



Additional Documents List Regular City Council Meeting January 19, 2022

Item No.	Agenda Item Description	Distributor	Document
12	Award of Professional Services Agreement with Pro Forma Advisors, LLC for Restaurant Consultant Services	Sheila Pautsch, Community Services Director	Memo provides correction to agreement.
	Public Comment Nos. 2	Tameka J. Cook, Chief City Clerk	Emailed public comment.



City of South Pasadena Community Services

Memo

Date: January 19, 2022

To: The Honorable City Council

Via: Arminé Chaparyan, City Manager

From: Sheila Pautsch, Community Services Director

Re: January 19 2022, City Council Meeting Item No. 12 Additional Document – Award of Professional Services Agreement with Pro Forma Advisors, LLC for Restaurant Consultant Services

This additional document provides an updated termination date to page 12-5

3.6. “Termination Date”: ~~Upon completion of the project~~ June 30, 2022.

**Regular City Council Meeting
General Public Comment
January 19, 2022**

From: [Yvonne LaRose](#)
To: [City Council Public Comment](#)
Cc: [Christina Munoz](#); [Tameka Cook](#)
Subject: General Public Comment: City Services Concerns
Date: Wednesday, January 19, 2022 11:36:06 AM

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While there are many aspects to life and business in this city, there have been a number of instances where complaints about deficiencies have become manifest. These deficiencies impact many in serious ways, in addition to resulting negative impacts on both City and personal resources.

- Phone numbers to reach various agencies take the caller to an electronic phone tree. The phone tree requires input of an extension that does not exist. The phone tree offers to take a voice message but the message never receives a follow-up call.
- A matter may be reported but there is little, and quite often, no follow-up on the open matter.
- In public/Zoom meetings, there have been complaints about police personnel who have little comprehension and appropriate training when addressing domestic violence issues. Unfortunately, I have witnessed many instances that validate those complaints.
- The law enforcement agency does double duty in regard to dispute resolution or what is called "mediation". The mediation is not learning the issues between the parties. Instead it becomes a "case intake" exercise but does not result in bringing the parties together to discuss the matter (in a civil manner), plant the seed for constructive and on-going communication, come to an understanding and agreement.
- It is extremely disappointing when, in the midst of a compelling situation, law enforcement will not be dispatched unless there is some type of verbal assault.

I would recommend:

- Updating the published phone numbers for agencies.
- Make a point of actually following up on matters brought to a City agency. Is it possible the matter can be electronically posted to an interactive board for the appropriate agency?
- Provide enrichment training and awareness sensitivity to law enforcement officers regarding domestic abuse - even abuse - issues. Avoid classifying instances of abuse as merely "a cultural difference."
- Develop a relationship with a mediation service that is provided with case intake-type information when such calls reach the law enforcement agency.
- Avoid requiring a citizen to reduce themselves to using aggression, non-professional, and stereotypical negative behavior in order to receive police protection and law enforcement.
- With the assistance of some County Social Services agency, as well as in our school civics classes, offer classes on proper use of agencies, especially in regard to basic life skills and how to access them.

Within the last three months, there have been several instances when attempting to reach an agency resulted in situations more exaggerated than the initial call justified. It took having

several backup resources to overcome the instances. Fortunately, those situations resulted in follow-up calls from the appropriate person who offered a better phone number to reach assistance. For the resulting outcomes in these instances, I am extremely grateful.

Yvonne LaRose
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