

SB 998

Water Shut-off Policy

Effective 02-01-2020

SB 998 Water Shut-off Policy

- SB 998 requires all public water systems with more than 200 connections to:
 - Adopt a written policy on discontinuation of residential water service prohibiting shut-off of service until the bill has been delinquent for 60 days
 - Post the new shutoff policy to the City's website, translated in multiple languages

SB 998 Water Shut-off Policy

- Policy requirements (cont'd):
 - Update the fee schedule, if applicable, to incorporate the amount of cost associated with the changes in policy; and
 - Report the number of shut-offs to the State Water Resources Control Board and on the City's website

SB 998 Water Shut-off Policy

○ Current Policy

- Payment due 21 days after billing date
- Past due notice mailed on Day 22
- \$8 delinquent fee assessed if more than 34 days delinquent
- Shut-off hanger delivered on Day 42, service discontinued and \$30 reconnection fee assessed

SB 998 Water Shut-off Policy

- SB 998 Policy

- Discontinuation of service will be extended from Day 42 to 60 after the past due date
- Customer can enter into payment arrangement before the shut-off

SB 998 Water Shut-off Policy

- SB 998 Policy (cont'd)

- No less than 10 business days prior to shut-off, final disconnection notice including the shut-off policy will be delivered to account owner and service address
- SB 998 allows a reconnection fee of \$50 for low income families
- Paramount's reconnection fee is set at \$30

Recommended Action

- City Council:

Adopt the Water Shut-Off Policy

SB 998

Water Shutoff Policy

Effective 02-01-2020



Vision, Mission, Values, and Strategic Outcomes



Background

Developing Vision, Mission, Values, and Strategic Outcomes for 6 months

- Hired consultant Mike Shellito, Shellito Training and Consulting

Input was inclusive and wide-ranging

- Numerous sessions with management and select City staff
- Councilmembers
- Community members surveyed in May 2019
- City Council workshop on November 16, 2019
- Individual Department workshops in December 2019



Vision, Mission, Values, and Strategic Outcomes

Purpose

- Sets the standard for the community and the organization.
- Establishes priorities, uniformity, guidelines.
- Sets the direction for policy decision-making.
- Provides the community with an understanding of their government's character and direction.

Impact

By having clear direction about the characteristics and duties of our organization, we will have the ability to attract and retain a higher caliber of employee that, in turn, better serves the community.



Vision

“A City that is safe, healthy and attractive.”





Mission

“Dedicated to providing fiscally responsible services that maintain a vibrant community.”





Values

"We value..."

- *Respectful and Ethical behavior*
- *Service Excellence*
- *Responsiveness, Accountability & Professionalism*
- *Innovation and Creativity*
- *Teamwork and Collaboration*
- *Effective, Inclusive and Transparent Public Information & Engagement"*





Key Strategic Outcomes

1. SAFE COMMUNITY

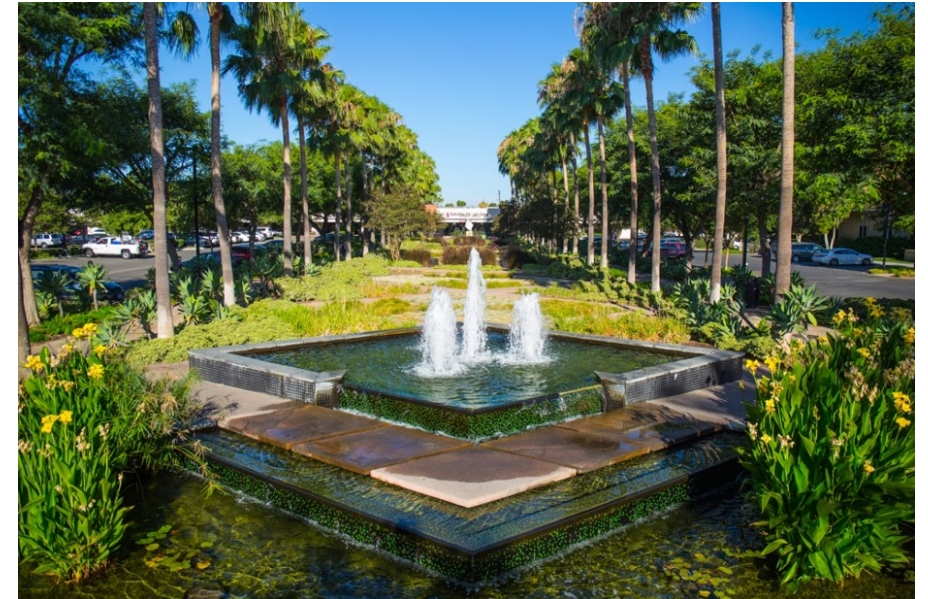
Provide a safe place to live, work and visit.

2. COMMUNITY HEALTH

Provide diverse recreational and cultural amenities that support healthy lifestyles and sense of community

3. ECONOMIC HEALTH

Support a healthy, sustainable economy reflecting community values.





Key Strategic Outcomes

4. ENVIRONMENTAL HEALTH

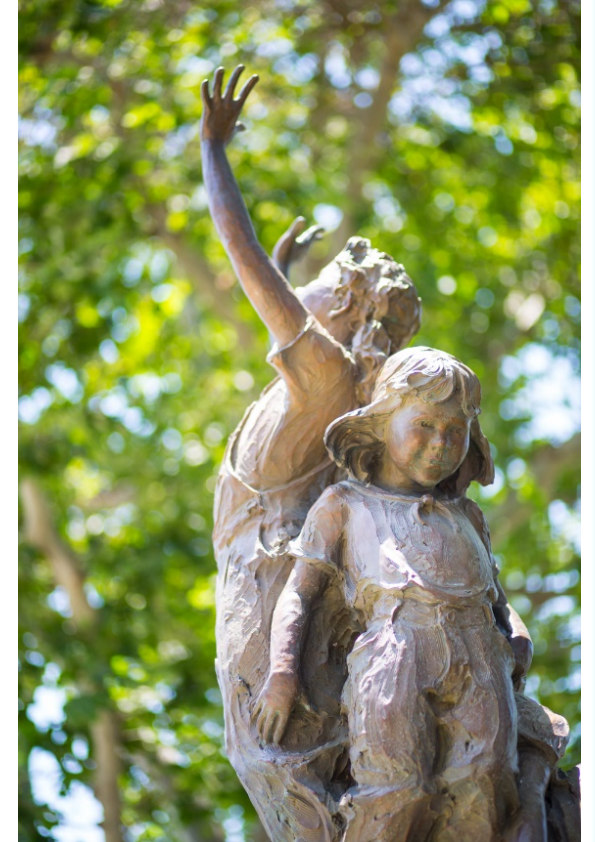
Promote, protect and enhance a healthy and sustainably built and natural environment.

5. ATTRACTIVE AND WELL MAINTAINED INFRASTRUCTURE

Develop and maintain City owned infrastructure, parks, facilities and amenities that enhance quality of life and attractiveness of the community.

6. EFFICIENT, EFFECTIVE, AND FISCALLY RESPONSIBLE

Deliver an efficient and effective city government in a fiscally responsible, transparent and collaborative manner.





Next Steps

It is recommended that the City Council adopt the Vision, Mission, Values and Strategic Outcomes for the City of Paramount.

Widely Publish and Disseminate

- Social Media
- Pulse Beat
- Around Town Newsletter
- Potential marketing campaign

Implementation

- Vision on City letterhead
- Imprint Vision and Mission on City Website
- Values on all recruitment materials



Vision, Mission, Values, and Strategic Outcomes

2019

Law Enforcement and Public Safety Report

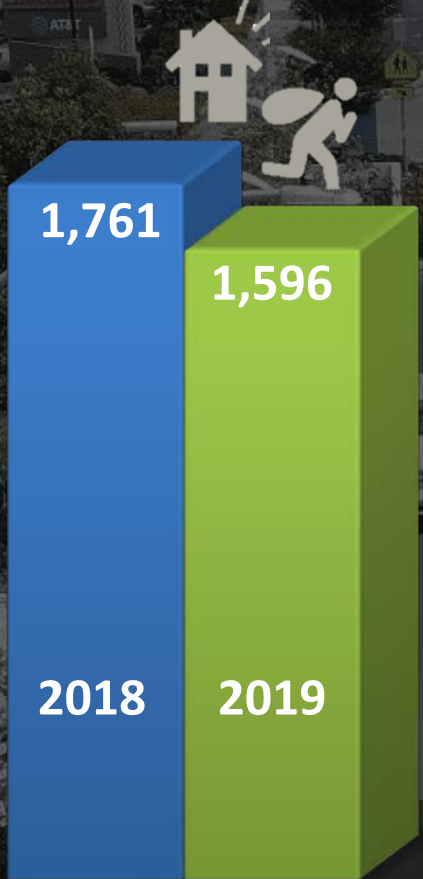


Public Commission Meeting
January 29, 2020



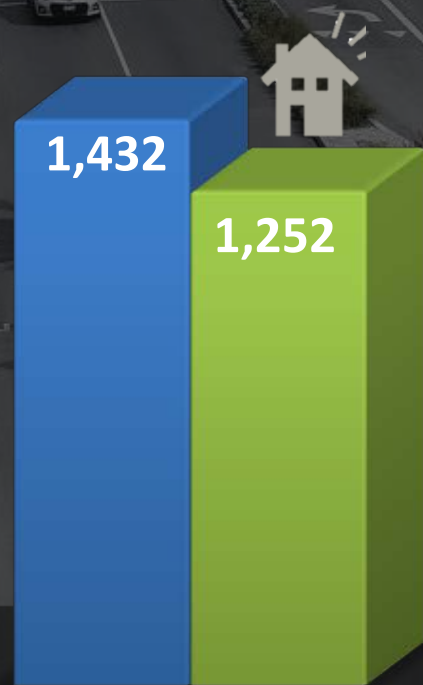
Part 1 Crimes

-9% Decrease



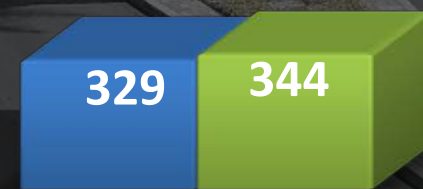
Part I Crimes

-13% Decrease



Property Crimes

5% Increase



Crimes Against
Persons



Part 1 Crimes

Crimes Against Persons	2018	2019	Actual Change	Percent Change
Homicide	3	4	1	33%
Rape	19	15	-4	-21%
Assault	170	174	4	2%
Robbery	137	151	14	10%
TOTAL	329	344	15	5%

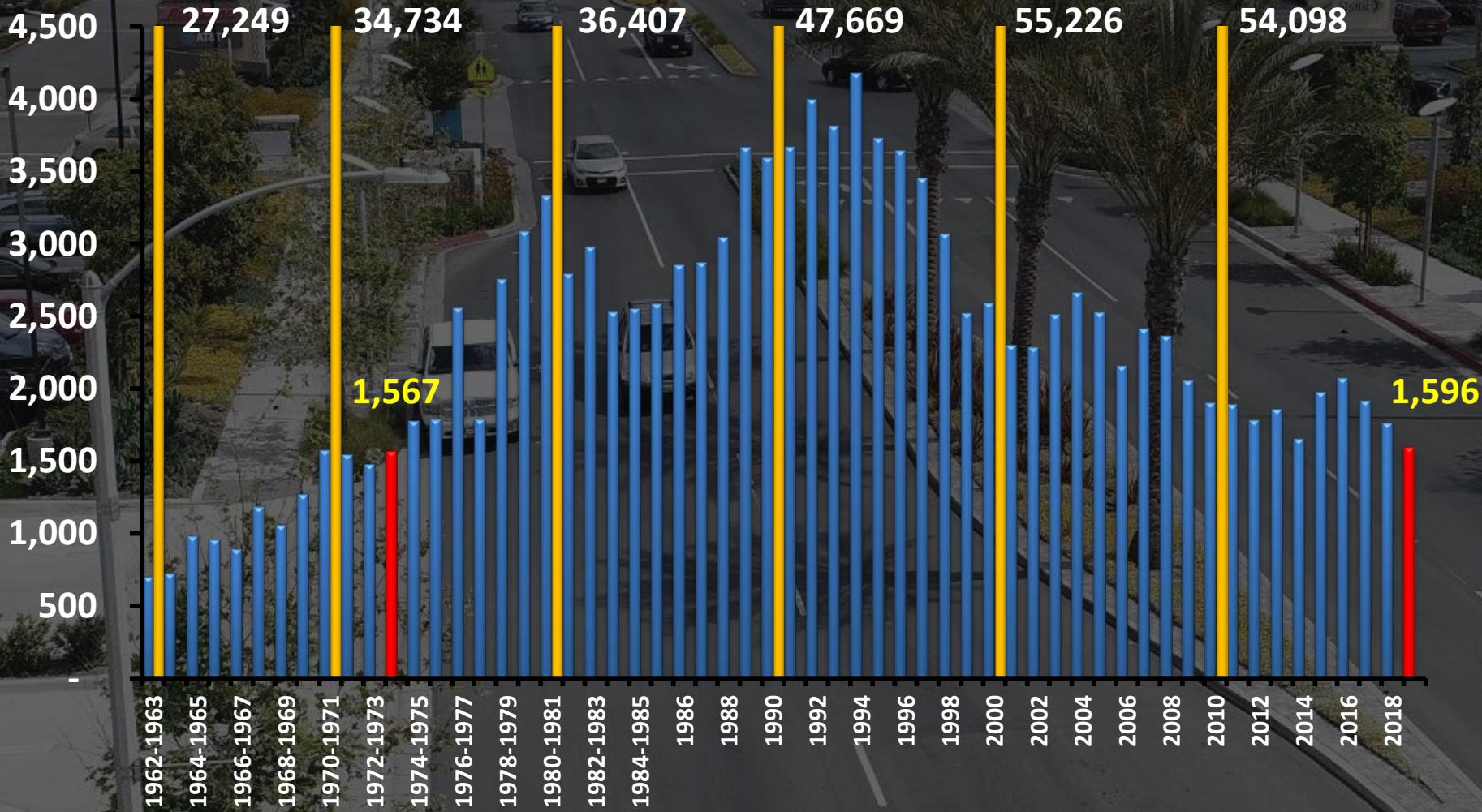


Part 1 Crimes

Property Crimes	2018	2019	Actual Change	Percent Change
Burglary	213	187	-26	-12%
Theft	871	775	-96	-11%
Auto Theft	343	284	-59	-17%
Arson	6	5	-1	-17%
TOTAL	1432	1252	-180	-13%



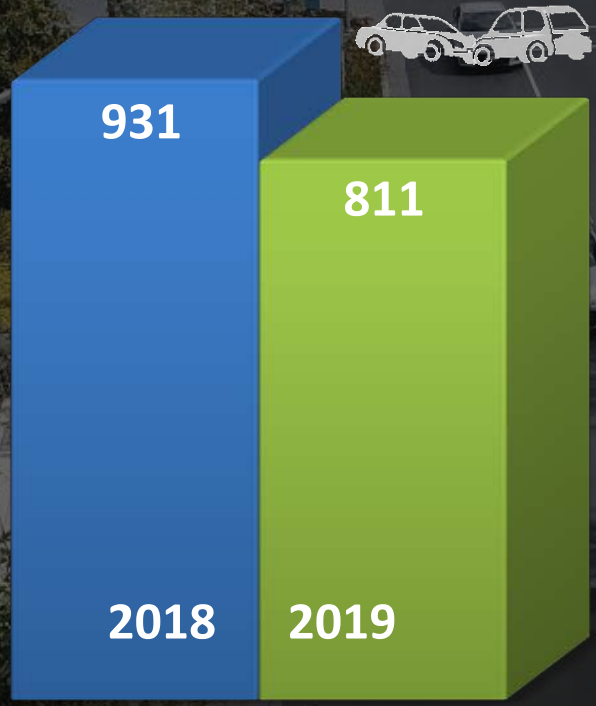
Part 1 Crimes: 1962-2019





2019 Traffic Collisions

-13% Decrease



Traffic Collisions



Fatal Traffic Collisions

2019

Law Enforcement and Public Safety Report



Public Commission Meeting
January 29, 2020

RESIDENT SATISFACTION SURVEY

Public Safety & Sheriff's Service Follow-Ups



City Council Meeting
January 28, 2020

BACKGROUND

- » In 1997, Public Safety staff started collecting survey data of routine law enforcement and public safety services to determine the service quality
- » The survey data is used to create the “In-the-line-of-Duty” report



FOLLOW-UP PROCEDURE

- » Each day Public Safety staff conducts four quality assurance phone calls from the previous day
 - Two calls for Day (Afternoon) Shift
 - Two calls for PM (Evening) Shift



QUESTIONS

» Public Safety staff asks survey recipients five service-rating questions

Survey Questions:

1. Dispatching Services
2. Response Time
3. Law Enforcement Services
4. Overall Services
5. Satisfaction Form Compliance

Service Ratings:

- ◆ Very Satisfied
- ◆ Satisfied
- ◆ Dissatisfied
- ◆ Indifferent



SAMPLE REPORT

Police Follow-Ups



Each day, our Public Safety Department, follows up on 4 calls for service from the previous evening to determine client satisfaction.

VS-Very Satisfied
S-Satisfied
I-Indifferent
D-Dissatisfied, referred to LI.
N/C-No call placed, handled at substation desk
N/A-Third party placed call.


Date	Name	Location	Type of Call	Dispatch	Response Time	Reporting Officer	Overall Rating	Comment
9/13/2019		#6 EXETER	SEE THE WOMAN	S	S	VS	S	
9/13/2019		JACKSON	BURGLARY	VS	VS	VS	VS	
9/13/2019		I DOWNEY	PETTY THEFT	N/C	N/A	VS	VS	
9/13/2019		I #2 ORIZABA	SEE THE MAN	S	S	VS	VS	
9/12/2019		MINO / SAN VINCENTE	STOLE N VEHICLE	VS	VS	VS	VS	
9/12/2019		IDRA / COLORADO	HIT & RUN	S	S	S	S	
9/12/2019		IDRA / LAKEWOOD	TRAFFIC COLLISION	S	S	S	S	
9/12/2019		WILBARN	VEHICLE BURGLARY	VS	VS	VS	VS	
9/11/2019		I PARAMOUNT	SEE THE WOMAN	S	S	S	S	
9/11/2019		ALONDRA	PETTY THEFT	S	S	S	S	
9/11/2019		GARDENDALE	PETTY THEFT	S	S	S	S	
9/11/2019		CENTURY	PETTY THEFT	S	S	S	S	
9/10/2019		I HUNSAKER	PETTY THEFT	N/A	N/A	S	S	
9/10/2019		WY / PARAMOUNT	HIT & RUN	S	S	S	S	
9/10/2019		I ARTHUR	PETTY THEFT	N/A	N/A	VS	VS	
9/10/2019		IGE / SAN CARLOS	HIT & RUN	S	S	S	S	
9/9/2019		I VIRGINIA	BURGLARY	S	S	S	S	
9/9/2019		SOMERSET	VEHICLE BURGLARY	S	S	S	S	
9/9/2019		ROSECRANS	BURGLARY	S	N/A	S	S	
9/9/2019		I JETMORE	PETTY THEFT	S	S	VS	VS	
9/8/2019		I ORANGE	PETTY THEFT	VS	VS	VS	VS	
9/8/2019		I ORANGE	VANDALISM	S	VS	VS	VS	
9/8/2019		ROSECRANS	BURGLARY	S	S	S	S	
9/8/2019		I PARAMOUNT	STOLE N VEHICLE	S	S	S	S	
9/7/2019		I LAKEWOOD	TRAFFIC COLLISION	S	S	S	S	



RESIDENT SATISFACTION FORMS

116

← Tag/ File No. 919-24032-1368-261


PARAMOUNT
SHERIFF'S
STATION

(562) 220-
2002

The City of Paramount is concerned with providing competent and courteous Law Enforcement service to the citizens we serve. To help us evaluate the quality of our service, we would appreciate your comments and suggestions:

On 11/2/19, Deputy/CSO KURPLE responded to your call regarding:

☐ Burglary ☐ Theft ☒ Vandalism ☐ Disturbance ☐ Other

Was the Deputy/CSO

☒ Courteous ☐ Indifferent ☐ Rude ☐ Other

Would you rate the Deputy/CSO's Performance as:

☒ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Other

Comments: _____

[Redacted area]



2019 SUMMARY RATINGS

2019	Dispatch	Response	Officer	Overall
Very Satisfied	16.77%	16.43%	26.24%	24.47%
Satisfied	75.46%	71.10%	67.96%	73.14%
Indifferent	0.00%	0.00%	0.34%	0.34%
Dissatisfied	0.82%	4.64%	2.32%	2.04%
Not Applicable	4.70%	7.29%	3.14%	0.00%
No Call	2.25%	0.55%	0.00%	0.00%
	100.00%	100.00%	100.00%	100.00%

98% of respondents were either satisfied or very satisfied with the overall service



RESIDENT SATISFACTION SURVEY

Public Safety & Sheriff's Service Follow-Ups



City Council Meeting
January 28, 2020

**Property Tax Capture by Jurisdiction on every dollar of Property
Tax Assessed
2016**

JURISDICTION	COUNTY	CAPTURE AMOUNT PER DOLLAR
Artesia	Los Angeles	\$ 0.067
Avalon	Los Angeles	\$ 0.167
Bell	Los Angeles	\$ 0.054
Bell Gardens	Los Angeles	\$ 0.092
Bellflower	Los Angeles	\$ 0.067
Cerritos	Los Angeles	\$ 0.087
Commerce	Los Angeles	\$ 0.068
Compton	Los Angeles	\$ 0.100
Cudahy	Los Angeles	\$ 0.066
Downey	Los Angeles	\$ 0.140
Hawaiian Gardens	Los Angeles	\$ 0.056
Huntington Park	Los Angeles	\$ 0.074
Industry	Los Angeles	\$ 0.079
La Mirada	Los Angeles	\$ 0.095
Lakewood	Los Angeles	\$ 0.058
Long Beach	Los Angeles	\$ 0.217
Lynwood	Los Angeles	\$ 0.113
Maywood	Los Angeles	\$ 0.108
Montebello	Los Angeles	\$ 0.099
Norwalk	Los Angeles	\$ 0.093
Paramount	Los Angeles	\$ 0.067
Pico Rivera	Los Angeles	\$ 0.089
Santa Fe Springs	Los Angeles	\$ 0.063
Signal Hill	Los Angeles	\$ 0.068
South Gate	Los Angeles	\$ 0.062
Vernon	Los Angeles	\$ 0.073
Whittier	Los Angeles	\$ 0.072

Source: Los Angeles County Auditor-Controller, Orange County Treasurer-Tax Collector, Riverside County Auditor Controller, San Bernardino County Auditor-Controller/Treasurer/Tax Collector, Ventura County Annual Report

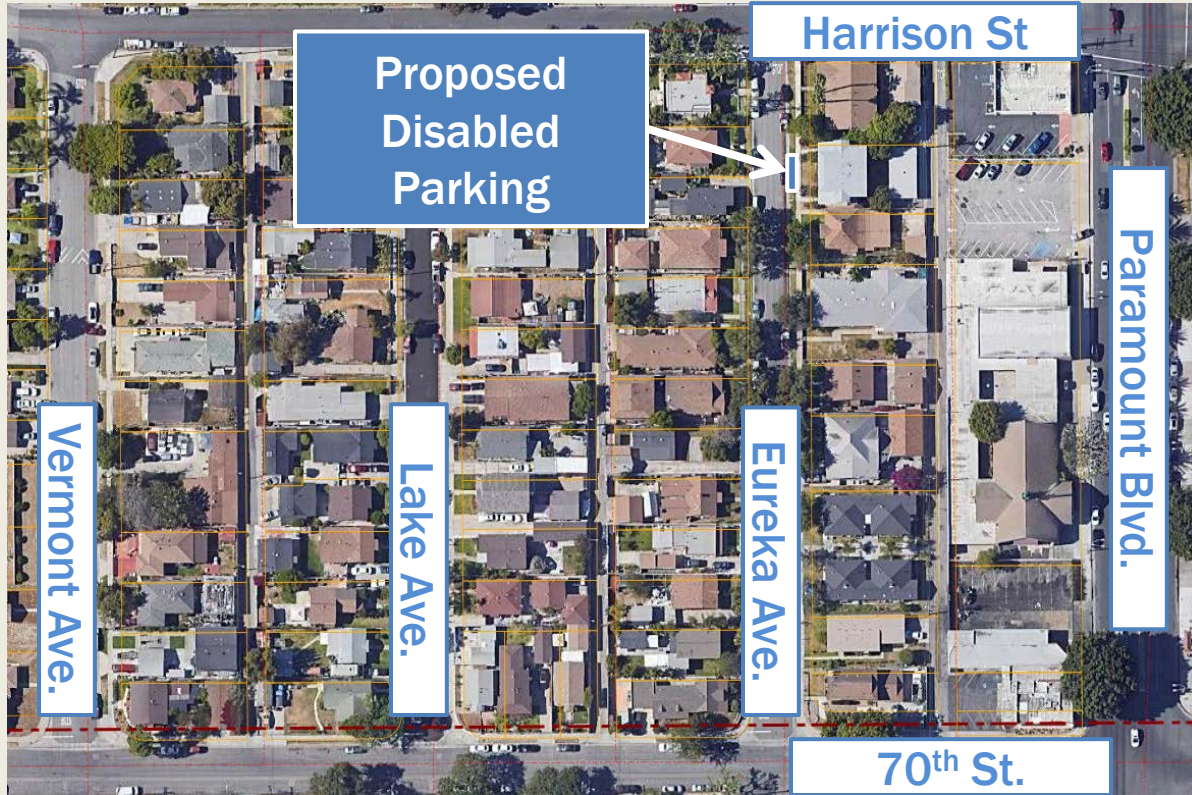
REQUEST TO INSTALL A DISABLED PARKING ZONE

16614 EUREKA AVENUE



City Council
January 28,
2020

16614 EUREKA AVENUE



16614 EUREKA AVENUE



Proposed
Disabled
Parking

REQUEST TO INSTALL A DISABLED PARKING ZONE

16614 EUREKA AVENUE



City Council
January 28,
2020

Housing Legislation Update Senate Bill (SB) 50



Photo – Wyatt Smith, KHTS News

January 28, 2020

City Council Meeting

Background

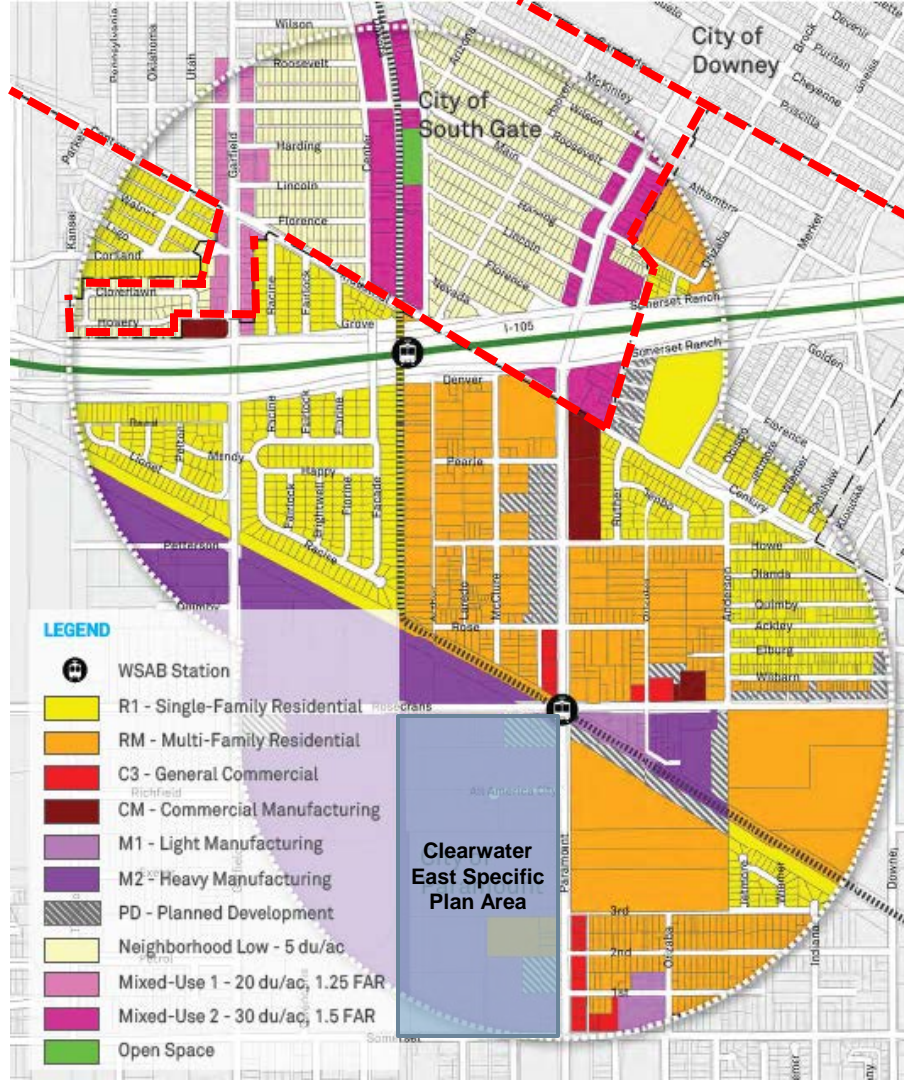
- Housing crisis worsening
 - ▣ Shortage; low vacancy rates; high cost
 - ▣ Household overcrowding (9.8% highest in nation)
 - ▣ Loss of units (demolition/disaster)
 - ▣ Strong economy has spillover effects
 - ▣ Growing income inequality
 - Example: Tech jobs skewing SF Bay Area & Venice/Santa Monica housing submarkets

State Legislation

- ❑ 12/3/18 – State Sen. Scott Wiener introduced SB 50
- ❑ Intended to compel housing construction by overriding local zoning regulations
- ❑ 5/7/19 – City Council reviewed oral report
- ❑ 5/16/19 – Senate Appropriations Chair Anthony Portantino held the bill for the year

SB 50 (Wiener)

- “Transit Rich Housing” – Residential properties within ½-mile of a rail stop (such as upcoming West Santa Ana Branch light rail stations at Paramount/Rosecrans and Green Line Transfer Station)
- Separate provision – Requires cities to approve houses to be divided into 4 housing units



SB 50 – Transit-Rich Housing

- Density – no limits
 - *Now: 1 “primary” house per property in single-family (R-1) zones; 11.5 units/acre in medium-density (R-2) zones; up to 22 units/acre in multifamily (R-M) zones*
- Height – 45 ft. (½ to ¼-mile radius) to 55 ft. (up to ¼-mile radius) maximum
 - *Now: 25 ft. (R-1 & R-2 zones); 30 ft. (multifamily zones)*

SB 50 – Transit-Rich Housing

- 0.5 parking stalls per housing unit
 - ▣ *Now: 2-car garage (and usually driveway space) in R-1 zones; 2-car garage + 1 guest parking stall in R-2 zones; 2-car + ½ guest parking stall in R-M zones*

13952 Facade Ave

Paramount, California



Google

Street View - Dec 2017



Revisions – January 2020

- ❑ 1/6/20 – Sen. Wiener reintroduced SB 50 with amendments
- ❑ Includes “local flexibility plan”
 - ❑ Loosely defined
 - ❑ No definition – plans to be reviewed by Dept of Housing and Community Development
- ❑ Gaining more acceptance by individuals, organizations, and politicians

Concerns

- ❑ Vague legislation
- ❑ Undermines local land use processes
- ❑ Does not address affordability crisis
- ❑ Infrastructure issues (water, sewer, parking)
- ❑ Overlap with new ADU law (effective 1/1/20)

Status

- ❑ 1/17/20 – SB 50 fast-tracked past Appropriations Committee to Rules Committee
- ❑ Likely to advance to Senate floor before 1/31/20 deadline
- ❑ If approved by Senate, Assembly will review
- ❑ To Governor Newsom's desk

City Opposition

- ❑ 4/23/19 – Mayor submitted letter of opposition
- ❑ January 2020 – Councilmembers Lemons & Olmos expressed their opposition directly to Sen. Wiener in Sacramento
- ❑ 1/28/20 – Mayor submitted letter of opposition
- ❑ Future opportunities to formally oppose & provide constructive criticism/suggestions

Housing Legislation Update

Senate Bill (SB) 50



Photo – Wyatt Smith, KHTS News

January 28, 2020

City Council Meeting



ANNUAL CITY EVENTS

- Easter Bunny Photos
- Eco-Friendly Fair
- PEP Sponsor Night
- Heritage Festival
- Summer Concerts
- Hay Tree Concerts
- Haunted House
- Halloween Festival
- Veterans Celebration
- Senior Thanksgiving
- Tree Lighting
- Santa Photos

ANNUAL CITY EVENTS

- Santa Train
- Breakfast with Santa



CITY CO-SPONSORED EVENTS

- Friends of the Library Open House
- Tepic Día del Niño / Día de Los Muertos
- National Day of Prayer
- Elks Memorial
- Latinas Art Festival
- SEAACA Pet Fair



NEW CITY EVENTS

- Paramount Youth Sports Hall of Fame

The poster features the same shield logo as the previous image at the top. Below the logo, the text "NOMINATIONS ARE OPEN TO PARAMOUNT HIGH SCHOOL ATHLETES" is written in white. A horizontal line separates this from the next section. The next section contains two columns of text: "NOMINATION DEADLINE JANUARY 27 2020" and "OPEN TO PARAMOUNT ATHLETES WHO PLAYED HIGH SCHOOL SPORTS JANUARY - DECEMBER 2019" on the left, and "AWARDS BANQUET MARCH 14 2020" on the right. Another horizontal line separates this from the bottom section, which contains the text "FOR MORE INFORMATION CONTACT (562) 220-2121 OR VISIT PARAMOUNTCITY.COM". At the very bottom, there are social media icons for Facebook, Twitter, and Instagram, followed by the handles "/CITYOFPARAMOUNT" and "@PARAMOUNT_POSTS".

EST. PARAMOUNT 2019

**YOUTH
HALL OF FAME**

**NOMINATIONS ARE OPEN TO
PARAMOUNT HIGH SCHOOL ATHLETES**

NOMINATION DEADLINE JANUARY 27 2020

**OPEN TO PARAMOUNT ATHLETES
WHO PLAYED HIGH SCHOOL SPORTS
JANUARY - DECEMBER 2019**

**AWARDS BANQUET
MARCH 14 2020**

FOR MORE INFORMATION CONTACT (562) 220-2121 OR VISIT PARAMOUNTCITY.COM

f /CITYOFPARAMOUNT

ti @PARAMOUNT_POSTS

NEW PROPOSED EVENTS

- Back to School Event
- Shop Local Holiday Kick-Off



SUMMER CONCERT SERIES

- July 2 – August 6 (Thursdays)
- 6th year
- 6 Total Concerts
 - 4 at Progress Park
 - 2 at Friday Night Market (July 10 & August 7)
- Various genres



SUMMER CONCERTS – July 2, 2020

Smith Band (Country) at Progress



SUMMER CONCERTS – July 10, 2020

Hollywood Stones (Rock) at FNM



SUMMER CONCERTS – July 16, 2020

Banda Las Angelinas (Banda) at Progress



SUMMER CONCERTS – July 23, 2020

Grupo Neblina (Cumbia) at Progress



SUMMER CONCERTS – July 30, 2020

Mariachi Las Colibri (Mariachi) at Progress



SUMMER CONCERTS – August 7, 2020

The Echo Park Project (Salsa) at FNM



FRIDAY NIGHT MARKET

- First Friday of Each Month
- Except:
 - May – too close to OLR Fiesta
 - June – Part of Heritage Festival
 - July – too close to 4th of July
 - December – part of Breakfast with Santa



A NIGHT UNDER THE HAY TREE

- Cultural Art Events
- Downtown Event
- 2 Events: August 21st
and September 25th



VETERANS CELEBRATION

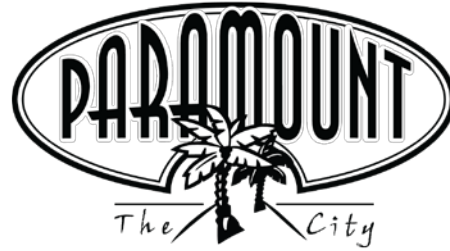
- Date Adjustment
 - Last two years – Saturday prior to Veterans Day (November 11th)
 - Proposed new date – Saturday after Veterans Day (November 14th)



HOLIDAY EVENTS

- Tree Lighting
- Santa Photos
- Santa Train
- Breakfast with Santa





SPECIAL EVENTS 2020



Fireworks Safe and Safe Survey Update



City Council Meeting
January 28, 2020

Fireworks Safe and Safe Survey

City	Safe and Sane Fireworks Permitted
Baldwin Park	Yes
Compton	Yes
Covina	Yes
Diamond Bar	No
El Monte	Yes
Huntington Park	Yes
La Mirada	Yes
Lakewood	Yes
Lynwood	Yes
Montebello	Yes
Norwalk	Yes
Pico Rivera	Yes
Rosemead	Yes

City	Safe and Sane Fireworks Permitted
South Gate	Yes
Whittier	No
Bellflower	Yes
Downey	Yes
Monterey Park	Yes

Fireworks Safe and Safe Survey Update



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January 28, 2020