



**Isabel Aguayo,
Mayor**



**Annette C. Delgadillo,
Vice Mayor**



**Peggy Lemons,
Councilmember**



**Brenda Olmos,
Councilmember**



**Vilma Cuellar Stallings,
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PLEDGE OF ALLEGIANCE

AMANDA ARROYO, VPAN





INVOCATION – REVEREND GRADY JONES

NEW COMMANDMENT MISSIONARY BAPTIST CHURCH



CITY OF PARAMOUNT

INVOCATION



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2023 HALLOWEEN AND DIA DE LOS MUERTOS EVENTS



CITY OF PARAMOUNT

VIDEO





2023 HALLOWEEN HOME DECORATING CONTEST WINNERS



CITY OF PARAMOUNT

CERTIFICATES OF RECOGNITION



1st Place – 16443 Orizaba Ave.



2nd Place - 15300 Bixler Ave.





2023 HALLOWEEN HOME DECORATING CONTEST WINNERS



CITY OF PARAMOUNT

CERTIFICATES OF RECOGNITION



THE CITY
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MAYOR'S AWARD OF EXCELLENCE



CITY OF PARAMOUNT

PRESENTATION



THE CITY
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NATIONAL HOME CARE AND HOSPICE MONTH



CITY OF PARAMOUNT

PROCLAMATION



NATIONAL FAMILY LITERACY MONTH



CITY OF PARAMOUNT

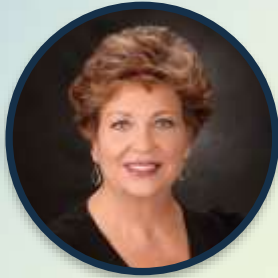
PROCLAMATION



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**CONTINUED PUBLIC HEARING ORDINANCE NO. 1177
– APPROVING DEVELOPMENT AGREEMENT NO. 23-1
WITH DANIEL FREEDMAN/ JEFFER MANGELS
BUTLER & MITCHELL, LLC**





SMART (VIRTUAL) CITY HALL

CITY WEBSITE AND CUSTOMER SERVICE REQUEST SYSTEM DEMONSTRATION



What is Virtual City Hall?

Modern community engagement solution tailored for local government agencies.

Digital alternative that integrates City interactions with its stakeholders across City functions.

Expands online service capabilities enabling virtual access as a flexible alternative enhancing traditional in-person activities.



Virtual City Hall Highlights



One-Stop Shop



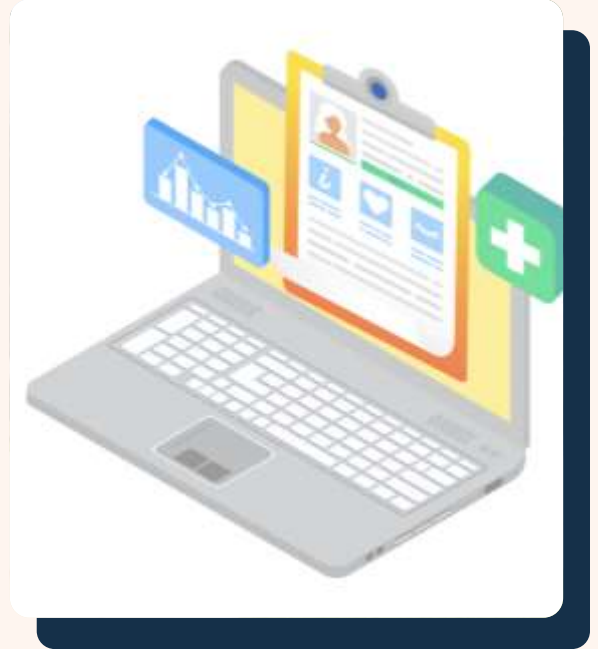
Process and Workflow Automation



Improve community engagement and satisfaction



Increase efficiency, transparency, community access to services through integration



Virtual City Hall Key Features



Integration with City's enterprise applications



New Web Portal for web-based access



Community Engagement / Account Tracking



Mobile Applications for community and staff



Software as a Solution (SaaS) Benefits



City Software/Applications



**Point of Sale
Payment
Systems**



GoGov - Code
Enforcement,
Citizen
Notifications,
Permitting



**Eden Financial
System** -
Budgeting,
Accounting, Payroll,
Purchasing, Utility
Billing



Active Net -
Recreation
Registration
Management





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VIRTUAL CITY HALL DEMO



CITY OF PARAMOUNT

ITEM NO. 15

ANY QUESTIONS?

Thank You!





SMART (VIRTUAL) CITY HALL

CITY WEBSITE AND CUSTOMER SERVICE REQUEST SYSTEM DEMONSTRATION





AGREEMENT WITH CARE SOLACE, INC. FOR FISCAL YEAR 2023-2024



BACKGROUND

- City staff were approached by Care Solace to discuss a proposal to initiate a pilot program to provide mental health care coordinator services to all City of Paramount residents.
- Care Solace is a socially conscious company on a mission to improve equitable access to mental health and substance use treatment.
- Care Solace is not a direct provider of services, but instead helps people navigate through the complex maze of available services involving both public and private mental health providers.



CARE SOLACE, INC.

- Care Solace provides online resources including a live 24/7 concierge designed to assist individuals in finding local mental health-related programs, substance use treatment providers, and counseling services.
- Care Solace's proprietary database is integrated into every medical provider and insurance plan in the State of California, including free and sliding scale services for families with no medical insurance.
- Care Solace helps individuals, regardless of age, gender, ethnicity, or financial situation, with particular focus dedicated to the inclusion of the unhoused population in various social services.



BENEFITS OF CARE SOLACE, INC.

- The key benefits of Care Solace are that the platform provides real-time data on community mental health needs, including treatment categories, appointments booked, and demographics.
- The program supports equitable access to care regardless of medical coverage, including private insurance, Medicaid, and other sliding scale options for those without insurance.



FISCAL IMPACT

- In the initial pilot program spanning seven months, residents would not be charged for using the service. Instead, the City would pay a flat rate of \$1.50 per resident annually based on the City's overall population, which comes to a total amount of \$46,813 for the pro-rated seven-month pilot period.
- Funding for this program was included in the FY 2023-24 Community Preservation Division budget under the Opioid Prevention Settlement Fund for \$13,700.
- An additional appropriation of \$33,113 from the Alt Air Community Benefits Agreement is required to fully fund the pilot program.





RECOMMENDED ACTION

STRATEGIC OUTCOMES

- It is recommended that the City Council: 1) appropriate \$33,113 from the Community Benefits Agreement Fund for this program; and 2) award the contract for professional services to Care Solace, Inc. in the amount of \$46,813 and authorize the Mayor or her designee to execute the agreement.
- No. 1: Safe Community, No. 2: Community Health





AGREEMENT WITH CARE SOLACE, INC. FOR FISCAL YEAR 2023-2024





PROFESSIONAL SERVICES AGREEMENT CITYWIDE HISTORIC CONTEXT STATEMENT AND HISTORIC RESOURCES SURVEY

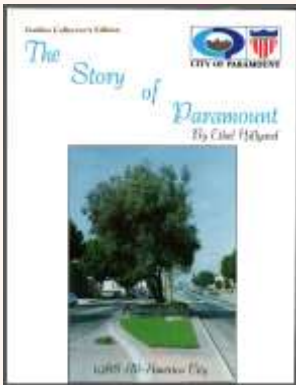


BACKGROUND

- This item is a request approve a professional services agreement with Historic Resources Group (HRG) to prepare a citywide historic context statement and historic resources survey
- Historic context statement establishes themes that outline important development patterns, events, and historical people in the history of a given place
- Historic survey helps identify potential historic resources



HISTORY OF HISTORY



HISTORY OF HISTORY



PURPOSE

- Community. Community interest in Paramount history – there are now over 2,000 members on the “Progress in Paramount – A History” social media page (relatively large – City page has 8,800 followers).
- Public information. There could be more historic information on the City website. Survey would provide detail (using historic resources best practices) to update the website with historically accurate information.
- Museum. Future City museum is a capstone project. Professional surveys and context statement will connect the museum to the Paramount community.



PURPOSE

- General Plan. This is in the adopted General Plan. Resource Management Element Policy 19 notes “The City of Paramount will identify and preserve those sites/buildings that are important to the community for the benefit of the future generations that will reside or work in the City.”
- Historical society. Paramount Historical Society is growing, and members are interested in surveying properties and conducting oral interviews.
- Leadership. Paramount leads in the Gateway Cities.



PURPOSE

- CEQA. Survey would assist cultural resource subconsultants with development proposals.
- Economic development. Keeping history alive fulfills economic goals.
- Future use. Could be used for eligibility for tax credits, grants, incentives. Examples – Minimal property tax, streamlined use of State Historical Building Code for eligible properties if City Council pursues formal ordinance.



DISCUSSION

Historic context statement will include an illustrated overview of the development of Paramount

- From earliest inhabitants to recent past
- Explores historic themes and property types
- Eligibility standards will guide identification of historically significant properties
- Provides baseline information

Historic survey

- Looks at all 10,693 properties
- Looks at all property types
- Forms map & list of survey recommendations
- Survey report





HISTORIC RESOURCES FIRM

- HRG established in 1989
- Leading firm solely dedicated to historic preservation planning, historic architecture consulting, and development services for historic resources in California
- HRG staff is composed of historians, architects, and urban planners
- Research – news articles, historic photos, tract maps, directories, archival materials, consultation with local experts



FUNDING

- \$90,000 from the General Plan fund
 - Context statement & survey implement the General Plan
- General Plan funds supported by project development impact fees
- Must be spent on General Plan and related plans



RECOMMENDED ACTION

Approve the agreement with Historic Resources Group to prepare a citywide historic context statement and historic resources survey with the total amount not to exceed \$90,000.00 and authorize the Mayor or designee to execute the agreement

STRATEGIC OUTCOMES

Supports all strategic outcomes





PROFESSIONAL SERVICES AGREEMENT CITYWIDE HISTORIC CONTEXT STATEMENT AND HISTORIC RESOURCES SURVEY





APPROVAL OF PROFESSIONAL SERVICES AGREEMENT WITH HAZEN AND SAWYER FOR ENGINEERING SERVICES RELATED TO WATER WELL 16 START UP AND PROJECT CLOSURE



BACKGROUND

- Water well began construction in 2020
- This project faced many delays, which have now all been completed:
 - COVID-19 pandemic
 - Equipment manufacturing delays
 - State required additional treatment systems



BACKGROUND

- General Contractor: MMC, Inc.
 - Additional delays earlier this year caused by contractor's lack of experienced project management
 - Letters were sent to MMC, Inc. in May and July
 - Project management staffing continued to deteriorate, and little progress is being made to conduct start-up procedures and close out this project.
- The Green Book
 - Section 6-2 titled: "Prosecution of the Work" allows for the public agency to take over the work required and deduct the cost from the monies due to the contractor.
 - This grants the local agency the authority to procure professional services and direct the general contractor to utilize those services to complete the project.



DISCUSSION

- Staff solicited proposals from qualified engineering firms to perform these highly specialized services.
 - Two (2) engineering firms responded
 - One proposal received
 - Hazen and Sawyer - \$87,920
- Hazen and Sawyer:
 - Highly experienced firm with experts in water quality, treatment, system hydraulics, hydrogeology, well design, and operations
 - Previously retained by the City to complete the application for an amended water supply permit for Well 16 and treatment plan with the State's Division of Drinking Water (DDW)



REGIONAL QUALITY CONTROL BOARD

- New Added Requirement – now linked to Drinking Water Permit
- Reopened closed case from 1990s
- Mandated the submittal of a Work Plan for installation of monitoring wells
 - Small wells monitoring shallow groundwater at 30-50 feet bgs
 - Well 16 pumps from 1,200 feet bgs
- Regional Board approved Work Plan
- Work currently out to bid – project budgeted in the FY24 CIP Budget
- Anticipate award at the Nov. 28th Council Meeting



RECOMMENDED ACTION

- It is recommended that the City Council approve an agreement with Hazen and Sawyer in the amount of \$87,920 for engineering services related to Well 16 startup and project closeout.

STRATEGIC OUTCOMES

- No. 5: Attractive and Well-Maintained Infrastructure





APPROVAL OF PROFESSIONAL SERVICES AGREEMENT WITH HAZEN AND SAWYER FOR ENGINEERING SERVICES RELATED TO WATER WELL 16 START UP AND PROJECT CLOSURE





AWARD OF CONTRACT TO COLLECTION BUREAU OF AMERICA (CBA) FOR DELINQUENT REVENUE COLLECTIONS



Background

- » City's Finance Department attempts to recover delinquent revenue
 - Services, fees, or property damage
 - Unpaid delinquencies become lost revenue
- » City needs dedicated collection services to recover lost revenues
- » Collection services increases recovery of delinquent revenue



Delinquent Revenue

» Delinquent revenue includes:

- Damage to City property
- Bulky waste material disposal fees
- Emergency services fees (DUI-related traffic collisions requiring emergency response)
- Closed/inactive water accounts (does not include delinquent accounts that are active)
- Various accounts receivable (fees, charges, etc.)



Will Collections Affect Consumer Credit?

» Involuntary Debt – No impact

- National Consumer Assistance Plan mandates that “involuntary debt” cannot be reported to the three credit bureaus

» Voluntary Debt – Yes, has impact

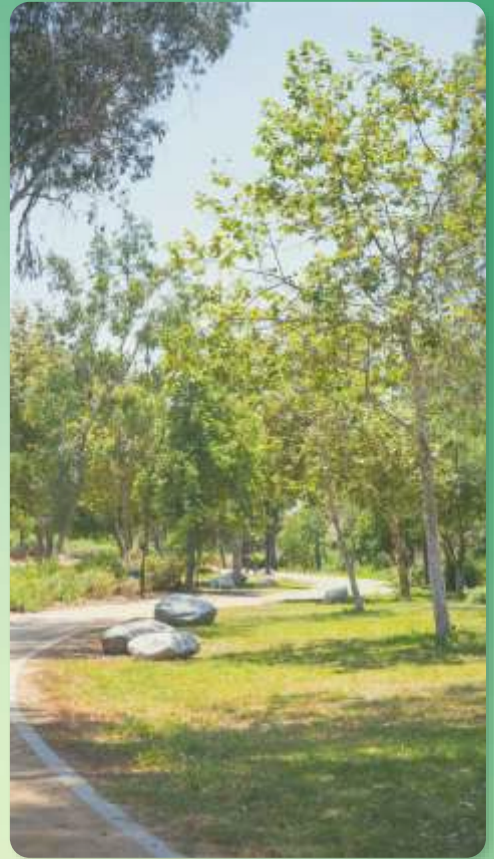
- Example: Closed/Inactive Water Accounts are the exception
- Arises from agreement to pay City for water services



Collection Services

» Finance staff conducted an informal bidding process of three collection agencies

1. Coast Professionals
2. Collection Bureau of America (CBA)
3. Syncom



Collection Bureau of America

- » CBA has the necessary knowledge and experience needed to serve the City's collection needs
 - 50+ years of experience
 - 60 client cities in California
 - 7 cities in Los Angeles County
 - 25% collection fee
 - 30% success rate

- » CBA demonstrates its ability to meet City requirements
 - Comply with federal, state, and local laws
 - Adhere to confidentiality practices
 - Manage accounts with professionalism



Fiscal Impact

- » Cost for this service not included in the FY 2023-24 Adopted Budget.
- » Cost is contingent upon the successful collection of delinquent revenue.
- » CBA retains a 25% of revenue collected





RECOMMENDED ACTION

It is recommended that the City Council award the contract for delinquent revenue collection services to Collection Bureau of America.

STRATEGIC OUTCOMES

Strategic Outcome No. 6: Efficient, Effective, and Fiscally Responsible.





AWARD OF CONTRACT TO COLLECTION BUREAU OF AMERICA (CBA) FOR DELINQUENT REVENUE COLLECTIONS





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CIVIC CENTER FOUNTAIN DESIGN



CITY OF PARAMOUNT

ITEM NO. 20

Civic Center Fountain Plaza City of Paramount

Existing Site [Inventory Photos](#)



Fountain 1 (East end of space)



Fountain 2 (West end of space)

6
6



Walls with seating (East end of space)



Walls with seating on raised platform (East end of space)



Walls around small plazas (Two middle areas)

Neighboring Civic Centers **Fountains and Plazas**



Huntington Beach



South Gate

6
7



Carson



Cerritos



Cerritos



Cypress

Precedent Imagery Plaza Fountains



Sculptural element at fountain



Lotus pond fountain



Floating walkway over basin in bold shapes



Overflowing edge at fountain



Vertical misting pole feature



'Paramount Blue' tile at fountains
(tile to be large-format, manufacturer TBD)

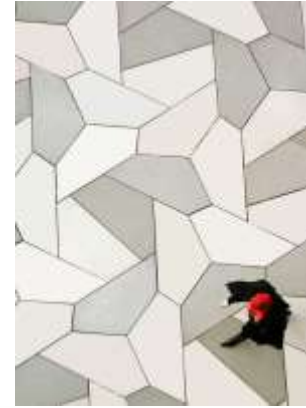
Precedent Imagery Plaza Furnishing and Hardscape



Wood seat on wall



Cafe-style seating with blue accents



Bold paving in abstracted diamond shapes



Communal styles tables and benches (with aluminum wood-textured surface)



Cantilever umbrellas with blue fabric



Decorative accent paving



Blue fountain tile

Civic Plaza Existing Plan

PARAMOUNT CITY HALL



Civic Plaza Conceptual Plan



Sculpture Fountain - View A



Sculpture Lounge - View



Misting Plaza - View



Sculpture Fountain - View D - Aerial





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CIVIC CENTER FOUNTAIN DESIGN



CITY OF PARAMOUNT

ITEM NO. 20