | | | |
| Payroll | Payroll | Yes | | |
| Human Resources | Human Resources | Yes | | |
| Applicant Tracking | Applicant Tracking | No | | |
| NeoGov | | | | |
| Applicant Tracking | Insight | Yes | | |
| Kronos TeleStaff | | | | |
| Police Scheduling and Time Keeping | Advanced Scheduling | Yes | Yes | N/A |
| Modules Not in Use or Not Available in Current Solution | | | | |
| Time Tracking | | | | |
| Employee Self-Service | | | | |
| Performance Evaluations | | | | |
| Utility Billing | | | | |
| Eden | | | | |
| Customer Information Management | Utility Billing | Yes | | |
| Utility Billing | Utility Billing | Yes | | |
| Parcel/Address Management | Parcel Manager | Yes | | |
| Tyler Cashiering | | | | |
| Cash Receipts | Tyler Cashiering | Yes | | |
| Online Capabilities | | | | |
| Online Utility Billing | Utility Billing Web Extension | Yes | | |
| Modules Not in Use or Not Available in Current Solution | | | | |
| Service Orders | | | | |

Strategy

- The City has expressed the need or preference to:
 - ♦ Replace the Eden system within the next two-to-three years to provide an opportunity to build a replacement reserve
 - ♦ Migrate within the Tyler family of products to the Munis solution
- Prior to the migration to Munis, the City would like to increase their system capabilities with the addition of a number of Tyler modules with the hope these investments will carry over to the implementation of the new Munis system. Some of these include:
 - ♦ Advanced Budgeting (if compatible with Eden Position Budgeting)
 - ♦ Eden Project/Grant Accounting
 - ♦ Eden Contract Management
 - ♦ Eden Fixed Assets with BMI barcoding
 - ♦ Tyler Content Management (TCM-SE) for Eden
 - ♦ Tyler Output Manager
 - ♦ ExecuTime Time and Attendance
 - ♦ ExecuTime Advanced Scheduling
- The City should understand circumstances the above approach presents and establish strategies to fully benefit the City, including:
 - ♦ The above approach is “piecemeal”, and buying the individual pieces to a system is much more expensive than bundling them together. Therefore, the City needs to ensure investments and licenses acquired now are preserved and can be carried over to the new Munis system.
 - ♦ The City needs to put Tyler in competitive posture. By following through with an Assessment, business process review, and a competitive RFP-based selection process, the City can:
 - Be fully prepared with the background and knowledge required to have a successful implementation
 - Identify business process improvements (streamlining and automation) to avoid just reimplementing the same process work plans into new software
 - Place Tyler in a competitive position, saving the City as much as 20%
 - Ensure consideration of all marketplace options and be certain that Munis is the proper solution fit for the City
- The City should also understand the above approach of acquiring add-ons means the City will be implementing a number of capabilities twice. Even though some capabilities will carry over (e.g., ExecuTime), many add-ons will initially be implemented on the Eden system and then implemented again on the Munis system within one-to-two years. The City should contemplate all options and determine if the City should defer some capabilities to the Munis implementation.

Recommendations

- Replace the existing Eden ERP solution with a modern, fully integrated ERP solution.
- Ensure the City has identified all its application needs and that appropriate funding has been budgeted for a replacement ERP by conducting a comprehensive needs assessment, business process review, and developing a Request for Proposals (RFP).
 - ◆ The needs assessment process should provide an inventory of current and future functionality requirements by application suite or module and department. The following should be considered along with options.

| Suite / Module | Existing | Description / Options |
|------------------------------|----------|--|
| Financial Management | Eden | Most ERP offerings have full set of modules. |
| Revenue Management | Eden | Most ERP offerings have full set of modules. |
| Purchasing/Inventory Mgmt. | Eden | Most ERP offerings have full set of modules. |
| People Management | Eden | Most ERP offerings have full set of modules. |
| Utility Management | Eden | Most ERP offerings have full set of modules. |
| Work Order/Maintenance Mgmt. | CitiTech | Most ERP offerings have full set of modules. |

- The Assessment process can also be used to inventory all reporting requirements, as well as integration and interface requirements between other applications, including but not limited to:
 - ◆ A new EDMS system
 - ◆ GIS
 - ◆ NeoGov
 - ◆ EdgeSoft
 - ◆ Others, as required
- The RFP process will also provide a methodology for the City to ask potential ERP software vendors to outline their capabilities and level of compliance with City-specific requirements.
 - ◆ Utilize the *Software Selection Best Practices* initiative to provide guidance for the software selection process.
 - ◆ Utilize *Business Process Review Best Practices*.
 - ◆ Similarly, utilize the *Project Planning and Implementation Best Practices* initiative to provide guidance related to the implementation process.
 - ◆ We would recommend the City work with a qualified third party to assist in gathering requirements, issuing the RFP, selecting a final vendor, and negotiating a contract.

ERP Background and Supplemental Information

This supplemental background section includes findings and observations that go beyond the core financial capabilities of prominent ERP vendors. Therefore, the following will be highlighted in this background section:

- Advanced Budgeting and Position Budgeting (new)
- Contract Management (new)
- Bid Management and Proposal Tracking System (new)
- People Management and Human Resources and Payroll System (expanded)
- Time Keeping and Attendance
- Performance-Evaluation Software (new)

- Work Orders and Maintenance and Asset Management System (option to CitiTech or CitiTech integration)
- Inventory and Warehouse Management (option to CitiTech or CitiTech integration)
- Fleet Management (new)
- CIS and Utility Billing

Contract Management (new)

Typical contract management systems include features that allow an organization to maintain information on contract approval processes, responsible parties, and key contacts. Systems also include automated alert reminders for events such as contract expirations, required financial obligations, or anticipated receipts tied to a contract.

- The City is not using any software tools to manage and track contracts, expiration dates, or insurance compliance requirements.
- Most ERP replacement systems the City will consider have this capability as a separate module or as a capability within the purchasing module.
- Third-party contract management tools are available, but it is recommended the City pursue a strategy to look at the capabilities of their selected ERP vendor before employing third-party systems.

Bid Management and Proposal Tracking System (new)

Bid management software service-solutions vendors provide cloud-based e-procurement tools designed to give government agencies the ability to setup electronic bid packages to manage the bidding and contract award process. These solutions can provide bid details, workflows, transparency, and audit trails. The benefit of these services is that they provide a robust vendor portal that allows the City to post bids and the vendor to interact with the process electronically. This ensures the City can reach out to a larger number of vendors to receive as many proposals as possible.

Example vendors include:

- BidSync
- BidNet
- PlanetBids
- eBid Systems
- Onvia DemandStar

In addition, many ERP vendors offer Bid Management modules that may interface to these third-party service-solutions vendors. This integration provides a more seamless avenue into the purchasing modules within the ERP system, including the eventual onboarding into the ERP Contract Management module. Even though these third-party bid management system solutions are available, it is recommended the City pursue a strategy to look at the capabilities of their selected ERP vendor before employing third-party systems.

Human Resources and Payroll System (expansion beyond existing functionality)

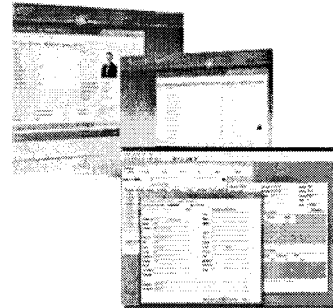
It is a common best practice to implement the HR and Payroll modules from their core ERP software vendor. This practice allows for tight integration with financials and better facilitates integration for payroll and position budgeting without requiring an interface. Common public sector-based ERP vendors prominent in California also have the necessary state requirements and interfaces (i.e., Interface with CalPERS).

A human resources information system (HRIS) contains numerous human resources-related functions within a single solution, while also providing accurate and secure access of employee information. An HRIS typically includes the following capabilities:

- Employee Internal/External Training
- Professional Development
- Certifications and Licenses
- EEO Reporting
- OSHA Reporting
- HIPAA Reporting
- Insurance and COBRA Reporting
- Emergency Medical Information
- Workers' Compensation
- FMLA Benefit Payments
- Benefits Administration
- Seniority Tracking
- Retiree Tracking
- Terminations
- Employee Grievance Tracking
- Position Control
- Applicant Tracking
- Organizational Chart Generation
- Wage/Promotion/Disciplinary History
- Performance Evaluations
- Leave Requests
- Compensation Reporting
- What-If Scenarios
- Labor Negotiation Tools
- Merit/Step Increases
- Tuition Reimbursement
- Travel Management
- Employee Surveys
- And Others

Most modern municipal ERP vendor solutions integrate HRIS with payroll processing, time and attendance, and employee self-service (ESS) portals to provide employees the ability to retrieve their information in real time, 24/7. The HR Department mentioned that it is not fully using the HR features in Eden. Here are some consequences of manual HR processes:

- Many manual HR operations performed on spreadsheets or completed using a paper-based process
- Employees complete Personnel Action Forms (PAFs) for changes, such as a new address, in paper form
- PAFs are sent back to the department through interoffice mail to correct errors and new copies are created and distributed and previous versions are destroyed
- Many other forms are printed and sent to the employee to be completed

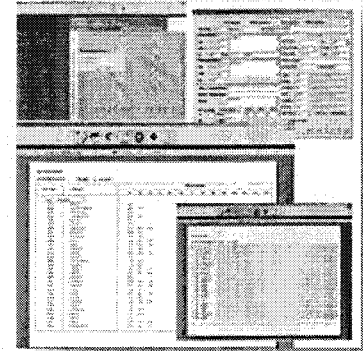


Time Keeping and Attendance (expansion beyond existing functionality)

The tracking, recording, and storing of employee time and attendance information is a significant undertaking. A manual system with repeated entry and review steps often leads to inaccurate reporting, payroll discrepancies, and lost data. Automated time management systems can provide:

- Single-occurrence data entry, with integration to time clock equipment as needed
- Standardized employment rules and implementation
- Centralized database for electronic review of records
- Consistent enforcement of vacation and sick policies, FLSA requirements, and union rules
- Web- and server-based options
- Integration with other functions, such as accounting and/or payroll
- Automated calculations based on user parameters

- Time Keeping and Attendance Systems benefits:
 - ♦ Reduced duplicate efforts, thereby saving valuable time and resources
 - ♦ Decreased inaccuracies and human error
 - ♦ Improved management of vacations, sick leave, and other absences



Recruitment and Applicant Tracking and Processing (option to NeoGov or NeoGov integration)

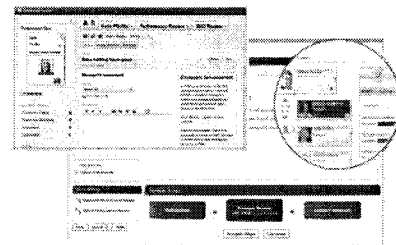
Most human resources departments are busy managing a constant stream of employment applications. Due to this volume of activity and the importance of a controlled process to acquire important human resources, there is a need to automate the hiring process from the moment an application arrives, all the way through the hiring and onboarding process.

Applicant tracking allows customization of online applications, so applicants provide all necessary information. Upon application, attached resumes and transcripts are immediately accessible by the HR Department. Thereafter, the software allows mass-activation or inactivation of applicants, viewing or reporting on individual or group applications, and constructing personnel records (onboarding) once an applicant has been hired. Often, additional workflow capabilities are offered to provide involvement of departments in need of candidates as well. Online capabilities for applicants are an integral part of the process within these application tracking systems.

- The City currently uses NeoGov for recruitment, applicant tracking, notification, and onboarding.
- Many ERP systems have Application Tracking and Recruitment modules within their HR suite. This provides the City with an option to determine whether the ERP system provides this function more effectively.
- If the City decides to continue with their NeoGov solution, it is recommended that the City include scope in their ERP acquisition to include integration with NeoGov for automating the onboarding process.

Performance-Evaluation Software

Performance-evaluation software automates staff reviews based on individual and departmental performance. This allows the ability to measure the skill sets of the workforce, plan professional development efforts, reduce numerous manually intensive reviews, and identify areas for improvement.



CIS/Utility Billing

The City currently uses the Eden for CIS (Customer Information System) and Utility Billing.

- The City should implement the CIS and Utility billing system from the City's selected ERP vendor.

17. Eden (Enterprise Resource Planning - ERP) Replacement Selection Services

Background

Any critical, large-scale system that the City plans to implement as a replacement to Eden should follow the recommendations and processes described in the *Software Selection Best Practices* initiative described in the Best Practices section of this plan.

The *Software Selection Best Practices* initiative is an important risk management prerequisite to this initiative, and would include a thorough process, including:

- Kick Off
- Assessment
 - ♦ Assessment Interview Workshops
 - ♦ Documentation
 - ♦ Feature/Function Development
 - ♦ Vendor Research
- RFP Development
- RFP Proposal Analysis and Scoring
- Vendor Short-List Workshop
- Demonstration Management
 - ♦ Development of Demonstration Agendas, Scripts, and Demo Evaluation Forms
 - ♦ Facilitation of Short-List Vendor Demonstrations
 - ♦ Post-Demonstration Issues and Questions Management
- Reference Checking Forms and Instructions
- Demonstration Results Analysis and Finalist Workshop
- Due Diligence of Selected Vendor
- Contract Review and Negotiations
- Pre-Implementation Planning and Transition

It should be noted that the ERP selection process is the point where implementation of the entire new ERP system begins. Most ERP implementations go over budget, significantly miss timelines, or even fail because system selection best practices were not followed.

Findings and Observations

The City currently operates on the Tyler Eden system (Eden). The Eden ERP solution is no longer part of Tyler's ERP solution offerings for new customers.

- Eden is built on old-generation tools, has an outdated user interface, and is considered to be out of date and unable to meet the City's long-term needs by all the City departments interviewed.
- Tyler has not made any formal announcements regarding discontinuing support for Eden, but due to the current industry landscape and other signs, it is likely Tyler may begin a phased sunset strategy for Eden in the next five years.

Recommendations

Most City leadership and staff only participate in a full ERP system implementation once or twice in their career. This means that few cities have a talent pool within their organization possessing a strong base of experience and background for successfully managing a complex selection and implementation of an ERP system. Therefore, the City should engage and utilize a third-party subject-matter expert for the assessment and RFP process for executing this *Eden (Enterprise Resource Planning – ERP) Replacement* initiative, including:

- Conducting a comprehensive assessment, including documenting detailed needs, and developing feature/function requirements for all modules and components for the ERP system
- Following best practices according to the *Software Selection Best Practices* and *Business Process Reviews* initiatives
- Closing out the project with contract review, negotiation assistance, and facilitation to transition to the implementation phase of the project

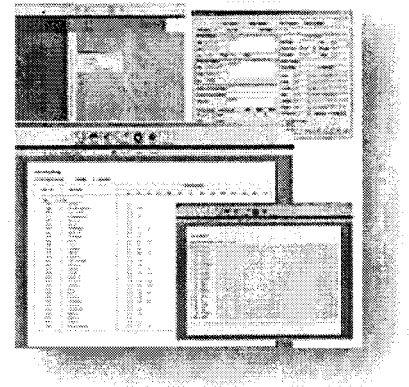
18. Time and Attendance System

The tracking, recording, and processing of employee time and attendance information is a significant daily undertaking. A manual system with repeated entry and review steps often leads to inaccurate reporting, payroll discrepancies, and lost data. Automated time management systems can provide:

- Single-occurrence data entry, with integration to time clock equipment as needed
- Standardized employment rules and implementation
- Centralized database for electronic review of records
- Consistent enforcement of vacation and sick policies, FLSA requirements, and union rules
- Web- and server-based options
- Integration with other functions, such as accounting and/or payroll
- Automated calculations based on user parameters

Such systems:

- Reduce duplicate efforts, thereby saving valuable time and resources
- Decrease inaccuracies and human error
- Improve management of vacations, sick leave, and other absences



Findings and Observations

City management has determined this project to be a high priority to alleviate the extensive, time-consuming processes that currently exist. The project would especially benefit Public Works, Parks and Recreation, and Community Development. Implementation of the new Time and Attendance system can be one of the highest return-on-investment technology projects an agency can undertake.

Return-on-Investment (ROI) Consideration

In a software selection study conducted by Nucleus Research, an organization that transitioned to an automated time-entry system saw a return on investment within six months and an overall return of 225% of their initial investment.⁷

Recommendations

- Conduct a comprehensive process review, and develop feature/function requirements for all time keeping, attendance, and accrual tracking needs.
- Follow best practices according to the *Software Selection Best Practices* initiative.
- Consider utilizing a third-party SME for an assessment process and RFP process in conjunction with the *Eden (Enterprise Resource Planning - ERP) Replacement* initiative.

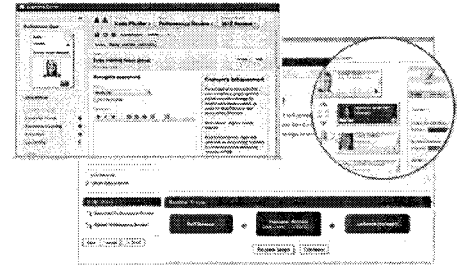
Benefits

- Consistent and standardized organization-wide timesheet system
- Reduced manual processes
- Increased processing volume
- Reduced data entry errors
- Reduced payroll processing time (from improved processes, policies, and practices)
- Single automated interface to ERP system

⁷ "ROI Case Study: Kronos Workforce Timekeeper Anonymous Healthcare Organization", Nucleus Research 2003.

19. Performance-Evaluation Software

Performance-evaluation software automates staff reviews based on individual and departmental performance. This allows the ability to measure the skill sets of the workforce and plan expenditures accordingly with the internal resources available, build succession plans for continuity purposes, reduce numerous manually intensive reviews, and identify areas for improvement.



Findings and Observations

- The City does not currently have a performance evaluation solution.
- Significant efficiencies and productivity can be gained by automating the workflow processes online.

Recommendations

- Conduct a comprehensive process review, and develop feature/function requirements for all performance evaluation needs, including departmental online workflow (notifications, routing and approvals).
- Follow best practices according to the *Software Selection Best Practices* initiative.
- Consider performance-evaluation software functionality from the existing NeoGov software vendor or the future ERP replacement vendor, before considering other third-party solutions.

Benefits

- Access to employee information
- Scheduling and maintenance of employee training
- Employee job feedback
- Staff incentives and rewards
- Facilitation of communication
- Recognition and rewards of good performance
- Consistent formula for establishing, tracking, and measuring performance for evaluation reviews

20. EAM (Enterprise Asset Management) Replacement

Background

Enterprise Asset Management (EAM) includes tools for work orders as well as maintenance and asset management of City infrastructure, facilities, streets, sidewalks, parks, trails, bridges, drainage, culverts, etc. EAM is new terminology, and many people still use the older Work Order and Maintenance Management or Computerized Maintenance and Management System (CMMS) terminology.

The following is a list of typical EAM software system functionalities. It is not intended to be all-inclusive or organized by specific software modules.

Enterprise Asset Management Functionalities

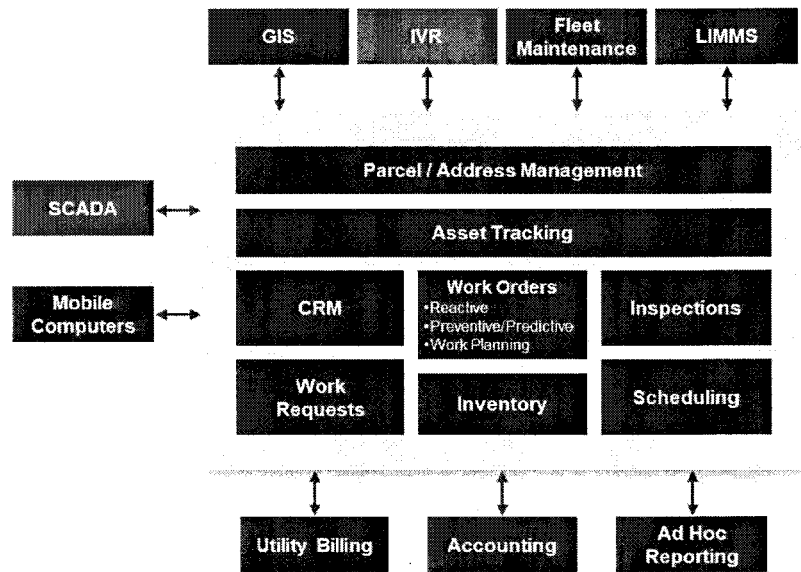
- Work Requests
- Inspections and Condition Assessment

Work Orders

- Preventative and Predictive Maintenance
- Facilities Maintenance
- Warehouse Inventory
- Parcel/GIS Location Management
- GIS Integration
- Report Writing

Asset Tracking

- Costing and Budget Forecasts



Findings and Observations

The City is currently using CitiTech for EAM which was implemented in 1996. The City does not use CitiTech for preventive maintenance as those functions are performed outside the system. Public Works has expressed the need for Fleet Management and would like to have Fleet capabilities provided by the same EAM system. Public Works did attempt to implement Fleet Management within CitiTech, but it did not work, and the effort was abandoned. Whether Public Works stays with CitiTech or implements a new system, they would like to have the system interfaced with the City's financial system.

The City stores inventory for maintenance and fleet activities. It was understood that the City is not using CitiTech to manage its inventory and stores. The management of this inventory will ensure inventory control and provide better management of inventory requirements through reorder points.

Recommendations

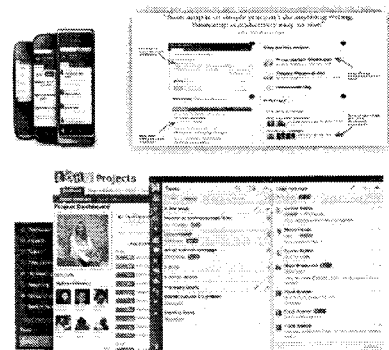
- Some ERP systems have a Work Order and Maintenance modules, including Fleet and Inventory management, within their suite of products with full integration with Financials.
- It is recommended that the City include scope in their ERP acquisition to include integration of CitiTech to the ERP solutions Project Accounting module and the necessary accounting to the ERP system's General Ledger.
- EAM implementations on an organization-wide basis are commonly under-scoped and underfunded, leaving organizations with limited utilization and intended benefits.
- EAM projects can be a complex, multi-year endeavor to streamline and automate various business processes. Therefore, consider utilizing a third-party subject-matter expert for the process review and analysis, system selection, and implementation project management.
- Consider the implementation of a work order/maintenance and asset management suite from the City's selected ERP vendor as an option to replace CitiTech. This would include capability for Work Orders, Maintenance Management, Fleet Management, and Inventory/Stores Management.

21. Project Tracking and Collaboration

Background

Collaboration software can provide effective, flexible, and secure ways of sharing information, including storing, routing, and managing documents, maintaining task lists, managing forms, and creating and managing workflows. The following are benefits of project tracking and collaboration software:

- Internal and external project teams will have a central repository of information related to each project.
- Project documentation is stored centrally to the project (e.g., contracts, purchase orders, reports, interviews, findings, procedures, data, etc.)
- Documents, final and interim reports, procedural documents, and collected project data are adequately tracked to projects.
- Data is not duplicated due to distribution methods and management.
- Teams are provided with an electronic distribution point for information regarding a project.
- Project collaboration tools provide the ability to share information through multiple types of communication and media, such as:
 - ◆ Task creation, tracking, and assignment
 - ◆ Calendaring
 - ◆ Gantt charts
 - ◆ Contacts
 - ◆ Alerts
 - ◆ Document sharing libraries (versioning, check-in/out)
 - ◆ Workflow
 - ◆ Search
 - ◆ MS Office integration
 - ◆ Mobile access for smart phones
 - ◆ Project sites
 - ◆ Website content management
 - ◆ Discussion forums
 - ◆ Photo Galleries
 - ◆ Metadata management



Several vendor-hosted project tracking and collaboration solutions are available that will support collaboration with both internal and external groups of users. Sample project tracking and collaboration solutions include:

- Basecamp
- Teambox (Redbooth)
- Zoho
- Wrike
- Smartsheet

Findings and Observations

- Community Development has requested a solution for Project Tracking and Collaboration that has the ability to track tasks. Community Development is currently using a tool called "Monday.com" and it is not meeting their needs. They also need a system that allows people to share and collaborate on tasks and projects.
- Administration also has a need for this functionality to manage the 200 items on their "to-do" list.
- The City does not have a designated standard project management and collaboration tool, and personnel are using various tools at their disposal.

Recommendations

- Form a Technology Steering sub-committee to review project tracking and collaboration solutions as well as their overall capabilities so the organization can identify a single solution to meet this need.
- Conduct an assessment that documents feature/function requirements and needed capabilities.
- Follow software selection best practices.
- The recommendations from the *Project Planning and Implementation Management Best Practices* initiative should be followed to implement the system, including the necessary system administration and end-user training.

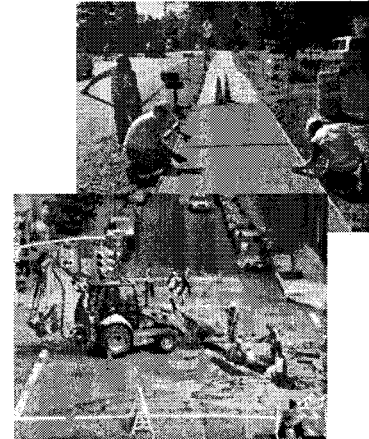
22. Construction Management Software

Background

Project and Construction management software typically includes:

- Management and tracking of construction projects
- Documenting project and contract progress
- Initiation or notification of milestone completions for contractor payments
- Communication and interfaces to central financial systems, including grant and project accounting

Many government-based construction software systems are now offered in a service-oriented, cloud-based product. Many also offer field-based access and usage for inspections and tracking in the field.



Findings and Observations

- Public Works staff members are using different methods in managing projects, some of which include manual processes, email notifications, Microsoft Project, Access, and Excel.
- Tracking costs, schedules, scope, and task completion for projects is challenging with existing methods and various systems being used.
- Staff members indicated that assignments, to-do lists, and deadlines would be clearer for everyone involved and are interested in a project software that can host all the live documents, rather than documents being stored in a shared drive.
- The ability to access the software in the field on a mobile device is a necessity.

Recommendations

- Complete a review and assessment of project and construction management requirements and document the results. This should be a single system that all departments and divisions within the City can use in a cooperative fashion.
- Apply results of the assessment to research options and solicit quotes for project and construction management software solutions. Examples of systems in the marketplace include:

| | |
|---------------|----------------|
| ♦ PMWeb | ♦ Primavera |
| ♦ e-Builder | ♦ Systemates |
| ♦ CapitalSoft | ♦ Fieldmanager |
| ♦ Aurigo | ♦ Projectmates |
- Follow software selection best practices to select the appropriate system.
- Ensure integration between the new system and Project and Grant Accounting software in the City's Financial Management system.
- Consider utilizing a third-party SME or consulting firm for needs assessment, process review, and feature/function development.

Benefits

- Shared project information
- Ease of project tracking and reporting
- Scheduling and resource management
- Increased efficiency in managing multiple projects
- A single, standard construction management solution used across the organization
- Integration with Project and Grant Accounting within the citywide ERP system

23. InDesign and AutoCAD Software Upgrade

Findings and Observations

The Public Works Department is a primary user of:

- Adobe InDesign: Desktop Publishing and Typesetting software
- Autodesk AutoCAD: Computer-Aided Design for 2D and 3D drawings

These two software solutions are important to various Public Works processes and product issues include:

- Older versions of the software are in use
- Versions are inconsistent across the department
- Lack of consolidated or site licensing reduces flexibility

Recommendations

- Inventory InDesign and AutoCAD needs across the organization.
- Upgrade to the latest version on all workstations.
- Apply the recommendations in the *Computer Equipment Replacement Planning* and *Sustainability Planning* initiatives to keep both workstation and the InDesign and AutoCAD software versions up-to-date, uniform, and compatible.

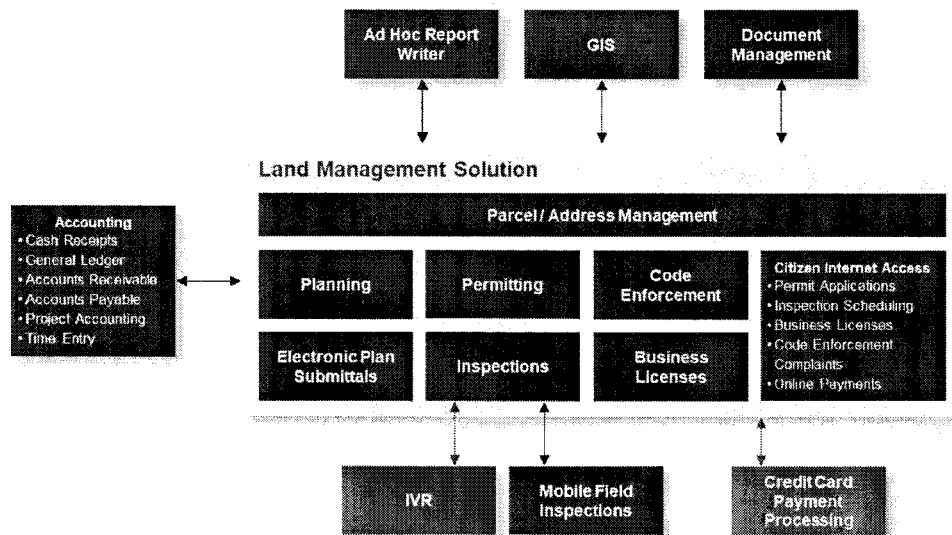
24. Land Management - EdgeSoft Implementation

Background

Land Management, also commonly called *Community Development*, is a suite of application modules related to this function, including:

- Development Planning and Zoning
- Permitting
- Inspections
- Code Enforcement
- Recurring Revenue and Business Licensing/Tax
- Parcel/Address Management
- Mobile/Field-Based Functionality

| Field | Value | Field | Value | Field | Value | Field | Value | Field | Value |
|-------------|-----------|-------------|-------------|---------------|-------------|--------------|----------|-------------|------------|
| Parcel ID | 123456789 | Address | 123 Main St | City | Los Angeles | State | CA | Zip | 90001 |
| Parcel Area | 10000 | Parcel Type | Residential | Parcel Status | Active | Parcel Owner | John Doe | Parcel Date | 2023-01-01 |



Findings and Observations

- The above diagram is a visual representation of a typical land management system suite that exists in most prominent ERP offerings. It is a similar representation to the new EdgeSoft solution the City is currently implementing to replace the City's existing HdL system.
- The City is in the process of implementing a new land management system by EdgeSoft.

Recommendations

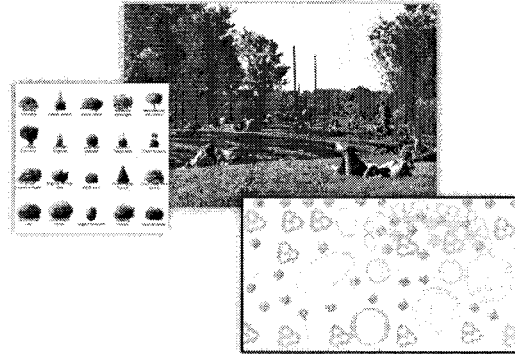
- The City should apply the recommendations outlined in the *Project Planning and Implementation Best Practices* initiative in this document.
- Enterprise application implementations similar to the City's EdgeSoft project have a number of risks. The City should ensure that:
 - ◆ The project team, including the project manager, module teams, and module leads, are carefully chosen and given time to fulfill their role as well as complete their assigned project tasks. The City should be prepared to back up key implementation project staff with additional resources, if necessary.
 - ◆ The City is able to implement key functionality for:
 - Online services and online payments
 - Online plan application and electronic plan submittal and review and markup
 - Online license applications and renewals
 - Mobiles are in place for inspections, code enforcement case management, etc.
 - ◆ Training is provided to staff members and those members have the opportunity to use the training room to test, self-educate, and work on setup and configuration as required. Note that training is a service that provides high level of return-on-investment.
 - ◆ The interface for cash receipts and refunds with Eden are properly designed, mapped, built, and tested to ensure successful financial data exchange.
- Note that these enterprise implementations are complex, and the City should consider assistance from third-party subject-matter experts (SME), if needed. It is not uncommon for agencies to need assistance to ensure a successful implementation.

25. Landscape Design Software

Background

Landscape design software for the planning and design of park open spaces are a helpful tool. There are numerous tools for this design process, although only a small number specifically focus on designing park spaces. This software provides the ability to:

- Upload photos of spaces to be designed
- Drag and drop images of plants, fixtures (e.g., park bench), and retaining walls
- Use a plant and tree database of thousands of species for selection and placement
- Start with templates
- Render 2D and 3D designs
- Some tools allow the user to take a walk through their design



Findings and Observations

- The City is preparing to embark on the Hollydale Park Master Plan, consisting of three parks scheduled to be updated.
- The City would benefit from a landscape design tool for this project.

Recommendations

- Research and investigate Landscape Design software options, while focusing on tools specific to supporting City park spaces.
- Conduct a needs assessment that documents feature/function requirements and needed capabilities.
- Follow software selection best practices.

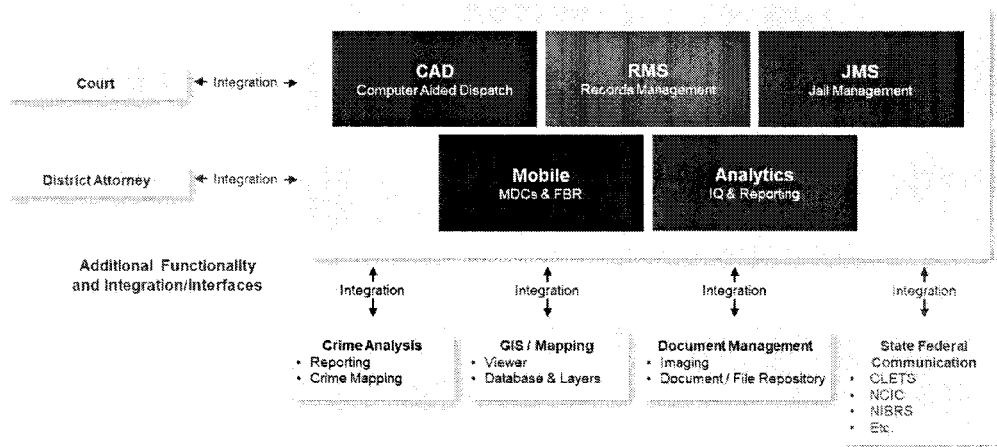
26. Police CAD/RMS Replacement

Background

An integrated CAD/RMS/JMS system enables public safety and law enforcement to centralize public safety incident information, preserve data integrity, and enhance operational efficiency. The City Police in this type of integrated environment is afforded the ability to quickly capture, record, update, share, and access critical incident and public safety data.



The following is a high-level view of the primary or “core” operational or application area and integration points.



Findings and Observations

- The City is currently operating using HITECH Systems’ Pulsium SafetyNet system (SafetyNet) for CAD, RMS, and jail management (JMS). The system has been in operation at the City since 1999 or 2000.
- The SafetyNet implementation is two generations behind the current software version.
- The Police Department has been considering the replacement of SafetyNet and has investigated the following options:
 - ♦ Mark43 (cloud solution)
 - ♦ Spillman
 - ♦ Tyler New World
 - ♦ Omnigo
 - ♦ TriTech

Recommendations

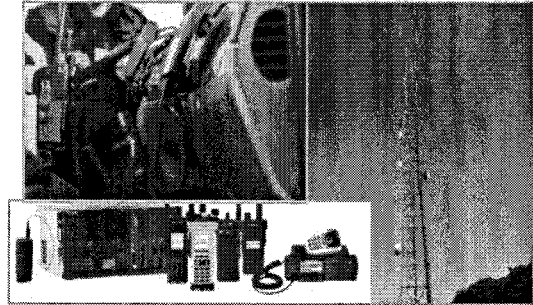
- The City should complete a needs assessment and utilize the recommendations noted in the *System Selection Best Practices* initiative as a guide.
- There are several CAD/RMS/JMS vendors that operate in California and have integration and approved communications with the State of California public safety system, who may wish to respond to an RFP. This includes the ones on the list above, but other additions could be considered (e.g. Sun Ridge RIMS).
- Next to the implementation of organization-wide ERP systems, these CAD/RMS/JMS system implementations are the next most complex implementation a local government agency will encounter. We recommend that the City consider engaging an experienced public safety consultant to assist in the needs assessment, system selection, and implementation. Utilize the *Project Planning and Implementation Best Practice* initiative as a guide.



27. Public Safety Radio System

Background

Public Safety radio is a communications radio system. Modern radio systems allow integration capabilities to reach across multiple applications and resources for enhanced response coordination. Integration can include messaging, CAD, mapping, and logging recorders systems. This is a mission critical system that increases ease of use for organizing resources, coordinating a response, and communicating valuable information.



Findings and Observations

South Gate Police Department (SGPD) has been operating its own radio system since 1999 and needs to modernize the radio system. The current system is no longer supported by Motorola and replacement parts are hard to find. As the radio infrastructure deteriorates, the ability to broadcast the signal becomes limited, especially at outer boundaries of the cities. When seconds count, communication between dispatchers and officers need to be clear and concise.

Many agencies surrounding SGPD have upgraded or are on the path to modernizing their radio system. With the increased need for interoperability with other cities and jurisdictions, it is imperative that SGPD's radio communications improve.

Recommendations

- The recommendations from the *Project Planning and Implementation Management Best Practices* initiative should be followed to implement the system.

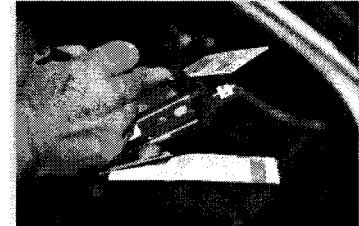
28. Electronic Ticketing and Citation System

Background

Citation systems offer agencies the ability to issue tickets and citations electronically. Numerous vendors provide this capability as a stand-alone system. Other full CAD/RMS vendors have electronic citation system modules that fully integrate this functionality.

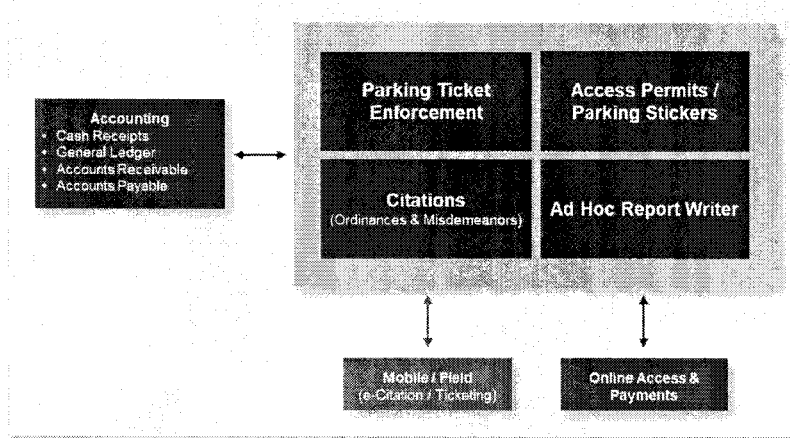
Citation Management systems provide the following capabilities:

- **Citations** – This capability provides the ability to track citations, from issuance to determination. The systems provide the ability to set classes and fine structures. Violation and history are also maintained for quick inquiry along with people, addresses, and related subjects.
- **Parking Tickets** – If needed, many systems provide a parking tickets component that streamlines the administrative adjudication process for parking and equipment violations. There is also the ability to track late payments and assess late fees.
- **Access Permits and Parking Stickers** – Some systems provide the ability to sell, manage, and enforce tags or stickers for parking or other services that can deliver a stream of revenue for the organization. Some organizations have used this capability to issue annual passes for unlimited visits to parks or other facilities or programs.
- **Mobile or Field Capabilities** – This includes the ability to issue citations in the field with the connection to a small portable printer. Vendors typically support a variety of handheld devices, including handheld computers, laptops, and tablets. Many also integrate license plate recognition technology.
- **Reporting** – These systems support reporting, including a number of standard reports that can be picked from a list and run as needed. They also include Ad Hoc reporting capabilities so specific reports can be created, as needed.
- **Online Services** – Most systems provide the additional capability for public access to their citations and tickets and to pay for any associated fines online using credit cards.



The following is a diagram that illustrates a typical Citation Management system:

Citation Management System



Findings and Observations

- The Police Department does not currently have an Electronic Citation system and much of the process is manual and on paper.
- The paper process requires rekeying information, which is time consuming, inefficient, and can lead to accuracy problems if there is a data-entry error.

Recommendations

- Conduct a system needs assessment identifying required feature/function capabilities.
- Apply the results of the needs assessment to research options and solicit quotes for an Electronic Citation system.

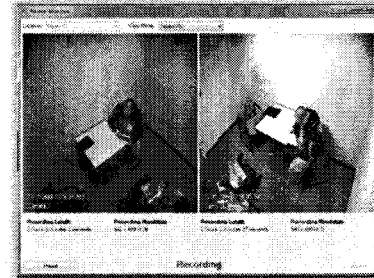
Note: Paper citations are specific to the jurisdiction where they are located, but the automation does not necessarily have to be right at the issuance of the actual ticket. Reviewing the entire process may show different options for automation and streamlining that may provide a real return-on-investment when considering total labor of the entire process from beginning to end.

- Follow the *Software Selection Best Practices* initiative to select the appropriate system.
- Since the City is planning to replace the CAD/RMS system, the Police Department should evaluate the Electronic Citation module from the selected CAD/RMS vendor.

29. Police Interview Room Recording System

Background

The Police Department is required to capture audio and video from interviews with witnesses and suspects. Systems for the electronic recording of interrogations and interviews (ERI) and associated cameras are designed to capture video and audio evidence to be used in a court of law.



Findings and Observations

- The Police Department's existing interview room recording system is end-of-life and requires replacement.

Recommendations

- The City should complete a needs assessment and utilize the recommendations noted in the *System Selection Best Practices* initiative as a guide.
- There are several vendors that operate in California. The Police Department should contact peer departments nearby to determine a list of potential system vendors.
- Work with IT to determine the technical requirements and needs (e.g. storage and security).
- Implement, as needed, following the *Project Planning and Implementation Best Practices* initiative.

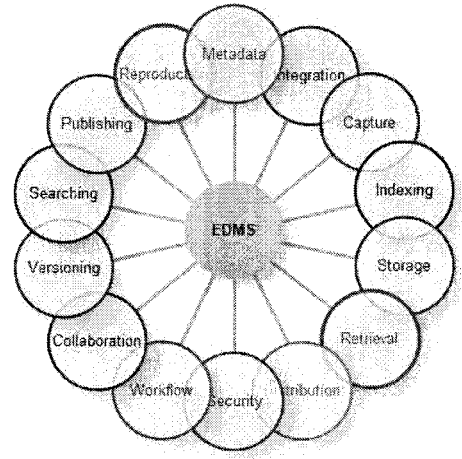
30. Electronic Document Management System (EDMS)

Background

Electronic Document Management Systems (EDMS), also sometimes referred to as *Electronic Content Management Systems (ECMS)*, can be utilized for much more than document scanning, storage, and records retention management.

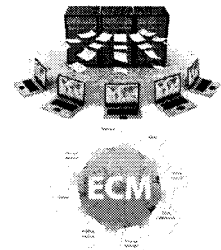
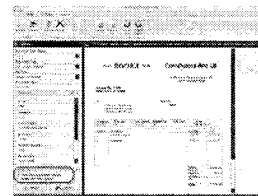
Additional uses include:

- Enterprise records management, including retention management
- Integrated document and process workflow management, including internal request management, routing, and distribution (Accounts Payable, Accounts Receivable, HR, Project Tracking, etc.)
- Forms management (Web and internal-based)
- Project and process collaboration
- Minutes management
- Agenda management (often through third-party partner)
- Media management, including synchronized meeting video streaming
- Web publication or posting for all above items, if desired



Findings and Observations

The City does not have a consensus on a singular preferred solution for a future organization-wide document management system. The City does not have a true citywide document management solution and primarily uses share drives for storing and retrieving documents and other files.



In interviews with departments, it became clear that nearly all departments would like to consider EDMS solutions that are prominently implemented in cities or other local governments throughout California. The departments wish to focus on a single organization-wide solution for integrated and interactive document sharing, as well as commonality and consistency of file and document storage and retention. The goal of the City should be for the successful implementation of an enterprise EDMS solution that can provide the following benefits:

- **Compliance** – Improved and more efficient abilities to comply with increasing volume and complexity of regulations and retention requirements
- **Security** – Improved physical abilities and accessibility to security
- **Workflow Capabilities** – Electronic capture, routing, and approvals of manual paper processes
- **Improved Efficiency** – Increased productivity through automation of manual processes and time reduction in retrieving and sharing information
- **Reduced Costs** – Reduced costs of printing, paper, storage space, and labor
- **Reduced Carbon Footprint** – Minimized paper waste
- **Improved Transparency** – Increased accessibility to information via the Web, including full automation of some types of documents immediately upon creation without additional processing or labor
- **Disaster Recovery** – Protection of vital records through storage redundancy

Return-on-Investment (ROI) Considerations

- A study conducted by Coopers and Lybrand found the following:
 - ♦ The average document gets copied 19 times in its life.
 - ♦ 90% of documents that are handled in an office are merely passed along or shuffled through.
 - ♦ The costs to manage a single document are below:
 - \$20 to file a document
 - \$120 to find a misplaced document
 - \$220 to replace a lost document
 - ♦ 7.5% of all documents get lost.
 - An office that generates 200 documents a week will lose 15 of them, costing a total \$3,300.
 - ♦ 3% of all documents are misfiled.
 - An office generating 200 documents a week will misfile six of them, costing the company \$720.
- A feasibility study by the North Dakota Information Technology Department regarding ECMS technology found the following:
 - ♦ An organization that scans 600 documents per day can have the following benefits upon implementing an ECMS:
 - An ROI payback period of 15 months
 - Gained productivity of almost \$114,375
 - Subsequent annual savings of \$110,295
 - An overall three-year benefit impact of \$531,990
 - Saved \$36,556 in annual costs when compared to manually storing and managing documents
- A study conducted by Prescient Digital Media found that an ECMS saves employees between 50-60% of time searching for documents.

Recommendations

- Consider all EDMS alternatives, including (not in any particular order), but not limited to:
 - ♦ Laserfiche
 - ♦ Hyland's OnBase
 - ♦ Tyler Content Management (TCM Enterprise)
 - ♦ Granicus
- Conduct a needs assessment and process review with all departments as a first step to gain an understanding of how the EDMS system should work across the entire organization. Consider what functionality, configurations, and training would improve the staff members' ability to effectively utilize an EDMS system, provide more transparency, and integrate other departmental applications and business processes.
- The City has a need for receiving, managing, and responding to Public Records Requests. The City should consider EDMS vendors that have modules to address this need.
- Follow a software selection best practices approach to develop an RFP, applying needs assessment results to determine a primary vendor to meet citywide needs.
- EDMS implementations on an organization-wide basis are commonly under scoped and underfunded, leaving organizations with limited benefits. The selection process should

include a full assessment of potential costs and resources required in order to properly prioritize implementation efforts that will occur over multiple years.

- Integration with other core enterprise application systems across the City should be considered.
- Conversion of documents from all document retention sources, including share drives.
- EDMS can be a complex and multi-year endeavor to streamline and automate various business processes across departments. Therefore, consider utilizing a third-party subject-matter expert for the process reviews, ROI analysis, and procurement project.

Benefits

- Automated workflow and routing
- Reduction in paperwork and related costs
- Online document retention and archiving
- Improved version and authorization control
- Improved public records access
- Increased information-sharing capabilities
- Ability to provide Web posting and public access to residents
- Integration with Agenda Management and Media Management

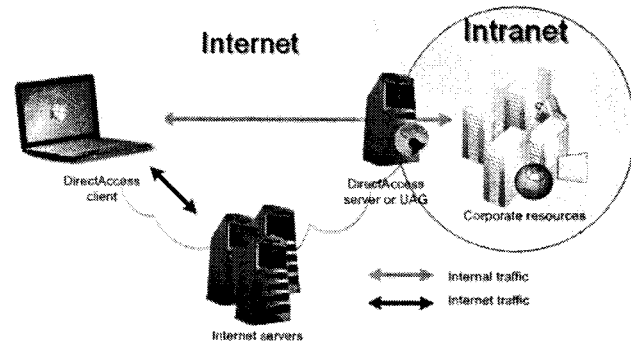
31. Intranet Implementation

Background

An *Intranet* has a similar function to an organization's public-facing website, except it uses the organization's internal computer network to house a website-structured presence to share information in a private and secure manner. Generally, it is dedicated to internal use by the organization, staff, and management.

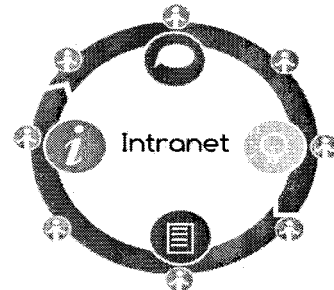
Intranets or intranet sites provide useful information, such as the ability to communicate within the organization and reduce miscommunication by providing consistent information and instructional content. It also reduces time spent requesting and distributing documents between and throughout departments and the need for maintaining physical documents. Intranets can be used to:

- Quickly communicate news, changes in policies or benefits, and emergency information
- Promote a common culture
- Offer a dynamic calendar of events, activities, due dates, etc.
- Send important news and newsletters
- Allow easy access to policies and procedures, training manuals, or forms
- Provide contact information for departments, supervisors, and other staff
- Collaborate on City projects with contractors and vendors
- Contain links to application-supported services (i.e., there may also be a link to Employee Self-Services that is tied to the Human Resource and Payroll applications, enabling employee capabilities to access electronic check stubs, electronic W-4 forms for filing changes, or other HR services)



Additional potential citywide Intranet uses could include, but would not be limited to:

- Increased City-employee communications
- Tricks and tools that would benefit users
- Contact information (internally and externally shared)
- Major project-related information
- Personnel forms
- Benefits information
- Policies and procedures
- Administrative forms
- Training libraries



Agencies that are most successful with Intranets configure staff personal computers to have the organization's Intranet site as the homepage that launches whenever a browser is opened.

Findings and Observations

- Numerous departments expressed a strong need and interest for the creation of an intranet at the City.
- During the assessment interview workshops, several departments expressed it would be nice to have the intranet manage content similarly to the way the City's public website operates, which would eliminate the need to learn content management on two different systems.
- Major local government-focused website vendors provide Intranet design and implementation services on the same platform as the City's website.
 - ◆ Each vendor prices these services a bit differently.

Recommendations

- Conduct a citywide assessment for internal department communications that could be posted or stored on the intranet, such as frequently asked questions and frequently requested information, so employees can utilize the intranet's self-service capabilities.
- Consider integration of the Intranet with future EDMS capabilities (see the *EDMS Electronic Document Management System* initiative).
- Make the intranet the default Internet browser homepage for all City staff.
- Use the intranet site as a method to reduce other mass employee communications, such as email, flyers, and bulletin board posters (as applicable).
- Design the intranet with tools to automatically convert the intranet content and presentation components to a mobile-compatible display format, so employees can use their smart phones and tablets to access the City's intranet.
- Provide training for staff to access self-service capabilities as users. In addition, provide training for staff that need to post content and provide self-service information to ensure they can post and maintain content regularly.
- There are many parallels between implementing an organization's public-facing website and implementing an internal organization-wide intranet. It is recommended the City consider designing and building the intranet with the same tools and resources that are used for the City's public website.
- Implement best practices, and make the intranet a component of the Technology Steering Committee responsibilities to ensure the site is maintained regularly and remains relevant and up-to-date for the City's employee community (see *Technology Governance* initiative).

Benefits

- Reduction in miscommunication due to the use of a single-source communication location
- Electronic document availability (decreasing labor and space requirements for physical documents, such as procedure manuals or paycheck inserts)
- Electronic form availability (decreasing the need for physical employee forms)
- Increased employee productivity and collaboration
- Remote access to information when outside the office

Smart Cities utilize information and communications technology to improve operational efficiencies, delivery of services, and engagement with citizens.

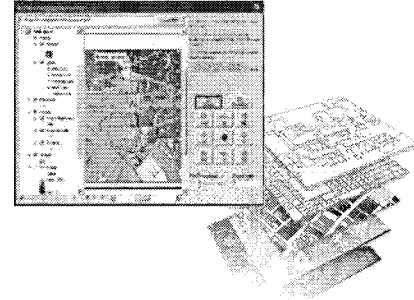
- 32. GIS Assessment and Strategies
- 33. Website Design Review and Improvement
- 34. Online Citizen Access
- 35. Citizen Request Management (CRM) Replacement
- 36. Passport Application and Renewal Processing
- 37. E-Filing Systems – Public Access
- 38. Public Wireless – Tweedy Boulevard and South Gate Park



32. GIS Assessment and Strategies

Background

GIS systems are integral components in the business of managing a municipality's assets and activities. In addition to tracking all parcels within the community, many municipalities inventory infrastructure assets (e.g., street signs, streetlights, storm sewers, fire hydrants, trees, and other fixed items) throughout the GIS system. GIS systems are often integrated with computerized maintenance management systems (CMMS) to improve the accuracy of work order location information and reduce the amount of time spent locating equipment. Many benefits from the use of GIS have already been realized by the City, but further benefits can be realized, including reduced field observations, more informed decision-making, and improved parcel management, with the convenience of centrally managed information and better analysis of infrastructure.



Findings and Observations

- The City is using various GIS software solutions, which equate to a number of separate GIS databases, including, but not limited to:
 - ◆ GIS Nobel/GeoViewer 9 (Third-Party Contractor)
 - ◆ Geo maps by geospatialtech.com (Police)
 - ◆ Esri
- GIS system management and support are currently being provided by several staff members. One IT staff member provides GIS assistance across the organization, but this is not their primary responsibility. GIS meets some individual reporting needs, but there is a lack of coordination and connectivity between individual GIS databases, and therefore data consistency or standardization. The lack of coordination and connectivity creates challenges when attempting to report on GIS data or view map representations from a citywide perspective.
- There are a significant number of requests from the City's user community for GIS capabilities, indicating the need for a more comprehensive review of the City's GIS requirements. There is tremendous potential for GIS benefits across the City.
- The City will benefit from a plan that addresses and prepares for future GIS operations and helps consolidate and leverage the City's investment in GIS. Such a plan will also identify and document the needs for future GIS resources by providing a prioritized roadmap of potential GIS improvements and benefits across the City.

Recommendations

- Develop a GIS Plan which includes:
 - ◆ Consolidation into a single GIS solution with a single GIS database
 - ◆ Identification of City cyclical processes from LA County GIS for ongoing maintenance and GIS database updates
 - ◆ GIS applications and hardware needs
 - ◆ Evaluation of existing Esri licensing and server implementation to determine the most effective and cost-managed approach in the future
 - ◆ Organization-wide operational application integration needs (all departments)

- ◆ Continued expansion of the use of GIS for internal City departmental access and for public access to information in a spatial or map-oriented format
 - ◆ Plans for identifying all assets and tagging (coordinates) all assets for maintenance and view on a layer-by-layer basis.
 - ◆ IT staffing and/or outsourcing needs, including alternative approaches to GIS staffing or staff augmentation needs
 - ◆ Identification of potential partnerships and data-sharing opportunities
 - ◆ Five-year budget with prioritized initiatives
 - ◆ Consideration of assistance from an independent, third-party, subject-matter expert to develop the GIS Master Plan
- Make GIS integration a requirement for all new geo-based and spatially oriented software application procurements. The applications that are most critical for implementation are Land Management and Public Works Work Orders and Maintenance Management.
 - Upgrade current Esri ArcGIS licenses to a single-enterprise licensing scheme.
 - ◆ Consider a hybrid approach using an on-premise, sever-based GIS database and Esri's Web Services.
 - Consider utilizing Esri's Local Government templates and modules for quick, easy-to-deploy applications.
 - Due to financial and personnel constraints, the City should consider collaboration with other municipalities in the area and tap into third-party resources on a contract basis for specific GIS projects. Some options for collaboration could include:
 - ◆ Creating a consortium or cooperative with other municipalities in the area to share the costs for GIS technical resources, Esri servers and software, digitization, and development of layers.
 - ◆ There are some other resources available that could also be tapped into, including GIS services from the City of Rancho Cucamonga. Rancho Cucamonga has begun providing services to other municipalities through their REGIS Connect organization (Rancho Cucamonga Enterprise GIS [REGIS] Connect). REGIS Connect provides full-service enterprise GIS consulting and support services. Their services and deliverables are tailored to the individual needs of their client agencies.

Benefits

- Improved geospatial management
- Improved utilization of applications that support GIS integration
- Inventory with location of all assets for maintenance management and planning
- Secure sharing of information
- Access to information by more City personnel
- A more mobile and productive workforce
- Faster, well-informed decision-making
- Real-time access to information from the field
- Increased ability for team members to communicate and collaborate from separate locations
- Easier creation and storage of digital maps
- Better analysis of infrastructure
- Improved land/parcel management
- Improved customer service through the ability to publish for public access

33. Website Design Review and Improvement

Background

Municipal websites have become informational portals for citizens to quickly access information and conduct transactions without having to call City staff or go to City Hall. Additionally, interactive functionality is available 24/7.

Many local government-focused website vendors incorporate Intranet design and implementation into their website offering. Each vendor has a different method for expanding website projects to Intranets. Often Intranet project fees are negotiable when combined with procurement of a new website.

Return-on-Investment (ROI) Considerations

A study conducted by Aaron Marcus and Associates, Inc. discovered the following⁸:

- More than 83% of Internet users are likely to leave a website if they feel they have to make too many clicks to find what they are looking for.
- Once a system is in development, correcting a problem costs ten times as much as fixing the same problem in design.
- The average user interface has as many as 40 flaws. Correcting the easiest 20 of these flaws yields an average improvement in usability of 50%.

Findings and Observations

- The City's website is developed and hosted by CivicPlus, a website development company that focuses on city and county governments.
 - ♦ Included in the maintenance agreement, CivicPlus offers a website refresh every four years.
- A number of departments noted the website could use a refresh and redesign to make it easier to navigate and faster for the public to find what they are looking for.
- Staff is interested in exploring options other than CivicPlus as the host for the City's website.
- Staff also believes implementation of an Intranet is a high priority project to improve employee communication.

Recommendations

- Follow Software Selection Best Practices, and develop an RFP for website and Intranet vendor selection.
 - ♦ Request that CivicPlus respond to the RFP along with the other website vendors.
- Contact CivicPlus to determine when the City is entitled to a website redesign.
- As a part of the RFP process, document CMS (Content Management System) and general website update and administration issues.
- Identify user training requirements.
- Implement standard practices and make the website maintenance a component of the IT Steering Committee responsibilities to ensure the site is maintained regularly and remains relevant and up-to-date for the public.
- Offer regular training to keep staff skills fresh and to ensure they can keep website content current.

⁸ Aaron Marcus and Associates, 2004

Benefits

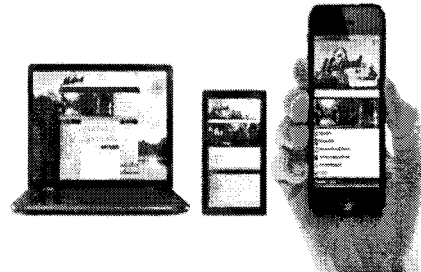
- Reduced resident in-person visits
- Improved public records access
- Increased information-sharing capabilities
- 24/7 availability
- Improved resident-user experiences
- Increased resident interaction and transaction capabilities

34. Online Citizen Access

Background

Online and On-site Credit Card Payments – A variety of online payments can be accepted through numerous alternatives, with the most common being the organization's website. The result will be expanded customer service hours and increased efficiencies due to reduced labor and easy digital retrieval of information for both customers and staff. Online payments also provide citizens with the convenience of not having to involve staff or go to City offices.

Online Services and Information Access – On the website, the City already provides a significant amount of general information and online access to some services. OpenGov information regarding budgets and other information can be made available on the website. Services such as registration for activities or City facilities reservations can also be extended to the public. Providing online information and services is a popular trend evidenced by the emergence of vendors providing public access tools such as OpenGov, Socrata, and others.



Findings and Observations

Some examples of commonly provided online information or transactions availability include:

- Committee, Board, and Commission application forms
- Budgets
- Financials
- Labor Agreements
- Salary Schedules
- Citizen Requests
- Garage Sale Applications

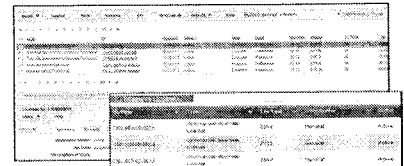
Other examples of online payments and service transactions or requests could include, but would not be limited to:

- Online Plan Review List (so applicant can verify review times)
- Online Inspection Requests
- Public Works over-the-counter permits, such as:
 - ◆ Encroachment Permits
 - ◆ Block Party Permits
 - ◆ Plan Checks
 - ◆ As-Built Requests
 - ◆ Survey Monument Requests
- Public Records Requests

- Online payments for plan review and permit fees
- Online archive or record searches for permits
- Committee and Commission application forms (interactive form)
- Chat capability on tourism website
- Citizen requests and complaints and status inquiries
- Job postings and online application submittals
- Official online records requests (e.g., agendas, minutes, documents, etc.)
- Online access to Human Resources documents (i.e., job descriptions, employment agreements, etc.)

The City does not have a standard for card-based payments either on-site or online. Various departments are taking payments and others would like to do the same. Below are some examples of payments currently being taken:

- **Water Utility** – Credit card payments are being taken using OpenEdge
- **Park and Recreation** – Credit card payments are being taken using Elavon or Converge



Recommendations

- Conduct a citywide needs assessment to determine all useful online services and payment types that could be implemented to improve constituent service.
 - ♦ Consider combining the needs assessment with a website refresh or redesign.
- Conduct cost-benefit and prioritization analysis.
 - ♦ Focus on payment types that will be used most frequently by residents.
- Select other software payment vendors per the *Software Selection Best Practices* initiative.
- Consider existing core business applications options, such as ERP, parks and recreation software, permit management, ticket and citation management, among others, before considering new, third-party solutions to eliminate requirements to integrate new solutions with back-end operational systems.
- Manage improvements per the *Project Planning and Implementation Best Practices* initiative.

Benefits

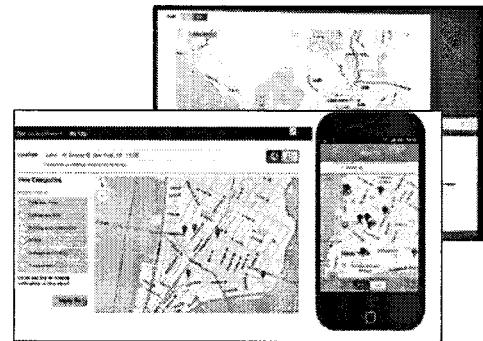
- More accurate and consistent information
- Timely and reduced reconciliation
- Increased awareness of resident self-service
- Reduced over-the-counter time for transactions
- Increased staff and resident satisfaction

35. Citizen Request Management (CRM) Replacement

Findings and Observations

Citizen request management (CRM) solutions are used to receive, track, and manage all types of requests and complaints. These solutions can categorize requests, prompt for typical information required, assign and route information to specific staff or departments, track status, and fulfill overall reporting requirements for more effective handling and response. The primary objective is to ensure all inquiries, requests, and complaints are captured when received, routed to the proper resource, and responded to or resolved in a timely manner, ensuring that the loop is closed on every contact. Ideal CRM functionality includes:

- Citizen responsiveness (requests captured and completed, and responses provided to citizens, including when and how resolved)
- Prompt request routing (departments or persons)
- History (complaints, requests, timeliness of responses, who completed, how resolved, cost analysis)
- Interdepartmental resource linking
- Managing resources
- Benchmarking and performance-based measurements
- Planning and budgeting
- GIS integration
- Online customer surveys



Findings and Observations

- The City currently has a citizen engagement tool called "City App" that allows the public to submit non-emergency work orders. City App has been in place for about three years with a limited level of satisfaction from several City departments. The City is also looking into SeeClickFix for an online City app for Citizen Request Management (service requests).
- Departmental feedback suggests the City could provide better service and be more responsive to citizen requests with a different Citizen request system by replacing the City App with a better solution.

Recommendations

- The City should consider upgrading its online capabilities for citizen responsiveness and replacing the City App solution.
- Consider CRM system capabilities from your website vendor or your ERP system provider, since they both provide solutions. Also consider other options such as SeeClickFix, GOGov, or many other options that are available.
- Select new software vendor or vendors according to the *Software Selection Best Practices* initiative.
- Ensure that integration with backend systems, like EAM, are included.

36. Passport Application and Renewal Processing

Findings and Observations

- The City Clerk's Office provides an U.S. Passport application service.
- The process involves some equipment (scanners) for Passport Application filing, but most of the process is manual and paper-based.
- The City does not take passport photos. However, the City does have new photo equipment to provide photo service as part of the application process.
- The City would also like to provide a service for processing Passport renewals in addition to original Passport applications.
- In summary, the City Clerk would like to have the whole process automated with a software solution, if such a solution is available.
- There are several Cities, such as Santa Monica, Orange, and Bell, that also provide the Passport application service.
- We have not uncovered a system that automates the process in our research.

Recommendations

- Work with City IT Staff to:
 - ♦ Investigate options and determine the best way to automate the process.
 - ♦ Consider the EDMS system initiative recommended as a potential option as a tool to automate the process using workflows, scanning capabilities, storage and retrieval of electronic files, etc.
 - ♦ Set up the photo equipment so the photo service can be added to the process.
 - ♦ Update the scanners so they comply with the U.S. Department of State's requirements.

37. E-Filing Systems - Public Access

Background

Cities are using various methods for this, including workflows associated with their internal EDMS system and providing public access through the EDMS systems publishing capabilities to provide online public access. However, there are vendors that work specifically with cities and counties, providing hosted (cloud-based) services to assist specifically with e-filing and public access for:

- FPPC Campaign Filing
- SEI (Form 700) Statements of Economic Interest Filing
- Lobbyist Disclosure Form Filing

These systems have full capabilities for the City to administer, manage, and report as required. Online access is both private and public.

The most common provider of these services in California is NetFile, headquartered in Mariposa, and Fresno.

Findings and Observations

- The City accepts FPPC filings over the counter at City offices. It is mostly a manual paper-based process that does not have a public access portal or support open government access.
- The City would like to provide the ability to file online and then provide electronic public access for residents through a portal.

Recommendations

- Investigate NetFile and their competitors. Ensure that any considered vendor can accommodate the State of California filing requirements.
- Analyze and review the alternatives, solicit pricing quotations for the available vendors, and chose the vendor that is the best fit and provides the highest value.
- Implement the system following the *Project Planning and Implementation Best Practice* methods outlined in this report.
- Implementation would include establishment of a link to e-filing and access services from the City's website.

38. Public Wireless – Tweedy Boulevard and South Gate Park

Background

Studies show the availability and use of high-speed Internet access in a community has significant economic and quality-of-life benefits. These include better health outcomes, improved job-seeking capabilities, more rapid re-employment, and community transparency. Public high-speed wireless access can also be a business development tool. Residents are increasingly expecting Wi-Fi for their tablets and smart phones wherever they go, whether shopping, dining, waiting for children at schools, ballfields, swimming pools or other facilities for practices, attending classes, or other public spaces during leisure or transitional times.

Finally, broadband, or high-speed wireless Internet, is a key infrastructure component of a smart city strategy. A strong wireless infrastructure can be an enabler for smart meters (water, parking, traffic management), the Internet of Things (IoT), automatic license plate readers, some low-resolution video applications, and many more smart city tools.

Findings and Observations

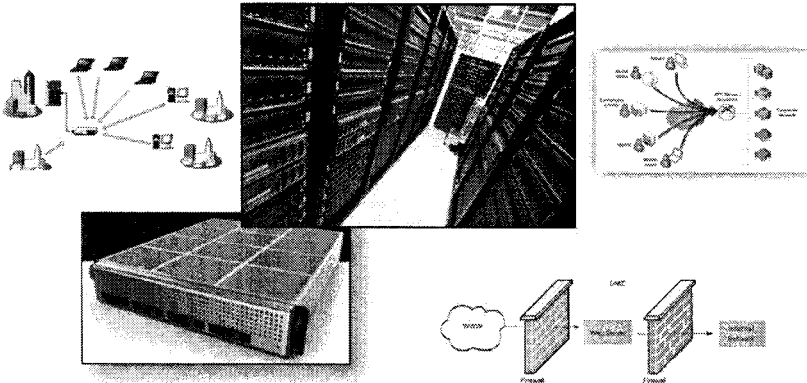
- The City is interested in encouraging business development along the Tweedy Boulevard corridor.
 - ♦ City Council and staff believe providing free public wireless access along the Tweedy Boulevard corridor will attract and retain small businesses in the area.
 - ♦ City Council and staff also believe customers will be more likely to shop in the area if free public wireless is available.
- The City is interested in providing residents and South Gate Park users with wireless while using the many facilities the park has to offer.
- The City is interested in installing smart city sensors, including license plate readers, video cameras, and other devices at many locations.
 - ♦ Over the long term, the corridor would benefit significantly from improved connectivity for smart meters, visitor wireless, parking, and traffic sensors.

Recommendations

- Prepare a vendor-neutral RFP for a wireless mesh network along the Tweedy Boulevard corridor.
 - ♦ Include options for a public/private partnership to install and maintain the network.
 - ♦ Consider using existing City facilities at South Gate Park as a hub for the wireless deployment.
- Research and map available City assets that might be suitable for mounting and powering wireless access points.
 - ♦ Determine if the City is interested in video cameras or other smart city technologies in the area over the long term.
- Determine any criteria for use or limitations on use, and include these items in the RFP.
- Determine potential broadband bandwidth backhaul to either a City facility or a telecommunications carrier.
- Issue RFP, and follow City procurement best practices.
- Utilize third-party subject matter expertise during the RFP process and for contract administration.

IT Infrastructure refers to networks, servers, equipment, inside or outside cable plant, and other communications infrastructure.

39. Computer Equipment Replacement Planning
40. City Hall Computer Rooms
41. Police Computer Rooms
42. Structured Connectivity System
43. Power Distribution
44. Network Redesign
45. Servers – Windows 2016 Domain Upgrade
46. IT Infrastructure Roles and Responsibilities
47. Create Best Practice Internet Connectivity (DMZ)
48. Virtual Server Migration
49. Wireless Network
50. Mobile Access
51. Mobile Digital Computer (MDC) Replacement Planning
52. Conference Room Audiovisual
53. Internet Bandwidth
54. Computer Upgrades
55. Electronic Mail (Exchange)
56. Office Software Upgrades
57. E-Fax
58. Dual Monitors
59. Video Surveillance
60. Door Access Control



39. Computer Equipment Replacement Planning

Findings and Observations

- The City does not have a complete, formal replacement schedule for end-user devices or capital computer equipment, including servers, storage, switches, or firewalls.
 - ♦ This is true for City Hall, Police, Traffic Management Center (TMC), and SCADA infrastructures.
- The City generally uses a 4-year PC replacement schedule while the Police Department uses a 7-year schedule.
 - ♦ Equipment replacement funds are requested as part of the annual operating budget cycle.
 - ♦ User devices are covered by the PC replacement schedule. Servers, network devices, and other equipment is not covered.
- The City has been “catching up” on the replacement of older PCs.
 - ♦ Limited workstation upgrades have been completed for City Hall departments.
 - ♦ There are some reports of slow desktop computers.
 - ♦ Many mobile data computers in the Police Department need replacement.
- The City has some older servers, switches, and other computer equipment that is past its expected end-of-life.
 - ♦ The City does not maintain complete, detailed inventories of computer equipment, including when purchased and expected end-of-life.
 - ♦ The workstation needs of “engineers” are greater because of the specialized software they are required to run. This should ensure the specs consider processor speed, video card level, need for dual monitors.

Recommendations

- Create and maintain an inventory of all computer equipment, year purchased, warranty duration, and other useful information.
- Develop a five-year, rolling computer equipment replacement plan and budget accordingly.
- Allow customized length of time for replacement of any technology that may have a unique end-of-life.
- Continue to purchase discounted extended warranties at the time of purchase that will cover the equipment throughout its useful life (e.g., five years for computers and servers, etc.)
- Staff should provide capital replacement information for use at the start of each budget cycle.

| IT Equipment | Recommended Replacement Cycle (Years) |
|--------------------------|---------------------------------------|
| Network Switches | 7 |
| Phone System Upgrade | 5 |
| Phone System Replacement | 10 |
| Audiovisual Equipment | 5 |
| Servers | 5 |
| Disk/Cloud Storage | 5 |
| PCs | 5 |
| Laptops | 4 |
| Mobile Devices | 2 |
| Wireless Devices: | |
| Point-to-Point | 5 |
| Wireless LAN | 4 |
| Windows Software | +/- 5 |
| MS Office (MS 365) | +/- 5 |
| Printers, Scanners | 4-5 |
| Plotters | 4-5 |

Benefits

- Better forecasting of purchases
- Managed process that flattens capital expenditures over time
- Improved computer performance
- Improved available features
- Reduction in trouble tickets to support failing or faulty hardware
- Ability to keep spare equipment around to be reissued, eliminating employee downtime
- Increased employee performance by eliminating the use of old, slow, and post-life-cycle technology
- Reduction in total cost of ownership

40. City Hall Computer Rooms

Findings and Observations

Main Communications Room (Basement)

- The City's main communications and network hub is located in City Hall basement.
- Power cabling runs along the floor and can potentially be exposed to water.
 - ♦ The room has had flooding problems in the past.
- Power distribution (from the UPS to the equipment) does not follow best practices.
- The main communications room does not have proper air conditioning system or controls.
- Cable management and distribution does not follow best practices.
- Legacy equipment is present in the room.
- Walls have penetration points that are not properly sealed.
- Unable to implement proper fire suppression.

Main Server Room (First Floor)

- The City's main server room is in the IT area and houses mostly servers and backup equipment. Some video surveillance equipment is also in the room.
 - ♦ As servers are virtualized, space will be made available for new systems.
- This room is too small to implement fire suppression systems.
- Power cabling runs along the floor and can potentially be exposed to water.
 - ♦ The room has had flooding problems in the past.
- HVAC distribution inhibits hot air evacuation.
- Video surveillance control system is installed on a shelf and accessed by using a step ladder.
 - ♦ The location of the video surveillance system means that third-party technicians enter the computer room regularly.

Recommendations

- Add automated door access control to the Main Communications Room in the basement.

Main Communications Room (Basement)

- Move any unnecessary equipment upstairs to main server room (dependent on virtualization in main server room to create space).
- Extend communications point of entry to main server room.
- All cables and equipment need to be up off the floor to avoid potential water damage.
 - ♦ Distribute water sensors around the room to provide alarms, should water flood the area.
- Implement temperature controls within the room to alarm, should the room become too warm.
- Remove all equipment and cabling no longer in use.
- Revise newly installed cabling to comply with best practices.

Main Server Room (First Floor)

- All cables and equipment need to be off the floor to avoid potential water damage.
 - ♦ Distribute water sensors around the room to provide alarms, should water flood the area.
- Implement temperature controls within the room to provide an alarm if the room temperature exceeds a recommended level.
- Improve power distribution and HVAC within the room.
 - ♦ Seal wall penetrations as appropriate.
 - ♦ Vent hot air from rear of servers and recirculate.
- Review cabling installation and implement standards from dressing and labeling cables.
- As space becomes available, move as much non-network equipment as possible to the main server room.
- Eliminate use of the video surveillance system in room. Improve the installation method when possible.
 - ♦ Eliminate the need for third-party technicians to enter the room to access the video surveillance system.

Benefits

- Improved productivity for IT staff as a result of more space and more effective organization
- Increased environmental monitoring
- Improved service assurance (uptime and reduced risk of failure)
- Increased computer room capacity

Immediate Next Steps

- Add water and temperature monitoring in main communications room.
- Review power and space requirements.

41. Police Computer Rooms

Findings and Observations

- The Police Department has three computer-related spaces.
 - ♦ Communications and radio equipment are housed in the basement.
 - *Note: This equipment will be phased out and will remain only as a backup.*
 - ♦ Additional communications equipment, specialty servers, and ancillary systems are located on the first floor, near Booking.
 - ♦ Department servers and other systems are housed on the first floor, southwest section, next to the watch commander's office.
- None of the Police Computer Rooms are suitable for electronic equipment.
- None of the Police Computer Rooms have sufficient space to justify long-term use as the Police Computer Room.
- The Police Department has been remodeling the building section by section.

Recommendations

- Plan to include a new computer room in a subsequent remodeling effort.
 - ♦ Include sufficient space for fire suppression equipment.
 - ♦ Consolidate all computer, new radio, and telecommunications equipment into the new room.
- In the interim, implement temperature and water monitoring in all communications and server rooms.
- Implement improved power distribution in as cost-effective a manner as existing communications and server rooms.
- Review cabling installation and implement standards from dressing and labeling cables.
- Install door access controls using existing proximity codes, if cost-effective.

Benefits

- Improved productivity for IT staff as a result of more room and better organization
- Increased environmental monitoring
- Improved service assurance (uptime and reduced risk of failure)
- Increased computer room capacity

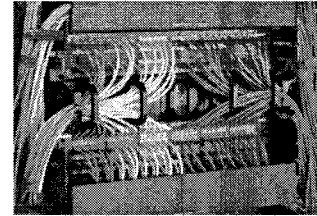
Immediate Next Steps

- Finalize long-term location of computer room.
- Review power and space requirements.
- Review fire suppression needs.
- Design revised computer room.

42. Structured Connectivity System

Background

A *structured connectivity system* is a complete set of cabling and connectivity products that integrate voice, data, wireless video, and other technology systems into a comprehensive infrastructure.



Findings and Observations

- The copper, horizontal cabling system is primarily comprised of Category 5e (1 GB) cable.
 - ♦ Category 5e cable is inadequate for the newest generation of wireless access points.
- Patch panel cables in each computer room poorly installed, with overly long cables that sag and may eventually cause failures.
 - ♦ Some cable runs at City Hall meet or exceed recommended distances.
- There is not a standard for copper or fiber cabling at the City.
- IT staff members have performed small cabling jobs to assist facility moves.
- Equipment racks and cabinets are not grounded.
- As-built record documentation related to the horizontal and backbone communications system does not exist.
- Additional facilities work is upcoming for Parks and Recreation, including:
 - ♦ Girls' Clubhouse facility
 - ♦ Hollydale Parks Master Plan improvements.

Recommendations

- Improve supports for newly completed City Hall cable.
 - ♦ Create new location for workstation cable within main computer room to reduce distances and ease future installations.
- Develop Structured Cabling Systems (SCS) standards as a basis for any upcoming recabling efforts.
 - ♦ This document will be used to support the ongoing needs of the County as it relates to maintaining the existing SCS, and can be provided to architects and/or contractors as part of the construction specification for future projects. The SCS Standards Document should have the following as its goals:
 - Implement a non-proprietary cable infrastructure system supporting multi-vendor equipment and services.
 - Provide reduced cost for future cable installation, support, and management.
 - Maintain consistency providing reduced training requirements for employees.
 - Improved troubleshooting and support for ongoing management/maintenance.
 - System based on recognized industry standards (ANSI, TIA/EIA, IEEE and BICSI).
- Develop and implement a unified labeling system that incorporates the fiber-optic cable.
- Provide suitable patch cord management system at equipment racks and/or cabinets.
 - ♦ Improve patch cord management by reducing patch cord lengths and improved "dressing".

- Utilize the SCS standards to bid and hire a contractor to perform small cabling jobs as required.
 - ♦ Charge Departments back for cabling as a part of Department moves (See *IT Cost Allocation* initiative).
- Plan to upgrade wireless access-point cabling.
 - ♦ Industry best practice specifies two (2) Category 6A cables to each access point.

43. Power Distribution

Findings and Observations

- Power distribution in main computer room generally follows best practices.
- Some computer room electric power utilizes UPS systems, while other servers are plugged directly into generator-driven power outlets.
 - ♦ Generators have been known to create power spikes and brown-outs that decrease the life of attached equipment.
- Power distribution units (PDUs) are used within the computer rooms of most organizations to control and monitor power to particular network devices, such as servers and switches.
- PDUs can extend the life of network hardware by utilizing power more efficiently.
- PDUs can be used to monitor and remotely control power distribution to computer infrastructure equipment.
- The City utilizes PDUs on a limited basis within the main computer room.
- The PDU units that are in place are not advanced enough to support best-practice monitoring and management functions.

Recommendations

- Budget for additional UPS capabilities as part of the Police Department data center remodeling project.
- Budget for and implement PDUs within City Hall and Police Department computer rooms.
- Consider procuring network management software for the UPS.
- Create battery and PDU replacement cycles.
- Move all power cables away from floor to overhead distribution.

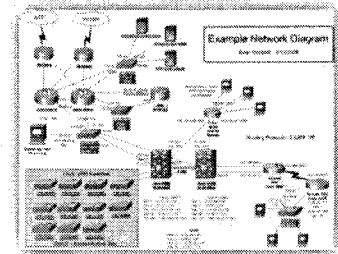
Benefits

- Improved support for electronic devices
- Improved management and monitoring capabilities
- Longer-lasting equipment
- Reduce cost in replacement of failed hardware

44. Network Redesign

Findings and Observations

- Existing network was installed in 2006.
 - ♦ Most network devices are end-of-life.
- End-user device network switching capability is 10/100 Mb, current switching technology is typically 10/100/1000 to the desktop.
 - ♦ Current server backbone switching is typically 10Gb for agencies of this size.
- Older multi-mode fiber is used between City Hall and Police and City Hall and the Museum.
 - ♦ Current standards for inter-building fiber are single-mode.
- Remote sites are connected by AT&T OPT-E-MAN service.
 - ♦ AT&T OPT-E-MAN service is now two generations old.
- City Hall and Police as well as City Hall and SCADA networks are properly segmented.



Recommendations

- Redesign the core network to increase speeds by a minimum factor of ten.
 - ♦ Create a resilient core network that eliminates single points of failure.
- Replace existing multi-mode fiber with single-mode fiber during upcoming construction projects.
- Upgrade AT&T OPT-E-MAN to AT&T ADE or equivalent Wide Area Network (WAN) service.
- Review Virtual LAN (VLAN) network segmentation and revise per current best practices.
- Consider implementing firewalls between the City administrative network, and the Police and SCADA networks.

Benefits

- Improved network performance speed and reliability
- Reduced support costs
- Full redundancy across sites
- Increased security

45. Servers – Windows 2016 Domain Upgrade

Findings and Observations

- Windows Domain environment is lacking routine maintenance and being supported by an operating system that is outdated and no longer supported.
- Domain Controllers are nearing end of life
- Other City Hall and Police servers are running Windows 2008 through 2012.
- New Windows Domain servers have been purchased by the City, but are not yet installed.

Recommendations

- Upgrade domain to Windows 2016 platform or higher.
 - ♦ Decommission existing Server Platform.
 - ♦ Spread Domain roles across multiple servers to increase resiliency.
 - ♦ Recommend four domain servers (two at City Hall, two at PD).

46. IT Infrastructure Roles and Responsibilities

Findings and Observations

- Police Department and City Hall IT staff are not always certain of their IT responsibilities in relation to each other and shared County Information Technology Resources.
- Police Department's Office is a 24/7 operation, and the remainder of the City is generally 8/5.
 - ♦ City Hall IT does not maintain an after-hours call rotation.
- Police Department IT staff members are not included on the EOC team.

Recommendations

- Police Department and City Hall IT staff could utilize the following matrix to determine roles and responsibilities:

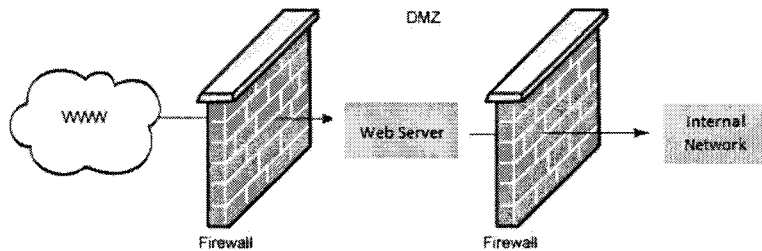
| Technology Responsibilities | Police Department IT | City Hall IT |
|--|------------------------|------------------------------|
| Workstation support | √ | |
| Antivirus | | √ |
| Policy and Procedures | √ | |
| Staff Cell Phone Mobile Device Management | √ | |
| Server Configuration – OS and Middleware | √ | Provide Technical Assistance |
| Server Configuration – Applications | √ | Provide Technical Assistance |
| Server Configuration – AD and Network Services | | √ |
| Server Administration – Account Add/Chg/Delete | √ | √ |
| Network Configuration – Switching, Routing, Firewall | | √ |
| Wireless Network Configuration | | √ |
| Internet Connectivity | | √ |
| Content Filter Administration | √ | √ |
| Electronic Mail | Account Administration | √ |
| Telecommunications | Account Administration | √ |
| IT Inventory | √ | √ |
| Video Surveillance | | √ |
| Help Desk | √ | √ |
| VoIP (Voice over IP Phone System) | | √ |

| Technology Responsibilities | Police Department IT | City Hall IT |
|---|----------------------|--------------|
| Audio Video Systems | √ | √ |
| Access Control Systems - Installation | √ | |
| Access Control Systems - Administration | √ | √ |
| Radio – handsets and in vehicle | √ | |
| Dispatch workstations | √ | |

47. Create Best Practice Internet Connectivity (DMZ)

Background

A *Demilitarized Zone (DMZ)* is the area of a network that is accessible to the public. This area is separate from an internal network that is used only by internal staff. DMZs are utilized to maintain online services used by the public, such as viewing the website or online applications (i.e., license renewals, online permitting, online utility billing information, online payment transactions, applications, and other online public inquiries).



Findings and Observations

- Security policy outlining DMZ and external to internal network connections has not been created by the City.
- A DMZ does not exist to proxy applications between the Internet and the City's internal network.
 - ♦ DMZs are best-practice security tools used to create an additional layer of security between the Internet and an internal network.
 - ♦ Email Services, such as OWA and mobile services, exist internally.
 - ♦ VPN services exist internally on the network.

Recommendations

- Develop security policy, including a section outlining external to internal connection security.
- Create a DMZ using one of the field office small file servers running virtualization to provide for growth.

Benefits

- Improved security and management
- Proper segmentation of publicly accessible resources for external to internal network connections

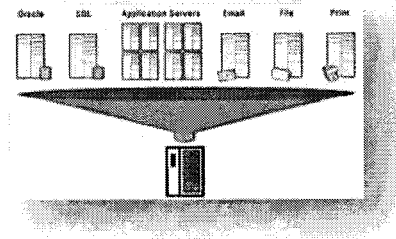
48. Virtual Server Migration

Background

Hardware virtualization refers to the creation of a virtual machine(s) that act like a real computer with an operating system. Software executed on a virtual machine is separated from the underlying hardware resources. Virtualization enables servers to be easier to implement and less costly to own and manage.

Findings and Observations

- Server virtualization has been limited.
 - ◆ Three servers at Police have been virtualized using Hyper-V.
- There are many legacy servers in production which are two or three generations behind.
- At City Hall, new servers have been purchased to support an Active Directory upgrade.



Recommendations

- Create a plan to virtualize nearly all servers at City Hall and Police.
- Utilize advanced virtualization management to increase server resiliency.
- Establish active Simple Network Management Protocol (SNMP) monitoring and logging.
- Enable additional features on virtual environment:
 - ◆ Fault Tolerance
 - ◆ Network Interface Bonding
 - ◆ DR and Failover Services

Benefits

- Reduced data center space requirements
- Reduced power requirements
- Improved failover and reliability

49. Wireless Network

Findings and Observations

- The City has limited wireless capabilities for staff and guest computing.
- Demand for Wi-Fi will continue to increase.
 - ♦ Staff demand will increase as they become more mobile.
 - ♦ Public demand for wireless at City facilities is increasing.



Recommendations

- When procuring the network infrastructure, procure wireless for all City facilities.
 - ♦ Consider wireless for all outdoor spaces as Phase 2.
- When planning the wireless infrastructure, develop an open RFP, and evaluate cloud strategies from multiple vendors.
- Re-cable all wireless access points per the recommendations in the *Structured Cabling System* initiative.

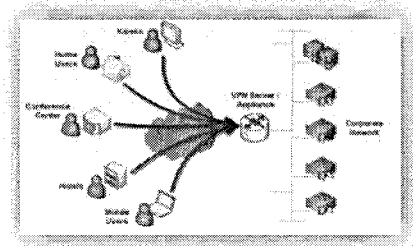
Benefits

- Improved wireless speeds
- Reduced complexity
- Increased security
- Expanded coverage

50. Mobile Access

Findings and Observations

- The City has limited remote access solutions in place.
- Demand for remote access will continue to grow for on-premise applications, especially for staff with significant computing needs from the field.
 - ♦ Increased access to mobile applications for smartphones and tablets will also be part of increased remote-access demand.
- Staff members report the need for remote access.
- SCADA (water) staff has remote access.
 - ♦ Utilize individual username and passwords.
 - ♦ Two-factor authentication (2FA) is a best practice for remote access to SCADA systems.
- 2FA will become the standard for remote access to all sensitive computer systems in coming years.



Recommendations

- Develop and implement a remote access policy.
- Expand Internet bandwidth to improve remote access speeds.
- Implement two-factor authentication for all department laptops requesting remote network access.
- Provide training for staff regarding security best practices for mobile devices.

Benefits

- Increased mobility for the current workforce
- Increased security

51. Mobile Digital Computer (MDC) Replacement Planning

Background

Police Departments have been benefiting from mobile technology for many years, starting with *mobile data terminals (MDTs)* and now *mobile digital computers (MDCs or laptops)*.

Findings and Observations

- The City has recently purchased and deployed some MDCs for Police.
 - ♦ Approximately 40-50 squad cars require MDCs (not including command).
 - ♦ All XP models have been removed and are currently running Windows 7.
- Compatibility issues will become apparent between older MDCs and the newest versions of the CAD/RMS system.
- Based on officer work and shift processes, MDCs require accompanying docking stations.

Recommendations

- Include MDCs in the computer capital replacement plan.
- Begin an annual purchase program for MDCs until all units have been upgraded to the same model and running the latest OS.
- Include accompanying docking stations and the required in-car mounting components.
- It may be best to stay with the same model MDCs that were recently acquired for the sake of continuity and support benefits.



52. Conference Room Audiovisual

Background

Conference room audiovisual (AV) tools are used to enhance meetings, which include projectors, video conferencing software, smart boards, and other technology aids.

Findings and Observations

- Conference rooms are not equipped with current generation collaborative smartboard tools and technology.
- Skype for Business (included in Office 365) can provide video conferencing between sites.



Recommendations

- Consider moving toward current-generation collaborative smart-board technology during the next AV device refresh.
 - ♦ Include Room Wizard technology in the conference room AV device refresh plan.
- Consider using Skype for Business for video conferencing between facilities.
- Develop a conference room upgrade schedule and implement as prioritized.

53. Internet Bandwidth

Background

Increased *Internet bandwidth* and high availability are becoming increasingly important to organizations for daily functionality. This allows for additional resources to become available during peak Internet usage and provides for resiliency when disasters occur that may affect primary Internet connections that are no longer accessible.

Findings and Observations

- The City currently utilizes a single 100Mb Internet connection.
 - ♦ Most peer organizations would be expected to have 2-5 times faster Internet connections than the City.
 - ♦ There is not a secondary Internet connection.

Recommendations

- As a part of the recommended upgrade to the WAN, upgrade current Internet bandwidth.
- A second Internet connection should be implemented as a part of the City's Disaster Recovery and Resiliency Planning initiatives.
 - ♦ Best practice would be to implement an Internet connection from a separate provider at a separate City location.
 - Implementation of a second Internet connection at the Police Department would require an additional firewall.
- Additional Internet bandwidth will be required as the City increases the use of cloud-based systems.
- Increased Internet costs have been included in recommended Five-Year Budget.

Benefits

- Improved performance
- Increased Internet uptime
- Increased resiliency, providing increased cloud-based applications and services uptime
- Reduced risk and liability
- Disaster Recovery safeguard

54. Computer Upgrades

Findings and Observations

- On January 13, 2015, Microsoft ended mainstream support for the Windows 7 desktop operating system.
- The City has approximately 240 desktop computers and the majority are running Windows 7.
- 35 desktops have been upgraded to Windows 10.
- The City does not utilize an imaging platform to distribute applications to desktops.
- Computers are running different versions of Microsoft Office 2010 and 2013.
 - ♦ An accurate count of Microsoft Office licenses does not exist.

Recommendations

- Finalize an inventory of desktops and laptops to determine age, model, and operating system of all systems, focusing on identifying the number of computers running Windows 7.
- PCs and laptops running Windows XP or Windows 7 should have their operating system upgraded to Windows 10 or be replaced with a new computer.
- Evaluate and procure a desktop imaging system.
 - ♦ Acronis has become our standard recommendation and is used in a basic way by staff.
- Inventory all desktop and laptops and determine upgrade path to a consistent version of Microsoft Office across the organization.
- Staff to prioritize potential dual-monitor implementations.
 - ♦ All new PCs should be purchased with the ability to natively connect two monitors.
 - ♦ Solid-state hard drives have become the standard for all workstation purchases.

55. Electronic Mail (Exchange)

Findings and Observations

- Exchange 2010 is the electronic mail platform of the City.
 - ♦ Exchange 2010 is now two generations behind.
- The City does not have an electronic mail archiving solution.
 - ♦ Some staff members have email archives stored locally (PST files).
- An email records retention policy is currently not enforced.

Recommendations

- Investigate and select an improved email archiving solution.
 - ♦ Investigate migration to Office 365 and Barracuda Cloud Archiving.
 - ♦ As a part of the process, eliminate all local email archives.
- Develop an Email Records Retention Policy and implement automatic retention guidelines in support of the policy.

Benefits

- Reduced time managing email for public records requests
- Reduced time on public records requests
- Improved stability of environment and higher availability of email-based services

56. Office Software Upgrades

Findings and Observations

- Current desktop and laptop computers utilize a mixture of Microsoft Office 2010 and 2013.
- Microsoft Office 2016 has been in general release, while Office 2019 was released recently.
- Training on Office software for City staff appears to be inconsistent across the organization.

Recommendations

- As a part of a move to Office 365, move to Office 2016 and upgrade computers as necessary.
- Budget for classroom training as a part of the Office 2016 implementation.
- Align upgrade to Office 2016 with upgrade to Office 365 for best pricing on licensing.

57. E-Fax

Findings and Observations

- The City currently has 15 fax machines and six (6) fax lines.
- Each fax line costs the City \$30 per month or \$360 per year.
 - ♦ Total current fax line costs are \$2,160.
- The estimated cost of a basic integrated fax solution is \$8,000 to \$10,000.
 - ♦ Centralizing fax services and integrating faxing into electronic mail can eliminate the bulk of the fax lines, reducing costs by approximately \$1,000 per year.
 - ♦ Paper, toner, and fax device maintenance costs would be reduced.
- Each individual could have their own fax number, which would be correlated to their email address.
 - ♦ Departmental fax numbers can be shared between several Outlook profiles.

Recommendations

- Inventory all fax machines and fax numbers.
- Investigate fax solution alternatives.
- Develop ROI.
- Implement the most cost-effective solution.

58. Dual Monitors

Findings and Observations

- Utilizing dual monitors for many users can significantly increase the speed of completion for certain computer tasks, thereby increasing overall employee productivity. Some studies have shown increased overall productivity of 20-30% for office staff and up to 74% for certain computer tasks. These studies demonstrate a return-on-investment multiple times the cost of the additional monitor, when calculating the efficiency savings with gross hourly labor costs.
- Most staff members use single-monitor systems.

Return-on-Investment (ROI) Considerations

- A Microsoft productivity study concluded that adding an extra monitor can boost productivity by 9% to 50%.⁹
- A study conducted by the University of Utah found that dual monitors helped users complete tasks as much as 52% faster.¹⁰

Recommendations

- Staff to prioritize potential dual monitor implementations.
- Implement as PCs are replaced, or more quickly, if demand requires.

Benefits

- Improved staff productivity return-on-investment (multitasking)
- Enhanced ability to compare work
- More efficient sharing of data between applications
- Compatibility with both laptops and computers

⁹ "4 Studies which Show that Using a Second Monitor Can Boost Productivity", Core Communication 11 Dec. 2010, 4 Apr. 2013, < <http://www.corecommunication.ca/4-studies-which-show-that-using-a-second-monitor-can-boost-productivity/> >.

¹⁰ Core Communication, 11 Dec. 2010.

59. Video Surveillance

Background

Actively monitored, security camera surveillance systems can be an effective security tool and criminal deterrent. One study by the Urban Institute determined that the savings and benefits of fewer incidents and crimes outweighed the cost of video surveillance systems. The study also found that police, policymakers, and others involved in facility or property oversight largely viewed security, surveillance, or monitoring cameras as a useful tool for managing behavior, preventing crimes, aiding in response, assisting in arrests, and supporting investigations and prosecutions.

Video surveillance systems can be integrated with door access control systems to improve visibility into door-related alarms, such as focusing a camera on a door that has been propped open for an extended period.

Findings and Observations

- Police and City have separate video surveillance platforms.
- Current platforms are building specific and lack integration.

Recommendations

- Staff to inventory quantity, type, and location of existing cameras.
- Move to IP-based cameras as soon as feasible.
 - ♦ Consider placing video surveillance network traffic on its own VLAN
- Conduct a needs assessment study on the potential use of integrated door access controls and video surveillance systems at all required facilities.
- Develop a bid from the completed needs assessment and create a design specification that incorporates door access control and video surveillance integration if that is the desired direction.
- Optionally, select and install an integrated management platform that will support existing and potential video surveillance needs. Alternatives including:
 - ♦ Avigilon
 - ♦ Genetec
 - ♦ Milestone
 - ♦ ONSSI

60. Door Access Control

Background

Door access control, sometimes referred to as keyless entry, is an effective way for the City to manage security and access to various buildings, facilities, and secure spaces. Door access control systems allow the City to track and restrict who can access facilities where and when.

This limits security risks and allows for the management of access by employees and the public. Many municipalities are moving to a single, organization-wide system to manage security and access to facilities.

Findings and Observations

- The Police Department has a door access control system.
- City Hall also has a door access control system.
- Door access control systems can be integrated with video surveillance systems.

Recommendations

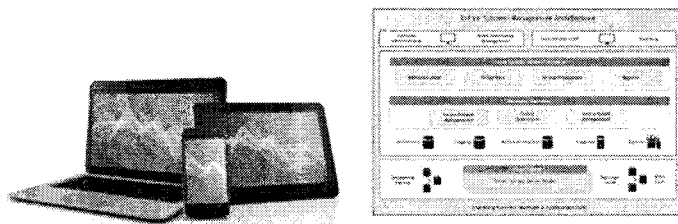
- Complete a review and needs assessment of the City's facility access and control requirements for external and internal doors.
- Consider a single, citywide system that all departments and divisions within the City utilize.
 - ♦ Access should also allow extending to constituents and others, as appropriate.
- Consider utilizing a third-party SME or consulting firm for the assessment and feature/function development.

Benefits

- Improved maintenance requiring less time
- Mechanical locks and keys replaced with electronic locks, badges, or cards and readers
- Eliminated expense of rekeying or changing locks for employee separations
- Employees and others are less likely to set off false alarms
- Automatic regulation of access reduces need for on-site security personnel
- Allows for more efficient temporary access by outside personnel, like visitors or vendors
- Decreases liability and risk from greater access control

The *IT Operations* section addresses daily support and maintenance of all IT infrastructure and user support.

- 61. Help Desk Ticketing System
- 62. Mobile Device Management
- 63. IT Asset Management Automation
- 64. IT Automation Tools (Patch Management)
- 65. Desktop Management
- 66. Network Management Tools (Configuration Management)
- 67. IT Support Metrics
- 68. IT Policies and Procedures
- 69. IT Procurement Practices



14

61. Help Desk Ticketing System

Background

Help Desk systems provide an easy way for users to submit requests. IT staff members can assign tickets. The automated electronic, mail-based communications included in Help Desk systems can allow users to track the progress of their tickets as IT staff members update the status. Help Desk systems prevent items from “falling through the cracks” by logging all requests. Another key benefit of Help Desk ticketing systems is the collection and analysis of metric data related to the number of requests submitted, resolved, and remaining open.

Findings and Observations

- The City does not currently utilize a Help Desk system, currently emails from staff are used for requests.
 - ♦ The City utilized Layton Service Desk as a Help Desk platform in the past.
- Staff members often call IT to ask questions and resolve issues.
 - ♦ Phone calls are the most expensive vehicle to communicate Help Desk requests to the IT Department.

Recommendations

- A Help Desk ticketing system should be utilized to track staff productivity and service.
 - ♦ Users should be strongly encouraged to utilize the Help Desk ticketing system and email to report issues.
- Metrics related to meeting Help Desk service levels should be developed and tracked on a weekly and monthly basis.
- We recommend a single Help Desk system be utilized by City Hall and Police. Tickets can be directed to the appropriate party based on submitting individual or system.
- Each month, summaries of Help Desk tickets opened and closed should be presented to the IT Steering Committee.
 - ♦ IT Steering Committee members should be prepared to discuss any Help Desk issues or festering problems during the monthly meeting.

Benefits

- Central ticketing system
- Availability to many users
- Increased resolution rates
- Support for all devices
- Improved user communication, experiences, and satisfaction
- Better diagnostics and problem identification

62. Mobile Device Management

Background

Mobile device management (MDM) software is a collection of applications that allows management, distribution, usage, and maintenance of laptops, tablets, and smartphones. Additional features allow configurations to be done on devices to discourage wrongful use and reduce individual device maintenance.

Findings and Observations

- MDM provides the ability to see and control all mobile devices entering the enterprise, whether provided by the City or whether they are part of a Bring Your Own Device (BYOD) program.
- A key feature of MDM products is the ability to “wipe” a partition on the device if it is lost or stolen.
- Strong interest by IS staff for using a mobile device management software.



Recommendations

- Research, pilot, and select MDM software.
 - Potential MDM software vendors include Dell, AirWatch, and MaaS360.
 - Products that integrate with a Help Desk system or inventory system should be given top priority in any evaluation.

Benefits

- Improved staff efficiency and mobility
- Support for all devices
- Less time manually managing and monitoring
- Increased use of remote access
- Easier distribution of software

63. IT Asset Management Automation

Background

IT asset management automation is a computer-aided system for asset maintenance and management functions, which include asset management, inventory, deployment, and security-patch management. The automation features allow reduction of manual processes, enabling more efficient processing and monitoring of activities.

Findings

- IT does not currently have an asset management solution.
 - Staff does inventory workstations and printers.
 - The City has licensed AuditWizard, which can be used for workstation and software inventory.
- IT asset management systems automate network and desktop inventory tasks.
- IT asset management systems are often integrated with Help Desk systems.

Recommendations

- Consider selecting and implementing a Help Desk solution that includes IT asset management.

64. IT Automation Tools (Patch Management)

Findings and Observations

- Patches and security updates are performed through Windows Server Update Service (WSUS).
 - ♦ WSUS will patch Windows software but will not patch common desktop applications such as Adobe or Java.
- Patches are not pushed to a “sand box”, including pilot PCs from various departments.
- Server patches occur periodically, but not on a regular schedule.

Recommendations

- IT should replace WSUS with an enterprise patch management solution to cover all software within the organization.
- Create a best practices patch deployment methodology that includes a small subset of desktop deployments to verify patch performance before full deployment.

65. Desktop Management

Background

A *desktop management (DM)* interface is a framework for managing and keeping track of the hardware and software components of an organization's computers.

The concept of desktop management (DM) refers to the comprehensive approach of managing all computers within an organization, including laptops and other devices. Tasks include installing and maintaining hardware and software, setting up spam filters, and providing user permissions. As security-related tasks have increased over the years, desktop management is also providing more patch management (code changes), corrections against viruses and spyware, and controlling programs installed without permission.

Findings and Observations

- A global desktop management system is not currently being utilized.
 - ♦ Staff use Acronis for some tasks, but on a limited basis.
- IT staff members are spending a significant amount of time manually running software updates on individual workstations.
 - ♦ Automating additional desktop management functions will improve the timeliness of the updates and optimize staff productivity.

Recommendations

- Select a global operations platform which includes (if possible) Help Desk, asset inventory management, and desktop management products to be included in the software selection process.
- Standardize desktop configurations to ease maintenance and support and improve security.

66. Network Management Tools (Configuration Management)

Background

Network management is the general term used for the activities, procedures, and tools that relate to the operation, administration, provisioning, and maintenance of computer network systems, effectively keeping the network up and running smoothly, while also monitoring the system in order to quickly identify potential problems.

Findings and Observations

- The City has implemented PRTG on a limited basis.
- The City does not currently utilize a standard enterprise grade set of tools to manage device configurations.
 - ◆ Network management tools can simplify configuration updates by automatically storing configuration files and tracking revision levels.
- Network management software can also provide availability metrics for IT applications.
- In many cases, network management tools will notify IT of problems before the user community notices.
 - ◆ A full-feature network management platform can move IT from reactive to a more proactive posture.

| Network Management | |
|--------------------|---------------------------|
| ✓ | Network Device Monitoring |
| ✓ | Performance Monitoring |
| ✓ | Bandwidth Monitoring |
| ✓ | Firewall Management |
| ✓ | Router/Switch Management |
| ✓ | Proactive Monitoring |
| ✓ | Threshold Customizations |
| ✓ | Altering |
| ✓ | Network Interface Stats |

Recommendations

- Expand the current PRTG implementation to include all network devices.
- In a future year of the plan, consider implementing a global operations platform and/or expand the current network management system that can manage device configurations across the enterprise (e.g., ManageEngine, IMC, What's-Up Gold, etc.)
- Provide for the development of baseline bandwidth and usage measurements.
- Create alerts and alarms to notify staff before a failure.
- Utilize network management results to provide justification for bandwidth and/or performance upgrades.
- Develop a matrix of triggers for various devices (e.g., server disk space, bandwidth, utilization percentage, etc.)
- Implement matrix values and adjust.
- Implement configuration management and version control for all network devices.

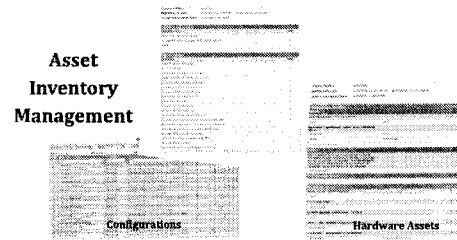
67. IT Support Metrics

Findings and Observations

- Staff members “pick-up” or self-assign responsibility for Help Desk ticket assignment.
 - ♦ This appears to work well for the IT team.
- IT reports staff members use the Help Desk system most of the time.
 - ♦ Phone calls are the most expensive vehicle to communicate Help Desk requests to IT staff members.
- Summary metrics related to Help Desk performance are not available, viewed, or considered.
 - ♦ It does not appear that reports have been customized to provide South Gate with metrics.
- IT Division does not track Help Desk ticket response-time or resolution-time goals.
 - ♦ These goals are usually proposed by IT and agreed to by the departments as a part of an IT Services Portfolio.

Recommendations

- Metrics related to meeting Help Desk service levels should be developed and tracked on a weekly and monthly basis.
- Key metrics may include:
 - ♦ Tickets submitted by department
 - ♦ Tickets closed during the month
 - ♦ Average number of tickets open during the month
 - ♦ Thirteen-month rolling graphs of the above metrics
 - ♦ Ticket aging reports, such as tickets open more than seven days
- Develop Help Desk ticket response-time and resolution-time goals based on urgency.
 - ♦ Track number of tickets assigned, priority, response time, and resolution time by team member.
- Track and report on these goals during IT Steering Committee meetings.
 - ♦ IT Steering Committee members should be prepared to discuss any Help Desk issues or festering problems during the monthly meeting.



| Priority | Response Time | Resolution Time |
|---|-------------------|---|
| Urgent (multiple staff members unable to function) | 2 hours | 75% resolved in less than 4 hours |
| High Priority (single system down or critical function unavailable) | 4 business hours | 75% resolved in less than 8 hours |
| Medium Priority (a single program or function does not work) | 8 business hours | 75% resolved in less than 16 business hours |
| Low Priority (issue reduces productivity, but work-around exists) | 16 business hours | 75% resolved in less than 1 week |

68. IT Policies and Procedures

Findings and Observations

- The City's IT function has a limited number of IT policies drafted for Administrative systems. The City expressed the desire to develop and tighten policies to improve compliance. They also wish to enact policies to ensure the organization is protected.
- Security-related policies and operational procedures for the SCADA network appear to be limited.

Recommendations

- Revise and create a limited number of IT policies and procedures that include the following topics:
 - ♦ Password management
 - ♦ Encryption
 - ♦ Security awareness training
 - ♦ Device configuration (e.g., servers, desktops, network devices, etc.)
 - ♦ Computer security incident response
 - ♦ Personally Identifying Information (PII) protection
 - Include HIPAA and PCI compliance requirements.
 - ♦ Remote access
- Utilize the IT Steering Committee to review policies and procedures, and facilitate communication throughout the organization.
 - ♦ Consider applying security-related policies and procedures to the SCADA network in addition to the Administrative network.
- Review policies and modify as appropriate at least every other year.

69. IT Procurement Practices

Findings and Observations

The City has a small degree of technology-oriented procurement practices in place. These procurement practices should be expanded to include more detail and address different procurement types, including:

- Commodity systems
- Complex systems
- Highly complex or expensive systems

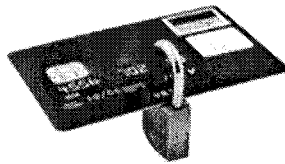
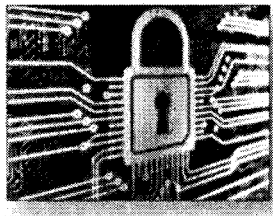
Oversight of the procurement process by IT and the IT Steering Committee should also be included as a practice.

Recommendations

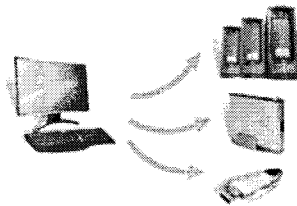
- For commodity systems where several vendors provide very similar products, if three quotes are required by City policy, the City should consider creating an open RFP that does not specify a product manufacturer but provides vendors with specifications that must be met.
 - ♦ Encourages increased vendor participation.
 - ♦ Increases vendor participation, which often results in lower pricing and better products.
- For complex systems, the City should consider procuring installation services from the vendor supplying hardware and software, or other third-party implementers.
 - ♦ "Complex systems" are defined as those costing more than \$50,000 or requiring more than 80 hours of third-party implementation assistance.
 - ♦ Reduces chance of finger-pointing for poor design, damaged product, or poor installation.
- For highly complex or expensive systems, the City should consider including all components in the RFP: final design, installation, construction, testing, conversion, post-implementation support, and knowledge transfer.
 - ♦ Includes procurement of complex systems that may cross budget years because of cost considerations.
 - ♦ All components should be practically considered and integrated.
- For oversight, before approval of purchase of a complex system or a system requiring three bids, the IT Steering Committee should review any complex or highly complex system procurement, and Finance/Purchasing should require the following of the IS Department:
 - ♦ A diagram of the system
 - ♦ High-level implementation plan (can be one page of bullet points)
 - ♦ A bill of material that includes all components, list price, quantity, discounted price, and ongoing maintenance
 - ♦ Costs associated with final design, installation, any construction, testing, conversion, post-implementation support, and knowledge transfer
 - ♦ A vendor cost matrix and assurances that all responses are truly comparable
 - ♦ A written recommendation
- In general, the City should follow best practices for IT hardware and software replacement and procurements.

IT Security addresses all security systems and practices, including disaster recovery, to protect systems and data.

- 70. Backups and Disaster Recovery Planning
- 71. Firewall Replacement
- 72. Antivirus Updates
- 73. Two-Factor Authentication
- 74. IT Security Assessment
- 75. PCI Compliance Review
- 76. Records and Data Retention



Disaster Recovery Planning



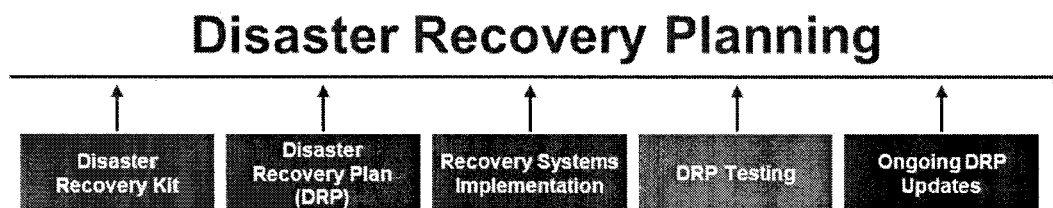
70. Backups and Disaster Recovery Planning

Findings and Observations

- An IT Disaster Recovery Plan is currently not in place.
- Service-level agreements (SLAs) are not in place for application recovery in the event of a disaster.
- City Hall utilizes cloud-based backup for some systems.
- Police do not currently have offsite backups for systems located in the Police Department.
- Utilizing cloud-based backup and disaster recovery is becoming a best practice.
- Backups are tested periodically to ensure recovery in the event of a failure.
 - ♦ Application restores are not tested on a regular basis.

Recommendations

- City Hall – Validate all systems and applications are backed up offsite.
- Police Department – Incorporate all non-CLETS-related backups into the City Hall offsite backup mechanism.
 - ♦ Encrypt CLETS data, and backup offsite.
- Work with the departments to understand expected service restoration timeframes to develop the Disaster Recovery Plan.
- Consider the following disaster recovery scenarios when developing strategies:
 - ♦ Loss of the communications room in the basement of City Hall
 - ♦ Loss of main server room
 - ♦ Major disaster eliminating all area communications, the Administrative Offices, and IT infrastructure
- After virtualizing the server infrastructure, leverage offsite virtual solutions in conjunction with existing backup mechanisms for Disaster Recovery.
- Evaluate applications portfolio, and determine the SLA for each application for restoration.
- Develop strategies for restoration of high-priority applications.
 - ♦ Begin to implement, based on strategy and application priority.
 - ♦ Test portions of plan every six (6) months.



Benefits

- Emergency preparedness compliance
- Improved communication
- Awareness of procedures
- Better diagnostics and problem identification
- Reduced risk and liability
- Faster, well-informed decision-making
- Identification of business-critical functions
- Decreased recovery times and exposure to system failures
- Awareness of immediate actions

71. Firewall Replacement**Findings and Observations**

- Currently, the City utilizes an older Cisco ASA firewall.
- The City does not have intrusion protection and other advanced antivirus, anti-malware, and anti-intrusion subscriptions enabled.
 - ♦ There is not currently an internal antivirus product running on Exchange
- Firewalls are not currently in place between City Hall and Police, and City Hall and SCADA, systems.

Recommendations

- Procure and install firewalls with advanced threat protection for the main external firewall.
 - ♦ The product will include Intrusion Prevention Systems (IPS), anti-malware, and content filtering.
- Procure and install firewalls between City Hall and Police, and City Hall and SCADA, networks.

Benefits

- Improved security, and reduced risk of viruses
 - ♦ If the City does get an infection, an antivirus engine on exchange could prevent its spread.
- Content filtering reduces risks related to inappropriate staff use of the Internet

72. Antivirus Updates

Findings and Observations

- The City uses ESET as an anti-virus solution.
 - ♦ The anti-virus solution is managed locally, without central visibility into specific systems anti-virus status.
- Antivirus updates occur on most systems, but they are not centrally managed.
- Anti-malware and intrusion prevention and detection systems are not in use.

Recommendations

- Procure and implement an anti-malware product on all desktops and laptops.
- Procure and implement intrusion prevention and detection systems in conjunction with the firewall.
- Procure and implement additional antivirus scanning from a separate vendor for Exchange.
- Configure ESET Enterprise for the centralized management of endpoints virus protection

73. Two-Factor Authentication

Background

The need for both increased information sharing and access to government data networks creates new requirements to certify confidence in the identity of the individuals accessing information. To meet these new requirements, many agencies at all levels of government are using a strategy known as "advanced authentication" or "*two-factor authentication*". This approach supplements traditional username and password authentication with alternative forms of verification based on a user's physical characteristics (such as a fingerprint) or an object in the user's possession (such as a smart card or a token).

Findings and Observations

- Two-factor authentication is a network protection strategy based on the principle of defense-in-depth.
- City IT is currently reviewing "React" two-factor authentication
- Federal Bureau of Investigation (FBI) systems Criminal Justice Information Services (CJIS) Security Policy (Version 5.2) requires advanced authentication methods for remote access to all systems that contain Criminal Justice Information (CJI) beginning September 30, 2014.
- The CJIS mandate includes access to data from City police vehicles or any location that cannot be physically secured.
- Other systems the City maintains should use advanced authentication for remote access include electric, water, and wastewater utility supervisory control and data acquisition (SCADA), HVAC/building control systems, and IT system administration.

Recommendations

- Budget for and implement two-factor authentication for remote access to SCADA systems and for IT staff remote network access.

Benefits

- Enhanced security and compliance

74. IT Security Assessment

Background

It is a best practice to conduct an IT Security Assessment every three years. Penetration testing should be performed annually or when major firewall changes are made.

Findings and Observations

- An IT Security Assessment has not been performed at the City.
 - ♦ We believe the City should implement the recommendations in Years 1 and 2 of the Technology Master Plan before contracting for a Security Assessment.
- The City does not have a central system log or activity log storage and management solution.
- The City does not maintain an Active Directory change management audit trail.

Recommendations

- Redesign and implement IT security as a part of the Active Directory upgrade implementation.
- Procure a solution to provide centralized system logging and activity login.
- Procure a solution to provide Active Directory-related audit trails.
- Develop security policies and procedures.
- Upon completion of the above recommendations, conduct a more global third-party IT Security Assessment.

Benefits

- Improved performance and efficiency
- Meets compliance requirements and industry best practices

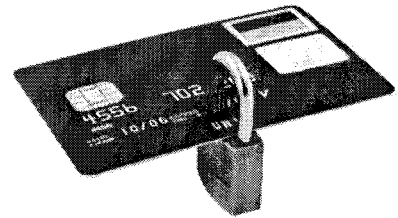
75. PCI Compliance Review

Background

Payment Card Industry (PCI) compliance can reduce credit card transaction fees by complying with the Payment Card Industry Data Security Standard (PCI-DSS) for credit and debit card transactions. The major card brands (Visa, MasterCard, American Express, Discover, and JCB) issued the PCI-DSS to enhance the protections in place against the theft of cardholder data and require all merchants and service providers who store, process, or transmit payment card information to comply with its provisions.

Findings and Observations

- Credit cards are accepted as a form of payment at the City.
- Credit card transactions are cloud-based.
 - ♦ Credit card transactions are limited to credit card terminals separate from the point-of-sale workstations.
- Most PCI technical requirements have been met by the City.



Recommendations

- Review the current credit card payment methodology, including manual processes surrounding the transaction itself.
 - ♦ Validate compliance with PCI for all credit card processing workflows.
- All payment card data should be separated from the City's data network.
- Create a complete inventory of all credit card processing devices, including location, make, model, date installed, and PCI capabilities.

76. Records and Data Retention

Findings and Observations

- The City has not provided us with an Electronic Records and Data Retention Policy.
- Electronic records retention durations should mirror paper records and data retention durations.
 - ♦ As with paper records, timely destruction is important.
- A policy for email retention has been developed but is not being enforced.
 - ♦ Items that are discarded in the Windows Recycle bin are retained forever.

Recommendations

- Inventory all forms of electronic records storage at the City.
- Implement an email archiving solution, and migrate existing archive folders to the archive appliance.
- Develop procedures for electronic records retention for the various record types.
 - ♦ Implement procedure for records retention and subsequent destruction of electronic records.

The *telecommunications system* is a critical tool for local government entities. It enables the ability to communicate effectively with constituents and deliver high standards of service. Telecommunication is also a key element in teamwork, allowing employees to collaborate easily from wherever they are located.

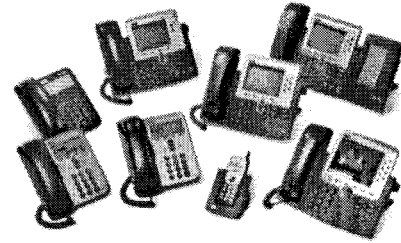
77. VoIP Phone System Upgrade



77. VoIP Phone System Upgrade

Findings and Observations

- The City implemented a Voice-over-Internet Protocol (VoIP) telephone system in 2006.
 - ♦ The system is obsolete and will require a “fork-lift” or complete system upgrade.
 - ♦ Staff has numerous examples of desired setup and configuration changes, training, and implementation of additional features that would improve productivity and enhance customer service.
 - ♦ Staff familiar with the current system administration and would prefer to continue with the manufacturer.
- Contact with the City through telephones is an important mechanism for communication with City customers.
- Voicemails are integrated with email.
 - ♦ Other advanced telecommunications, cellular, and collaboration capabilities have not been implemented.
- Utilizing a competitive bidding process will result in a lower cost solution rather than selecting a manufacturer and soliciting bids that utilize a government contract to procure the upgrade.



Recommendations

- Upgrade the telephone system to current product version
- Utilize a competitive bidding procurement methodology that engages the major telephony vendors.
 - ♦ Engage a Subject Matter Expert (SME) in the selection process as appropriate.
 - ♦ Follow the complex procurement section of the Procurement Initiative.
- As a part of determining requirements, assess and determine effectiveness of advanced telephony integration tools
 - ♦ Consider improved integration of the telephone system and cell phones for mobile staff.
 - ♦ Consider improved integration of the telephone system with MS Office for knowledge workers.

IT staffing can be one of the most important areas of business management, especially in view of the impact IT decisions can have on the organization's productivity, budget, morale, and overall success.

78. IT Staff Training

79. Enterprise Applications Support

80. GIS Staffing

81. IT Staffing

82. IT Management



78. IT Staff Training

Background

Information technology complexity has increased exponentially over the years. Continued training is critical to maintaining a sufficient knowledge base to maintain today's IT systems.

Classroom training provides multiple benefits, including:

- The ability to meet and share problems, concerns, and solutions with peers
- A theoretical foundation in the subject matter that will, over time, be more efficient and effective than video or book training
- Multi-faceted training that provides for different types of learning styles
- Dedicated time away from the distractions of day-to-day job responsibilities, allowing for increased retention of the subject matter

In general, IT staff members especially need to be "lifelong learners". The organization should be encouraging learning for all employees.

Findings and Observations

- Some IT staff have received limited training opportunities.
- Best practices for IT training include one week of classroom training per year.
- Many organizations also subscribe to online video training libraries to provide additional training opportunities.
 - ♦ Opportunities for uninterrupted training provide for the highest retention and most productive use of training time.

Recommendations

- Increase the IT budget to include one week of classroom training for each IT staff member.
 - ♦ Incorporate training plans into the annual review process.
- Attend user conferences in key functional areas as appropriate.
- Utilize the Municipal Information Systems Association of California (MISAC) training, where possible, to introduce staff to peer individuals at other agencies.

79. Enterprise Applications Support

Background

Local government agencies increasingly understand the direct correlation of effective applications utilization, organizational efficiency, and productivity gains. As described throughout this document, increasing applications utilization is key for the organization to do more with the same labor resources. Additionally, institutional knowledge too often leaves the organization through retirements and other employment separations because many processes and procedures are inadequately automated. Typically, agency goals of improved transparency and constituent services are also accomplished through various software programs that automate and streamline processes.

Most organizations have a blend of application/business analyst skill sets within their business departments and their IT department. However, we have yet to encounter a small- or mid-sized agency with adequate resources to meet the organization's needs.

To meet these needs, IT departments are beginning to transform their overall department structures (over time) to take on more responsibility in hiring, training, retaining, and managing applications support services. This trend is being made possible, in some measure, by the streamlining of typical IT department operations through productivity and monitoring tools.

Typical applications support staff proactively handle Help Desk needs related to business department applications, business process analysis, applications training, applications setup and configurations, ad hoc report writing, and database administration.

It is not unusual to designate applications support staff for the following major applications systems:

- ERP (Accounting, Finance, and People Management)
- Work Orders/Maintenance Management
- CIS
- Personnel Management
- ECMS (Electronic Content Management System)

Findings and Observations

- IT staff lacks skills related to business process improvements to identify and prioritize application enhancements. These skills are critical for improving the efficiency of the City's major business applications.

Recommendations

- In conjunction with the effort to replace the ERP system, consider adding a Business Systems Analyst FTE to the IT staff.
 - ◆ This position would be critical to the selection and implementation of a new ERP system.
 - ◆ Over the long term, this position can assist Departments in improving application utilization and efficiency and improving business processes.

The City's goal should be to develop an Application Support function that can assist with the following:

- Assist department subject-matter experts (SMEs) in the resolution of enterprise application software-related Help Desk tickets.

- Work closely with department managers, division leads, and application users to document and/or design/redesign effective business processes and associated business applications, including projects that require effective implementation or reimplementation.
- Make recommendations on improvements to business processes and applications, with the goal of delivering enhanced service and outcomes (e.g., faster permit processing times, automating current manual or inefficient processes, etc.)
- Manage software improvements for various departments. These activities include procurement recommendations (e.g., cost-benefit analyses, software configuration and implementation/re-implementation, etc.); collaboration in testing configurations with personnel of affected departments; communication with internal customers, network and server administrators, and vendors to ensure that applications systems are being utilized to their full potential.
- Provide project coordination and oversight of multiple applications system projects.
- Assist with research of applications software products and services, and coordinate feasibility studies for applications, software, and system products under consideration for purchase and provide findings.
- Develop and deploy standards, methodologies, and best practices for applications deployment, business process improvement, application interfaces, and report writing.
- Document procedures, applications interfaces, service-level agreements, and other methodologies related to applications systems.
- Collaborate in the testing of applications, and communicate with network and server administrators, vendors, and software developers to ensure quality assurance and fulfillment of contractual obligations.
- Develop, implement, and disseminate information on best practices for information technology and applications support.
- Compile and maintain an inventory of all applications software and system assets and their corresponding contracts and agreements, documenting system configurations and change management.
- Coordinate training, including oversight of training materials and user procedures and training curriculum; facilitate training sessions as necessary. Develop and maintain user documentation, implementation, and maintenance plans.
- Oversee the maintenance, support, and upgrade of existing software applications and systems; coordinate and communicate upgrades, enhancements, and changes with vendors and internal customers.
- Maintain a secure information technology environment for software applications. Oversee application security administration and update processes and schedules, notifying users of any potential service interruptions.
- Participate in integration, initialization, and interfacing between multiple systems, either through in-house or outsourced development, when required.
- Analyze technical literature for systems, and provide explanations understandable to end-users, often in the form of user manuals or training materials.

Business Systems Analyst Job Description (SAMPLE)

Description

Under general supervision, coordinate and manage activities related to the support, deployment, configuration, and usage of departmental applications systems. This includes assistance with applications system selection, implementation, project coordination, management of interfaces, applications setup and configurations, business process reviews, and custom reporting.

This individual will apply technical, communication, analytical, and problem-solving skills to the analysis of business processes for business applications software systems to improve productivity and efficiency in the organization's departments.

The position will be responsible for providing expert troubleshooting, resolution, and reporting on business applications issues and supervising additional application support specialist staff.

Other related duties may be required, as assigned.

Duties

- Assist department subject-matter experts (SMEs) in the resolution of enterprise applications software-related Help Desk tickets.
- Work closely with department managers, division leads, and applications users to document and/or design/redesign effective business processes and associated business applications, including projects that require effective implementation or reimplementation.
- Make recommendations on improvements to business processes and applications, with the goal of delivering enhanced service and outcomes (e.g., faster permit processing times, automating current manual or inefficient processes, etc.)
- Manage software improvements for various departments. These activities include procurement recommendations (e.g., cost-benefit analyses, software configuration and implementation/re-implementation, etc.); collaboration in testing configurations with personnel of affected departments; communication with internal customers, network and server administrators, and vendors to ensure that applications systems are being utilized to their full potential.
- Provide project coordination and oversight of multiple applications system projects.
- Assist with research of applications software products and services. Coordinate feasibility studies for applications, software, and system products under consideration for purchase, and provide findings.
- Develop and deploy standards, methodologies, and best practices for applications deployment, business process improvement, applications interfaces, and report writing. Document procedures, applications interfaces, service-level agreements, and other methodologies related to applications systems.
- Collaborate in the testing of applications, and communicate with network and server administrators, vendors, and software developers to ensure quality assurance and fulfillment of contractual obligations.
- Develop, implement, and disseminate information on best practices for information technology and applications support.
- Compile and maintain an inventory of all applications software and system assets and their corresponding contracts and agreements, documenting system configurations and change management.
- Coordinate training, including oversight of training materials and user procedures and training curriculum; facilitate training sessions as necessary. Develop and maintain user documentation, implementation, and maintenance plans.

- Oversee the maintenance, support, and upgrade of existing software applications and systems. Coordinate and communicate upgrades, enhancements, and changes with vendors and internal customers.
- Maintain a secure information technology environment for software applications. Oversee applications security administration, and update processes and schedules, notifying users of any potential service interruptions.
- Participate in integration, initialization, and interfacing between multiple systems, either through in-house or outsourced development, when required.
- Analyze technical literature for systems, and provide explanations understandable to end-users, often in the form of user manuals or training materials.
- Perform related duties as assigned.

Qualifications

The following generally describes the knowledge, ability, and education required to successfully perform the job duties.

Knowledge

- Windows operating systems and applications, including MS Office, MS SQL, Outlook, and other applications software
- Government business processes and the systems that support them. Agency business systems may include: Financials, timekeeping, utility billing, human resources, payroll, asset control systems, inventory, work orders, land management, building permits, utility billing, and citizen request management, among others
- Current technology goals, objectives, and technological trends
- Database knowledge, including a working understanding of MS SQL, SQL queries, report writing, applications interfaces, and data import/export methodologies
- Principles of project management, including training and vendor management
- Office procedures, methods, and equipment, including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and practices of applications system development, evolution, and product life cycles, including sustainability planning for applications systems
- Applications system security principles and best practices for ongoing system security, including related concepts of user applications roles/passwords, single sign-on, and Active Directory

Abilities

- Understand, plan, and coordinate business applications systems implementations and upgrades.
- Review and assist in evaluating the work of professional and support staff.
- Gather and document business requirements and processes.
- Communicate ideas, directions, and requirements clearly and concisely, both orally and in writing.
- Understand and communicate ideas in a technical, but user-friendly, language.
- Perform duties appropriate to classified system privileges. Maintain professional handling and protection of confidential and secure information.
- Commit to the highest standards of moral and business ethics, including organizational values.
- Work in a team environment, understanding the customer service and supplier model and how it is used in an internal support environment.

- Prepare clear and concise reports, including metrics, service-level agreement summaries, test plans, cases, and test scripts.
- Interpret and explain agency policies and procedures.
- Manage projects in a timely manner.
- Work with information system users under challenging conditions and short deadlines.
- Set priorities based on value to the organization.
- Operate office equipment, including computers and related word processing, presentation, spreadsheet, and database applications.
- Foster communications between the user community, project management, contractors, and all levels of management.

Education and Experience

Any combination of education and experience that would likely provide the required knowledge and abilities qualifies a candidate for the position. Typical education, training, and experience may include:

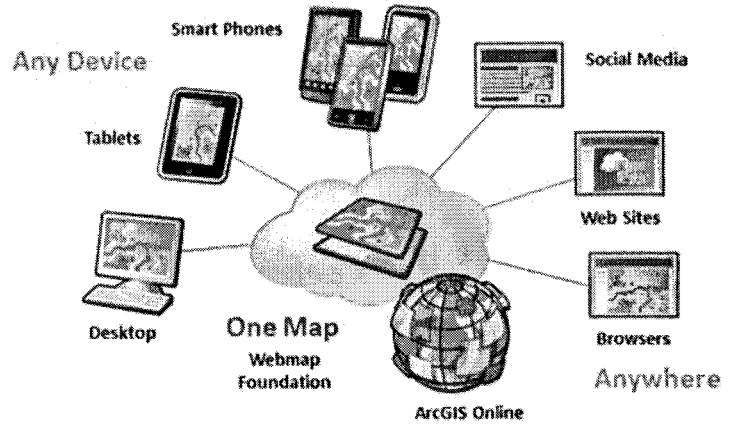
- Education/Training
 - ♦ Bachelor's degree from an accredited college or university, with major course work in computer science, information technology, business administration, etc.
- Experience
 - ♦ Five years as a business or systems analyst, supporting a broad range of departmental applications systems, including business process improvement, and applications administration, implementation, and upgrades
 - ♦ Five years of general IT support or IT analysis (or similar) for a medium-sized organization supporting Microsoft applications
 - ♦ One to three years in coordination and/or project management of applications implementation or upgrades
 - ♦ One to three years of supervisory experience

80. GIS Staffing

Background

GIS can unlock information and places geospatial data into the hands of the staff members that need this data. The true value of GIS includes:

- Unlocking geospatial assets via secure sharing and collaboration
- GIS integrates with and enhances existing investments in the system
- Documents ownership
- Cross-platform and multiple-device support
- Creates a central repository of data elements
 - ◆ Creates a foundation for data analytics
- Application Programming Interface (APIs)
- Ready-to-use content and apps
- Ability to integrate with other backend operational software applications, such as work orders/maintenance management



Findings and Observations

- City IT Staff does not have any current information or knowledge of a GIS implementation.

Recommendations

- Develop a GIS Master Plan.
- Determine staffing requirements.
- Determine training needs for GIS implementation and data entry.

81. IT Staffing

Findings and Observations

- City Hall staffing in the IT function includes an IS Administrator, an IS Coordinator, and an IS Technician. The Police IT function includes a Technology Services Manager. A part-time IS Technician position is budgeted for the Police IT function, but the position has not been filled.
- This Technology Master Plan outlines significant technology resource requirements to bring South Gate to technical capabilities that would be nearly equivalent to peer organizations.
- Due to increased IT staff needs related to the new Police CAD/RMS system, the half-time budgeted position, in practice, is nearly 100% Police IT.
 - ♦ Police IT staffing does not appear to be sufficient for the amount of ongoing work and Technology Master Plan projects.
 - ♦ City Hall IT staffing does not appear to be sufficient for the amount of ongoing work and Technology Master Plan projects.
- Some efficiencies can be gained through implementation of a single set of productivity tools related to IT Operations.
 - ♦ City Hall IT staff members do not have the necessary resources to implement these tools.
- City Hall IT staffing is generally sufficient for ongoing IT support but not for Technology Master Plan project related work.
 - ♦ City Hall IT staff members do not have the necessary resources to implement these tools.

Recommendations

- Consolidate the City Hall and Police IT functions into a single organization.
- Implement an after-hours support rotation for 24/7 support.
 - ♦ All IT staff should be included in the on-call rotation schedule.
 - ♦ Formalize an agreement between City Hall IT and Police IT for after-hours support.
 - ♦ Utilize the Help Desk to develop metrics related to the actual use of after-hours support, and fund as appropriate.
- Add an IT Manager position (recommendation outlined below).
- Utilize third-party subject matter experts, as appropriate, to assist in implementing the Technology Master Plan.

Benefits

- Clearer alignment of IT staff resources with the City's technology needs
- Increased anticipation and management of technology upgrades
- Increased productivity

82. IT Management

Findings and Observations

- City Hall and Police IT staff are focused on completing day-to-day tasks and have very little time to devote to project work.
- Currently, the City Hall IT Administrator and Police Department Technical Services Manager time allocation is sufficient for:
 - ◆ Help Desk support
 - ◆ Some network support
 - ◆ Some project coordination duties
- Existing task lists should be expanded to include key project information, including:
 - ◆ Due dates
 - ◆ Resources required
 - ◆ Resources assigned
 - ◆ Key budget information
 - ◆ Overall status
 - ◆ IT project portfolios should be published on an intranet when one is available.
- Due to resource constraints, project management, strategic planning, or long-range planning has been limited.
 - ◆ Given the City's size, a full time CIO or IT Director-level position is excessive.
 - ◆ Utilize this plan to provide a basis for ongoing long-range planning.
 - ◆ Refresh and re-prioritize this plan in conjunction with the annual budget process.

Recommendations

- The City should consider hiring an IT Manager to supervise City Hall and Police IT operations and manage the implementation of this Plan.
 - ◆ The IT Manager should have responsibility for the implementation of this plan overall and the project management of many of the recommended projects.
 - ◆ The IT Manager would also have responsibility for IT staff and day-to-day IT operations for all City departments.
 - ◆ Some projects, such as CAD/RMS or ERP replacement, are "once in a lifetime" projects, and utilizing third-party subject matter expertise for project management will be prudent.
 - ◆ We believe third-party subject matter experts may be required to manage some of the projects in this plan each year. In several of the years covered by the plan, the number of projects recommended will exceed available staff resources.
- Develop an Information Services Portfolio documenting IT roles and responsibilities related to all organization applications.
- IT staff should be provided with additional technical and report writing training.

WARRANT REGISTER FOR COUNCIL MEETING 1/28/2020

PART I

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Final Check List
City of South Gate

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Page: 1

| Bank : botw BANK OF THE WEST | | CITY OF SOUTH GATE | | Amount Paid | Check Total | |
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Item No. 16

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Final Check List
City of South Gate

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| 86548 | 1/16/2020 | INDEPENDENT CITIES ASSOCI | ICA2020 | 1/14/2020 | REGISTRATION FOR ICA WINTER | 650.00 | 650.00 |
| Voucher: | | | | | | | |
| 86549 | 1/28/2020 | 8615 CALIFORNIA AVE, LLC | Ref000262087 | 1/14/2020 | UB REFUND CST #000633514061 | 204.28 | 204.28 |
| Voucher: | | | | | | | |
| 86550 | 1/28/2020 | AIS SPECIALTY PRODUCTS, INC | PSI321857 | 12/27/2019 | CHEMICALS FOR SEWER CREW | 227.37 | 227.37 |
| Voucher: | | | | | | | |
| 86551 | 1/28/2020 | ALESHIRE & WYNDER, LLP, SUIT | 54824 | 1/7/2020 | THRU 12/31/19 - PERSONNEL-LA | 1,777.50 | 1,777.50 |
| Voucher: | | | | | | | |
| 86552 | 1/28/2020 | ALL CITY MANAGEMENT SERVIC | 65893 | 12/31/2019 | SCHOOL CROSSING GUARD SR | 9,889.74 | 9,889.74 |
| Voucher: | | | | | | | |
| 86553 | 1/28/2020 | ALL PHASE ELECTRIC SUPPLY C | 0946-449712 | 12/3/2019 | STREET LIGHT CABLE | 1,311.98 | 1,311.98 |
| Voucher: | | | | | | | |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
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| 86554 | 1/28/2020 | 00003399 ALVARADOSMITH Voucher: | 341154 | 12/31/2019 | THRU 12/31/19 - COSG ADV ANG | 344.68 | |
| | | | 341152 | 12/31/2019 | THRU 12/31/19 - COSG ADV CAR | 3,112.50 | |
| | | | 341153 | 12/31/2019 | THRU 12/31/19 - COSG ADV ANA | 250.00 | |
| | | | 341157 | 12/31/2019 | THRU 12/31/19 - COSG ADV MAR | 1,325.00 | |
| | | | 341158 | 12/31/2019 | THRU 12/31/19 - TUPUA V. COSG | 838.35 | |
| | | | 341159 | 12/31/2019 | THRU 12/31/19 - COSG ADV JAH | 33,768.77 | |
| | | | 341160 | 12/31/2019 | THRU 12/31/19 - ARELY SANTAMIA | 2,917.50 | |
| | | | 341161 | 12/31/2019 | THRU 12/31/19 - LUZ MARINA PA. | 220.00 | |
| | | | 341162 | 12/31/2019 | THRU 12/31/19 - LUCILA MAGANA | 120.15 | |
| | | | 341163 | 12/31/2019 | THRU 12/31/19 - ALBERT CRUZA | 37.65 | |
| | | | 341168 | 12/31/2019 | THRU 12/31/19 - MARY JANE NAI | 7,000.15 | |
| | | | 341143 | 12/31/2019 | THRU 12/31/19 - GENERAL PROJ | 12,416.79 | |
| | | | 341165 | 12/31/2019 | THRU 12/31/19 - ATTEND SPECIA | 1,417.50 | |
| | | | 341166 | 12/31/2019 | THRU 12/31/19 - TUESDAYS, AGE | 8,475.00 | |
| | | | 341145 | 12/31/2019 | THRU 12/31/19 - COMMUNITY DE | 2,557.50 | |
| | | | 341146 | 12/31/2019 | THRU 12/31/19 - COSG REGARDI | 3,382.50 | |
| | | | 341144 | 12/31/2019 | THRU 12/31/19 - EMPLOYMENT N | 412.50 | |
| | | | 341169 | 12/31/2019 | THRU 12/31/19 - CBMWD VS. WR | 82.50 | |
| | | | 341170 | 12/31/2019 | THRU 12/31/19 - COSG ADV. JOS | 25.00 | |
| | | | 341150 | 12/31/2019 | THRU 12/31/19 - SILVIA LAINEZ V | 478.95 | |
| | | | 341155 | 12/31/2019 | THRU 12/31/19 - COSG ADV EDW | 50.00 | |
| | | | 341156 | 12/31/2019 | THRU 12/31/19 - COSG ADV BETI | 225.00 | |
| | | | 341151 | 12/31/2019 | THRU 12/31/19 - COSG ADV CITY | 1,142.50 | 80,600.49 |
| 86555 | 1/28/2020 | 00003098 AMERINAT Voucher: | 19-00919 | 12/2/2019 | NOV 2019 - LOANS BOARDED- A | 112.00 | 112.00 |
| 86556 | 1/28/2020 | 00003529 AT&T Voucher: | 960-449-6558-01/2 | 1/1/2020 | BILLING PRD- 01/01/20 - 01/31/20 | 233.37 | 233.37 |
| 86557 | 1/28/2020 | 00004313 AT&T Voucher: | 1949832504 | 1/5/2020 | BILLING PRD 12/05/19-01/04/20 II | 3,758.62 | 3,758.62 |
| 86558 | 1/28/2020 | 00003692 AT&T MOBILITY Voucher: | 875963643X12162 | 12/8/2019 | BILLING PRD- 11/9/19-12/8/19 (PL | 2,422.35 | |
| | | | 28728833867X12 | 12/2/2019 | BILLING PRD- DEC 2019 - MDCS | 850.62 | |
| | | | 28728833867X01 | 1/2/2020 | BILLING PRD- JAN 2020 - MDCS I | 724.32 | 3,997.29 |
| 86559 | 1/28/2020 | 00004126 A-THRONE CO INC. Voucher: | 0000615058 | 12/20/2019 | PORTABLE RESTROOM RENT FC | 190.37 | 190.37 |

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| 86560 | 1/28/2020 | 0010585 AUTOZONE STORES, INC. Voucher: | 548871312 | 12/10/2019 | 4- LIFT SUPPORTS FOR UNIT 17 | 79.34 | |
| | | | 5488877204 | 12/16/2019 | LIFT SUPPORTS FOR UNIT 167 | 39.67 | |
| | | | 5488883916 | 12/23/2019 | HOOD LIFTS FOR UNIT 131 | 63.92 | |
| | | | 548880227 | 12/19/2019 | TRANSMISSION FLUID | 26.43 | |
| | | | 5488880230 | 12/19/2019 | OIL PRESSURE SWITCH FOR UN | 82.68 | |
| | | | 5488883600 | 12/23/2019 | THERMOSTAT AND GASKET FOF | 25.11 | |
| | | | 5488896740 | 1/6/2020 | THERMOSTAT AND RADIATOR H | 35.26 | |
| | | | 5488896863 | 1/6/2020 | ALTERNATOR FOR UNIT 626 | 51.81 | 425.16 |
| | | | 5488897349 | 1/7/2020 | VOLTAGE REGULATOR FOR UNI | 20.94 | |
| 86561 | 1/28/2020 | 0011336 AVANT-GARDE INC. Voucher: | 5807 | 11/1/2019 | OCT 2019 - 2ND YEAR OF CONTF | 4,160.00 | 6,575.00 |
| | | | 5851 | 12/2/2019 | 2ND YEAR OF CONTRACT - CDB | 2,415.00 | |
| 86562 | 1/28/2020 | 0011669 BDO USA LLP Voucher: | 001240622 | 11/27/2019 | OCT 2019 - SECTION 8 FINANCIA | 1,400.00 | 1,400.00 |
| 86563 | 1/28/2020 | 0010615 BEARCOM Voucher: | 4951629 | 12/26/2019 | DEC 2019 - RENEWAL- PD BEAR | 1,969.67 | |
| | | | 4955869 | 1/2/2020 | JAN 2020 - RENEWAL- PD BEAR | 1,969.67 | |
| | | | 4949059 | 12/19/2019 | AUG 2019 - RENEWAL- PD BEAR | 1,969.67 | |
| | | | 4949749 | 12/20/2019 | SEP 2019 - RENEWAL- PD BEAR | 1,969.67 | |
| | | | 4950621 | 12/23/2019 | OCT 2019 - RENEWAL- PD BEAR | 1,969.67 | |
| | | | 4951079 | 12/24/2019 | NOV 2019 - RENEWAL- PD BEAR | 1,969.67 | 11,818.02 |
| 86564 | 1/28/2020 | 0009876 BIGGS CARDOSA Voucher: | 77430 | 11/5/2019 | OCT 2019 - CONSTRUCTION MAI | 47,421.50 | 47,421.50 |
| 86565 | 1/28/2020 | 00001872 BLODGETT BAYLOSIS ENVIRONM Voucher: | 191885 | 11/26/2019 | P/E 11/26/19 - REVIEW & REVISE | 7,428.00 | 7,428.00 |
| 86566 | 1/28/2020 | 0008396 BLUE DIAMOND MATERIALS Voucher: | 1743521 | 12/26/2019 | ASPHALT FOR ST DIV | 208.37 | |
| | | | 1739078 | 12/12/2019 | ASPHALT FOR ST DIV | 314.27 | 522.64 |
| 86567 | 1/28/2020 | 0012422 BRECKENRIDGE PROPERTY FUN Voucher: | Ref000262086 | 1/14/2020 | UB REFUND CST #00062851 101 | 204.28 | 204.28 |
| 86568 | 1/28/2020 | 0012414 BYONE, JAMES Voucher: | Ref000262078 | 1/14/2020 | UB REFUND CST #00056353 104 | 64.56 | 64.56 |
| 86569 | 1/28/2020 | 0009570 CALIFORNIA CIRCUIT BREAKERS Voucher: | 104241 | 12/17/2019 | STREET LIGHT SYSTEM REPAIR | 38.59 | |
| | | | 104101 | 9/18/2019 | STREET LIGHT SYSTEM REPAIR | 52.92 | 91.51 |
| 86570 | 1/28/2020 | 0012428 CAMPOS, ALFONSO Voucher: | Ref000262166 | 1/7/2020 | UB REFUND CST #00047579 271 | 551.19 | 551.19 |
| 86571 | 1/28/2020 | 0012429 CAMPOS, ALFONSO Voucher: | Ref000262167 | 1/7/2020 | UB REFUND CST #00041193 270 | 1,171.05 | 1,171.05 |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
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| 86572 | 1/28/2020 | 0012430 CAMPOS, ALFONSO | Ref000262168 | 1/17/2020 | UB REFUND CST #00039634 276 | 217.75 | 217.75 |
| | | Voucher: | | | | | |
| 86573 | 1/28/2020 | 00004433 CARPENTER, ROTHANS & DUMO34257 | | 12/16/2019 | THRU 11/30/19 - RE: CANIZALES, | 3,428.34 | 3,428.34 |
| | | Voucher: | | | | | |
| 86574 | 1/28/2020 | 0006239 CENTRAL FORD | 347751 | 12/18/2019 | TIRE PRESSURE SENSORS FOR | 147.51 | |
| | | Voucher: | 348343 | 1/2/2020 | BRAKE ROTORS AND PADS FOR | 356.62 | |
| | | | 348502 | 1/6/2020 | SHIFTER TUBE FOR UNIT 210 | 34.49 | |
| | | | 348550 | 1/7/2020 | SHIFTER PLUNGER FOR UNIT 2 | 12.41 | 551.03 |
| 86575 | 1/28/2020 | 0005839 CHAMPION CHRYSLER JEEP DOI58939 | 587320 | 12/13/2019 | BRAKE PADS FOR UNIT 172 | 110.88 | |
| | | Voucher: | 462199 | 12/20/2019 | BRAKE BOOSTER FOR STOCK | 171.60 | |
| | | | 4513 | 1/2/2020 | PROGRAM ENGINE PCM ON UNI | 165.00 | 447.48 |
| 86576 | 1/28/2020 | 00002408 CITY CLERKS ASSOC. OF CALIF | 4514 | 1/6/2020 | MEMBERSHIP RENEWAL- CARM | 85.00 | 120.00 |
| | | Voucher: | 1442 | 1/6/2020 | MEMBERSHIP RENEWAL - SONI/ | 35.00 | |
| 86577 | 1/28/2020 | 00005141 CMRTA | | 12/1/2019 | MEMBERSHIP RENEWAL (THRU | 100.00 | 100.00 |
| | | Voucher: | | | | | |
| 86578 | 1/28/2020 | 00000311 COASTLINE EQUIPMENT | 649880 | 12/17/2019 | WATER PUMP FOR PORTABLE G | 331.18 | |
| | | Voucher: | 649882 | | CREDIT FOR RETURNED PART, (| -55.13 | 276.05 |
| 86579 | 1/28/2020 | 00000461 COMMERCIAL TRANSPORTATION3508 | | 1/8/2020 | COMMERCIAL TRANSPORTATIO | 3,409.40 | 3,409.40 |
| | | Voucher: | | | | | |
| 86580 | 1/28/2020 | 0011922 CONCENTRA MEDICAL CENTER\$66485562 | | 12/18/2019 | 12/15/19 - PHYSICALS | 166.00 | |
| | | Voucher: | 66614138 | 1/1/2020 | 12/28/19 - BLOOD DRAW | 52.00 | |
| | | | 66482516 | 12/18/2019 | 12/11/19-12/17/19 - PHYSICALS | 440.00 | |
| | | | 66615375 | 1/1/2020 | 12/31/20 - DOT RECERTIFICATIO | 71.50 | 729.50 |
| 86581 | 1/28/2020 | 00000314 DAPEER ROSENBLIT & LITVAK LI16687 | | 11/30/2019 | NOV 2019 - (ANIMAL CONTROL/F | 1,034.32 | 1,034.32 |
| | | Voucher: | | | | | |
| 86582 | 1/28/2020 | 0012419 DAVIS, JAVIER | Ref000262083 | 1/14/2020 | UB REFUND CST #00063013 845 | 149.68 | 149.68 |
| | | Voucher: | | | | | |
| 86583 | 1/28/2020 | 00001782 EBERHARD EQUIPMENT | 21317 | 1/8/2020 | TRACTOR ATTACHMENT | 11,268.65 | 11,268.65 |
| | | Voucher: | | | | | |
| 86584 | 1/28/2020 | 00004746 ELECSYS CORPORATION | SIP-E108629 | 12/28/2019 | DEC 2019 - UMS SOFTWARE SUJ | 350.00 | 350.00 |
| | | Voucher: | | | | | |
| 86585 | 1/28/2020 | 00004129 EMERGENCY RESPONSE CRIME T2019-583 | | 12/29/2019 | CLEAN UP OF JAIL CELL-VOMIT | 650.00 | 650.00 |
| | | Voucher: | | | | | |
| 86586 | 1/28/2020 | 0011655 EMP: KOKOT, IAN | EDUC REIMB FAL | 1/8/2020 | EDUC REIMB: FALL 2019 LDR 50 | 1,427.40 | 1,427.40 |
| | | Voucher: | | | | | |

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| 86587 | 1/28/2020 | 0012409 | EDUC REIMB FAL | 1/8/2020 | EDUC REIMB: FALL 2019 SOC33 | 2,270.60 | 2,270.60 |
| Voucher: | | | | | | | |
| 86588 | 1/28/2020 | 0012417 | Ref000262081 | 1/14/2020 | UB REFUND CST #00035822 5131 | 91.62 | 91.62 |
| Voucher: | | | | | | | |
| 86589 | 1/28/2020 | 00001917 | 0148860-IN | 1/6/2020 | SOUTH GATE EMPLOYEE AND O | 441.93 | |
| Voucher: | | | | | | | |
| | | | 0148861-IN | 1/6/2020 | BADGES REPAIR/REFINISH/REPI | 180.38 | |
| | | | 148651-IN | 12/23/2019 | BADGES REPAIR/REFINISH/REPI | 172.30 | 794.61 |
| 86590 | 1/28/2020 | 0010014 | FARMERS STATE BANK OF HART(4) 2447 ILLINOIS | 1/13/2020 | 4TH - HOMEOWNER REHAB PR | 4,750.00 | |
| Voucher: | | | | | | | |
| | | | 2 10024 WALNUT | 1/13/2020 | 2ND - HOMEOWNER REHAB PRC | 38,967.00 | 43,717.00 |
| 86591 | 1/28/2020 | 00003770 | FLEMING ENVIRONMENTAL INC. 15663 | 12/20/2019 | SERV CALL - PARK YARD | 943.89 | |
| Voucher: | | | | | | | |
| | | | 15639 | 12/13/2019 | SERV CALL - CORP YARD | 360.56 | |
| | | | 15675 | 12/20/2019 | MONTHLY INSPECT UST MAY 20 | 540.00 | 1,844.45 |
| 86592 | 1/28/2020 | 0012432 | FLORES, RONNIE | 1/7/2020 | UB REFUND CST #00060210 2631 | 147.09 | 147.09 |
| Voucher: | | | | | | | |
| 86593 | 1/28/2020 | 0008331 | FORENSIC NURSE RESPONSE T112-30-19 | 1/1/2020 | SART EXAM #1913126 | 1,029.00 | 1,029.00 |
| Voucher: | | | | | | | |
| 86594 | 1/28/2020 | 0012427 | Ref000262165 | 1/7/2020 | UB REFUND CST #00040762 101 | 77.22 | 77.22 |
| Voucher: | | | | | | | |
| 86595 | 1/28/2020 | 0010237 | FRONTIER COMMUNICATIONS | 562-869-7582 - 01 | BILLING- 01/04/20-02/03/20 | 62.03 | |
| Voucher: | | | | | | | |
| | | | 562-806-9232 - 01 | 1/4/2020 | BILLING- 01/04/20-02/03/20 | 62.03 | |
| | | | 209-057-1084 -01/ | 1/1/2020 | BILLING- 01/01/20-01/31/20 | 54.13 | 178.19 |
| | | | 013-900-7300-3-0 | 1/14/2020 | BILLING PRD - 12/11/19-01/11/20 | 883.33 | |
| | | | 045-400-7300-6-0 | 1/14/2020 | BILLING PRD- 12/11/20 -01/11/20 | 151.44 | |
| 86596 | 1/28/2020 | 00004934 | GAS COMPANY | 132 600 9400 1-01 | BILLING PRD- 12/10/19 -01/10/20 | 45.39 | |
| Voucher: | | | | | | | |
| | | | 186 100 7200 3-01 | 1/13/2020 | BILLING PRD- 12/11/19 -01/11/20 | 1,506.42 | |
| | | | 102 000 8100 7-01 | 1/13/2020 | BILLING PRD- 12/10/19 -01/10/20 | 424.41 | |
| | | | 113 798 0362 7-12 | 1/7/2020 | BILLING PRD- 12/01/19 -01/01/20 | 4,995.39 | |
| | | | 134-700-9400-7-0 | 1/13/2020 | BILLING PRD- 12/10/19 -01/10/20 | 454.76 | |
| | | | 130-500-9400-5-0 | 1/13/2020 | BILLING PRD- 12/10/19 -01/10/20 | 556.24 | |
| | | | 126 300 9600 1-01 | 1/14/2020 | BILLING PRD- 12/11/19 -01/11/20 | 22.24 | |
| | | | 115 800 9600 3-01 | 1/14/2020 | BILLING PRD- 12/11/19 -01/11/20 | 3,590.59 | 12,630.21 |
| 86597 | 1/28/2020 | 0010016 | GLOBAL PARATRANSIT INC. | 111920-05 | NOV 2019 - FIXED ROUTE (GATE | 46,781.69 | 46,781.69 |
| Voucher: | | | | | | | |

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| 86598 | 1/28/2020 | 00004869 | GOLDEN STATE WATER COMPAN33744100000-01/2 | 1/6/2020 | BILLING PRD- 12/03/19 - 01/03/20 | 220.46 | |
| | | Voucher: | 53744100008-01/2 | 1/6/2020 | BILLING PRD- 12/03/19 - 01/03/20 | 213.40 | |
| | | | 63744100007-01/2 | 1/6/2020 | BILLING PRD- 12/03/19 - 01/03/20 | 205.32 | |
| | | | 73744100006-01/2 | 1/6/2020 | BILLING PRD- 12/03/19 - 01/03/20 | 145.98 | |
| | | | 32809400008-01/2 | 1/6/2020 | BILLING PRD- 12/03/19 - 01/03/20 | 44.50 | 881.37 |
| 86599 | 1/28/2020 | 0012426 | GOMEZ, RAYMOND | 1/7/2020 | BILLING PRD- 12/04/19 - 01/06/20 | 51.71 | 69.31 |
| | | Voucher: | Ref000262164 | 1/7/2020 | UB REFUND CST #00031954 899; | 69.31 | |
| 86600 | 1/28/2020 | 00002524 | GREEN'S CLEANERS | 12/31/2019 | DEC 2019 JAIL CLEANING OF BL | 1,478.70 | 1,478.70 |
| | | Voucher: | 04 | 12/16/2019 | 11/8/19-12/7/19 - PROF SRVCS FC | 6,254.16 | 6,254.16 |
| 86601 | 1/28/2020 | 0009528 | GRIFFITH COMPANY | 1/14/2020 | UB REFUND CST #00061899 899; | 154.08 | 154.08 |
| 86602 | 1/28/2020 | 0012420 | HERNANDEZ, JUAN | 1/14/2020 | UB REFUND CST #00061899 899; | 154.08 | 154.08 |
| | | Voucher: | Ref000262084 | 1/14/2020 | UB REFUND CST #00061899 899; | 154.08 | |
| 86603 | 1/28/2020 | 0005767 | HERTZ EQUIPMENT RENTAL COF31177328-001 | 12/11/2019 | TRUCK RENTAL FOR ST DIV - XM | 1,240.32 | 1,240.32 |
| | | Voucher: | 2943 | 12/21/2019 | SPC EQUIPMENT MAINTENANCE | 967.00 | |
| 86604 | 1/28/2020 | 0011705 | HI TECH GYM EQUIPMENT | 12/19/2019 | EQUIPMENT MAINTENANCE | 530.00 | 1,497.00 |
| | | Voucher: | 2939 | 12/19/2019 | EQUIPMENT MAINTENANCE | 530.00 | |
| 86605 | 1/28/2020 | 00000268 | HOME DEPOT CREDIT SERVICES6360185 | 12/23/2019 | WESTSIDE RESOURCE CENTER | 61.33 | |
| | | Voucher: | 8370362 | 12/11/2019 | PW CORPORATION YARD - BUILI | 160.06 | |
| | | | 9043061 | 12/30/2019 | STREET LIGHT SYSTEM REPAIR | 114.19 | |
| | | | 2370385 | 12/17/2019 | HARDWARE SUPPLIES FOR ST I | 328.90 | |
| | | | 6370406 | 12/23/2019 | WESTSIDE RESOURCE CENTER | 907.14 | |
| | | | 3350177 | 12/16/2019 | HARDWARE SUPPLIES FOR ST I | 79.31 | |
| | | | 6360186 | 12/23/2019 | HARDWARE FOR ST DIV | 103.40 | |
| | | | 0360069 | 11/19/2019 | HARDWARE FOR ST DIV | 103.40 | |
| | | | 370255 | 11/19/2019 | FACILITY MAINT SUPPLIES | 391.20 | |
| | | | 0370445 | 1/8/2020 | FACILITY MAINTENANCE SUPP | 278.78 | 2,527.71 |
| 86606 | 1/28/2020 | 00000647 | HONEYWELL INTERNATIONAL IN5250502349 | 1/1/2020 | HONEYWELL INTERNATIONAL IN | 8,540.00 | 17,080.00 |
| | | Voucher: | 5250149754 | 12/1/2019 | HONEYWELL INTERNATIONAL IN | 8,540.00 | |
| 86607 | 1/28/2020 | 0012431 | IH2 PROPERTY WEST, L.P. | 1/7/2020 | UB REFUND CST #00059063 338 | 166.14 | 166.14 |
| | | Voucher: | Ref000262169 | 1/7/2020 | UB REFUND CST #00059063 338 | 166.14 | |
| 86608 | 1/28/2020 | 0005586 | JOE A. GONSALVES & SONS | 12/20/2019 | JAN 2020 - LEGISLATIVE ADVOC, | 2,500.00 | 2,500.00 |
| | | Voucher: | 157926 | 12/20/2019 | JAN 2020 - LEGISLATIVE ADVOC, | 2,500.00 | |

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| 86609 | 1/28/2020 | 00000430 | JOHN L. HUNTER AND ASSOCIATSGIW1019 | 12/16/2019 | OCT 2019 PROF SERVICES FOR | 1,201.47 | 1,201.47 |
| | | | Voucher: | | | | |
| 86610 | 1/28/2020 | 0010099 | L.G.P. EQUIPMENT RENTALS, INC112768 | 12/17/2019 | REPAIRS ON LONG BEACH DUE | 301.85 | 301.85 |
| | | | Voucher: | | | | |
| 86611 | 1/28/2020 | 00001478 | LAKESHORE 1546841219 | 12/23/2019 | PRESCHOOL PROGRAM SUPPLI | 111.19 | 111.19 |
| | | | Voucher: | | | | |
| 86612 | 1/28/2020 | 00002870 | LAW OFFICES OF JONES & MAYE94766 | 11/30/2019 | THRU 11/30/19 - PITCHESS MOTI | 1,600.00 | 1,600.00 |
| | | | Voucher: | | | | |
| 86613 | 1/28/2020 | 00004292 | LEVERAGE INFORMATION SYSTE1932593 | 10/11/2019 | SERVICE OF CAMERA SYSTEM-F | 2,117.68 | 2,117.68 |
| | | | Voucher: | | | | |
| 86614 | 1/28/2020 | 0012434 | LLC, 360 ENTERPRICES Ref000262172 | 1/7/2020 | UB REFUND CST #00063179 953 | 167.17 | 167.17 |
| | | | Voucher: | | | | |
| 86615 | 1/28/2020 | 0012418 | LOPEZ, SILVIA Ref000262082 | 1/14/2020 | UB REFUND CST #00060759 818 | 139.75 | 139.75 |
| | | | Voucher: | | | | |
| 86616 | 1/28/2020 | 0011433 | MARK THOMAS & COMPANY, INC33972 | 6/3/2019 | 5/4/19-6/30-19 -PROF SVCS FOR | 558.38 | |
| | | | Voucher: | | | | |
| | | | | 4/19/2019 | 3/4/19-3/31/19 -PROF SVCS FOR | 682.81 | |
| | | | | 3/18/2019 | 2/4/19-3/3/19 - PROF SVCS FOR (| 9,091.48 | |
| | | | | 8/13/2019 | 7/1/16-8/4/19 - PROF SVCS FOR (| 534.48 | |
| | | | | 2/22/2019 | 1/4/19-2/3/19 - PROF SVCS FOR (| 3,701.75 | |
| | | | | 9/13/2019 | 8/5/19-9/1/19 - PROF SVCS FOR (| 767.89 | |
| | | | | 12/17/2019 | 9/2/19-12/1/19 -PROF SVCS FOR | 1,128.45 | 16,465.24 |
| 86617 | 1/28/2020 | 0012439 | MARTINEZ, HUGO Ref000262177 | 1/7/2020 | UB REFUND CST #00061641 262 | 79.63 | 79.63 |
| | | | Voucher: | | | | |
| 86618 | 1/28/2020 | 0012412 | MEJIA, MARIA Ref000262075 | 1/14/2020 | UB REFUND CST #00040294 104 | 22.32 | 22.32 |
| | | | Voucher: | | | | |
| 86619 | 1/28/2020 | 0011575 | MERCHANTS BUILDING 554744 | 11/1/2019 | MBM-ANNUAL JANITORIAL SERV | 19,257.44 | 19,257.44 |
| | | | Voucher: | | | | |
| 86620 | 1/28/2020 | 00000170 | MISC - PKS & REC REFUND 221554 | 12/19/2019 | 221554-LA COUNTY REGISTER F | 358.00 | 358.00 |
| | | | Voucher: | | | | |
| 86621 | 1/28/2020 | 00000170 | MISC - PKS & REC REFUND 214049-LA COU T | 1/11/2020 | REFUND: AFTER EVENT- PERMI | 277.00 | 277.00 |
| | | | Voucher: | | | | |
| 86622 | 1/28/2020 | 00000170 | MISC - PKS & REC REFUND 224426 | 12/30/2019 | MEMBERSHIP CHARGE IN ERRC | 19.00 | 19.00 |
| | | | Voucher: | | | | |
| 86623 | 1/28/2020 | 00000452 | MISC - POLICE 005268-008 | 1/8/2020 | OFFICER COURT WITNESS FEE | 275.00 | 275.00 |
| | | | Voucher: | | | | |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
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| 86624 | 1/28/2020 | 00003664 | DELEON | 1/14/20 | PAYMENT OF SETTLEMENT AMC | 3,500.00 | 3,500.00 |
| | | | | | | | |
| 86625 | 1/28/2020 | 0012437 | Ref000262175 | 1/7/2020 | UB REFUND CST #00062030 894 | 147.02 | 147.02 |
| | | | | | | | |
| 86626 | 1/28/2020 | 0007720 | US-INV908190 | 1/7/2020 | IVR PHONE CHARGES - 10/20/20 | 6.46 | 6.46 |
| | | | | | | | |
| 86627 | 1/28/2020 | 0008506 | 129626 | 1/10/2020 | 12/23/19 - HR ANALYST- TAYLOR, | 535.50 | 535.50 |
| | | | | | | | |
| 86628 | 1/28/2020 | 0012071 | 50285 | 12/24/2019 | TRIP ON 12/19/19 - BELLS OF CH | 885.00 | 885.00 |
| | | | | | | | |
| 86629 | 1/28/2020 | 00004969 | NATIONAL READY MIXED CONCR716332 | 11/30/2019 | CONCRETE FOR 10001 W FRON | 769.57 | 769.57 |
| | | | | | | | |
| 86630 | 1/28/2020 | 0012286 | NATIONWIDE ENVIRONMENTAL, 30507 | 12/15/2019 | CITYWIDE STREET SWEEPING C | 56,580.00 | 56,580.00 |
| | | | | | | | |
| 86631 | 1/28/2020 | 0010683 | NEW CHEF FASHION, INC. 980855 | 1/2/2020 | POLO UNIFORM SHIRTS FOR DE | 198.76 | 198.76 |
| | | | | | | | |
| 86632 | 1/28/2020 | 00001547 | NLHA 15102020 | 1/7/2020 | 2020 - BASE DUES- S.G. HOUSIN | 600.00 | 600.00 |
| | | | | | | | |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
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| 86634 | 1/28/2020 | 00001414 OFFICE DEPOT | 412613022001 | 12/5/2019 | OFFICE SUPPLIES | 121.28 | |
| | | Voucher: | 411852792001 | 12/5/2019 | OFFICE SUPPLIES | 41.59 | |
| | | | 411837268001 | 12/5/2019 | OFFICE SUPPLIES | 143.42 | |
| | | | 411837267001 | 12/5/2019 | OFFICE SUPPLIES | 57.68 | |
| | | | 416874618001 | 12/17/2019 | OFFICE SUPPLIES | 393.84 | |
| | | | 411932279001 | 12/5/2019 | OFFICE SUPPLIES | 264.24 | |
| | | | 408711466001 | 12/2/2019 | OFFICE SUPPLIES | 37.47 | |
| | | | 408164241001 | 12/3/2019 | OFFICE SUPPLIES | 646.73 | |
| | | | 410453873001 | 12/3/2019 | OFFICE SUPPLIES | 78.31 | |
| | | | 410486608001 | 12/3/2019 | OFFICE SUPPLIES | 36.37 | |
| | | | 415940697001 | 12/17/2019 | OFFICE SUPPLIES | 146.45 | |
| | | | 418047783001 | 12/17/2019 | OFFICE SUPPLIES | 314.57 | |
| | | | 415947513001 | 12/17/2019 | OFFICE SUPPLIES | 104.81 | |
| | | | 415942614001 | 12/18/2019 | OFFICE SUPPLIES | 90.27 | |
| | | | 418297751001 | 12/19/2019 | OFFICE SUPPLIES | 92.91 | |
| | | | 418284848001 | 12/20/2019 | OFFICE SUPPLIES | 121.26 | |
| | | | 410562091001 | 12/5/2019 | OFFICE SUPPLIES | 161.60 | |
| | | | 411837119001 | 12/5/2019 | OFFICE SUPPLIES | 20.94 | |
| | | | 411852491001 | 12/6/2019 | OFFICE SUPPLIES | 31.39 | |
| | | | 412062046001 | 12/10/2019 | OFFICE SUPPLIES | 28.65 | |
| | | | 412062004001 | 12/10/2019 | OFFICE SUPPLIES | 34.24 | |
| | | | 415191287001 | 12/11/2019 | OFFICE SUPPLIES | 130.16 | |
| | | | 415433634001 | 12/12/2019 | OFFICE SUPPLIES | 233.72 | |
| | | | 410455216001 | 12/12/2019 | OFFICE SUPPLIES | 576.79 | |
| | | | 415433299001 | 12/12/2019 | OFFICE SUPPLIES | 356.67 | |
| | | | 415437364001 | 12/16/2019 | OFFICE SUPPLIES | 27.00 | |
| | | | 415433102002 | 12/16/2019 | OFFICE SUPPLIES | 31.69 | |
| | | | 415439436001 | 12/17/2019 | OFFICE SUPPLIES | 573.90 | |
| | | | 4154333414001 | 12/17/2019 | OFFICE SUPPLIES | 282.67 | |
| | | | 401889319001 | 12/17/2019 | OFFICE SUPPLIES | 121.26 | |
| | | | 418291079001 | | CREDIT FOR RETURNED PART, I | -3.72 | |
| | | | 418291078001 | | CREDIT FOR RETURNED PART, I | -179.92 | |
| | | | 411857004001 | 12/5/2019 | OFFICE SUPPLIES | 125.94 | |
| | | | 410454998001 | 12/3/2019 | OFFICE SUPPLIES | 107.47 | |
| | | | 410225904001 | 12/3/2019 | OFFICE SUPPLIES | 113.52 | |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|----------|--|------------|---------------------------------|-------------|-------------|
| 86635 | 1/28/2020 | 0009786 | 408711318001 | 12/3/2019 | OFFICE SUPPLIES | 99.21 | 5,716.51 |
| | Voucher: | | 410455217001 | 12/4/2019 | OFFICE SUPPLIES | 152.13 | |
| 86636 | 1/28/2020 | 0012416 | Ref000262080 | 11/30/2019 | THRU NOV 2019 - EDISON POWE | 3,377.50 | 3,377.50 |
| | Voucher: | | | 1/14/2020 | UB REFUND CST #00039067 105: | 77.00 | 77.00 |
| 86637 | 1/28/2020 | 00003961 | PACIFIC PRODUCTS AND SERVIC26045 | 12/13/2019 | BARRICADES FOR XMAS PARAD | 9,590.00 | 9,590.00 |
| | Voucher: | | Ref000262077 | 1/14/2020 | UB REFUND CST #00036334 940: | 40.00 | 40.00 |
| 86638 | 1/28/2020 | 0012413 | PARKWOOD LANDSCAPE | 12/31/2019 | ANNUAL LANDSCAPE MAINT / F | 20,777.00 | 20,777.00 |
| | Voucher: | | 4579 | 9/18/2019 | SAFARILAND DUTY GUN HOLSTI | 159.95 | 159.95 |
| 86639 | 1/28/2020 | 0005536 | PD: AFFELD, JOHN | 12/5/2019 | MEALS: 11/18/19-11/21/19 (TRNG: | 241.15 | |
| | Voucher: | | 1-2636 MEALS | 12/5/2019 | MILAGE: 236 MILES @ 0.58/MILE | 136.88 | 378.03 |
| 86640 | 1/28/2020 | 00001297 | PD: ARANA, MANUEL | 12/5/2019 | PER DIEM: 4 DAYS @ \$41/DAY (C | 164.00 | 164.00 |
| | Voucher: | | 1-2636 MILAGE | 1/9/2020 | REGISTRATION FEE - PARTNERI | 125.00 | 125.00 |
| 86641 | 1/28/2020 | 0010825 | PD: BETETA, ISAAC | 12/12/2019 | MATERIAL FEE & MILAGE (PROP | 83.77 | |
| | Voucher: | | 1-2639 | 12/5/2019 | MILAGE: 236 MILES @ 0.58/MILE | 136.88 | |
| 86642 | 1/28/2020 | 00004469 | PD: CALIFORNIA POLICE CHIEFS 14632 | 1/9/2020 | PER DIEM & REIMB: HOTEL COS | 703.82 | 840.70 |
| | Voucher: | | 1-2617 | 1/7/2020 | 1/6/20-2/5/20 STC TRNG: CORRE | 370.99 | 370.99 |
| 86643 | 1/28/2020 | 00005204 | PD: CANCIO, ROGER | 12/5/2019 | PER DIEM: 4 DAYS @ \$41/DAY (C | 164.00 | |
| | Voucher: | | 1-2639 | 1/9/2020 | PER DIEM, UBER FEE & REIMB: I | 342.65 | 342.65 |
| 86644 | 1/28/2020 | 0011901 | PD: FRESNO COUNTY SHERIFF S017171 | 1/9/2020 | PETTY CASH RECEIPTS - 11/20/1 | 739.53 | 739.53 |
| | Voucher: | | 1-2635 | 1/8/2020 | PETTY CASH- POLICE DEPT- JM | 470.89 | 470.89 |
| 86645 | 1/28/2020 | 0010468 | PD: HERNANDEZ, ALEXIS | 1/9/2020 | | | |
| | Voucher: | | 1-2635 | 1/9/2020 | | | |
| 86646 | 1/28/2020 | 00003821 | PD: MUNOZ, ISIDRO | 1/9/2020 | | | |
| | Voucher: | | 1-2639 | 1/9/2020 | | | |
| 86647 | 1/28/2020 | 00009492 | PD: PETERSON, ALOYSIUS | 1/9/2020 | | | |
| | Voucher: | | 1-2639 | 1/9/2020 | | | |
| 86648 | 1/28/2020 | 00004717 | PETTY CASH- GENERAL FUND - 11/20/19-12/18/19 | 1/8/2020 | | | |
| | Voucher: | | 11/13/19-12/30/19 | 1/7/2020 | | | |
| 86649 | 1/28/2020 | 00004714 | PETTY CASH- POLICE DEPT. - | 1/7/2020 | | | |
| | Voucher: | | | | | | |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|---|------------------|------------|------------------------------------|-------------|-------------|
| 86651 | 1/28/2020 | 0012424 Voucher: PILETAS INC | Ref000262088 | 1/9/2020 | UB REFUND CST #00062683 3461 | 204.28 | 204.28 |
| 86652 | 1/28/2020 | 00003995 Voucher: PK: CABRERA, HILDA G. | 11/4/19-12/18/19 | 1/14/2020 | AQUA AEROBICS CLASSES - 11/4 | 332.90 | 332.90 |
| 86653 | 1/28/2020 | 0011257 Voucher: PK: GUILMETTE, ROBERT | 12/6/19-1/8/20 | 1/8/2020 | YOGA CLASSES - 12/6/19-1/8/20 | 495.00 | 495.00 |
| 86654 | 1/28/2020 | 00003691 Voucher: PK: LARIOS, JUAN | DEC 2019 | 1/8/2020 | KARATE - 12/5/19-1/8/20 | 594.00 | 594.00 |
| 86655 | 1/28/2020 | 0010824 Voucher: PK: RENTERIA, CAMILO | FALL 2019 | 1/8/2020 | DURON ADULT BASEBALL- 11/2/19 | 3,120.00 | 3,120.00 |
| 86656 | 1/28/2020 | 00003720 Voucher: PK: RODRIGUEZ, BEATRIZ J | 12/1/19-12/31/19 | 1/9/2020 | OVER EASY CLASSES - 12/1/19-1/1/20 | 52.68 | 52.68 |
| 86657 | 1/28/2020 | 0010624 Voucher: PK: SANCHEZ, MARIBEL | 12/7/19-1/6/20 | 1/8/2020 | ZUMBA - 12/7/19-1/6/20 | 495.00 | 495.00 |
| 86658 | 1/28/2020 | 0008743 Voucher: PK: SPINDOLA, DANIELLE | 12/10/19-1/7/20 | 1/8/2020 | YOGA CLASSES - 12/10/19-1/7/20 | 315.00 | 315.00 |
| 86659 | 1/28/2020 | 0009511 Voucher: PRADO FAMILY SHOOTING RANG5186 | | 12/16/2019 | 12/11/19 TRNG: RANGE RENTAL | 300.00 | 300.00 |
| 86660 | 1/28/2020 | 0009120 Voucher: RELIABLE LIQUID TRANSPORT | Ref000262076 | 1/14/2020 | UB REFUND CST #00054542 1061 | 34.59 | 34.59 |
| 86661 | 1/28/2020 | 0011545 Voucher: RELX, INC. | 1431080-2019123 | 12/31/2019 | DEC 2019 - MONTHLY SUBSCRIF | 732.45 | 732.45 |
| 86662 | 1/28/2020 | 00004773 Voucher: RET: ALMANZA, JOSEPH A | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 | 250.00 |
| 86663 | 1/28/2020 | 0005570 Voucher: RET: ALONZO, ANTHONY | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,127.81 | 1,127.81 |
| 86664 | 1/28/2020 | 0009815 Voucher: RET: AMEY, ISAAC D | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUA | 150.00 | 150.00 |
| 86665 | 1/28/2020 | 0008275 Voucher: RET: AROCHA, FRANCIS X. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| 86666 | 1/28/2020 | 0005813 Voucher: RET: AVILA, VINCENT | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| 86667 | 1/28/2020 | 00001840 Voucher: RET: BLASKA, WILLIAM MIKE | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 | 250.00 |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|----------|----------------------------|--------------|-------------|------------------------------|-------------|
| 86668 | 1/28/2020 | 00001265 | RET: BRASSFIELD, CHARLES R | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| | | | Voucher: | | | | 250.00 |
| 86669 | 1/28/2020 | 0006324 | RET: BURBACH, MAUREEN | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| | | | Voucher: | | | | 150.00 |
| 86670 | 1/28/2020 | 00004776 | RET: CARTER, LLOYD B | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| | | | Voucher: | | | | 250.00 |
| 86671 | 1/28/2020 | 00000495 | RET: CHAVEZ, ANTHONY A | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| | | | Voucher: | | | | 150.00 |
| 86672 | 1/28/2020 | 00000817 | RET: CHRIST, DOUGLAS F | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| | | | Voucher: | | | | 250.00 |
| 86673 | 1/28/2020 | 00002460 | RET: COMSTOCK, JOSEPH E | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 200.00 |
| | | | Voucher: | | | | 200.00 |
| 86674 | 1/28/2020 | 0006505 | RET: CORBET, RONALD | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| | | | Voucher: | | | | 1,148.20 |
| 86675 | 1/28/2020 | 00003408 | RET: DAMIRON, ROGER V | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| | | | Voucher: | | | | 250.00 |
| 86676 | 1/28/2020 | 00004777 | RET: DAY, ROBERT A | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| | | | Voucher: | | | | 250.00 |
| 86677 | 1/28/2020 | 0008746 | RET: DELEON, RUBEN | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| | | | Voucher: | | | | 150.00 |
| 86678 | 1/28/2020 | 00001776 | RET: EADE, JOANN | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 200.00 |
| | | | Voucher: | | | | 200.00 |
| 86679 | 1/28/2020 | 00003973 | RET: EADS, KENNETH P. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| | | | Voucher: | | | | 1,148.20 |
| 86680 | 1/28/2020 | 00003853 | RET: FANNIN, ZONA | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| | | | Voucher: | | | | 150.00 |
| 86681 | 1/28/2020 | 0008820 | RET: FERNANDEZ, CARLOS | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| | | | Voucher: | | | | 1,148.20 |
| 86682 | 1/28/2020 | 00004403 | RET: FIELD, GARY | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| | | | Voucher: | | | | 150.00 |
| 86683 | 1/28/2020 | 0006507 | RET: FIGUEROA, GLORIA A. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| | | | Voucher: | | | | 150.00 |
| 86684 | 1/28/2020 | 00000605 | RET: FORRESTER, BOB L | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| | | | Voucher: | | | | 250.00 |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|----------|--------------|-----------|------------------------------|-------------|-------------|
| 86685 | 1/28/2020 | 0005355 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86686 | 1/28/2020 | 0011326 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86687 | 1/28/2020 | 0011186 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86688 | 1/28/2020 | 00000496 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 | 250.00 |
| | | Voucher: | | | | | |
| 86689 | 1/28/2020 | 0006508 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86690 | 1/28/2020 | 00003940 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86691 | 1/28/2020 | 0006328 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86692 | 1/28/2020 | 0006509 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86693 | 1/28/2020 | 0006510 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86694 | 1/28/2020 | 0008059 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86695 | 1/28/2020 | 0006329 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86696 | 1/28/2020 | 00004784 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 239.00 | 239.00 |
| | | Voucher: | | | | | |
| 86697 | 1/28/2020 | 0009521 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86698 | 1/28/2020 | 0008058 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86699 | 1/28/2020 | 00004785 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 | 250.00 |
| | | Voucher: | | | | | |
| 86700 | 1/28/2020 | 0011110 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86701 | 1/28/2020 | 00004787 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 | 250.00 |
| | | Voucher: | | | | | |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|----------------------|---------------------------|--------------|-------------|------------------------------|-------------|
| 86702 | 1/28/2020 | 0005356 Voucher: | RET: KEY, ANDREW | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| 86703 | 1/28/2020 | 0011111 Voucher: | RET: KOOMEN, SHERI L. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86704 | 1/28/2020 | 0010881 Voucher: | RET: KOOPMANS, WILLIAM O. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86705 | 1/28/2020 | 00004788 Voucher: | RET: LANE JR, EDWARD W | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| 86706 | 1/28/2020 | 0009946 Voucher: | RET: LEFEVER, STEVEN A. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 200.00 |
| 86707 | 1/28/2020 | 0010410 Voucher: | RET: LEO, FRANK | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86708 | 1/28/2020 | 00004789 Voucher: | RET: LILLEY, RAYMOND E | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| 86709 | 1/28/2020 | 0005633 Voucher: | RET: LOPEZ, ALFONSO | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 590.37 |
| 86710 | 1/28/2020 | 0006511 Voucher: | RET: LOPEZ, RAMON A. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86711 | 1/28/2020 | 0009453 Voucher: | RET: LOPEZ, VERONICA | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86712 | 1/28/2020 | 0007656 Voucher: | RET: MATSUKIYO, DAVID | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,100.86 |
| 86713 | 1/28/2020 | 00003833 Voucher: | RET: MOOMEY, STEVEN | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 518.00 |
| 86714 | 1/28/2020 | 00003328 Voucher: | RET: MOSBY, DOROTHEA S | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 200.00 |
| 86715 | 1/28/2020 | 0011895 Voucher: | RET: MUNOZ, ALFREDO | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| 86716 | 1/28/2020 | 00003239 Voucher: | RET: NASSAR, SAM R | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 200.00 |
| 86717 | 1/28/2020 | 0011522 Voucher: | RET: PELLERIN, ROBERT | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| 86718 | 1/28/2020 | 00005237 Voucher: | RET: PEREZ, SUSAN | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|----------------------|------------------------------|--------------|-------------|------------------------------|-------------|
| 86719 | 1/28/2020 | 0010733 Voucher: | RET: PIXLER, DAVID | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| 86720 | 1/28/2020 | 00004794 Voucher: | RET: POWELL, ROBERT K. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| 86721 | 1/28/2020 | 0006326 Voucher: | RET: RAMIREZ, VIRGINIA | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86722 | 1/28/2020 | 00003798 Voucher: | RET: RANGEL, ARMANDO | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86723 | 1/28/2020 | 0006327 Voucher: | RET: RASCO, ANGELA | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86724 | 1/28/2020 | 00003630 Voucher: | RET: REGALADO, MARY | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86725 | 1/28/2020 | 0011967 Voucher: | RET: RIVERA, FRANK J. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 506.24 |
| 86726 | 1/28/2020 | 0011978 Voucher: | RET: RIVERA, HANNAH TELLEZ-C | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 506.24 |
| 86727 | 1/28/2020 | 0011112 Voucher: | RET: SALDIVAR, MARIO M. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| 86728 | 1/28/2020 | 00001867 Voucher: | RET: SCHMID, BEATRICE J | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86729 | 1/28/2020 | 0009865 Voucher: | RET: SCHRADER, GEORGE R. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| 86730 | 1/28/2020 | 0011521 Voucher: | RET: SCOTT, DAVID | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 |
| 86731 | 1/28/2020 | 00000458 Voucher: | RET: SEWELL, ELAINE | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86732 | 1/28/2020 | 00000459 Voucher: | RET: SEWELL, KENNETH R | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86733 | 1/28/2020 | 0006513 Voucher: | RET: SHETTER, RANDOLPH M. | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 |
| 86734 | 1/28/2020 | 00000869 Voucher: | RET: SMITH, CHARLES R | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |
| 86735 | 1/28/2020 | 00004796 Voucher: | RET: SPEELMAN, PATRICIA L | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 |

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Bank : botw BANK OF THE WEST (Continued)

| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|----------|--------------|------------|------------------------------|-------------|-------------|
| 86736 | 1/28/2020 | 00002147 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 | 250.00 |
| | | Voucher: | | | | | |
| 86737 | 1/28/2020 | 0008313 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86738 | 1/28/2020 | 0006512 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86739 | 1/28/2020 | 0005357 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86740 | 1/28/2020 | 00003573 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 212.39 | 212.39 |
| | | Voucher: | | | | | |
| 86741 | 1/28/2020 | 00003959 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 245.78 | 245.78 |
| | | Voucher: | | | | | |
| 86742 | 1/28/2020 | 0007655 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 506.24 | 506.24 |
| | | Voucher: | | | | | |
| 86743 | 1/28/2020 | 00004379 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS.- JANUAF | 150.00 | 150.00 |
| | | Voucher: | | | | | |
| 86744 | 1/28/2020 | 00000498 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 250.00 | 250.00 |
| | | Voucher: | | | | | |
| 86745 | 1/28/2020 | 0008821 | JANUARY 2020 | 1/15/2020 | RETIREE MEDICAL INS. - JANUA | 1,148.20 | 1,148.20 |
| | | Voucher: | | | | | |
| 86746 | 1/28/2020 | 0012411 | Ref000262074 | 1/14/2020 | UB REFUND CST #00036822 105 | 14.96 | 14.96 |
| | | Voucher: | | | | | |
| 86747 | 1/28/2020 | 0007826 | 816 | 1/7/2020 | MAINT OF CATCH BASINS - YEAF | 15,420.00 | 15,420.00 |
| | | Voucher: | | | | | |
| 86748 | 1/28/2020 | 0012421 | Ref000262085 | 1/14/2020 | UB REFUND CST #00060060 818 | 184.51 | 184.51 |
| | | Voucher: | | | | | |
| 86749 | 1/28/2020 | 0007637 | 1005064 | 7/31/2019 | PREPARE A NONPROFIT & COMI | 1,548.75 | 1,548.75 |
| | | Voucher: | | | | | |
| | | | 1005558 | 11/30/2019 | PREPARE A NONPROFIT & COMI | 545.00 | 545.00 |
| | | | 1004983 | 6/30/2019 | PREPARE A NONPROFIT & COMI | 353.75 | 353.75 |
| | | | Ref000262173 | 1/7/2020 | UB REFUND CST #00062655 102I | 141.24 | 141.24 |
| 86750 | 1/28/2020 | 0012435 | 005638 | 12/18/2019 | ERC HOLIDAY SOCIAL FOOD | 173.05 | 173.05 |
| | | Voucher: | | | | | |
| 86751 | 1/28/2020 | 00000322 | Ref000262178 | 1/7/2020 | UB REFUND CST #00063387 104: | 127.84 | 127.84 |
| | | Voucher: | | | | | |
| 86752 | 1/28/2020 | 0012440 | | | | | |
| | | Voucher: | | | | | |

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Bank : botw BANK OF THE WEST (Continued)

| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|--|--|--|--|---|--------------------|
| 86753 | 1/28/2020 | 00004829 SCMAF Voucher: | 8046 | 12/10/2019 | 2019 FALL/WINTER: CLASS INSL | 912.00 | 912.00 |
| 86754 | 1/28/2020 | 0008973 SCOTT ROBINSON CHRYSLER D Voucher: | 276270 155655 156815 156255 CM156255 20010447 | 12/12/2019 12/11/2019 1/6/2020 12/23/2019 1/1/2020 | ENGINE DIAGNOSTIC- UNIT 131 RADIATOR FOR UNIT 167 RADIATOR FOR UNIT 167 ENGINE ECM FOR UNIT131 CREDIT FOR RETURNED PART, (| 175.00 307.15 307.15 881.75 -136.88 280.24 | 1,534.17 280.24 |
| 86755 | 1/28/2020 | 0010623 SECTRAN SECURITY INC. Voucher: | 20010447 | 1/1/2020 | JAN 2020- ARMORED TRUCK SEI | 280.24 | 280.24 |
| 86756 | 1/28/2020 | 00004834 SECURITY SIGNAL DEVICES SYS Voucher: | 10004858 R-00158616 Ref000262079 | 12/19/2019 12/10/2019 1/14/2020 | RENEWAL - S2 ACCESS CONTR 01/01/20-03/31/20 - SSD-PUBLIC UB REFUND CST #00047774 962 | 1,269.09 3,970.09 40.00 | 5,239.18 40.00 |
| 86757 | 1/28/2020 | 0012415 SIMENTAL MARIA Voucher: | 0024025 | 12/18/2019 | TRAFFIC SIGNAL SYSTEM REPA | 40.57 | 40.57 |
| 86758 | 1/28/2020 | 00004857 SMITH FASTENER COMPANY Voucher: | 0024025 | 12/18/2019 | TRAFFIC SIGNAL SYSTEM REPA | 40.57 | 40.57 |
| 86759 | 1/28/2020 | 0012436 SOTO-VALENCIA, SANDRA Voucher: | Ref000262174 | 1/7/2020 | UB REFUND CST #00058413 101: | 137.15 | 137.15 |
| 86760 | 1/28/2020 | 00004693 SPOK, INC. Voucher: | D7961537M | 12/31/2019 | BILLING PRD-JANUARY 2020 | 33.21 | 33.21 |
| 86761 | 1/28/2020 | 00002639 STRADLING YOCCA CARLSON & Voucher: | 360553-0018 360556-0026 306555-0024 360554-0022 Ref000262176 | 12/30/2019 12/30/2019 12/30/2019 12/30/2019 1/7/2020 | THRU 11/30/19 - SUCCESSOR AC THRU 11/30/19 - 9001 LONG BEA THRU 11/30/19 - MOU WITH LAUS THRU 11/30/19 - HOUSING SUCC UB REFUND CST #00063154 892: | 3,003.00 5,382.00 936.00 429.00 96.62 | 9,750.00 96.62 |
| 86762 | 1/28/2020 | 0012438 SUGAR MAPLE HOLDINGS INC Voucher: | Ref000262176 | 1/7/2020 | UB REFUND CST #00063154 892: | 96.62 | 96.62 |
| 86763 | 1/28/2020 | 00004921 TARGET SPECIALTY PRODUCTS Voucher: | PI1077386 PI1044072 | 12/17/2019 10/1/2019 | GROUPS MAINT. SUPPLIES GROUPS MAINT. SUPPLIES | 470.48 813.92 | 1,284.40 |
| 86764 | 1/28/2020 | 0008153 TIME WARNER CABLE- Voucher: | 0490384122719 0507757121519 11919636 | 12/27/2019 12/15/2019 12/23/2019 | ACCT# 8448 30 017 0490384 -12/ ACCT# 8448 30 017 0507757 - 12/ 2- TIRES FOR UNIT 179 | 126.08 66.22 379.28 | 192.30 379.28 |
| 86765 | 1/28/2020 | 0011640 TIREHUB, LLC Voucher: | 11919636 | 12/23/2019 | 2- TIRES FOR UNIT 179 | 379.28 | 379.28 |
| 86766 | 1/28/2020 | 00003438 TRANS UNION-SOUTHERN CALL Voucher: | 112905281 | 12/25/2019 | CREDIT CHECK PERIOD: 11/26/1 | 110.96 | 110.96 |
| 86767 | 1/28/2020 | 00004975 US ARMOR Voucher: | 26211 26241 | 1/2/2020 1/9/2020 | VEST- ENFORCER CONCEALABI VEST- ENFORCER CONCEALABI | 529.87 536.59 | 1,066.46 |

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|-----------|----------|--------------------------------------|------------|----------------------------------|-------------|-------------|
| 86768 | 1/28/2020 | 0010929 | UTILITY CRANE & EQUIPMENT, IN0330396 | 12/6/2019 | UCE-CRANE REPAIRS | 9,967.26 | 9,967.26 |
| | Voucher: | | | | | | |
| 86769 | 1/28/2020 | 00000379 | VERIZON BUSINESS | 1/10/2020 | BILLING -12/01/2019 - 12/31/2019 | 80.45 | 80.45 |
| | Voucher: | | | | | | |
| 86770 | 1/28/2020 | 00001848 | VERIZON WIRELESS | 12/21/2019 | BILLING PRD- 11/22/19-12/21/2019 | 4,334.45 | |
| | Voucher: | | | | | | |
| | | | | 12/23/2019 | BILLING PRD- 11/24/19-12/23/19- | 266.07 | |
| | | | | 11/23/2019 | BILLING PRD- 10/24/19-11/23/19 | 9,329.92 | 13,930.44 |
| | | | | 12/27/2019 | ASPHALT FOR ST DIV | 210.20 | |
| | | | | 12/13/2019 | ASPHALT FOR ST DIV | 169.45 | |
| | | | | 12/18/2019 | ASPHALT FOR ST DIV | 879.38 | |
| | | | | 12/30/2019 | ASPHALT FOR ST DIV | 330.97 | |
| | | | | 1/8/2020 | ASPHALT FOR ST DIV | 1,529.35 | |
| | | | | 12/13/2019 | ASPHALT FOR ST DIV | 204.81 | |
| | | | | 12/27/2019 | ASPHALT FOR ST DIV | 251.84 | |
| | | | | 11/20/2019 | ASPHALT FOR ST DIV | 332.61 | |
| | | | | 11/26/2019 | ASPHALT FOR ST DIV | 582.81 | |
| | | | | 12/11/2019 | ASPHALT FOR ST DIV | 315.64 | |
| | | | | 12/20/2019 | ASPHALT FOR ST DIV | 251.03 | |
| | | | | 12/13/2019 | ASPHALT FOR ST DIV | 530.52 | |
| | | | | 12/31/2019 | FINANCE CHARGES | 60.96 | |
| | | | | 11/26/2019 | ASPHALT FOR ST DIV | 158.12 | |
| | | | | 12/20/2019 | ASPHALT FOR ST DIV | 250.21 | |
| | | | | 11/22/2019 | ASPHALT FOR ST DIV | 1,256.12 | 7,314.02 |
| | | | | 12/9/2019 | STREET LIGHT SYSTEM REPAIR | 216.68 | 216.68 |
| 86772 | 1/28/2020 | 00004423 | WALTERS WHOLESALE ELECTRIC | 12/9/2019 | STREET LIGHT SYSTEM REPAIR | 216.68 | |
| | Voucher: | | | | | | |
| 86773 | 1/28/2020 | 00004000 | WASTE MANAGEMENT | 9/1/2018 | AUG 2018 - COSG (TRASH), 4244 | 701.70 | |
| | Voucher: | | | | | | |
| 86774 | 1/28/2020 | 00000482 | WEST COAST ARBORISTS, INC. | 7/1/2018 | JUN 2018 - COSG (TRASH), 4244 | 1,691.11 | 2,392.81 |
| | Voucher: | | | | | | |
| 86775 | 1/28/2020 | 0007074 | WEST COAST SAND & GRAVEL | 12/15/2019 | ANNUAL TREE MAINT - AMEND # | 29,748.70 | 29,748.70 |
| | Voucher: | | | | | | |
| 86776 | 1/28/2020 | 0011968 | WEX BANK | 11/19/2019 | SAND FOR PARK | 399.65 | 399.65 |
| | Voucher: | | | | | | |
| 86777 | 1/28/2020 | 0012433 | WRI PM | 1/6/2020 | SHELL GAS STMT CLOSING DAT | 552.10 | 552.10 |
| | Voucher: | | | | | | |
| | | | | 1/7/2020 | UB REFUND CST #00063034 3400 | 42.89 | 42.89 |

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City of South Gate

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| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------------------------------|-----------|---|----------|------------|------------------------------|-------------|-------------|
| 86778 | 1/28/2020 | 00000058 XEROX CORP | 98850550 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 263.54 | |
| | | Voucher: | 98850551 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 283.01 | |
| | | | 98850548 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 399.17 | |
| | | | 98850555 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 225.15 | |
| | | | 98850549 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 222.97 | |
| | | | 98850552 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 376.59 | |
| | | | 98850542 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 223.04 | |
| | | | 98850556 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 154.07 | |
| | | | 98850540 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 547.61 | |
| | | | 98850559 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 263.69 | |
| | | | 98850541 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 212.45 | |
| | | | 98850546 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 223.04 | |
| | | | 98850547 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 212.39 | |
| | | | 98850557 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 212.45 | |
| | | | 98850545 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 263.69 | |
| | | | 98850543 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 223.11 | |
| | | | 98850544 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 283.01 | |
| | | | 98850558 | 12/31/2019 | COPIER LEASE AGRMINT - NOVE | 311.31 | 4,900.29 |
| 86779 | 1/28/2020 | 0012408 YARY PHOTOGRAPHY | 10019 | 12/17/2019 | DEPARTMENT GROUP PICTURE | 465.49 | 465.49 |
| | | Voucher: | | | | | |
| 86780 | 1/28/2020 | 00003442 YOUNGBLOOD & ASSOCIATES, I14137A | | 1/8/2020 | PRE-EMPLOYMENT POLYGRAPH | 600.00 | |
| | | Voucher: | 4135A | 1/6/2020 | PRE-EMPLOYMENT POLYGRAPH | 300.00 | 900.00 |
| 86781 | 1/28/2020 | 00000062 ZIEGLER'S HARDWARE & SUPPLY08894 | | 12/30/2019 | POLICE DEPARTMENT JAIL LIGH | 33.05 | |
| | | Voucher: | 08860 | 12/18/2019 | TRAFFIC SIGNAL SYSTEM REPA | 41.83 | |
| | | | 08826 | 12/11/2019 | KEYS FOR TRUCK 200 | 11.00 | 85.88 |
| 86782 | 1/28/2020 | 00000063 ZUMAR INDUSTRIES INC | 86606 | 12/18/2019 | ZUMAR INDUSTRIES - "EXCEPT I | 13,947.88 | |
| | | Voucher: | 86761 | 12/31/2019 | SIGNS FOR ST DIV | 696.37 | 14,644.25 |
| Sub total for BANK OF THE WEST: | | | | | | 742,871.04 | |

237 checks in this report.

Grand Total All Checks: 742,871.04

Void Checks

Bank code: botw

Check # 86633 Date 1/28/2020

WARRANT REGISTER FOR COUNCIL MEETING 1/28/2020

PART II

apChkLst

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Final Check List
City of South Gate

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Bank : botw BANK OF THE WEST

| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|----------|----------|------------------------------|-----------|-------------|-------------------------------|-------------|
| 86530 | 1/9/2020 | 00000437 | AFLAC | Ben261903 | 1/9/2020 | AMERICAN FAMILY LIFE INS.: PA | 635.82 |
| | | | | | | | 635.82 |
| 86531 | 1/9/2020 | 00002417 | AMERICAN FIDELITY ASSURANC | Ben261889 | 1/9/2020 | AMERICAN FIDELITY (ABT): PAY | 421.42 |
| | | | | | | | 421.42 |
| 86532 | 1/9/2020 | 0011469 | CALIFORNIA DENTAL NETWORK | Ben261893 | 1/9/2020 | CALIFORNIA DENTAL NETWORK | 3,086.14 |
| | | | | | | | 3,086.14 |
| 86533 | 1/9/2020 | 0012107 | CALIFORNIA STATE DISBURSEM | Ben261911 | 1/9/2020 | CA STATE DISB. UNIT: PAYMENT | 578.76 |
| | | | | | | | 578.76 |
| 86534 | 1/9/2020 | 0011535 | CDTFA | Ben261905 | 1/9/2020 | CA DEPT OF TAX & FEE ADMIN: f | 386.68 |
| | | | | | | | 386.68 |
| 86535 | 1/9/2020 | 00000438 | COLONIAL INSURANCE CO. | Ben261891 | 1/9/2020 | COLONIAL INSURANCE CO: PAY | 3,391.48 |
| | | | | | | | 3,391.48 |
| 86536 | 1/9/2020 | 00002138 | FRANCHISE TAX BOARD | Ben261899 | 1/9/2020 | GARNISHMENT - FRANCHISE TA | 1,107.70 |
| | | | | | | | 1,107.70 |
| 86537 | 1/9/2020 | 0009920 | OCSE CLEARINGHOUSE SDU | Ben261913 | 1/9/2020 | GARNISHMENT - AR CHILD SUPP | 324.00 |
| | | | | | | | 324.00 |
| 86538 | 1/9/2020 | 00002421 | POLICE MANAGEMENT ASSOCIA | Ben261901 | 1/9/2020 | POLICE MANAGEMENT ASSOC. I | 1,600.00 |
| | | | | | | | 1,600.00 |
| 86539 | 1/9/2020 | 00000335 | POLICE OFFICERS ASSOCIATION | Ben261897 | 1/9/2020 | POLICE ASSOCIATION DUES: PA | 5,300.00 |
| | | | | | | | 5,300.00 |
| 86540 | 1/9/2020 | 0011466 | PRINCIPAL LIFE INSURANCE CO. | Ben261883 | 1/9/2020 | PRINCIPAL DENTAL PPO (MISC): | 29,645.83 |
| | | | | | | | 29,645.83 |
| 86541 | 1/9/2020 | 0011467 | RELIANCE STANDARD | Ben261885 | 1/9/2020 | LONG TERM DISABILITY: PAYME | 3,843.50 |
| | | | | | | | 3,843.50 |
| 86542 | 1/9/2020 | 0008951 | SENCION, CARMEN | Ben261909 | 1/9/2020 | SPOUSAL SUPPORT-E. SENCION | 553.85 |
| | | | | | | | 553.85 |
| 86543 | 1/9/2020 | 0011468 | SUPERIOR VISION SERVICES, IN | Ben261887 | 1/9/2020 | SUPERIOR VISION MISC.: PAYME | 3,935.42 |
| | | | | | | | 3,935.42 |
| 86544 | 1/9/2020 | 0008005 | U.S. BANK-PARS ACCT#6746025 | Ben261907 | 1/9/2020 | PARS 11.87%: PAYMENT | 484.95 |
| | | | | | | | 484.95 |
| 86545 | 1/9/2020 | 00000334 | UNITED WAY OF GREATER LOS | Ben261895 | 1/9/2020 | UNITED WAY: PAYMENT | 34.33 |
| | | | | | | | 34.33 |

Sub total for BANK OF THE WEST: 55,329.88

16 checks in this report.

Grand Total All Checks: 55,329.88

Void Checks

Bank code: botw
(none)

WARRANT REGISTER FOR COUNCIL MEETING 1/28/2020

PART III

apChkLst
01/15/2020 8:08:04AM

Final Check List
City of South Gate

Page: 1

Bank : botw BANK OF THE WEST

| Check # | Date | Vendor | Invoice | Inv Date | Description | Amount Paid | Check Total |
|---------|----------|----------|--|------------|-----------------------------|-------------|-------------|
| 1802 | 1/1/2020 | 00004708 | PERS HEALTH PLAN Ben261124 | 12/12/2019 | MEDICAL HMO ANTHEM SELECT | 393,569.89 | 393,569.89 |
| | Voucher: | | | | | | |
| 1815 | 1/9/2020 | 00000004 | NATIONWIDE RETIREMENT SOLL Ben261917 | 1/9/2020 | DEF COMP NATIONWIDE: PAYME | 118,238.60 | 118,238.60 |
| | Voucher: | | | | | | |
| 1816 | 1/9/2020 | 00004836 | SEIU LOCAL 721 CTW CLC-23900 Ben261919 | 1/9/2020 | SEIU DUES: PAYMENT | 3,292.54 | 3,292.54 |
| | Voucher: | | | | | | |
| 1817 | 1/9/2020 | 00002370 | INTERNAL REVENUE SERVICE Ben261921 | 1/9/2020 | MEDICARE: PAYMENT | 196,543.63 | 196,543.63 |
| | Voucher: | | | | | | |
| 1819 | 1/9/2020 | 00001186 | EMPLOYMENT DEVELOPMENT D Ben261925 | 1/9/2020 | SDI: PAYMENT | 67,651.74 | 67,651.74 |
| | Voucher: | | | | | | |
| 1820 | 1/9/2020 | 00004996 | SEIU-COPE LOCAL 721, LAOC C Ben261927 | 1/9/2020 | SEIU- COPE LOCAL 721 DEDUCT | 44.00 | 44.00 |
| | Voucher: | | | | | | |
| 1821 | 1/9/2020 | 00004988 | CHILD SUPPORT ON-LINE, STATE Ben261929 | 1/9/2020 | CHILD SUPPORT-ONLINE: PAYMI | 2,421.69 | 2,421.69 |
| | Voucher: | | | | | | |

Sub total for BANK OF THE WEST: 781,762.09

7 checks in this report.

Grand Total All Checks: 781,762.09

Void Checks

Bank code: botw
(none)

**WARRANT REGISTER SUMMARY
CITY COUNCIL MEETING 1/28/2020**

| | |
|--|---------------------|
| TOTAL PART I - ACCOUNTS PAYABLE | 742,871.04 |
| TOTAL PART II - PAYROLL-RELATED CHECKS | 55,329.88 |
| TOTAL PART III - PAYROLL WIRE TRANSFERS | 781,762.09 |
| | <hr/> |
| SUB - TOTAL | 1,579,963.01 |
| LESS: VOIDS | 0.00 |
| LESS: EMPLOYEE PAYROLL DEDUCTIONS | (371,364.99) |
| | <hr/> |
| GRAND TOTAL | 1,208,598.02 |

