David Fredendall, Mayor, District 2
Michael Allawos, Mayor Pro Tem, District 1
Karen Davis, Council Member, District 4
Shaunna Elias, Council Member, District 3
Mendell Thompson, Council Member, District 5

CITY COUNCIL, SUCCESSOR AGENCY AND HOUSING AUTHORITY

6:00 PM CLOSED SESSION
7:00 PM GENERAL SESSION

Tuesday, October 14, 2025
City Hall Council Chamber
116 E. Foothill Boulevard, Glendora

AGENDA

CALL TO ORDER

ROLL CALL

CLOSED SESSION

1. PUBLIC EMPLOYEE PERFORMANCE EVALUATION A closed session will be held, pursuant to Government Code §54957 to conduct an employee performance evaluation for the position of City Attorney

INVOCATION AND PLEDGE OF ALLEGIANCE

In permitting a nonsectarian invocation, the City does not intend to proselytize, advance, or disparage any faith or belief. Neither the City nor the City Council endorses any particular belief or form of invocation.

REORDERING OF AND ADDITIONS TO THE AGENDA

PUBLIC COMMENT

The City of Glendora encourages community participation at its public meetings. Speakers are generally allowed up to three (3) minutes to provide comment, and time may not be shared or transferred between speakers. Each person may speak once per meeting unless the City Council or legislative body(ies) grants additional time. A total of 30 minutes is reserved for public comment, which may be extended by majority vote.

• Regular Meetings: Comments may be made on both agenda and non-agenda items during the Public Comment portion. If a Public Hearing is scheduled, additional opportunities will be offered during that item.
• Special Meetings: Comments are limited to items listed on the agenda.

The City offers several ways to participate, including attending in person or submitting comments by email, phone, mail, or other available methods. Participation options may be adjusted in the event of a State of Emergency, Health Order, or Executive Order that limits in-person attendance. For more information, please see the Guide to Public Meetings and Participating in Public Meetings resources available on the City's website at www.cityofglendora.gov/citymeetings.

2. Public Comments Received

MEMBER STATEMENTS/REPORTS

CITY MANAGER AND CITY ATTORNEY STATEMENTS

SPECIAL ITEMS

3. Proclamation presentation for National Friends of the Library Week October 19 - 25, 2025

CONSENT CALENDAR

Items on the Consent Calendar will be enacted by one motion without individual discussion. There will be no separate discussion of these items unless a member of the governing body requests specific item(s) be removed from the Consent Calendar for separate action. Items removed from the Consent Calendar will be considered after the Consent Calendar is approved. Anyone wishing to address a Consent Calendar item should do so during the Public Comment Period.

4. Affirm minutes from the September 23, 2025 meeting

Recommend Action for the City Council, Successor Agency and Housing Authority:

— 1. Affirm minutes as presented.

5. Review and Affirm Disbursements for September 2025 in the Amount of $8,042,525.18

Recommended Action for the City Council and Successor Agency:

— 1. Review and Affirm Disbursements for September 2025 in the amount of $8,042,525.18.

6. Notice of Completion for Slurry Seal FY 2024-25 Project, Plan No. 1392

Recommended Action for the City Council:

— 1. Approve Change Orders No. 1 - 3 totaling $91,693.75;

— 2. Accept the completion of Citywide Slurry Seal FY 2024-25 Project, Plan No. 1392 by Doug Martin Contracting Company, Inc.;

— 3. Approve the final contract amount of $401,635.75;

— 4. Authorize the Mayor or his designee to sign and file the Notice of Completion with the County of Los Angeles Registrar-Recorder;

— 5. Authorize the Public Works Director to release the project retention 35 days after the recordation of the Notice of Completion;

— 6. Authorize the release of the Labor and Materials Bond in the amount of $309,942, six months after recordation of Notice of Completion, if no claims have been received; and

— 7. Authorize the release of the Faithful Performance Bond one (1) year following recordation of Notice of Completion if the improvements remain free from defects in materials and workmanship.

7. Notice of Completion for Glendora Bus Yard Improvements (Phase 1) Project, Plan No. 1398

Recommended Action for the City Council:

— 1. Accept the completion of Glendora Bus Yard Improvements (Phase 1) project, Plan No. 1398 by JB Bostick, LLC.;

— 2. Approve the final contract amount of $135,673;

— 3. Authorize the Mayor or his designee to sign & file the Notice of Completion with the County of Los Angeles Registrar-Recorder;

— 4. Authorize the Public Works Director to release the project retention 35 days after the recordation of the Notice of Completion;

— 5. Authorize the release of the Labor and Materials Bond in the amount of $128,350, six months after recordation of Notice of Completion, if no claims have been received; and

— 6. Authorize the release of the Faithful Performance Bond one (1) year following recordation of Notice of Completion if the improvements remain free from defects in materials and workmanship.

MEMBER AGENDA ITEMS

8. Proposition 50: Authorizes Temporary Changes to Congressional District Maps in Response to Texas' Partisan redistricting. Legislative Constitutional Amendment (Fredendall and Allawos)

Recommended Action for the City Council:

— 1. Receive a report of Proposition 50, and provide direction to staff as necessary.

UNFINISHED BUSINESS

9. Approval of Amendment No 1 to the Contract Services Agreement between UMS, Inc., a California Corporation (dba "United Maintenance Systems") and the City of Glendora for Janitorial and Park Litter Services in an Amount Not to Exceed $446,625 for the Period of the Extension

Recommended Action for the City Council:

— 1. Approve Amendment No. 1 to the Contract Services Agreement with UMS, Inc. (dba "United Maintenance Systems"), extending the term of the original 2021 Agreement for an additional one-year period in an amount not to exceed $446,625 for the Period of the Extension; and

— 2. Authorize the City Manager to execute the Amendment.

10. Measure A and Local Solutions Fund (LSF) Agreement

Recommended Action for the City Council:

— 1. Approve Memorandum of Agreement with the San Gabriel Valley Council of Governments (SGVCOG) and the City of Glendora for distribution and use of Measure A Local Solutions Funds; and

— 2. Approve an increase in estimated revenues and a supplemental appropriation of $180,536 in the FY2025-27 Adopted Two-Year Budget in Measure A (Fund 245).

NEW BUSINESS

11. Consideration of a Contract Services Agreement with PMAM Corporation for the Management of a False Alarm Program

Recommended Action for the City Council:

— 1. Award a contract services agreement to PMAM Corporation to provide for a 17% revenue share for the management of the City's False Alarm Program; and

— 2. Authorize the City Manager to execute the agreement.

12. Memorandum of Understanding between the City of Glendora and Glendora American Federation of State, County, and Municipal Employees (AFSCME Local 3915) for the three-year term of September 1, 2025, through June 30, 2028

Recommended Action for the City Council:

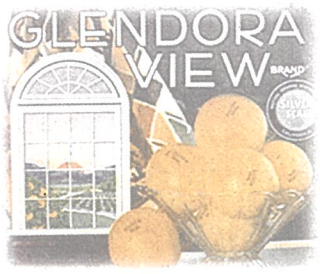
— 1. Waive full reading, read by title only and adopt a City Council Resolution entitled, "A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GLENDORA, CALIFORNIA, APPROVING A 2025-2028 MEMORANDUM OF UNDERSTANDING (MOU) WITH THE AMERICAN FEDERATION OF STATE, COUNTY, AND MUNICIPAL EMPLOYEES;" and

— 2. Authorize the City Manager to execute the agreement and any and all non-substantive changes to the draft Memorandum of Understanding.

MEMBER/STAFF CLOSING COMMENTS

ADJOURNMENT

Date Posted: October 7, 2025 01:57 pm











Proclamation

The City of Glendora
State of California

WHEREAS, Glendora Public Library Friends Foundation raises money that enables our Library to move from good to great -- providing the resources for additional programming, much needed equipment, support for the Summer Discovery Challenge, and special events throughout the year;

WHEREAS, the work of the Friends Foundation highlights on an on-going basis the fact that our Library is the cornerstone of the community providing opportunities for all to engage in the joy of life-long learning and connect with the thoughts and ideas of others from ages past to the present;

WHEREAS, the Friends Foundation understands the critical importance of well-funded libraries and advocates to ensure that our Library gets the resources it needs to provide a wide variety of services to all ages;

WHEREAS, the Friends Foundation's gift of their time and commitment to the Library sets an example for all in how volunteerism leads to positive civic engagement and the betterment of our community;

NOW, THEREFORE, we, the City Council of the City of Glendora, do hereby proclaim the week of October 19-25, 2025, as

"Friends of the Library Week"

in Glendora, California and urges everyone to join us in thanking the Glendora Public Library Friends Foundation for all they do to make our Library and community so much better.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the Seal of the City of Glendora to be affixed this 14th day of October 2025.

City of Glendora

David Fredendall

David Fredendall, Mayor

Michael Allawos, Mayor Pro Tem
Karen Davis, Council Member
Mendell Thompson, Council Member
Shaunna Elias, Council Member



STAFF REPORT

TO:	**Mayor and Council Members**	**DATE:**	**October 14, 2025**
FROM:	**City Clerk**	**DISTRICT(S):**	**Not Applicable**
SUBJECT:	**Affirm minutes from the September 23, 2025 meeting**		

RECOMMENDATION
That the :

1. Affirm minutes as presented.

STRATEGIC FOCUS AREAS
Not Applicable

EXECUTIVE SUMMARY
This staff report requests affirmation of the minutes from the previous meetings. The minutes have been prepared and reviewed in accordance with the city procedures and transparency requirements. Affirming these minutes enshres that the accuracy and integrity of the official record. Staff recommends approval to maintain proper documentation and compliance with meeting protocols.

LEGISLATIVE HISTORY / PREVIOUS ACTIONS
Not applicable.

DISCUSSION
Pursuant to the City's standard practices and the Brown Act, the meeting action minutes are reviewed and affirmed by the legislative bodies to ensure transparency and accuracy in government proceedings. The action minutes for the September 23, 2025 meeting were compiled based on staff notes and official recordings. No requests for revisions or amendments have been received to date.

By affirming minutes, legislative bodies acknowledge their accuracy and preserve them as an official record of the meeting. If any correct or amendments are desired, they can be addressed before final affirmation.

FISCAL IMPACT
There is no fiscal impact associated with this action.

ENVIRONMENTAL DETERMINATION
There are no environmental impacts associated with this action.

Prepared By:	Roxanne Breceda, Deputy City Clerk / Records Manager
Concurs With:	Not Applicable

Reviewed By:	Kathleen R. Sessman, City Clerk / Communications Director
Certified to Availability of Funds:	Not Applicable
Approved By:	Not Applicable
Legal Review:	Not Applicable
CEQA Review:	Not Applicable

Attachments

A. September 23, 2025 Reg Mtg Minutes.pdf

City of Glendora Minutes
Regular Meeting

Tuesday, September 23, 2025
City Hall Council Chamber
116 E. Foothill Boulevard
Virtually via Zoom ID# 9329247224

The City Council also serves as members of the Board of Directors of the Successor Agency of the former Community Redevelopment Agency, Housing Authority, which are concurrently convening this evening.

CALL TO ORDER

The City Council, Successor Agency and Housing Authority meeting was called to order at 5:00 PM.

ROLL CALL

Members Present: Karen Davis, Shaunna Elias, Mendell L. Thompson, Mayor Pro Tem/Vice-Chair Michael Allawos, Mayor/Chair David Fredendall

Members Absent: None

Staff Present: City Manager/Executive Director Adam Raymond, City/Agency Attorney Danny Aleshire, Assistant City Manager Moises Lopez, Deputy City Manager Marie Ricci, Chief of Police Mike Randazzo, Public Works Director William Wittkopf, Finance Director/City Treasurer Kyle Johnson, City Clerk/Communications Director Kathleen Sessman, Captain Chris Stabio, Captain Shelly Gold, Recreation and Human Services Director John Aguirre, Human Services Supervisor Erik Deurmeier, Recreation Manager Annie Warner, Office Coordinator Desiree Valdivia, Media Specialist Craig Gill, Senior Media Specialist Greg Morton, and Deputy City Clerk/Records Manager Roxanne Breceda

CLOSED SESSION

Closed Session titles were read into the record. There was no one wishing to provide comment. The meeting convened into Closed Session at 5:04 PM.

1. CONFERENCE WITH REAL PROPERTY NEGOTIATORS A closed session will be held, pursuant to Government Code § 54956.8, to enable the City Council to consider negotiations with Glendora Preservation Foundation, and give direction to its negotiator(s) City Manager Adam Raymond, City Attorney Danny Aleshire, Assistant City Manager Moises Lopez, and Community Development Director Jeff Kugel, regarding certain real property located at 725 E. Mauna Loa Avenue, APN 8644-027-906. The City's real property negotiators will seek direction from the City Council regarding the use of the property and terms for negotiation.

2. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION A closed session will be held, pursuant to Government Code § 54956.9 (d)(1), to confer with legal counsel regarding pending litigation to which the City is a party. The title of such litigation matters are as follows: Dana Joseph Sukarieh v. City of Glendora, Los Angeles Superior Court Case Number 24PSCV03167; Diane M. Bularz, Ron F. Bularz v. City of Glendora, et al., Los Angeles Superior Court Case Number 24PSCV02188; Brandon Perucho v. City of Glendora, Los Angeles Superior Court Case Number 24PSCV02539.

Closed Session adjourned at 6:34 PM and the meeting reconvened into Open Session at 7:00 PM with all members present. City Attorney Aleshire reported confidential briefings were held and no reportable actions were taken.

INVOCATION AND PLEDGE OF ALLEGIANCE
The Invocation was given by Pastor Dr. Michael Cordich of First Baptist Church.

The Pledge of Allegiance was led by Glendora High School Senior Joseph Ortiz.

REORDERING OF AND ADDITIONS TO THE AGENDA
There were no objections, agenda was reordered.

PUBLIC COMMENT
3. Public Comments received

Comments were received from: Bob Moore and Mike Baron.

MEMBER STATEMENT/REPORTS
Councilmember/Commissioner Thompson commented on the City' letter of opposition of Senate Bill 79 (SB79); on the A Line Metro kickoff event held at the Glendora Station on Saturday, September 20, 2025; Spaghetti Eddie's 40th Anniversary;–and on the Glendora Vision Plan Community Conversation scheduled for Tuesday, September 30, 2025 from 6:00 PM to 8:00 PM in Bidwell Forum.

Councilmember/Commissioner Davis commented on Spaghetti Eddie's 40th Anniversary; and the A Line Metro kickoff.

Councilmember/Commissioner Elias commented on A Line Metro kickoff; and on the San Gabriel Valley Council of Governments 2028 Olympic and Paralympic Games Ad Hoc Committee meeting.

Mayor Pro Tem/Vice-Chair Allawos commented on the San Gabriel Valley Council of Governments meeting; on the A Line station kickoff and Metro's effort to provide additional tap card recharge locations such as Classic Coffee; and wished his wife a Happy 39th Anniversary.

Mayor/Chair commented on the A Line Metro kickoff event and Glendora Vision Plan Community Conversation scheduled for Tuesday, September 30, 2025 from 6:00 PM to 8:00 PM in Bidwell.

CITY MANAGER AND CITY ATTORNEY STATEMENTS
City Manager/Executive Director commented on Spaghetti Eddie's 40th Anniversary; and the Glendora Vision Plan Community Conversation scheduled Tuesday, September 30, 2025 from 6:00 PM to 8:00 PM in Bidwell.

CONSENT CALENDAR
A motion was made by Mayor Pro Tem/Vice-Chair Allawos, seconded by Councilmember/Commissioner Davis, to approved Consent Calendar Items #4 - #6 as presented, affirming the actions appropriate to each item. Motion carried 5-0 as follows: AYES: Davis, Elias, Thompson, Allawos, Fredendall; NOES: None; ABSENT: None; ABSTAIN: None.

4. Affirm minutes from the September 9, 2025 Meeting

The City Council, Successor Agency and Housing Authority affirmed minutes as presented.

5. City of Glendora and Glendora Successor Agency Investment Report for August 2025

The City Council and Successor Agency received and filed the Monthly Investment Activity Report for August 2025.

6. Consolidated Annual Performance and Evaluation Report (CAPER) for the 2024-2025 Community Development Block Grant (CDBG) Program

The City Council 1. Approved the submittal of the City of Glendora's FY 2024–2025 Consolidated Annual Performance and Evaluation Report (CAPER) to the U.S. Department of Housing and Urban Development (HUD); and 2. Authorized the City Manager to submit the report to HUD.

UNFINISHED BUSINESS

7. Update on Addressing Homelessness

A motion was made by Councilmember Davis, seconded by Mayor Pro Tem Allawos, that the City Council 1. Receive the update on services provided and efforts undertaken to assist individuals experiencing homelessness in the City. Motion carried 5-0 as follows: AYES: Davis, Elias, Thompson, Allawos, Fredendall; NOES: None; ABSENT: None; ABSTAIN: None.

NEW BUSINESS

8. Presentation of Cost Allocation Plan and User Fee Study Results and Scheduling of the Required Public Hearing

Discussion included overview of Fee Study results, cost recovery comparison; fee study and the City's strategic plan; methodology used in the development of the Cost Allocation Plan; Proposition 218 requirements verses Proposition 26 requirements; building laws and regulations including fee waiver considerations; Carry Concealed Weapon (CCW) license and false alarm fees; Proposition 26 public hearing and notification requirements; 2-on-2 briefings; possibility of utilizing a two-year implementation; desire to incorporate a Cost Allocation review every five years; support for including cost-of-living or CPI-based adjustments; and a desire to see new fees take effect by January 2026.

A motion was made by Mayor Pro Tem Allawos, seconded by Councilmember Thompson, that the City Council 1. Receive the Cost Allocation Plan and User Fee Study prepared by Matrix Consulting Group; and 2. Directed staff to proceed with scheduling the public hearing to consider adoption of a New Master Fee Schedule, with a desire to have fees effective January 1, 2026. Motion carried 5-0 as follows: AYES: Davis, Elias, Thompson, Allawos, Fredendall; NOES: None; ABSENT: None; ABSTAIN: None.

MEMBER/STAFF CLOSING COMMENTS

Councilmember/Commissioner Davis announced that the yellow ribbons displayed on trees in Glendora Village were in observance of September as Mental Health Awareness Month, and that this week marks Suicide Prevention Week.

Mayor/Chair Fredendall wished his wife a Happy Anniversary.

ADJOURNMENT
Meeting adjourned at 9:01 PM.

Kathleen R. Sessman, MMC
City Clerk/Communications Director

Minutes were approved on _____.

STAFF REPORT

TO: Mayor and Council Members **DATE:** October 14, 2025

FROM: Finance **DISTRICT(S):** Citywide

SUBJECT: Review and Affirm Disbursements for September 2025 in the Amount of $8,042,525.18

RECOMMENDATION

That the City Council and Successor Agency:

1. Review and affirm disbursements for September 2025 in the amount of $8,042,525.18.

STRATEGIC FOCUS AREAS

Goal 2: Maintain Financial Stability and Sustainability (MFSS)

EXECUTIVE SUMMARY

For September 2025 the City disbursed the following amounts through accounts payable and payroll.

Month	A/P	Payroll	Total
September 2025	$6,525,995.93		$6,525,995.93
09/05/2025		$751,028.71	$751,028.71
09/19/2025		$765,500.54	$765,500.54
Total	**$6,525,995.93**	**$1,516,529.25**	**$8,042,525.18**

LEGISLATIVE HISTORY / PREVIOUS ACTIONS

Pursuant to the Glendora Municipal Code Section 2.20.030 Departmental Reports, the Finance Department shall provide a comprehensive report on disbursements, at least on a quarterly basis.

DISCUSSION

Notable disbursements in the month of September include:

Name	Amount	Description
Main San Gabriel Basin	$2,012,380.74	Water Assessments
Wilmington Trust	$1,185,972.37	Water Revenue Bonds Series 2012
U.S. Bank	$609,874.94	Water Revenue Bonds Series 2016A
Southern California Edison	$173,940.78	Citywide Electric Utility
Transportation Concepts	$132,619.43	Transit Operations and Maintenance
Aleshire & Wynder, LLP	$116,065.81	City Attorney Fees
Azusa Light & Water	$107,170.11	Electric and Pumping Charges
U.S. Bank Corporate Payment	$101,198.83	Cal Card Purchases for August

FISCAL IMPACT

There is no impact associated with the recommendation of this report.

ENVIRONMENTAL DETERMINATION
There is no CEQA impact associated with the recommendations in this report.

Prepared By:	George Perez-Sosa, Accounting Technician
Concurs With:	Not Applicable
Reviewed By:	Kyle Johnson, Finance Director/City Treasurer
Certified to Availability of Funds:	Kyle Johnson, Finance Director/City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Not Applicable
CEQA Review:	Not Applicable

Attachments

A_Warrant_Register_-_September_2025.pdf

CITY OF GLENDORA

CITY COUNCIL MEETING **10/14/2025**

WARRANT REGISTER - SEPTEMBER 2025			$6,525,995.93
PAYROLL EFT	9/5/2025	$	751,028.71
	9/19/2025	$	765,500.54
TOTAL			**$8,042,525.18**

PREPARED BY: George Perez

REVIEWED BY
Finance Director/City Treasurer

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4221	EFT	9/5/2025	1339	AFLAC	92000000	20106		INV0000951635	AFLAC GROUP AUG 2025	$2,957.53
										$2,957.53
4222	EFT	9/5/2025	180	AQUA-METRIC SALES COMPANY	50170610	53540	250511	INV0109363	AQUA METRIC GUSD METERS	$2,127.34
										$2,127.34
4223	EFT	9/5/2025	5631	AXON ENTERPRISE INC	55330150	59110		INUS364017	PD BODY WORN CAMERAS	$1,468.89
	EFT	9/5/2025	5631	AXON ENTERPRISE INC	55330150	59110		INUS364018	PD BODY WORN CAMERA	$1,468.88
	EFT	9/5/2025	5631	AXON ENTERPRISE INC	55330150	59110		INUS364019	PD BODY WORN CAMERAS	$1,468.88
	EFT	9/5/2025	5631	AXON ENTERPRISE INC	55330150	59110		INUS364020	PD BODY WORN CAMERAS	$1,468.88
										$5,875.53
4224	EFT	9/5/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039232737	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$38.56
	EFT	9/5/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039232739	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$42.28
										$80.84
4225	EFT	9/5/2025	5321	BLUEBEAM INC	55330150	59111		2464006	BLUEBEAM SERVICES	$219.99
										$219.99
4226	EFT	9/5/2025	573	CDW GOVERNMENT, INC.	55330150	59112	260040	AF1YZ5R	ARUBA FOUNDATION SUBSCRIPTION RENEWAL	$13,381.55
										$13,381.55
4227	EFT	9/5/2025	6831	CLEAN SWEEP SUPPLY CO., INC	10170560	59100		632181	RESTROOM SUPPLIES CITY HALL	$379.41
										$379.41
4228	EFT	9/5/2025	2083	COLLEY AUTO CARS INC	55470530	51500	260109	357411	EQUIPMENT MAINTENANCE AND REPAIR SERVICES FOR AUTO	$347.76
										$347.76
4229	EFT	9/5/2025	843	NANCY K. BOHL INC	10150300	59100		INV105755	Employee Support Services - July	$640.00
										$640.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4230	EFT	9/5/2025	2765	DBS BRAKE SUPPLY	55470530	51500		30931	OIL PAN GASKET AND SEALENT PARTS	$73.04
										$73.04
4231	EFT	9/5/2025	6547	DRAW TAP GIS, LLC	55300990	70000	250200	2025GDR-0015	GIS JULY INVOICE	$4,897.50
										$4,897.50
4232	EFT	9/5/2025	3184	DUNN-EDWARDS CORPORATION	10170560	51400		2160A37084	PAINT SUPPLIES	$56.86
										$56.86
4233	EFT	9/5/2025	7071	EMERGENCY PET HOSPITAL OF GLENDORA	10150310	51210		1743	Glendora K9 Biba Services	$1,521.18
										$1,521.18
4234	EFT	9/5/2025	6541	FIRE RISK MANAGEMENT SERVICES	92000000	20109		103.09.25	FRMS SEPT BILL 2025	$74,752.83
										$74,752.83
4235	EFT	9/5/2025	65	GALE/CENGAGE LEARNING	10180730	51300		999100780869	CONTENT FOR THE PUBLIC	$62.27
										$62.27
4236	EFT	9/5/2025	1882	JOE A. GONSALVES & SON	10120100	59100	260080	162645	Joe A Gonsalves Attorney Fees	$3,500.00
										$3,500.00
4237	EFT	9/5/2025	1198	JOHNNY ALLEN TENNIS ACADEMY	10190810	58300		SU25-JAT.5	Instructor Payment SU25	$123.90
										$123.90
4238	EFT	9/5/2025	6799	KITOODLE INC	10190810	58300		SU25-KT.1	Instructor Payment SU25	$6,125.00
										$6,125.00
4239	EFT	9/5/2025	37	LIEBERT CASSIDY WHITMORE	10150300	59100	260147	302558	Client Matter: GL050-00062	$9,875.00
										$9,875.00
4240	EFT	9/5/2025	6115	MIDAMERICA ADMIN&RETIRE SOLUTIONS	92000000	20103		25922	Payroll Run 4 - Warrant 258SR1	$32.34
										$32.34

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4241	EFT	9/5/2025	2989	EMERGENCY RESPONSE CRIME SCENE CLEANING	10150310	51200		T2025-416	Bio Cleanup Patrol Unit #2	$650.00
										$650.00
4242	EFT	9/5/2025	6927	MRC SMART TECHNOLOGY SOLUTIONS	55330150	51560	260149	IN4960999	XEROX PRINTER USAGE SUPPLES	$13,286.31
										$13,286.31
4243	EFT	9/5/2025	5635	MUNICIPAL DENTAL POOL	92000000	20110		21031.09.25	DENTAL SEPT BILL	$12,959.61
										$12,959.61
4244	EFT	9/5/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10150360	51110		431058775001	Labels	$136.09
	EFT	9/5/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10150360	51110		431084079001	labels, markers, paper	$252.91
										$389.00
4245	EFT	9/5/2025	1138	PINPOINT INDUSTRIES, INC.	23190860	55320		11471	DIAL-A-RIDE BROCHURE	$996.63
	EFT	9/5/2025	1138	PINPOINT INDUSTRIES, INC.	10190820	55320	260009	11614	LA FETRA TIMES PRINTING - September	$837.10
										$1,833.73
4246	EFT	9/5/2025	6935	PROACTIVE WORK HEALTH MEDICAL CENTER72	10140250	55130		030152	New Hire Medical Physicals	$745.00
										$745.00
4247	EFT	9/5/2025	6161	GENERAL TECHNOLOGIES& SOLUTIONS LLC	29100990	70000	250170	240307-06	PROFESSIONAL DESIGN SERVICES FOR HSIP CYCLE 11	$1,980.00
										$1,980.00
4248	EFT	9/5/2025	6580	REFRIGERATION SUPPLIES DISTRIBUTOR	10170560	51400		46338532-00	KITCHEN FAN MOTOR	$240.33
										$240.33
4249	EFT	9/5/2025	3545	SAMPA BRAZILIAN JIU JITSU INC	10190810	58300		SU25-SBJJ.1	Instructor Payment SU25	$990.00
										$990.00
4250	EFT	9/5/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1142	MAINTENANCE OF EQUIPMENT FY2025-26	$138.54

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4250	EFT	9/5/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1144	MAINTENANCE OF EQUIPMENT FY2025-26	$174.99
	EFT	9/5/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1157	MAINTENANCE OF EQUIPMENT FY2025-26	$2,228.85
	EFT	9/5/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1158	MAINTENANCE OF EQUIPMENT FY2025-26	$272.46
	EFT	9/5/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1159	MAINTENANCE OF EQUIPMENT FY2025-26	$152.78
	EFT	9/5/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1160	MAINTENANCE OF EQUIPMENT FY2025-26	$839.34
										$3,806.96
4251	EFT	9/5/2025	6966	RSG, INC.	10160400	59100	250495	13873	ANNEXATION SERVICES - JULY	$1,641.25
										$1,641.25
4252	EFT	9/5/2025	7065	RUFFALO & ASSOCIATES INC	10150330	59100	260134	2879	GPD Case Review - 22-31726	$8,550.00
										$8,550.00
4253	EFT	9/5/2025	370	R&R CUSTOM SIGNS	10190820	58100		230347	CRAFT BOUTIQUE GLENDORA AVE. BANNER	$85.00
	EFT	9/5/2025	370	R&R CUSTOM SIGNS	10190800	59100		230351	REMOVAL OF CHARTER OAK BANNERS	$250.00
										$335.00
4254	EFT	9/5/2025	1723	SPRAGUES READY MIX	25570520	56600		275682	SIDEWALK REPAIR 825 N AMELIA AVE	$2,342.36
										$2,342.36
4255	EFT	9/5/2025	3498	STERICYCLE, INC.	10150360	59100		8011660688	Shredding Services - July 2025	$512.24
										$512.24
4256	EFT	9/5/2025	2584	ULINE	10170560	51400		196579806	SUPPLIES, GLOVES	$252.53
										$252.53
4257	EFT	9/5/2025	751	UNITED RENTALS (NORTH AMERICA)	10170560	59100		251273468-001	DITCHWITCH TRENCHER RENTAL	$249.19
										$249.19
4258	EFT	9/5/2025	6785	V&V MANUFACTURING INC.	10150300	59200		62878	Repair Cadet #611 Badge	$50.89
										$50.89
4259	EFT	9/5/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128530567.001	ELECTRICAL SUPPLIES	$413.76
	EFT	9/5/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128551312.001	ELECTRICAL PARTS	$943.85

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4259	EFT	9/5/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128558906.001	ELECTRICAL SUPPLIES	$1,059.10
										$2,416.71
4260	EFT	9/5/2025	1524	XEROX CORPORATION	55330150	51520		40797065	MONTHLY ACCOUNT PAYMENT	$24.70
										$24.70
4261	EFT	9/5/2025	159	YWCA	10190820	59100	260028	YWCA JULY 2025	LFC YWCA JULY 2025	$500.00
										$500.00
4262	EFT	9/12/2025	6859	ABSOLUTE SOFTWARE, INC.	55330150	59112	260059	INV01741426	ABSOLUTE VPN ANNUAL RENEWAL	$3,466.80
										$3,466.80
4263	EFT	9/12/2025	6091	ADOPT A HWY LITTER REMOVAL SVC, LLC	10100000	13291	260045	307732	ADOPT A HIGHWAY LITTER REMOVAL	$3,303.00
										$3,303.00
4264	EFT	9/12/2025	2706	ALL CITY MANAGEMENT SERVICES INC	10550340	59100	260069	102689	Crossing Guard Services - 8/3/25 - 8/16/25	$3,513.30
										$3,513.30
4265	EFT	9/12/2025	105	AFSCME DISTRICT COUNCIL 36	92000000	20104		27076	Payroll Run 1 - Warrant 250831 AFSCME DUES	$1,375.00
										$1,375.00
4266	EFT	9/12/2025	180	AQUA-METRIC SALES COMPANY	50170610	53540	250511	INV0109362	AQUA METRIC GUSD METERS	$28,394.36
										$28,394.36
4267	EFT	9/12/2025	5631	AXON ENTERPRISE INC	10150310	51200	260062	INUS358319	AXON BODY WORN CAMERAS AND LICENSES	$700.00
	EFT	9/12/2025	5631	AXON ENTERPRISE INC	55330150	59111	260062	INUS358319	AXON BODY WORN CAMERAS AND LICENSES	$640.00
	EFT	9/12/2025	5631	AXON ENTERPRISE INC	28050380	51200	260151	INUS362110	Fleet ALPR Integration - Q-708158	$33,278.94
										$34,618.94
4268	EFT	9/12/2025	5167	AZTECH ELEVATOR COMPANY	10170560	59100		AZ20172	MONTHLY ELEVATOR SERVICE LIBRARY	$145.00
	EFT	9/12/2025	5167	AZTECH ELEVATOR COMPANY	10170560	59100		AZ20184	MONTHLY ELEVATOR SERVICE LIBRARY	$145.00
										$290.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4269	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039232738	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$250.42
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039233383	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$18.95
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180710	51200		2039233384	DIVISION SUPPLIES	$3.06
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039241636	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$144.77
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039241638	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$47.41
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039241639	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$28.92
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039241640	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$53.80
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039241641	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$69.46
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039241642	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$50.06
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180720	51300	260081	2039241643	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$15.55
	EFT	9/12/2025	6469	BAKER & TAYLOR, LLC	10180720	51300	260081	2039241644	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$67.33
										$749.73
4270	EFT	9/12/2025	6781	BAY ALARM COMPANY	10190830	56100		22422754	October Service	$115.00
										$115.00
4271	EFT	9/12/2025	6829	BRADY INDUSTRIES OF CALIFORNIA LLC, A BRADYPLUS CO	10190820	59100		10171953	LFC BRADY INDUSTRIES - LATE SENT INVOICE	$435.99
	EFT	9/12/2025	6829	BRADY INDUSTRIES OF CALIFORNIA LLC, A BRADYPLUS CO	10170580	51200		10513570	Park restroom supplies	$1,695.74
										$2,131.73

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4272	EFT	9/12/2025	113	BRODART COMPANY	10180730	51300		B7040824	CONTENT FOR THE PUBLIC	$10.15
										$10.15
4273	EFT	9/12/2025	1014	CALIFA GROUP	10180730	51300	260138	8610	LIBRARY AND SUBSCRIPTION SERVICES (INCLUDES RESEAR	$11,025.00
										$11,025.00
4274	EFT	9/12/2025	5194	CHARTER COMMUNICATIONS HOLDINGS,LLC	55330150	57055		187847801081425	PD Internet	$582.72
	EFT	9/12/2025	5194	CHARTER COMMUNICATIONS HOLDINGS,LLC	55330150	57055		18784780171425	PD Fiber	$688.00
	EFT	9/12/2025	5194	CHARTER COMMUNICATIONS HOLDINGS,LLC	55330150	51520		188628801072125	City Internet	$1,006.05
										$2,276.77
4275	EFT	9/12/2025	5194	CHARTER COMMUNICATIONS HOLDINGS,LLC	55330150	57055		188628801082125	INTERNET	$1,006.05
										$1,006.05
4276	EFT	9/12/2025	6831	CLEAN SWEEP SUPPLY CO., INC	10170560	59100		632180	RESTROOM SUPPLIES	$350.25
	EFT	9/12/2025	6831	CLEAN SWEEP SUPPLY CO., INC	10190810	56100		632637	Legion Janitorial Supplies	$584.05
										$934.30
4277	EFT	9/12/2025	2083	COLLEY AUTO CARS INC	55470530	51500	260109	358284	EQUIPMENT MAINTENANCE AND REPAIR SERVICES FOR AUTO	$44.14
										$44.14
4278	EFT	9/12/2025	6969	COMPLETE PAPERLESS SOLUTIONS, LLC	30100990	70000	250445	4503	CONSULTING SERVICES	$14,841.31
	EFT	9/12/2025	6969	COMPLETE PAPERLESS SOLUTIONS, LLC	30100990	70000	250445	4512	CONSULTING SERVICES	$20,599.86
	EFT	9/12/2025	6969	COMPLETE PAPERLESS SOLUTIONS, LLC	30100990	70000	250445	4544	CONSULTING SERVICES	$34,123.94

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4278	EFT	9/12/2025	6969	COMPLETE PAPERLESS SOLUTIONS, LLC	30100990	70000	250445	4558	CONSULTING SERVICES	$23,628.18
										$93,193.29
4279	EFT	9/12/2025	7081	CONOR ROOFING CORPORATION	10170500	55600	260172	25181-02	TEAM BUILDING WORKSHOPS AND COACHING	$5,000.00
	EFT	9/12/2025	7081	CONOR ROOFING CORPORATION	50170600	55600	260172	25181-02	TEAM BUILDING WORKSHOPS AND COACHING	$5,900.00
										$10,900.00
4280	EFT	9/12/2025	596	CPS HR CONSULTING	10140250	55316		RC-INV002569	HR Testing booklets - OA	$30.00
										$30.00
4281	EFT	9/12/2025	3465	CSG CONSULTANTS INC	10160410	59100	250205	62271	CSG INSPECTOR - JULY	$16,944.00
	EFT	9/12/2025	3465	CSG CONSULTANTS INC	10160410	59100	250205	B250991	CONSULTING SERVICES - JULY	$21,758.47
										$38,702.47
4282	EFT	9/12/2025	6287	CYNTHIA ESTRADA HAEBE	10150330	59100		25-084	July Report Services	$1,399.20
										$1,399.20
4283	EFT	9/12/2025	6825	DANA SIMPSON	92000000	20105		27086	Payroll Run 1 - Warrant 250831 GARNISHMENT SPOUSAL	$100.00
										$100.00
4284	EFT	9/12/2025	2209	DOCU-TRUST	10190800	59100		0056530	OFFSITE DOCUMENT STORAGE FOR SEPTEMBER	$15.56
	EFT	9/12/2025	2209	DOCU-TRUST	10115030	59100		0056533	Monthly Charge File Storage	$102.94
										$118.50
4285	EFT	9/12/2025	6563	FIELDTURF USA, INC.	10190800	59100	260156	000732056	BIANNUAL FIELD TURF MAINTENANCE 8.20.25	$12,600.00
										$12,600.00
4286	EFT	9/12/2025	125	GENERAL PUMP CO. INC.	50170640	56320	260095	32728	FY 25-26 Well and Booster Pump Maintenance	$58,808.75
										$58,808.75
4287	EFT	9/12/2025	2528	GLENDORA AFTER STROKE CENTER	10190820	59100	260031	2510	AfterStroke August Invoice	$833.33
										$833.33

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4288	EFT	9/12/2025	11	GLENDORA CHAMBER OF COMMERCE	10160420	59600	260017	21427478	SEPT. BID MANAGEMENT	$4,166.66
										$4,166.66
4289	EFT	9/12/2025	11	GLENDORA CHAMBER OF COMMERCE	20460460	57220		AUGUST 2025	BID FEES FROM 08/01/2025-08/31/2025	$3,400.00
										$3,400.00
4290	EFT	9/12/2025	104	GLENDORA CITY EMPLOYEE ASSOCIATION	92000000	20104		27075	Payroll Run 1 - Warrant 250831 CITY EMPLOYEE ASSOC	$810.00
										$810.00
4291	EFT	9/12/2025	107	GLENDORA MANAGEMENT ASSOCIATION	92000000	20104		27077	Payroll Run 1 - Warrant 250831 GMA DUES	$520.00
										$520.00
4292	EFT	9/12/2025	109	GLENDORA POLICE MANAGEMENT	92000000	20104		27079	Payroll Run 1 - Warrant 250831 PMA DUES	$613.50
										$613.50
4293	EFT	9/12/2025	2923	GMS ELEVATOR SERVICES, INC	10190820	59100		126189	GMS LFC AUGUST 2025	$123.05
										$123.05
4294	EFT	9/12/2025	902	GRAINGER	50170640	53510		9613579052	WATER DIV. - PRODUCTION SUPPLIES	$199.52
										$199.52
4295	EFT	9/12/2025	4706	ALL TRAFFIC SOLUTIONS, INC	55330150	59111		SIN045086	Equip Mgmt Traffic Suite	$1,700.00
										$1,700.00
4296	EFT	9/12/2025	6550	SILENT 6 LLC	10150330	51500		1757	replacement trident tracker	$351.14
										$351.14
4297	EFT	9/12/2025	6566	JPW COMMUNICATIONS, INC	55330150	59100	250453	3712	COMMUNICATIONS AND MEDIA RELATED SERVICES	$4,033.75
										$4,033.75
4298	EFT	9/12/2025	5691	KEENAN & ASSOCIATES	55330150	59111	260074	327966	BENEFIT BRIDGE INSTALLMENTS	$1,250.00
										$1,250.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4299	EFT	9/12/2025	6398	LA - C.A.D.A.	10390840	58601	260003	City of Glendora #41	LA CADA August 2025	$21,875.00
										$21,875.00
4300	EFT	9/12/2025	6773	LOS ANGELES CITY CLEANING INC.	10170580	59100	260162	7526	Cleaning for E Meda Plaza, W Meda Plaza, Bus Plaza	$1,650.00
										$1,650.00
4301	EFT	9/12/2025	6564	LEADSONLINE LLC	10150330	59100	260153	420469	CellHawk Subscription - ID: 2636-C1	$5,299.00
										$5,299.00
4302	EFT	9/12/2025	6115	MIDAMERICA ADMIN&RETIRE SOLUTIONS	92000000	20101		27085	Payroll Run 1 - Warrant 250831 MIDAMERICA HRA	$450.00
										$450.00
4303	EFT	9/12/2025	6115	MIDAMERICA ADMIN&RETIRE SOLUTIONS	92000000	20103		27084	Payroll Run 1 - Warrant 250831 MIDAMERICA RETIRE	$4,675.82
										$4,675.82
4304	EFT	9/12/2025	6927	MRC SMART TECHNOLOGY SOLUTIONS	55330150	51110		IN4816103	XEROX ITEMS	$149.50
										$149.50
4305	EFT	9/12/2025	6892	ODP BUSINESS SOLUTIONS, LLC	50170600	51110		435255780001	WATER DIV. - OFFICE SUPPLIES	$61.62
	EFT	9/12/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190800	51110	260057	436407673001	BANKER BOX, COFFEE PODS, FORKS, TISSUES	$38.00
	EFT	9/12/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190800	51750	260057	436407673001	BANKER BOX, COFFEE PODS, FORKS, TISSUES	$18.50
	EFT	9/12/2025	6892	ODP BUSINESS SOLUTIONS, LLC	50170600	51110		437061167001	WATER DIV. - OFFICE SUPPLIES	$156.06
	EFT	9/12/2025	6892	ODP BUSINESS SOLUTIONS, LLC	50170600	51110		437129911001	WATER DIV. - WHITE BOARD	$399.97
	EFT	9/12/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190800	51110	260057	437486346001	MOUSE WRISTREST	$18.37
										$692.52
4306	EFT	9/12/2025	6238	ONWARD ENGINEERING	50200990	70000	240265	8191	TO652421004 CONSTRUCTION MGMT INSPECTION MAUNA LOA	$175.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4306	EFT	9/12/2025	6238	ONWARD ENGINEERING	29200990	70000	250381	8192	LONE HILL BRIDGE OVER SAN DIMAS WASH (9261599)	$601.25
	EFT	9/12/2025	6238	ONWARD ENGINEERING	29200990	70000	250381	8246	LONE HILL BRIDGE OVER SAN DIMAS WASH (9261599)	$1,475.25
	EFT	9/12/2025	6238	ONWARD ENGINEERING	29200990	70000	250381	8301	LONE HILL BRIDGE OVER SAN DIMAS WASH (9261599)	$7,937.75
	EFT	9/12/2025	6238	ONWARD ENGINEERING	29200990	70000	250381	8346	LONE HILL BRIDGE OVER SAN DIMAS WASH (9261599)	$2,637.50
										$12,826.75
4307	EFT	9/12/2025	1810	OVERDRIVE, INC.	10180730	51300	260084	01148CO25247112	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$980.90
										$980.90
4308	EFT	9/12/2025	1138	PINPOINT INDUSTRIES, INC.	10190820	58100		11624	LFC CRAFT BOUTIQUE POSTCARDS PRINTING & MAILING	$340.00
										$340.00
4309	EFT	9/12/2025	108	POLICE ASSOCIATION	92000000	20104		27078	Payroll Run 1 - Warrant 250831 POA DUES	$3,965.00
										$3,965.00
4310	EFT	9/12/2025	5987	PRESCREEN SOLUTIONS, INC	10140250	55316		13620	Prescreening New Hire	$535.98
	EFT	9/12/2025	5987	PRESCREEN SOLUTIONS, INC	10140250	55316		13680	Prescreening new hire	$205.67
	EFT	9/12/2025	5987	PRESCREEN SOLUTIONS, INC	50140250	55316		13680	Prescreening new hire	$137.12
										$878.77
4311	EFT	9/12/2025	6493	QUALITY PUMPING SERVICES INC	10170560	59100		41	septic tank service	$1,600.00
										$1,600.00
4312	EFT	9/12/2025	6580	REFRIGERATION SUPPLIES DISTRIBUTOR	10170560	51400		46334270-00	THERMOSTAT PELICAN TC1	$828.76
										$828.76
4313	EFT	9/12/2025	6828	RIGHT IMAGE BUILDERS INC	23100990	70000	250525	817	4TH COMPLETION OF PAYMENT	$1,350.00
										$1,350.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4314	EFT	9/12/2025	2560	RIGHT OF WAY, INC.	25570520	56600	260116	74115	STREET NAME AND REGULATORY SIGNS	$177.80
	EFT	9/12/2025	2560	RIGHT OF WAY, INC.	25570520	56600	260116	75028	STREET NAME AND REGULATORY SIGNS	$852.48
										$1,030.28
4315	EFT	9/12/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1161	MAINTENANCE OF EQUIPMENT FY2025-26	$1,679.86
	EFT	9/12/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1162	MAINTENANCE OF EQUIPMENT FY2025-26	$649.18
	EFT	9/12/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1163	MAINTENANCE OF EQUIPMENT FY2025-26	$1,760.73
	EFT	9/12/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1164	MAINTENANCE OF EQUIPMENT FY2025-26	$506.60
										$4,596.37
4316	EFT	9/12/2025	1073	SAFEGUARD ENVIROGROUP, INC.	10170560	59100		44-63-644ASPRV	AIR CLEARANCE TESTING PD	$750.00
										$750.00
4317	EFT	9/12/2025	6285	SDI PRESENCE LLC	55330150	59100	260041	19910	SDI PROFESSIONAL SERVICES	$43,677.15
										$43,677.15
4318	EFT	9/12/2025	5671	SPECIAL T WATER SYSTEMS INC	50170640	53510		250446	WATER SOFTENER RENTAL	$125.00
										$125.00
4319	EFT	9/12/2025	6875	SPRINGSTEAD & ASSOCIATES	10160420	59100	260146	SEPT 2025	CONSULTING SERVICES	$4,150.00
										$4,150.00
4320	EFT	9/12/2025	2933	STAPLES ADVANTAGE	10170500	51110		6035126201	BINDERS, TABS, EXPO MARKERS	$145.34
	EFT	9/12/2025	2933	STAPLES ADVANTAGE	10170500	51110		6039482035	4X6 BLACK 2-DRAWER FILE CABINET	$149.28
	EFT	9/12/2025	2933	STAPLES ADVANTAGE	10170500	51110		6039482036	POST IT FLAGS ASSORT COLORS	$61.40
	EFT	9/12/2025	2933	STAPLES ADVANTAGE	10170500	51110		6039991875	MANILA CARD GUIDES	$13.61
	EFT	9/12/2025	2933	STAPLES ADVANTAGE	10170500	51110		6039991876	INDEX CARDS AND INKJOY PENS	$33.93
										$403.56
4321	EFT	9/12/2025	6929	STERLING HEALTH SERVICES, INC	92000000	20106		27087	Payroll Run 1 - Warrant 250831 STERLING HEALTH HSA	$361.01
										$361.01

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4322	EFT	9/12/2025	1638	HAAKER EQUIPMENT COMPANY	50170630	51500		INV14695	WATER DIV. - SERVICE SALES & SHOP SUPPLIES	$950.59
										$950.59
4323	EFT	9/12/2025	6590	TRUSTMARK VOLUNTARY BENEFIT ADMIN	92000000	20106		00989409152025	TRUSTMARK SEPT 2025	$1,736.78
										$1,736.78
4324	EFT	9/12/2025	2584	ULINE	50170640	53510		197100725	WATER DIV. - BLACK CABLE TIE MOUNTS	$84.18
										$84.18
4325	EFT	9/12/2025	1651	UNITED MAINTENANCE SYSTEMS	10190810	56100	260012	16079	LEGION & LA FETRA RENTALS August	$750.00
	EFT	9/12/2025	1651	UNITED MAINTENANCE SYSTEMS	10190820	56100	260012	16079	LEGION & LA FETRA RENTALS August	$750.00
										$1,500.00
4326	EFT	9/12/2025	130	UNDERGROUND SERVICE ALERT/SC	50170520	56600		25-260587	WATER CA STATE FEE	$153.34
	EFT	9/12/2025	130	UNDERGROUND SERVICE ALERT/SC	50170520	56600		820250308	WATER DATABASE FEE	$466.00
										$619.34
4327	EFT	9/12/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128551312.002	ELECTRICAL PARTS LIBRARY	$446.68
	EFT	9/12/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128558906.002	ELECTRICAL SUPPLIES	$347.25
										$793.93
4328	EFT	9/12/2025	5313	WATERSIDE INDUSTRIAL INC	10170560	59100		WSI4176	CHEMICAL PUMP HVAC	$830.19
										$830.19
4329	EFT	9/12/2025	124	WESTERN WATER WORKS SUPPLY CO.	50170630	53520	260086	1273007-00	MAINLINE WATER PARTS & SUPPLIES / WESTERN WATER	$2,101.25
	EFT	9/12/2025	124	WESTERN WATER WORKS SUPPLY CO.	50170630	53520	260086	1273619-00	MAINLINE WATER PARTS & SUPPLIES / WESTERN WATER	$1,121.68
	EFT	9/12/2025	124	WESTERN WATER WORKS SUPPLY CO.	50170630	53520	260086	1274159-00	MAINLINE WATER PARTS & SUPPLIES / WESTERN WATER	$2,392.20
										$5,615.13

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4330	EFT	9/12/2025	5899	WILLIAM TURNLEY	10100001	42300		27328	Retiree Med Reimb Qtr 2 2025	$432.00
	EFT	9/12/2025	5899	WILLIAM TURNLEY	50100001	42300		27328	Retiree Med Reimb Qtr 2 2025	$168.00
										$600.00
4331	EFT	9/19/2025	6415	88844MOTOR	55470530	59100	260106	13194	Heavy- Truck Maintenance and Repair	$948.40
	EFT	9/19/2025	6415	88844MOTOR	55470530	59100	260106	13207	Heavy- Truck Maintenance and Repair	$2,491.83
	EFT	9/19/2025	6415	88844MOTOR	55470530	59100	260106	13223	Heavy- Truck Maintenance and Repair	$4,788.63
	EFT	9/19/2025	6415	88844MOTOR	55470530	59100	260106	13297	Heavy- Truck Maintenance and Repair	$448.82
	EFT	9/19/2025	6415	88844MOTOR	55470530	59100	260106	13315	Heavy- Truck Maintenance and Repair	$718.91
	EFT	9/19/2025	6415	88844MOTOR	55470530	59100	260106	13317	Heavy- Truck Maintenance and Repair	$3,498.56
										$12,895.15
4332	EFT	9/19/2025	270	ATE ROJAS WINDOW CLEANING	10190800	59100		917227	REC & HS BUILDING WINDOW CLEANING	$300.00
										$300.00
4333	EFT	9/19/2025	117	ATHENS SERVICES	50170630	57170	260094	20099168	PUBLIC WORKS AND RELATED SERVICES	$14,791.73
										$14,791.73
4334	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039241637	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$126.84
	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039253610	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$67.63
	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039255510	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$39.23
	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039255511	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$19.62
	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039255512	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$39.90
	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039255513	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$12.45
	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039255514	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$20.30

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4334	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180720	51300	260081	2039255515	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$19.15
	EFT	9/19/2025	6469	BAKER & TAYLOR, LLC	10180720	51300	260081	2039255516	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$85.23
										$430.35
4335	EFT	9/19/2025	4642	BLACK AND WHITE EMERGENCY VEHICLES	55470530	59100	260108	5900	EQUIPMENT MAINTENANCE AND REPAIR SERVICES FOR AUTO	$1,020.67
	EFT	9/19/2025	4642	BLACK AND WHITE EMERGENCY VEHICLES	55470530	59100	260108	5913	EQUIPMENT MAINTENANCE AND REPAIR SERVICES FOR AUTO	$1,349.68
										$2,370.35
4336	EFT	9/19/2025	5194	CHARTER COMMUNICATIONS HOLDINGS,LLC	55330150	57055		188628701090125	Account # 188628701 - July-August Statement	$3,398.00
	EFT	9/19/2025	5194	CHARTER COMMUNICATIONS HOLDINGS,LLC	55330150	57055		213493001090125	Account# 21349301 Internet	$2,439.98
										$5,837.98
4337	EFT	9/19/2025	6831	CLEAN SWEEP SUPPLY CO., INC	10190800	59100		632894	JANITORIAL SUPPLIES FOR TRANSP AND ADMIN	$114.85
	EFT	9/19/2025	6831	CLEAN SWEEP SUPPLY CO., INC	23190860	51200		632894	JANITORIAL SUPPLIES FOR TRANSP AND ADMIN	$114.83
										$229.68
4338	EFT	9/19/2025	6531	CORE & MAIN LP	50170640	53100		INV0017949	WATER DIV. SUPPLIES - LANSDALE VALVES	$1,767.87
	EFT	9/19/2025	6531	CORE & MAIN LP	50170630	53520		INV0018529	WATER DIV. SUPPLIES - LANSDALE VALVES	$1,942.72
										$3,710.59
4339	EFT	9/19/2025	6565	CORE ENVIRONMENTAL SOLUTIONS	10170560	59100		4175	ASBESTOS REMOVAL PD RECORDS	$2,250.00
										$2,250.00
4340	EFT	9/19/2025	843	NANCY K. BOHL INC	10140250	55130		INV105533	Psych Assessment - N Martinez	$325.00
										$325.00
4341	EFT	9/19/2025	6953	DEVIL MOUNTAIN WHOLESALE NURSERY LLC	10170580	51270		INV495677	Three 24'" trees for Earth Day Event - Arbor Day	$1,073.09
										$1,073.09

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4342	EFT	9/19/2025	2209	DOCU-TRUST	10160400	55400		0056532	STORAGE - SEPTEMBER	$2.32
										$2.32
4343	EFT	9/19/2025	3184	DUNN-EDWARDS CORPORATION	10170560	51400		2160A37698	PAINT SUPPLIES	$115.62
	EFT	9/19/2025	3184	DUNN-EDWARDS CORPORATION	10170560	51400		2160A37733	PAINT SUPPLIES	$43.92
										$159.54
4344	EFT	9/19/2025	3316	GEORGE E. BOOTH CO., INC.	50170640	53560	250244	1188268	SCADA CONSULTING	$58,784.00
										$58,784.00
4345	EFT	9/19/2025	6560	GOVERNMENT BUSINESS INTERIORS, LLC	23100990	70000	250517	7890779	OFFICE FURNITURE FOR THE NEW REC&HS BUILDING	$34,014.21
										$34,014.21
4346	EFT	9/19/2025	902	GRAINGER	50170640	59100		9633366597	WATER DIV. - DIESEL FLUID	$44.22
	EFT	9/19/2025	902	GRAINGER	50170640	59100		9641517512	WATER DIV. - GASKET & PROBE	$130.48
										$174.70
4347	EFT	9/19/2025	3324	MICHELLE HARRINGTON	10190810	58300		F25-MH.1	Instructor Payment F25 Payment 1/2	$1,297.80
										$1,297.80
4348	EFT	9/19/2025	6722	HI STANDARD AUTOMOTIVE, LLC	55470530	51500		30373	rear utility box	$2,370.07
										$2,370.07
4349	EFT	9/19/2025	4184	JMD	10160400	45100	260004	024 (25-195)	CONSULTING SERVICES - JULY	$24,944.50
	EFT	9/19/2025	4184	JMD	10170550	59100	250129	035 (25-144)	ENGINEERING SERVICES, PROFESSIONAL	$5,172.27
	EFT	9/19/2025	4184	JMD	10170550	59100	250129	036 (25-180)	ENGINEERING SERVICES, PROFESSIONAL	$6,938.80
										$37,055.57
4350	EFT	9/19/2025	37	LIEBERT CASSIDY WHITMORE	10150300	59100		304920	Client/Matter No: GL050-00064	$48.50
										$48.50

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4351	EFT	9/19/2025	7037	MATRIX CONSULTING GROUP LTD	10100001	59100	250546	3	CONSULTING SERVICES	$16,200.00
	EFT	9/19/2025	7037	MATRIX CONSULTING GROUP LTD	10100001	59100	250546	4	CONSULTING SERVICES	$3,400.00
										$19,600.00
4352	EFT	9/19/2025	409	MERRIMAC ENERGY GROUP	55470530	51650	260039	2240865	FUEL FOR VEHICLES AND EQUIPMENT	$24,697.78
										$24,697.78
4353	EFT	9/19/2025	6115	MIDAMERICA ADMIN&RETIRE SOLUTIONS	92000000	20101		26121	Payroll Run 1 - Warrant 250803 MIDAMERICA ADM FEE	$460.34
										$460.34
4354	EFT	9/19/2025	2763	MOBILE SCREENING SOLUTIONS INC	10140250	55130		80271	DOT Testing	$618.00
	EFT	9/19/2025	2763	MOBILE SCREENING SOLUTIONS INC	50140250	55130		80271	DOT Testing	$412.00
										$1,030.00
4355	EFT	9/19/2025	6858	72 HOUR LLC	55470530	72350	240163	WF12413	AUTOMOTIVE VEHICLES AND RELATED TRANSPORTATION EQU	$68,212.43
										$68,212.43
4356	EFT	9/19/2025	7085	MNG PARTNERSHIP HOLDINGS, LLC	10160420	55320		620477	READER'S CHOICE AWARDS	$3,705.00
										$3,705.00
4357	EFT	9/19/2025	2114	PLACEWORKS	22260400	59100	923471	COG-10.0 - 9	LEGACY - OBJECTIVE DESIGN STANDARDS	$5,353.89
	EFT	9/19/2025	2114	PLACEWORKS	30100990	70000	250256	COG-12.0-11	PROFESSIONAL SERVICES FROM SUG 1-AUG 31, 2025	$10,551.25
										$15,905.14
4358	EFT	9/19/2025	7015	RAPID FIRE SAFETY & SECURITY LLC	10190820	59100		INV-706416493	LFC ALARM MONITORING AUG, SEPT, OCT 2025	$312.00
										$312.00
4359	EFT	9/19/2025	215	SAN GABRIEL BASIN WATER QUALITY	50170640	53110		0005168-IN	PUMPING RIGHTS ASSESSMENT FY 25/26	$56,356.80
										$56,356.80
4360	EFT	9/19/2025	23	SAN GABRIEL VALLEY EXAMINER	10160400	55310		GH082025	August Citywide Advertisements	$264.00
	EFT	9/19/2025	23	SAN GABRIEL VALLEY EXAMINER	10160400	55310		GH082025	August Citywide Advertisements	$269.50

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4360	EFT	9/19/2025	23	SAN GABRIEL VALLEY EXAMINER	30100990	70000		GH082025	August Citywide Advertisements	$121.00
										$654.50
4361	EFT	9/19/2025	3954	THE SAUCE CREATIVE SERVICES	10190830	58230		7780	GYB 4x$ Overlays	$150.18
										$150.18
4362	EFT	9/19/2025	370	R&R CUSTOM SIGNS	10190820	58100		230356	INVOICE DIFFERENCE - CRAFT BOUTIQUE BANNER	$340.00
										$340.00
4363	EFT	9/19/2025	347	THREE VALLEYS MUNICIPAL WATER	50170640	53100		6785	Purchased Water	$20,819.51
										$20,819.51
4364	EFT	9/19/2025	6780	TRANSTECH ENGINEERS, INC	30170550	59100	260054	20255033	ENGINEERING SERVICES, PROFESSIONAL - ASSOCIATE ENG	$14,176.30
	EFT	9/19/2025	6780	TRANSTECH ENGINEERS, INC	50270550	59100	260054	20255033	ENGINEERING SERVICES, PROFESSIONAL - ASSOCIATE ENG	$6,671.20
	EFT	9/19/2025	6780	TRANSTECH ENGINEERS, INC	30170550	59100	260054	20255037	ENGINEERING SERVICES, PROFESSIONAL - PERMIT TECH	$10,852.80
	EFT	9/19/2025	6780	TRANSTECH ENGINEERS, INC	50270550	59100	260054	20255037	ENGINEERING SERVICES, PROFESSIONAL - PERMIT TECH	$5,107.20
										$36,807.50
4365	EFT	9/19/2025	2584	ULINE	10190800	54008		196579736	2 BULK SHELF RACKS (72X36 & 96X36X72)	$1,085.29
	EFT	9/19/2025	2584	ULINE	10190800	54008		196683319	1 BULK RACK SHELF (96X36)	$521.60
	EFT	9/19/2025	2584	ULINE	10190800	54008		196862367	CREDIT FOR REFUND OF A BULK SHELF (72X36)	($348.86)
										$1,258.03
4366	EFT	9/19/2025	543	TAS	50170630	51200		27732	WATER DIV. - APPAREL ORDER	$737.16
	EFT	9/19/2025	543	TAS	10160420	51110		27784	ED Table Covers	$498.38
	EFT	9/19/2025	543	TAS	10160420	55320		27793	POST CARDS FOR WORKSHOP EVENT	$105.21
										$1,340.75

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4367	EFT	9/19/2025	232	WEST COAST ARBORISTS, INC.	10170580	59150	260037	232259	Planting on Amelia, Bennett, Whitcomb	$1,535.32
	EFT	9/19/2025	232	WEST COAST ARBORISTS, INC.	10170580	59150	260037	232260	Gladstone - street clearance, Trim - CH/Fink	$1,684.24
	EFT	9/19/2025	232	WEST COAST ARBORISTS, INC.	10170580	59150	260037	232749	District 4 Palm Pruning	$7,318.48
	EFT	9/19/2025	232	WEST COAST ARBORISTS, INC.	10170580	59150	260037	232750	Trimming/clearance on Englewild and Live Oak	$918.24
										$11,456.28
4368	EFT	9/19/2025	3751	PCI	25570520	59100	260102	12385C-07	SUNFLOWER STRIPING AND ROUTE 66 CROSSWALKS	$36,680.00
										$36,680.00
4369	EFT	9/19/2025	1524	XEROX CORPORATION	55330150	51560	260044	40842575	MONTHLY USAGE CHARGES	$5,098.07
										$5,098.07
4370	EFT	9/19/2025	105	AFSCME DISTRICT COUNCIL 36	92000000	20104		27619	Payroll Run 1 - Warrant 250914 AFSCME DUES	$1,375.00
										$1,375.00
4371	EFT	9/19/2025	6825	DANA SIMPSON	92000000	20105		27629	Payroll Run 1 - Warrant 250914 GARNISHMENT	$100.00
										$100.00
4372	EFT	9/19/2025	104	GLENDORA CITY EMPLOYEE ASSOCIATION	92000000	20104		27618	Payroll Run 1 - Warrant 250914 SOCIAL CLUB	$740.00
										$740.00
4373	EFT	9/19/2025	107	GLENDORA MANAGEMENT ASSOCIATION	92000000	20104		27620	Payroll Run 1 - Warrant 250914 GMA	$520.00
										$520.00
4374	EFT	9/19/2025	109	GLENDORA POLICE MANAGEMENT	92000000	20104		27622	Payroll Run 1 - Warrant 250914 PMA	$613.50
										$613.50
4375	EFT	9/19/2025	6115	MIDAMERICA ADMIN&RETIRE SOLUTIONS	92000000	20101		27628	Payroll Run 1 - Warrant 250914 MID AMERICA HRA	$450.00
										$450.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4376	EFT	9/19/2025	6115	MIDAMERICA ADMIN&RETIRE SOLUTIONS	92000000	20103		27627	Payroll Run 1 - Warrant 250914 PT RETIRE APPLE	$4,185.30
										$4,185.30
4377	EFT	9/19/2025	108	POLICE ASSOCIATION	92000000	20104		27621	Payroll Run 1 - Warrant 250914 POA	$3,865.00
										$3,865.00
4378	EFT	9/19/2025	6929	STERLING HEALTH SERVICES, INC	92000000	20106		27630	Payroll Run 1 - Warrant 250914 HSA	$361.01
										$361.01
4379	EFT	9/26/2025	6765	A&P COMPLIANCE TESTING, INC.	55470530	59100		12411	D.O FUEL STATION INSPECTION	$275.00
										$275.00
4380	EFT	9/26/2025	1442	ADLERHORST INTERNATIONAL LLC	10150310	51210		123485	K9 Biba Supplies	$1,454.63
										$1,454.63
4381	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3041	AUGUST MAINT	$1,368.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3042	AUGUST MAINT	$1,430.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3043	AUGUST MAINT	$1,510.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3044	AUGUST MAINT	$972.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3045	AUGUST MAINT	$279.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3046	AUGUST MAINT	$252.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3047	AUGUST MAINT	$426.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3048	AUGUST MAINT	$145.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3049	AUGUST MAINT	$695.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		3050	AUGUST MAINT	$145.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		SD5565	SERVICE CALL	$365.00
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		SD5567	SERVICE CALL	$1,281.37
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		SD5580	SERVICE CALL	$365.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4381	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		SD5585	SERVICE CALL	$582.50
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		SD5586	SERVICE CALL	$1,367.83
	EFT	9/26/2025	1	AIR-EX AIR CONDITIONING INC.	10170560	59100		SD5595	AUGUST MAINT	$311.33
										$11,495.03
4382	EFT	9/26/2025	7	ALTA-FOODCRAFT INC.	10120100	51750		12540729	COFFEE SUPPLIES AUGUST 2025	$139.25
	EFT	9/26/2025	7	ALTA-FOODCRAFT INC.	10120100	59100		12542301	COFFEE MACHINE SERVICE - SEPTEMBER 2025	$35.00
	EFT	9/26/2025	7	ALTA-FOODCRAFT INC.	10120100	51750		12544267	SEPTEMBER 2025 COFFEE SUPPLIES BREAKROOM	$621.82
										$796.07
4383	EFT	9/26/2025	318	ANIMAL PEST MANAGEMENT SERVICES	10170560	59100		677855	MONTHLY SERVICE TREATMENT	$1,530.00
										$1,530.00
4384	EFT	9/26/2025	270	ATE ROJAS WINDOW CLEANING	10190810	56100		917228	Finkbiner Facilities Window Cleaning	$790.00
										$790.00
4385	EFT	9/26/2025	5433	AVALON COLLISION CENTERS INC	55470530	59100		31991	VEHICLE 746 REPAIR	$1,605.04
	EFT	9/26/2025	5433	AVALON COLLISION CENTERS INC	55470530	59100		32048	WINDSHIELD REPLACEMENT	$815.34
										$2,420.38
4386	EFT	9/26/2025	6486	BADAWI & ASSOCIATES	10140200	55110	924010	1940	2024 AUDIT - FINAL BILL	$2,879.09
	EFT	9/26/2025	6486	BADAWI & ASSOCIATES	10160910	55110	924010	1940	2024 AUDIT - FINAL BILL	$493.59
	EFT	9/26/2025	6486	BADAWI & ASSOCIATES	50140200	55110	924010	1940	2024 AUDIT - FINAL BILL	$1,398.32
										$4,771.00
4387	EFT	9/26/2025	6469	BAKER & TAYLOR, LLC	10180710	51200		2039252240	DIVISION SUPPLIES	$5.73
	EFT	9/26/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039253611	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$183.90
	EFT	9/26/2025	6469	BAKER & TAYLOR, LLC	10180710	51200		2039261198	DIVISION SUPPLIES	$7.48
	EFT	9/26/2025	6469	BAKER & TAYLOR, LLC	10180730	51300	260082	2039265607	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$98.81

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4387	EFT	9/26/2025	6469	BAKER & TAYLOR, LLC	10180700	59100	260161	NS25070320	LIBRARY AND SUBSCRIPTION SERVICES (INCLUDES RESEAR	$2,614.05
										$2,909.97
4388	EFT	9/26/2025	4642	BLACK AND WHITE EMERGENCY VEHICLES	55470530	72350	250236	5899	UPFITTING OF 6 PD VEH; 2024 FORD PIU BUILD	$26,862.56
	EFT	9/26/2025	4642	BLACK AND WHITE EMERGENCY VEHICLES	55470530	72350	250236	5912	UPFITTING FOR NEW DB VEHICLE	$7,462.68
	EFT	9/26/2025	4642	BLACK AND WHITE EMERGENCY VEHICLES	55470530	59100		5939	REMOVE OLD POLICE EQUIPMENT	$800.00
	EFT	9/26/2025	4642	BLACK AND WHITE EMERGENCY VEHICLES	55470530	72350	250236	5949	UPFITTING OF 6 PD VEH; 2024 FORD PIU BUILD	$26,862.56
										$61,987.80
4389	EFT	9/26/2025	5321	BLUEBEAM INC	55330150	59110	260148	2484148	COMPUTER SOFTWARE LICENSE RENEWAL	$6,570.00
										$6,570.00
4390	EFT	9/26/2025	113	BRODART COMPANY	10180730	51300		B7050842	CONTENT FOR THE PUBLIC	$534.17
										$534.17
4391	EFT	9/26/2025	2568	BURRO CANYON SHOOTING PARK	10150310	59100		3581	range fees 8/21/25	$140.00
										$140.00
4392	EFT	9/26/2025	594	CLINICAL LAB OF SAN BERNARDINO	50170640	59100	260076	2501456-GLE01	STATE MANDATED WATER TESTING SERVICES	$1,440.50
										$1,440.50
4393	EFT	9/26/2025	843	NANCY K. BOHL INC	10150300	59100		INV106062	Crisis Intervention - 3/19/2025	$1,000.00
										$1,000.00
4394	EFT	9/26/2025	6972	DISABILITY ACCESS CONSULTANTS, LLC	30100990	70000	250475	25-259	DAC-ADA SELF-EVALUATION AND TRANSITION PLAN	$53,361.92
	EFT	9/26/2025	6972	DISABILITY ACCESS CONSULTANTS, LLC	50200990	70000	250475	25-259	DAC-ADA SELF-EVALUATION AND TRANSITION PLAN	$10,638.08
										$64,000.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4395	EFT	9/26/2025	2209	DOCU-TRUST	10140200	59100		0056332	OFFSITE RECORD RETENTION	$16.20
	EFT	9/26/2025	2209	DOCU-TRUST	50140200	59100		0056332	OFFSITE RECORD RETENTION	$16.19
	EFT	9/26/2025	2209	DOCU-TRUST	10140200	59100		0056531	OFFSITE RECORD RETENTION	$16.19
	EFT	9/26/2025	2209	DOCU-TRUST	50140200	59100		0056531	OFFSITE RECORD RETENTION	$16.20
										$64.78
4396	EFT	9/26/2025	6547	DRAW TAP GIS, LLC	55330150	51560		2025GDR-0017	CONTRACTED SERVICES DATA	$1,897.50
										$1,897.50
4397	EFT	9/26/2025	3398	DUDEK	10170580	59100	250111	202507040	URBAN FORSTRY UPDATE RELATED TO MUNICIPAL CODES	$5,968.75
										$5,968.75
4398	EFT	9/26/2025	3095	EDMARK GRAPHICS INC.	10150300	55320		29704	Business Cards - Meza, Quinones, Perez, Silva	$177.20
										$177.20
4399	EFT	9/26/2025	2508	ENVISIONWARE INC	55330150	51520		INV-US-77096	SOFTWARE RENEWAL	$603.75
										$603.75
4400	EFT	9/26/2025	4262	FOOTHILL COMMUNICATIONS, INC.	10150300	56200		INV7560	Tech Service - APX7500	$285.00
	EFT	9/26/2025	4262	FOOTHILL COMMUNICATIONS, INC.	10150300	56200		INV7592	Motorola Extension Cable	$177.90
	EFT	9/26/2025	4262	FOOTHILL COMMUNICATIONS, INC.	10150300	56200		INV7596	Technician Service - APX6500 8/8/25	$670.00
										$1,132.90
4401	EFT	9/26/2025	592	FORENSIC NURSE SPECIALISTS INC.	10150330	59100		6373	SART Exam - 8/26/2025	$1,300.00
										$1,300.00
4402	EFT	9/26/2025	6991	G&G ENVIRONMENTAL COMPLIANCE, INC.	50170600	59100		Glendora_0825	CROSS CONNECTION PLAN DEVELOPMENT	$1,171.25
										$1,171.25
4403	EFT	9/26/2025	3468	SHEILA JENNINGS GANINO	10190810	58300		F25-SG.1	Instructor Payment F25 - September	$1,950.00
										$1,950.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4404	EFT	9/26/2025	11	GLENDORA CHAMBER OF COMMERCE	10120100	59100	260122	21427477	Glendora Chamber Yearly Membership Dues Cont.	$2,083.34
										$2,083.34
4405	EFT	9/26/2025	3381	GLENDORA GARDENS NURSERY	10170580	51270		1246	Trees for event give away and arboretum	$114.62
	EFT	9/26/2025	3381	GLENDORA GARDENS NURSERY	50170620	66010	260072	4526	Plant Vouchers for Giveaway	$1,300.00
										$1,414.62
4406	EFT	9/26/2025	6923	FIVESTAR RUBBER STAMP ETC., INC	50170600	51110		76406	WATER DIV. - NEW EMPLOYEE NAME PLATE	$50.95
										$50.95
4407	EFT	9/26/2025	6560	GOVERNMENT BUSINESS INTERIORS, LLC	10150310	59100	250534	7890788	Records Office Furniture	$18,854.88
										$18,854.88
4408	EFT	9/26/2025	902	GRAINGER	50170640	59100		9633366613	WATER DIV. - AIR PAVING BREAKER	$2,326.13
	EFT	9/26/2025	902	GRAINGER	30190810	72000		9641517504	Power Washer for Pompei staff	$2,076.35
	EFT	9/26/2025	902	GRAINGER	50170640	59100		9645240384	WATER DIV. - HEX PIPE	$345.80
										$4,748.28
4409	EFT	9/26/2025	6722	HI STANDARD AUTOMOTIVE, LLC	55470530	72350	250401	30394	K9 build	$26,473.79
	EFT	9/26/2025	6722	HI STANDARD AUTOMOTIVE, LLC	55470530	51500		30423	TRAFFIC ADVISOR	$2,436.50
										$28,910.29
4410	EFT	9/26/2025	5947	INFOSEND, INC.	50140200	55320	260139	290488	UTILITY BILLING	$0.00
	EFT	9/26/2025	5947	INFOSEND, INC.	50140200	55340	260139	290488	UTILITY BILLING	$0.00
	EFT	9/26/2025	5947	INFOSEND, INC.	50140200	59100	260139	290488	UTILITY BILLING	$2,382.13
	EFT	9/26/2025	5947	INFOSEND, INC.	50140200	55320	260139	292886	UTILITY BILLING - JULY	$0.00
	EFT	9/26/2025	5947	INFOSEND, INC.	50140200	55340	260139	292886	UTILITY BILLING - JULY	$0.00
	EFT	9/26/2025	5947	INFOSEND, INC.	50140200	59100	260139	292886	UTILITY BILLING - JULY	$2,075.65
										$4,457.78

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4411	EFT	9/26/2025	3711	INNOVATIVE INTERFACES, INC.	55330150	59110	260141	INV-INC40091	COMPUTER SOFTWARE FOR MICROCOMPUTERS, SYSTEMS, INC	$28,806.58
	EFT	9/26/2025	3711	INNOVATIVE INTERFACES, INC.	55330150	59110	260155	INV-INC40121	DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWA	$11,212.25
										$40,018.83
4412	EFT	9/26/2025	1888	INTER-CON SECURITY SYSTEMS INC.	10150310	59100	260068	BD0598271	Parking Enforcement - August 2025	$22,606.08
										$22,606.08
4413	EFT	9/26/2025	4184	JMD	10160400	45100	260004	025 (25-208)	CONSULTING SERVICES - AUGUST	$20,492.00
										$20,492.00
4414	EFT	9/26/2025	1882	JOE A. GONSALVES & SON	10120100	59100	260080	162718	Joe A Gonsalves Attorney Fees	$3,500.00
										$3,500.00
4415	EFT	9/26/2025	6566	JPW COMMUNICATIONS, INC	10180700	59100	250459	3739	COMMUNICATIONS AND MEDIA RELATED SERVICES	$2,580.00
										$2,580.00
4416	EFT	9/26/2025	6409	KANOPY	10180730	51300	260083	467797 - PPU	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$490.00
										$490.00
4417	EFT	9/26/2025	5691	KEENAN & ASSOCIATES	55330150	59111	260074	329021	BENEFIT BRIDGE INSTALLMENTS	$1,250.00
										$1,250.00
4418	EFT	9/26/2025	6992	KIMBERLY BOYLE	10190810	58300		F25-KB.1	Instructor Payment F25 - September	$1,950.00
										$1,950.00
4419	EFT	9/26/2025	6773	LOS ANGELES CITY CLEANING INC.	10170580	59100	260162	7592	Cleaning for E Meda Plaza, W Meda Plaza, Bus Plaza	$1,716.00
										$1,716.00
4420	EFT	9/26/2025	2186	REGIONAL TAP SERVICE CENTER	23190860	58250	260022	GLENDORA 09152025	AUGUST 2025 POSITION SUMMARY	$1,383.50
										$1,383.50

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4421	EFT	9/26/2025	2548	LA VERNE POWER EQUIPMENT INC	10170520	51200		482099	Rakes	($81.75)
	EFT	9/26/2025	2548	LA VERNE POWER EQUIPMENT INC	10170580	51200		486178	Pole saw and pruners	$180.45
										$98.70
4422	EFT	9/26/2025	1496	LAW ENFORCEMENT MEDICAL	10150330	59100		18742	On Call Blood Draws - 8/23/25	$995.00
										$995.00
4423	EFT	9/26/2025	37	LIEBERT CASSIDY WHITMORE	10140250	55601	260181	298224	EDUCATIONAL/TRAINING SERVICES	$3,525.00
										$3,525.00
4424	EFT	9/26/2025	1286	MARIPOSA LANDSCAPES, INC.	10170580	59100	260042	115230	REPLACE PLANT MATERIAL AT LA FETRA	$1,032.00
	EFT	9/26/2025	1286	MARIPOSA LANDSCAPES, INC.	10570580	59100	260042	115619	GUSD LANDSCAPE MAINTENANCE	$31,883.75
										$32,915.75
4425	EFT	9/26/2025	4720	KIMBALL MIDWEST	55470530	51500		103384158	SHOP SUPPLIES	$336.72
										$336.72
4426	EFT	9/26/2025	5712	MIDWEST TAPE LLC	10180730	51300		507662925	CONTENT FOR THE PUBLIC	$59.78
	EFT	9/26/2025	5712	MIDWEST TAPE LLC	10180730	51300	260100	507678419	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$2,265.58
										$2,325.36
4427	EFT	9/26/2025	5451	OCEAN BLUE ENVIRONMENTAL SVCS INC	10170570	59100	260180	41807	Clean Up - N Wabash Avenue	$1,348.85
										$1,348.85
4428	EFT	9/26/2025	513	OCLC INC.	10180730	51300	260085	1000462382	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$249.56
	EFT	9/26/2025	513	OCLC INC.	10180730	51300	260085	1000462484	PUBLICATIONS, AUDIOVISUAL MATERIALS, BOOKS, TEXTBO	$229.65
										$479.21
4429	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190820	51750		433203376001	LFC ODP 08/05/2025	$126.83
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190820	51750		433203451001	LFC ODP 08/05/2025	$32.45

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4429	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10150360	51110		434002945001	Paper and Folders	$491.63
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10150360	51110		435739789001	Deskpads, 12mm tape, Mesh Wall File	$85.02
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10150360	51110		435739994001	Labels	$15.83
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190820	51110		436496165001	LFC ODP 08/18/2025	$11.88
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190820	51750		436496579001	LFC ODP 08/16/2025	$244.16
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10190820	51750		436496580001	LFC ODP 08/18/2025	$37.83
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	10115030	51110		438834325001	Office Supplies	$48.06
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	50115030	51110		438834325001	Office Supplies	$48.04
	EFT	9/26/2025	6892	ODP BUSINESS SOLUTIONS, LLC	50170600	51110		439081555001	WATER DIV. - HEADSET REFUND	($12.65)
										$1,129.08
4430	EFT	9/26/2025	6238	ONWARD ENGINEERING	29200990	70000	250381	8393	LONE HILL BRIDGE OVER SAN DIMAS WASH (9261599)	$7,964.50
										$7,964.50
4431	EFT	9/26/2025	2420	OUTDOOR CREATIONS, INC	10190800	54008		12284	Trails Council Charcoal Receptacle	$1,578.19
										$1,578.19
4432	EFT	9/26/2025	7047	PRADO FAMILY SHOOTING RANGE	10150310	59100		7558	Full Day Training - 8/19	$900.00
										$900.00
4433	EFT	9/26/2025	6320	LEGALSHIELD	92000000	20116		302517.09.2025	Legal Shield Sept 2025	$892.26
										$892.26
4434	EFT	9/26/2025	3719	GRAFIX SYSTEMS	55470530	59100		34128	DECALS FOR NEW K-9	$1,576.91
										$1,576.91
4435	EFT	9/26/2025	6580	REFRIGERATION SUPPLIES DISTRIBUTOR	10170560	51400		46339473-00	HVAC SUPPLIES	$823.12
	EFT	9/26/2025	6580	REFRIGERATION SUPPLIES DISTRIBUTOR	10170560	51400		46339864-00	HONEYELL TEMP SENSOR PD	$102.93
										$926.05

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4436	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1124	P.M 804	$152.78
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1125	P.M 801	$141.76
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1138	DOT SAFETY INSPECTION	$89.95
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1139	REPAIRS ON PD 3	$985.90
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1140	REPAIRS FOR PD 32	$963.32
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1141	MAINTENANCE OF EQUIPMENT FY2025-26	$2,907.71
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1145	SERVICE ON PD 16	$231.66
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1146	service 783	$119.61
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1147	MAINTENANCE OF EQUIPMENT FY2025-26	$3,566.96
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1148		$984.98
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1149	mount tires on 754	$160.00
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1165	MAINTENANCE OF EQUIPMENT FY2025-26	$169.45
	EFT	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100	260112	1166	MAINTENANCE OF EQUIPMENT FY2025-26	$152.84
										$10,626.92
4437	EFT	9/26/2025	5747	SAFE AND SOUND SECURITY INC	10170580	59100		38429	Bonnie Cove security camera warranty	$825.00
										$825.00
4438	EFT	9/26/2025	1073	SAFEGUARD ENVIROGROUP, INC.	10170560	59100		44-64-137	AIR SAMPLE TESTING	$1,345.00
	EFT	9/26/2025	1073	SAFEGUARD ENVIROGROUP, INC.	10170560	59100		44-64-260ASLD	PD ASBESTOS TESTING	$915.00
										$2,260.00
4439	EFT	9/26/2025	1702	SANDERS LOCK & KEY, INC.	10170560	51400		SC00871929	KEY CUTTING	$39.87
	EFT	9/26/2025	1702	SANDERS LOCK & KEY, INC.	10170560	51400		SC00871931	KEY CUTTING	$71.99
										$111.86
4440	EFT	9/26/2025	3954	THE SAUCE CREATIVE SERVICES	10190800	55320	260121	7744	FALL 2025 ACTIVITY GUIDE	$13,215.24
	EFT	9/26/2025	3954	THE SAUCE CREATIVE SERVICES	10190810	55320	260121	7744	FALL 2025 ACTIVITY GUIDE	$508.28
	EFT	9/26/2025	3954	THE SAUCE CREATIVE SERVICES	10190820	55320	260121	7744	FALL 2025 ACTIVITY GUIDE	$508.28

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4440	EFT	9/26/2025	3954	THE SAUCE CREATIVE SERVICES	10190830	55320	260121	7744	FALL 2025 ACTIVITY GUIDE	$508.28
	EFT	9/26/2025	3954	THE SAUCE CREATIVE SERVICES	23190800	55320	260121	7744	FALL 2025 ACTIVITY GUIDE	$1,016.56
	EFT	9/26/2025	3954	THE SAUCE CREATIVE SERVICES	55315050	55320	260121	7744	FALL 2025 ACTIVITY GUIDE	$9,657.31
										$25,413.95
4441	EFT	9/26/2025	986	SECTRAN SECURITY, INC.	10140200	59100	260140	25080608	ARMORED CAR SERVICES - AUGUST	$92.30
	EFT	9/26/2025	986	SECTRAN SECURITY, INC.	50140200	59100	260140	25080608	ARMORED CAR SERVICES - AUGUST	$215.37
										$307.67
4442	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10120100	51750		05H8710345837	DRINKING WATER	$147.56
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10140200	51110		05H8710345837	DRINKING WATER	$112.91
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10150300	51750		05H8710345837	DRINKING WATER	$542.80
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10170500	51750		05H8710345837	DRINKING WATER	$495.51
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10170580	51750		05H8710345837	DRINKING WATER	$64.44
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10180700	51400		05H8710345837	DRINKING WATER	$150.70
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10190800	51750		05H8710345837	DRINKING WATER	$99.92
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	10190820	51750		05H8710345837	DRINKING WATER	$266.55
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	23160430	51200		05H8710345837	DRINKING WATER	$282.41
	EFT	9/26/2025	996	DS SERVICES OF AMERICA, INC.	50140200	51110		05H8710345837	DRINKING WATER	$112.91
										$2,275.71
4443	EFT	9/26/2025	1723	SPRAGUES READY MIX	25570520	56600		275459	Concrete 214 Encanto Dr	$2,165.16
										$2,165.16
4444	EFT	9/26/2025	3498	STERICYCLE, INC.	10150370	51200		8011719533	Steri-Safe Subscription - 9/1/25	$115.23
										$115.23
4445	EFT	9/26/2025	6929	STERLING HEALTH SERVICES, INC	92000000	20101		884918	Sterling FAS HSA Admin Fee	$115.50
										$115.50

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4446	EFT	9/26/2025	2584	ULINE	10150310	51200		194296128	Nitrile Gloves	$1,457.48
										$1,457.48
4447	EFT	9/26/2025	1651	UNITED MAINTENANCE SYSTEMS	10170560	59100	260129	16078	JANITORIAL SERVICES	$8,350.00
	EFT	9/26/2025	1651	UNITED MAINTENANCE SYSTEMS	10170580	59100	260129	16078	JANITORIAL SERVICES	$20,785.00
	EFT	9/26/2025	1651	UNITED MAINTENANCE SYSTEMS	10190810	59100	260129	16078	JANITORIAL SERVICES	$2,600.00
	EFT	9/26/2025	1651	UNITED MAINTENANCE SYSTEMS	10190820	56100	260129	16078	JANITORIAL SERVICES	$1,550.00
	EFT	9/26/2025	1651	UNITED MAINTENANCE SYSTEMS	50170600	59100	260129	16078	JANITORIAL SERVICES	$550.00
										$33,835.00
4448	EFT	9/26/2025	1802	UNIVAR USA INC	50170640	53510	260144	53266947	WATER PRODUCTION BULK & BAG SALT	$5,343.31
										$5,343.31
4449	EFT	9/26/2025	543	TAS	10150300	59200		27568	Embroidery	$203.78
	EFT	9/26/2025	543	TAS	10150300	59200		27635	Embroidery - e19775	$43.19
	EFT	9/26/2025	543	TAS	21680720	59200		27756	Battle of Books participant shirts	$334.37
	EFT	9/26/2025	543	TAS	21680720	59200		27850	Shirts for Battle of the Books	$33.23
										$614.57
4450	EFT	9/26/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128604162.001	ELECTRICAL SUPPLIES	$1,766.63
	EFT	9/26/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128604162.004	ELECTRICAL SUPPLIES	$268.01
	EFT	9/26/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128659329.001	ELECTRICAL SUPPLIES	$652.55
	EFT	9/26/2025	2324	WALTERS WHOLESALE ELECTRIC CO	10170560	51400		S128694445.001	ELECTRICAL BREAKERS	$952.87
										$3,640.06
4451	EFT	9/26/2025	2474	WATERWISE CONSULTING INC.	50170620	66010	260077	8830	WaterWise Consulting Services	$1,521.00
										$1,521.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
4452	EFT	9/26/2025	124	WESTERN WATER WORKS SUPPLY CO.	50170630	53520	260086	1274709-00	MAINLINE WATER PARTS & SUPPLIES / WESTERN WATER	$1,231.54
										$1,231.54
4453	EFT	9/26/2025	159	YWCA	10190820	59100	260028	YWCA AUGUST 2025	YWCA AUGUST 2025	$500.00
										$500.00
119499	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55200		97675	ATTORNEY INVOICE - MONTHLY RETAINER AUGUST 2025	$21,049.00
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55200		97679	ATTORNEY FEES - SPECIAL PROJECTS AUGUST 2025	$2,292.60
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55200		97681	ATTORNEY INVOICE - LITIGATION AUGUST 2025	$4,657.94
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55206		97684	ATTORNEY INVOICE - PLANNING AUGUST 2025	$10,983.80
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55209		97687	ATTORNEY INVOICE - PUBLIC WORKS AUGUST 2025	$784.00
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55205		97688	ATTORNEY INVOICE - POLICE AUGUST 2025	$6,496.00
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55207		97691	ATTORNEY INVOICE - CODE ENFORCEMENT AUGUST 2025	$838.50
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55211		97693	ATTORNEY INVOICE - LIBRARY AUGUST 2025	$560.00
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55207		97708	ATTORNEY INVOICE - 531-555 E. ARROW AUGUST 2025	$5,438.17
	Printed	9/5/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55207		97711	ATTORNEY INVOICE - 606 E CARROLL AVE AUGUST 2025	$5,703.18
										$58,803.19
119500	Printed	9/5/2025	183	AT&T	10150300	51219		287309283967x8182025	First Net - August 2025	$48.23
										$48.23
119501	Printed	9/5/2025	4674	AUTOZONE STORES INC	55470530	51500	260113	03674447832	VEHICLE AND EQUIPMENT PARTS	$150.56
										$150.56

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119502	Printed	9/5/2025	6895	Imperial County Office of Education	55330150	59100		INV25-01028	CA STATE LIBRARIES NETWORK	$707.40
										$707.40
119503	Printed	9/5/2025	115	COUNTY OF LOS ANGELES	23300990	70000	240278	RE-PW-25081200378	CSR#271366-ROUTE 66 & AMELIA CAMERA & BACK UP SYS	$4,610.95
	Printed	9/5/2025	115	COUNTY OF LOS ANGELES	23300990	70000	240279	RE-PW-25081200379	CSR271369-LONEHILL & GLENDORA MRKT CAMERA & BACKUP	$2,204.36
	Printed	9/5/2025	115	COUNTY OF LOS ANGELES	25570520	56400	240209	RE-PW-25081200383	CSR#272021 LA COUNTY STAFF FOR SUPPORT SERVICES	$3,584.63
	Printed	9/5/2025	115	COUNTY OF LOS ANGELES	25570520	56400	250100	RE-PW-25081200404	INSTALL OF ITERIS VDC;BBS;ECONOLITE CONTROLLER	$4,691.50
	Printed	9/5/2025	115	COUNTY OF LOS ANGELES	25570520	56400	250269	RE-PW-25081200427	CSR 272269 LONE HILL & RT 66; INSTALL VDC; BBS	$4,772.04
	Printed	9/5/2025	115	COUNTY OF LOS ANGELES	25570520	56400	250233	RE-PW-25081200697	CITYWIDE TRAFFIC SIGNAL REPAIRS; MAINT; UPGRADES	$1,215.48
	Printed	9/5/2025	115	COUNTY OF LOS ANGELES	25570520	56400	250233	RE-PW-25081200745	CITYWIDE TRAFFIC SIGNAL REPAIRS; MAINT; UPGRADES	$26,174.69
										$47,253.65
119504	Printed	9/5/2025	4707	NET TRANSCRIPTS INC	10150330	59100		NT21572	Transcription - 24-05	$413.62
	Printed	9/5/2025	4707	NET TRANSCRIPTS INC	10150330	59100		NT21915	Transcription - 24-05	$47.12
	Printed	9/5/2025	4707	NET TRANSCRIPTS INC	10150330	59100		NT22109	Transcription 24-5 and 12-5	$257.92
										$718.66
119505	Printed	9/5/2025	3000	O'REILLY AUTO PARTS	55470530	51500	260115	3123-125337	VEHICLE AND EQUIPMENT PARTS	$73.32
	Printed	9/5/2025	3000	O'REILLY AUTO PARTS	55470530	51500	260115	3123-125466	VEHICLE AND EQUIPMENT PARTS	$26.15
	Printed	9/5/2025	3000	O'REILLY AUTO PARTS	55470530	51500	260115	3123-125545	VEHICLE AND EQUIPMENT PARTS	$78.95
										$178.42
119506	Printed	9/5/2025	999999	ONE TIME VENDOR	10190800	34903		2001361.011	Legion Rental 11.15.25 Cancellation Refund	$300.00
										$300.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119507	Printed	9/5/2025	212	PECK ROAD GRAVEL	25570520	56600		879697	SPOILS DUMP	$480.00
										$480.00
119508	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	10150300	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$14,981.92
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	10170560	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$3,924.04
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	10170580	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$16.15
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	10180700	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$10,733.85
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	10180740	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$685.14
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	25570520	57110		700544090222 07.25	ELECTRIC UTILITY / JUL	$158.32
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	50170560	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$1,241.74
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	50170630	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$265.83
	Printed	9/5/2025	213	SOUTHERN CALIFORNIA EDISON	55470530	57100		700544090222 07.25	ELECTRIC UTILITY / JUL	$1,521.96
										$33,528.95
119509	Printed	9/5/2025	24	STANDARD INSURANCE COMPANY	92000000	20111		21031.09.25	STANDARD SEPT 2025	$2,956.12
										$2,956.12
119510	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9590374272	24-39206 Area Dump	$2,000.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9591314903	24-41842 Area Dump	$1,000.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9595288629	25-03363 GPS Locate	$115.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9595390175	25-02963 Area Dump	$50.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9595390176	25-02544 Area Dump	$150.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9595390177	25-03459 Area Dump	$100.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9595861726	25-02544 Area Dump	$150.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9595970571	25-04586 GPS Locate	$115.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9599591100	25-08318 Area Dump	$200.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9600441126	25-07429 Area Dump	$450.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119510	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9601431493	25-09583 Area Dump	$300.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9603298468	25-10983 Area Dump	$2,000.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9603404712	25-10983 Area Dump	$150.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9604027214	25-13156 Area Dump	$300.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9604027215	25-11498 Area Dump	$300.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9604027216	25-14186 Tower Dump	$150.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9604864974	25-12500 Area Dump	$150.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9607594478	25-16814 Area Dump	$150.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9607703971	25-16907 GPS Locate	$115.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9607703972	25-14431 Tower Dump	$100.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9609164990	25-18088 Area Dump	$200.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9609925668	25-18263 Area Dump	$100.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9610530818	25-19853 Timing Advance	$50.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9610530819	25-19099 Tower Dump	$150.00
	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9611281437	25-17912 Tower Dump	$100.00
										$8,645.00
119511	Printed	9/5/2025	2189	T-MOBILE USA, INC.	10150330	59100	260135	9601205431	25-10287 Area Dump	$50.00
										$50.00
119512	Printed	9/5/2025	1563	U.S. BANK CORPORATE PAYMENT	92200000	20045		0445555649874 AUG 25	CAL CARD PURCHASES / AUGUST	$101,198.83
										$101,198.83
119513	Printed	9/12/2025	292	AZUSA LIGHT & WATER	50170640	53150		016-6043.300 SEPT 25	PUMPING CHARGES	$98,000.99
										$98,000.99
119514	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4231395322	LAUNDRY AND CLEANING SERVICES - PARKS	$26.77
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4231395322	LAUNDRY AND CLEANING SERVICES - PARKS	$7.65
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4232071095	LAUNDRY AND CLEANING SERVICES - PARKS	$26.77

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119514	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4232071095	LAUNDRY AND CLEANING SERVICES - PARKS	$7.65
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4232874569	LAUNDRY AND CLEANING SERVICES - PARKS	$27.52
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4232874569	LAUNDRY AND CLEANING SERVICES - PARKS	$7.86
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4233616377	LAUNDRY AND CLEANING SERVICES - PARKS	$27.52
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4233616377	LAUNDRY AND CLEANING SERVICES - PARKS	$7.86
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4234284613	LAUNDRY AND CLEANING SERVICES - PARKS	$27.52
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4234284613	LAUNDRY AND CLEANING SERVICES - PARKS	$7.86
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4235055010	LAUNDRY AND CLEANING SERVICES - PARKS	$27.52
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4235055010	LAUNDRY AND CLEANING SERVICES - PARKS	$7.86
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4235922005	LAUNDRY AND CLEANING SERVICES - PARKS	$27.52
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4235922005	LAUNDRY AND CLEANING SERVICES - PARKS	$7.86
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4236468028	LAUNDRY AND CLEANING SERVICES - PARKS	$27.52
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4236468028	LAUNDRY AND CLEANING SERVICES - PARKS	$7.86
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4237283617	LAUNDRY AND CLEANING SERVICES - PARKS	$27.52
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4237283617	LAUNDRY AND CLEANING SERVICES - PARKS	$7.86
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4238010542	LAUNDRY AND CLEANING SERVICES - PARKS	$11.53
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4238010542	LAUNDRY AND CLEANING SERVICES - PARKS	$3.30
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4238746249	LAUNDRY AND CLEANING SERVICES - PARKS	$43.31
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4238746249	LAUNDRY AND CLEANING SERVICES - PARKS	$12.38
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4239396211	LAUNDRY AND CLEANING SERVICES - PARKS	$43.31
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4239396211	LAUNDRY AND CLEANING SERVICES - PARKS	$12.38
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4240168696	LAUNDRY AND CLEANING SERVICES - PARKS	$43.31
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4240168696	LAUNDRY AND CLEANING SERVICES - PARKS	$12.38
	Printed	9/12/2025	127	CINTAS CORPORATION	10170580	59200	260038	4240851291	LAUNDRY AND CLEANING SERVICES - PARKS	$43.31
	Printed	9/12/2025	127	CINTAS CORPORATION	23470580	59200	260038	4240851291	LAUNDRY AND CLEANING SERVICES - PARKS	$12.38

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119514	Printed	9/12/2025	127	CINTAS CORPORATION	50170610	59200	260098	4242542613	WATER DIV. - 9/5/25	$178.77
	Printed	9/12/2025	127	CINTAS CORPORATION	50170630	59200	260098	4242542613	WATER DIV. - 9/5/25	$378.08
	Printed	9/12/2025	127	CINTAS CORPORATION	50170640	59200	260098	4242542613	WATER DIV. - 9/5/25	$185.57
										$1,296.51
119515	Printed	9/12/2025	2826	REGENTS OF THE UNIVERSITY OF CALIFORNIA	10160400	55600		IN00392558	CEB KIT	$427.16
										$427.16
119516	Printed	9/12/2025	6570	DECOR IQ, LLC	10170580	59100	250253	1224	VILLAGE HOLIDAY LIGHTING PROJECT	$26,007.50
										$26,007.50
119517	Printed	9/12/2025	1279	EWING IRRIGATION PRODUCTS, INC.	10170580	51200		25600870	Irrigation supplies for repairs on Wabash	$139.65
										$139.65
119518	Printed	9/12/2025	798	FRANCHISE TAX BOARD	92000000	20105		27081	Payroll Run 1 - Warrant 250831 FTB GARNISHMENT	$50.00
										$50.00
119519	Printed	9/12/2025	6344	GLENDORA COMMUNITY SERVICES FNDTN.	10190820	58100		COG35	CRAFT BOUTIQUE GLENDORA AVE. BANNER	$100.00
										$100.00
119520	Printed	9/12/2025	1271	INFINITY INTERNET, INC.	55330150	51520		33130	DNS HOSTING	$110.00
										$110.00
119521	Printed	9/12/2025	3292	NETFILE INC.	10115030	59100	260165	10284	CONSULTING SERVICES	$11,050.00
										$11,050.00
119522	Printed	9/12/2025	3000	O'REILLY AUTO PARTS	55470530	51500	260115	3123-120950	VEHICLE AND EQUIPMENT PARTS	$19.80
	Printed	9/12/2025	3000	O'REILLY AUTO PARTS	55470530	51500	260115	3123-125991	VEHICLE AND EQUIPMENT PARTS	$36.51
	Printed	9/12/2025	3000	O'REILLY AUTO PARTS	55470530	51500	260115	3123-126141	VEHICLE AND EQUIPMENT PARTS	$27.68
										$83.99

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119523	Printed	9/12/2025	6101	CONCENTRA MEDICAL CENTERS	50140250	59100		87859669	DOT EMPLOY PHYSICAL	$135.00
										$135.00
119524	Printed	9/12/2025	999999	ONE TIME VENDOR	50170620	66010		1122ENorthridgeAve	Conservation Rebate - Pool Cover	$125.00
										$125.00
119525	Printed	9/12/2025	999999	ONE TIME VENDOR	10190800	34903		2001363.011	Legion Rental Security Deposit Refund 9.6.25	$300.00
										$300.00
119526	Printed	9/12/2025	999999	ONE TIME VENDOR	10190800	34903		2001362.011	Legion Rental Deposit	$300.00
										$300.00
119527	Printed	9/12/2025	999999	ONE TIME VENDOR	10190800	34904		2001024.004	REFUND FOR RENTAL ON 09/07/2025	$300.00
										$300.00
119528	Printed	9/12/2025	999999	ONE TIME VENDOR	10190800	34904		2001012.004	REFUND FOR RENTAL ON 07-12-2025	$300.00
										$300.00
119529	Printed	9/12/2025	5658	BUCKNAM INFRASTRUCTURE GROUP INC	30100990	70000	250369	367-02.04	ENGINEERING SERVICES FOR PAVEMENT MANAGEMENT PLAN	$22,859.29
	Printed	9/12/2025	5658	BUCKNAM INFRASTRUCTURE GROUP INC	30100990	70000	250369	367-02.05	ENGINEERING SERVICES FOR PAVEMENT MANAGEMENT PLAN	$7,364.00
	Printed	9/12/2025	5658	BUCKNAM INFRASTRUCTURE GROUP INC	30100990	70000	250369	367-02.06	ENGINEERING SERVICES FOR PAVEMENT MANAGEMENT PLAN	$13,121.63
										$43,344.92
119530	Printed	9/12/2025	7067	SHARP PERFORMANCE INC.	10150300	59100	260150	1050	Mobile Application Subscription	$14,000.00
	Printed	9/12/2025	7067	SHARP PERFORMANCE INC.	28050310	55600	260150	1050	Mobile Application Subscription	$10,000.00
										$24,000.00
119531	Printed	9/12/2025	212	PECK ROAD GRAVEL	25570520	56600		879831	Spoils Dump	$240.00
										$240.00
119532	Printed	9/12/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700043404110 08.25	ELECTRIC UTILITY / AUG	$60.78

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119532	Printed	9/12/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700204872330 08.25	ELECTRIC UTILITY / AUG	$38.21
	Printed	9/12/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700311071869 08.25	ELECTRIC UTILITY / AUG	$34.97
	Printed	9/12/2025	213	SOUTHERN CALIFORNIA EDISON	10170580	57100		700544079108 08.25	ELECTRIC UTILITY / AUG	$427.79
	Printed	9/12/2025	213	SOUTHERN CALIFORNIA EDISON	25570580	57100		700544079108 08.25	ELECTRIC UTILITY / AUG	$427.79
	Printed	9/12/2025	213	SOUTHERN CALIFORNIA EDISON	10170580	57100		700576803975 08.25	ELECTRIC UTILITY / AUG	$14.28
										$1,003.82
119533	Printed	9/12/2025	224	STETSON ENGINEERS INC.	50170600	59100	250391	2740-04-021	CONSULTING SERVICES	$226.00
										$226.00
119534	Printed	9/12/2025	2165	TRANSPORTATION CONCEPTS	23190860	59145	260019	513-0725	CONSULTING SERVICES	$67,873.53
										$67,873.53
119535	Printed	9/12/2025	886	UNIFIRST CORPORATION	50170630	51200		2236727	WATER DIV. - FIRST AID SUPPLIES	$76.07
										$76.07
119536	Printed	9/12/2025	179	VULCAN MATERIALS COMPANY	50170630	59100		4396933	WATER DIV. - AGG & ASPHALT	$1,735.83
										$1,735.83
119537	Printed	9/19/2025	2423	AM CONSERVATION GROUP, INC	50170620	66010	260016	IN1847250	CONSERVATION GIVEAWAYS	$12,260.14
										$12,260.14
119538	Printed	9/19/2025	4674	AUTOZONE STORES INC	55470530	51500	260113	03674411653	VEHICLE AND EQUIPMENT PARTS	$88.60
										$88.60
119539	Printed	9/19/2025	292	AZUSA LIGHT & WATER	50170640	53150		016-0837.300 SEPT 25	ELECTRIC CHARGES	$9,169.12
										$9,169.12
119540	Printed	9/19/2025	127	CINTAS CORPORATION	10170560	59100	260038	4239396328	LAUNDRY AND CLEANING SERVICES - M&O	$84.08
	Printed	9/19/2025	127	CINTAS CORPORATION	25570520	59200	260038	4239396328	LAUNDRY AND CLEANING SERVICES - M&O	$160.63
	Printed	9/19/2025	127	CINTAS CORPORATION	50170520	59200	260038	4239396328	LAUNDRY AND CLEANING SERVICES - M&O	$43.58
	Printed	9/19/2025	127	CINTAS CORPORATION	55470530	59200	260038	4239396328	LAUNDRY AND CLEANING SERVICES - M&O	$56.81
	Printed	9/19/2025	127	CINTAS CORPORATION	10170580	59200	260038	4241691517	LAUNDRY AND CLEANING SERVICES - PARKS	$43.31

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119540	Printed	9/19/2025	127	CINTAS CORPORATION	23470580	59200	260038	4241691517	LAUNDRY AND CLEANING SERVICES - PARKS	$12.38
	Printed	9/19/2025	127	CINTAS CORPORATION	10170560	59100	260038	4241691626	LAUNDRY AND CLEANING SERVICES - M&O	$84.08
	Printed	9/19/2025	127	CINTAS CORPORATION	25570520	59200	260038	4241691626	LAUNDRY AND CLEANING SERVICES - M&O	$160.63
	Printed	9/19/2025	127	CINTAS CORPORATION	50170520	59200	260038	4241691626	LAUNDRY AND CLEANING SERVICES - M&O	$43.58
	Printed	9/19/2025	127	CINTAS CORPORATION	55470530	59200	260038	4241691626	LAUNDRY AND CLEANING SERVICES - M&O	$56.81
	Printed	9/19/2025	127	CINTAS CORPORATION	50170610	59200	260098	4241692049	WATER DIV. - 8/28/25	$178.77
	Printed	9/19/2025	127	CINTAS CORPORATION	50170630	59200	260098	4241692049	WATER DIV. - 8/28/25	$378.08
	Printed	9/19/2025	127	CINTAS CORPORATION	50170640	59200	260098	4241692049	WATER DIV. - 8/28/25	$185.57
										$1,488.31
119541	Printed	9/19/2025	3433	COM-NET JPA	10150300	51219	260160	1094	JPA Annual Operations 2025-2026	$67,244.17
										$67,244.17
119542	Printed	9/19/2025	6587	DOORKING INC	50170600	59100		2583747	GATE MONITORING SUBSCRIPTION	$45.95
										$45.95
119543	Printed	9/19/2025	644	MORIEL UPHOLSTERY	10190810	59100	260145	CA29248	Legion Chairs Re-upholstery	$17,860.00
										$17,860.00
119544	Printed	9/19/2025	2553	HOLLIDAY ROCK CO., INC.	25570520	56600	260048	1781645	FY 2025/26 ASPHALT MATERIALS FOR STREET REPAIRS	$513.97
	Printed	9/19/2025	2553	HOLLIDAY ROCK CO., INC.	25570520	56600	260048	1788397	FY 2025/26 ASPHALT MATERIALS FOR STREET REPAIRS	$341.57
	Printed	9/19/2025	2553	HOLLIDAY ROCK CO., INC.	25570520	56600	260048	1795829	FY 2025/26 ASPHALT MATERIALS FOR STREET REPAIRS	$196.11
	Printed	9/19/2025	2553	HOLLIDAY ROCK CO., INC.	25570520	56600	260048	1798742	Concrete 1627 Suffolk Pl	$980.00
	Printed	9/19/2025	2553	HOLLIDAY ROCK CO., INC.	25570520	56600	260048	1801222	FY 2025/26 ASPHALT MATERIALS FOR STREET REPAIRS	$901.87
	Printed	9/19/2025	2553	HOLLIDAY ROCK CO., INC.	25570520	56600	260048	1803419	FY 2025/26 ASPHALT MATERIALS FOR STREET REPAIRS	$777.96
										$3,711.48

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119545	Printed	9/19/2025	856	KEYSTONE UNIFORM DEPOT	10150300	59200	260078	071354	Sew On Patches - Verduzco	$40.00
	Printed	9/19/2025	856	KEYSTONE UNIFORM DEPOT	10150300	59200	260078	071389	Uniforms - Hernandez	$547.14
	Printed	9/19/2025	856	KEYSTONE UNIFORM DEPOT	10150300	59200	260078	071433	Taper Uniform - Molina	$38.12
	Printed	9/19/2025	856	KEYSTONE UNIFORM DEPOT	10150300	59200	260078	071438	Sew On Patches - Hernandez	$84.00
	Printed	9/19/2025	856	KEYSTONE UNIFORM DEPOT	10150300	59200	260078	071441	Pants, Shirts - Martinez	$607.53
	Printed	9/19/2025	856	KEYSTONE UNIFORM DEPOT	10150300	59200	260078	071446	Zipper - Hernendez	$13.26
										$1,330.05
119546	Printed	9/19/2025	115	COUNTY OF LOS ANGELES	10100001	55400	260169	06272025	LAFCO FY25/26	$2,505.67
										$2,505.67
119547	Printed	9/19/2025	115	COUNTY OF LOS ANGELES	10150370	51750	260079	260065BL	Inmate Meal Service - July 2025	$928.10
										$928.10
119548	Printed	9/19/2025	4708	MNS ENGINEERS INC	50270550	59100	250509	90900	WATER FACILITIES PROGRAM MANAGEMENT	$12,950.00
										$12,950.00
119549	Printed	9/19/2025	3000	O'REILLY AUTO PARTS	55470530	51500	260115	3123-124845	VEHICLE AND EQUIPMENT PARTS	$117.62
										$117.62
119550	Printed	9/19/2025	999999	ONE TIME VENDOR	10160410	36604		BLDG25-5226	PERMIT REFUND	$352.79
										$352.79
119551	Printed	9/19/2025	999999	ONE TIME VENDOR	10180710	36801		27CA	Refund for Lost book Deep End 33008009256169	$14.99
										$14.99
119552	Printed	9/19/2025	999999	ONE TIME VENDOR	10110010	51221		Allawos Event	TICKET PURCHASE FOR MICHAEL ALLAWOS	$55.00
										$55.00
119553	Printed	9/19/2025	999999	ONE TIME VENDOR	10400000	22701		WMP24-0064	REFUND	$7,099.73
										$7,099.73
119554	Printed	9/19/2025	3677	PITNEY BOWES GLOBAL	10115030	51560	260143	3107341894	CONTRACTED SERVICES Invoice#3107341894	$1,528.25

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119554	Printed	9/19/2025	3677	PITNEY BOWES GLOBAL	50115030	51560	260143	3107341894	CONTRACTED SERVICES Invoice#3107341894	$1,607.66
										$3,135.91
119555	Printed	9/19/2025	266	SAM'S CLUB/SYNCHRONY BANK	10190800	55400		SAMANNUALFEE_2025	SAM'S CLUB ANNUAL MEMBERSHIP FEE	$60.00
	Printed	9/19/2025	266	SAM'S CLUB/SYNCHRONY BANK	10190800	55400		SAMANNUALFEE_2025	SAM'S CLUB ANNUAL MEMBERSHIP FEE	$45.00
	Printed	9/19/2025	266	SAM'S CLUB/SYNCHRONY BANK	10190820	55400		SAMANNUALFEE_2025	SAM'S CLUB ANNUAL MEMBERSHIP FEE	$45.00
	Printed	9/19/2025	266	SAM'S CLUB/SYNCHRONY BANK	10190830	55400		SAMANNUALFEE_2025	SAM'S CLUB ANNUAL MEMBERSHIP FEE	$50.00
										$200.00
119556	Printed	9/19/2025	1074	SHRED-IT USA	10140200	59100		8007921861	SHREDDING SVCS	$89.93
	Printed	9/19/2025	1074	SHRED-IT USA	50140200	59100		8007921861	SHREDDING SVCS	$38.54
	Printed	9/19/2025	1074	SHRED-IT USA	10140200	59100		8008226715	SHREDDING SERVICES	$61.53
	Printed	9/19/2025	1074	SHRED-IT USA	50140200	59100		8008226715	SHREDDING SERVICES	$61.53
	Printed	9/19/2025	1074	SHRED-IT USA	10140200	59100		8008614752	SHREDDING SVCS	$61.30
	Printed	9/19/2025	1074	SHRED-IT USA	50140200	59100		8008614752	SHREDDING SVCS	$61.30
	Printed	9/19/2025	1074	SHRED-IT USA	10140200	59100		8008829284	SHREDDING SVCS	$60.84
	Printed	9/19/2025	1074	SHRED-IT USA	50140200	59100		8008829284	SHREDDING SVCS	$60.84
										$495.81
119557	Printed	9/19/2025	212	PECK ROAD GRAVEL	25570520	51200		879789	SPOILS DUMP	$220.00
										$220.00
119558	Printed	9/19/2025	1966	SOUTHEAST CONSTRUCTION	10170520	51200		2508-242061	ASPHALT BRUSHES	$64.64
										$64.64
119559	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700012556591 08.25	ELECTRIC UTILITY / AUG	$79.43
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700044746144 08.25	ELECTRIC UTILITY / AUG	$84.54
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170580	57100		700105419240 08.25	ELECTRIC UTILITY / AUG	$3,864.58
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	23160430	57100		700186875190 08.25	ELECTRIC UTILITY / AUG	$186.09

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119559	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	23160430	57100		700188418302 08.25	ELECTRIC UTILITY / AUG	$3,614.98
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	50170640	53150		700373809853 08.25	ELECTRIC UTILITY / AUG	$3,524.01
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	20170520	57110		700382717584 08.25	ELECTRIC UTILITY / AUG	$34,922.69
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	25570520	57110		700382717584 08.25	ELECTRIC UTILITY / AUG	$8,730.67
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700434430409 08.25	ELECTRIC UTILITY / AUG	$71.75
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	50170630	57100		700483790372 08.25	ELECTRIC UTILITY / AUG	$14.67
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	50170640	53150		700485998740 08.25	ELECTRIC UTILITY / AUG	$20.00
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	50170640	53150		700544140843 08.25	ELECTRIC UTILITY / AUG	$59,737.78
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170580	57100		700544149331 08.25	ELECTRIC UTILITY / AUG	$10,685.90
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	20370580	54001		700544149331 08.25	ELECTRIC UTILITY / AUG	$14.87
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	20370580	54002		700544149331 08.25	ELECTRIC UTILITY / AUG	$14.40
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	20370580	54004		700544149331 08.25	ELECTRIC UTILITY / AUG	$14.28
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700544160142 08.25	ELECTRIC UTILITY / AUG	$3,212.99
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	50170640	53150		700576818830 08.25	ELECTRIC UTILITY / AUG	$15.90
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700597856211 08.25	ELECTRIC UTILITY / AUG	$82.45
	Printed	9/19/2025	213	SOUTHERN CALIFORNIA EDISON	10170580	57100		700603290736 08.25	ELECTRIC UTILITY / AUG	$14.75
										$128,906.73
119560	Printed	9/19/2025	2580	TKE ENGINEERING INC	23400990	70000	240280	2025-1063	TO652426006 EXTRA CUMBERLAND AMELIA CC WTR STREET	$180.00
	Printed	9/19/2025	2580	TKE ENGINEERING INC	23400990	70000	250383	2025-1064	ENGINEERING SERVICES, PROFESSIONAL	$2,450.00
	Printed	9/19/2025	2580	TKE ENGINEERING INC	50200990	70000	250383	2025-1064	ENGINEERING SERVICES, PROFESSIONAL	$5,720.00
										$8,350.00
119561	Printed	9/19/2025	2165	TRANSPORTATION CONCEPTS	23190860	59145	260019	513-0825	AUGUST SERVICES	$64,745.90
										$64,745.90

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119562	Printed	9/19/2025	886	UNIFIRST CORPORATION	50170630	51200		L100956	WATER DIV. - FIRST AID SUPPLIES	$65.60
										$65.60
119563	Printed	9/19/2025	26	VERIZON CALIFORNIA	55470530	51520	260118	332000073523	AVL SYSTEM	$1,970.80
	Printed	9/19/2025	26	VERIZON CALIFORNIA	55470530	51520	260118	374000071972	AVL SYSTEM	$1,970.80
	Printed	9/19/2025	26	VERIZON CALIFORNIA	55470530	51520	260118	621000073340	AVL SYSTEM	$1,970.80
										$5,912.40
119564	Printed	9/19/2025	179	VULCAN MATERIALS COMPANY	50170630	59100		4413833	WATER DIV. - AGG & ASPHALT	$1,693.07
										$1,693.07
119565	Printed	9/19/2025	232	WEST COAST ARBORISTS, INC.	10170580	59150	260037	232748	Tree removals on Gladstone, Foothill and Underhill	$4,189.94
										$4,189.94
119566	Printed	9/19/2025	1479	WESTERN AUDIO VISUAL CORP.	22315050	51500	260157	23224	TELECOMMUNICATION EQUIPMENT, ACCESSORIES AND SUPPL	$4,446.15
										$4,446.15
119567	Printed	9/19/2025	1153	MAIN SAN GABRIEL BASIN	50170640	53110		2024/2025	WATER ASSESSMENTS	$2,012,380.74
										$2,012,380.74
119568	Printed	9/19/2025	798	FRANCHISE TAX BOARD	92000000	20105		27624	Payroll Run 1 - Warrant 250914 FTB GARNISHMENT	$50.00
										$50.00
119569	Printed	9/26/2025	6765	A&P COMPLIANCE TESTING, INC.	55470530	59100		12396	D.O FUEL STATION INSPECTION	$275.00
										$275.00
119570	Printed	9/26/2025	2704	ALCO TARGET CO	10150310	51200		73053	police training supplies	$745.35
										$745.35
119571	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55200		98667	ATTORNEY INVOICE SEPTEMBER 2025 - GENERAL RETAINER	$21,049.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119571	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55200		98668	ATTORNEY INVOICE SEPTEMBER 2025 - SPECIAL PROJECTS	$1,051.50
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55200		98669	ATTORNEY INVOICE SEPTEMBER 2025 - LITIGATION	$4,284.00
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55206		98670	ATTORNEY INVOICE SEPTEMBER 2025 - PLANNING	$9,680.80
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55209		98671	ATTORNEY INVOICE SEPTEMBER 2025 - PUBLIC WORKS ENG	$280.00
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55205		98672	ATTORNEY INVOICE SEPTEMBER 2025 - POLICE	$14,786.90
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55207		98673	ATTORNEY INVOICE SEPTEMBER 2025 - CODE ENFORCMENT	$1,088.40
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55200		98674	ATTORNEY INVOICE SEPTEMBER 2025 - REMBURSABLE	$779.00
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55207		98682	ATTORNEY INVOICE SPETEMBER 2025 - 2922.92	$2,922.92
	Printed	9/26/2025	4741	ALESHIRE & WYNDER, LLP	10110020	55207		98683	ATTORNEY INVOICE SEPTEMBER 2025 - 606 E. CARROLL	$1,340.10
										$57,262.62
119572	Printed	9/26/2025	5548	AMV ENVIRONMENTAL SERVICES	10190820	56100		0354	LFC PRESSURE WASHING - SEPT. 2025	$506.13
										$506.13
119573	Printed	9/26/2025	183	AT&T	55330150	57050		09-339-344-8383-840	Monthly Phone Fee	$1,184.08
	Printed	9/26/2025	183	AT&T	55330150	57050		09-626-911-7838-115	Monthly Phone Services	$23,292.00
										$24,476.08
119574	Printed	9/26/2025	4674	AUTOZONE STORES INC	55470530	51500		03674404951	AUTO PARTS	$59.06
										$59.06
119575	Printed	9/26/2025	5659	BIG SKY ELECTRIC INC	50170640	59100	260097	25-005-04	Electrical Services FY 25-26	$1,174.48
	Printed	9/26/2025	5659	BIG SKY ELECTRIC INC	50170640	59100	260097	25-005-05	Electrical Services FY 25-26	$1,679.76
										$2,854.24

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119576	Printed	9/26/2025	2232	CHARLES P. CROWLEY COMPANY, INC.	50170640	53150	260096	CSIV01276	Chemical Feed System Maintenace FY 25-26	$1,471.99
										$1,471.99
119577	Printed	9/26/2025	127	CINTAS CORPORATION	10170580	59200	260038	4242542191	LAUNDRY AND CLEANING SERVICES - PARKS	$43.31
	Printed	9/26/2025	127	CINTAS CORPORATION	23470580	59200	260038	4242542191	LAUNDRY AND CLEANING SERVICES - PARKS	$12.38
										$55.69
119578	Printed	9/26/2025	2390	CLASSIC COFFEE	10160420	55600		3081	WOMEN WHO LEAD EVENT - COFFEE	$252.88
										$252.88
119579	Printed	9/26/2025	4412	CALIFORNIA YOUTH SPIRIT GROUP	10190810	58300		SU25-CYSC.1	Instructor Payment SU25	$1,904.00
										$1,904.00
119580	Printed	9/26/2025	2961	CSCDA	50140200	55450		31236	APP#2012047 2012A Water Bonds	$1,035.00
										$1,035.00
119581	Printed	9/26/2025	3407	ARROYO BACKGROUND INVESTIGATIONS	10150300	59100	260065	3712	FCRA Compliant Mini - Ramirez	$800.00
	Printed	9/26/2025	3407	ARROYO BACKGROUND INVESTIGATIONS	10150300	59100	260065	3713	POST Background - Beadle	$2,025.00
	Printed	9/26/2025	3407	ARROYO BACKGROUND INVESTIGATIONS	10150300	59100	260065	3714	POST Background - DeVauhghn	$2,025.00
	Printed	9/26/2025	3407	ARROYO BACKGROUND INVESTIGATIONS	10150300	59100	260065	3715	FCRA Compliant Mini - Tino	$800.00
	Printed	9/26/2025	3407	ARROYO BACKGROUND INVESTIGATIONS	10150300	59100	260065	3716	FCRA Compliant Mini - Sotelo	$800.00
	Printed	9/26/2025	3407	ARROYO BACKGROUND INVESTIGATIONS	10150300	59100	260065	3725	POST Background - Martinez III	$2,025.00
	Printed	9/26/2025	3407	ARROYO BACKGROUND INVESTIGATIONS	10150300	59100	260065	3734	POST Background Suspended - Granados	$85.00
										$8,560.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119582	Printed	9/26/2025	3858	FRONTIER	55330150	57050		2091885318 AUGUST 25	Citywide Phones	$12,643.94
	Printed	9/26/2025	3858	FRONTIER	55330150	57050		2091885318 Sept 2025	Citywide Phone Sept	$13,311.99
										$25,955.93
119583	Printed	9/26/2025	1436	GRANICUS LLC	55330150	59110	260163	213521	CONSULTING SERVICES	$51,520.53
										$51,520.53
119584	Printed	9/26/2025	431	INTOXIMETERS	28250940	51215		796107	PAS Devices & Mouthpieces	$2,432.37
										$2,432.37
119585	Printed	9/26/2025	7006	JACOB GREEN AND ASSOCIATES, INC	10120100	59100	250514	3091	Organization Assessment	$7,242.00
										$7,242.00
119586	Printed	9/26/2025	342	DEPARTMENT OF JUSTICE	10140250	59100		834212	Fingerprints - July 2025	$160.00
	Printed	9/26/2025	342	DEPARTMENT OF JUSTICE	10150360	59100		834212	Fingerprints - July 2025	$1,056.00
	Printed	9/26/2025	342	DEPARTMENT OF JUSTICE	10180700	59100		834212	Fingerprints - July 2025	$32.00
										$1,248.00
119587	Printed	9/26/2025	4276	LOS ANGELES UNIFIED SCHOOL DISTRICT	10140250	55316		3207	Bilingual Testing Past Due Invoice	$270.00
	Printed	9/26/2025	4276	LOS ANGELES UNIFIED SCHOOL DISTRICT	10140250	55316		3327	Bilingual Testing Pass Due Invoice	$90.00
	Printed	9/26/2025	4276	LOS ANGELES UNIFIED SCHOOL DISTRICT	10140250	55316		3544	Bilingual Testing Passed Due invoice	$90.00
										$450.00
119588	Printed	9/26/2025	6101	CONCENTRA MEDICAL CENTERS	10140250	59100		88100847	Employee DOT Physical	$135.00
										$135.00
119589	Printed	9/26/2025	999999	ONE TIME VENDOR	10190800	34903		2001365.011	Legion Rental Security Deposit Refund 9.14.25	$300.00
										$300.00
119590	Printed	9/26/2025	999999	ONE TIME VENDOR	10150310	32505		53941	Alarm Refund	$90.00
										$90.00

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119591	Printed	9/26/2025	999999	ONE TIME VENDOR	10150310	32505		56273	Alarm Permit Refund	$90.00
										$90.00
119592	Printed	9/26/2025	999999	ONE TIME VENDOR	10150310	32505		55029	Alarm Refund	$60.00
										$60.00
119593	Printed	9/26/2025	999999	ONE TIME VENDOR	10190800	34903		2001369.011	Legion Rental Security Deposit Refund 9.20.25	$300.00
										$300.00
119594	Printed	9/26/2025	999999	ONE TIME VENDOR	10150310	32505		56133	Alarm Refund	$35.00
										$35.00
119595	Printed	9/26/2025	999999	ONE TIME VENDOR	10400000	22701		WMP24-0098	REFUND	$6,260.69
										$6,260.69
119596	Printed	9/26/2025	2784	SEQUOIA PACIFIC SOLAR I, LLC	24090830	57100		38260494	SOLAR SERVICE / AUGUST 2025	$2,215.24
										$2,215.24
119597	Printed	9/26/2025	912	CITY OF POMONA	10150310	59100		IN012064	Range Fees - December 2024	$1,040.40
										$1,040.40
119598	Printed	9/26/2025	6483	TONY'S AUTO REPAIR	55470530	59100		1103	LABOR TO INSTALL ALTERNATOR ON PD 2	$395.00
										$395.00
119599	Printed	9/26/2025	7069	SG CREATIVE, LLC	10140250	51785		005	GRAPIC DESIGN SVCS - WELLNESS COMMITTEE	$720.00
										$720.00
119600	Printed	9/26/2025	1074	SHRED-IT USA	10140200	59100		8003883183	SHREDDING SVCS	$65.05
	Printed	9/26/2025	1074	SHRED-IT USA	50140200	59100		8003883183	SHREDDING SVCS	$65.04
	Printed	9/26/2025	1074	SHRED-IT USA	10140200	59100		8005540433	SHREDDING SVCS	$66.40
	Printed	9/26/2025	1074	SHRED-IT USA	50140200	59100		8005540433	SHREDDING SVCS	$66.40
	Printed	9/26/2025	1074	SHRED-IT USA	10140200	59100		8011641922	SHREDDING SVCS	$60.38
	Printed	9/26/2025	1074	SHRED-IT USA	50140200	59100		8011641922	SHREDDING SVCS	$60.38

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119600	Printed	9/26/2025	1074	SHRED-IT USA	10140200	59100		8011942496	SHREDDING SVCS	$65.34
	Printed	9/26/2025	1074	SHRED-IT USA	50140200	59100		8011942496	SHREDDING SVCS	$65.34
										$514.33
119601	Printed	9/26/2025	25	SOCALGAS	10190810	57150		010 818 4100 7 08.25	GAS SERVICE / AUG	$155.24
	Printed	9/26/2025	25	SOCALGAS	10170580	57150		021 217 7500 7 08.25	GAS SERVICE / AUG	$25.09
	Printed	9/26/2025	25	SOCALGAS	10190830	57150		027 896 7096 1 08.25	GAS SERVICE / AUG	$2.20
	Printed	9/26/2025	25	SOCALGAS	23160430	57150		067 577 0039 5 08.25	GAS SERVICE / AUG	$69.21
	Printed	9/26/2025	25	SOCALGAS	10150300	57150		082 218 3000 6 08.25	GAS SERVICE / AUG	$57.07
	Printed	9/26/2025	25	SOCALGAS	10180700	57150		082 218 3000 6 08.25	GAS SERVICE / AUG	$214.61
	Printed	9/26/2025	25	SOCALGAS	10180740	57150		082 218 3000 6 08.25	GAS SERVICE / AUG	$13.70
	Printed	9/26/2025	25	SOCALGAS	10150300	57150		084 318 3000 2 08.25	GAS SERVICE / AUG	$594.37
	Printed	9/26/2025	25	SOCALGAS	10190810	57150		090 618 4900 7 08.25	GAS SERVICE / AUG	$22.89
	Printed	9/26/2025	25	SOCALGAS	55470530	57150		105 217 8300 0 08.25	GAS SERVICE / AUG	$51.56
	Printed	9/26/2025	25	SOCALGAS	50170610	57150		113 718 2000 9 08.25	GAS SERVICE / AUG	$104.51
	Printed	9/26/2025	25	SOCALGAS	10170560	57150		157 870 5340 2 08.25	GAS SERVICE / AUG	$20.74
	Printed	9/26/2025	25	SOCALGAS	50170560	57150		157 870 5340 2 08.25	GAS SERVICE / AUG	$6.55
	Printed	9/26/2025	25	SOCALGAS	10190810	57150		172 518 4900 0 08.25	GAS SERVICE / AUG	$47.15
										$1,384.89
119602	Printed	9/26/2025	1966	SOUTHEAST CONSTRUCTION	25570520	56600		2509-243694	Concrete for in-house mixing	$887.10
										$887.10
119603	Printed	9/26/2025	213	SOUTHERN CALIFORNIA EDISON	10170580	57100		700044813337 08.25	ELECTRIC UTILITY / AUG	$17.06
	Printed	9/26/2025	213	SOUTHERN CALIFORNIA EDISON	10150300	57100		700078595912 08.25	ELECTRIC UTILITY / AUG	$822.26
	Printed	9/26/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700245529575 08.25	ELECTRIC UTILITY / AUG	$75.47
	Printed	9/26/2025	213	SOUTHERN CALIFORNIA EDISON	10170500	57120		700393730926 08.25	ELECTRIC UTILITY / AUG	$47.13
	Printed	9/26/2025	213	SOUTHERN CALIFORNIA EDISON	24090830	57100		700486170108 08.25	ELECTRIC UTILITY / AUG	$7,217.47

Check #	Type	Check Date	Vendor #	Vendor Name	Org	Object	PO #	Invoice #	Description	Invoice Amt
119603	Printed	9/26/2025	213	SOUTHERN CALIFORNIA EDISON	23160430	57100		700880058917 08.25	ELECTRIC UTILITY / AUG	$2,321.89
										$10,501.28
119604	Printed	9/26/2025	63	UNITED SITE SERVICES OF CA, INC.	10170560	59100		114-14121767	RESTROOM SERVICE	$104.65
										$104.65
119605	Printed	9/26/2025	5526	ZOOBEAN INC	10180700	59100		35973	BEANSTACK PREMIUM - CONTRACT SERVICES	$1,752.42
										$1,752.42
370117154	Wired	9/15/2025	3227	WILMINGTON TRUST	50100001	37002		091525 2012BOND	WATER REVENUE BONDS SERIES 2012A	($61.02)
	Wired	9/15/2025	3227	WILMINGTON TRUST	50100001	37002		091525 2012BOND	WATER REVENUE BONDS SERIES 2012A	($80.67)
	Wired	9/15/2025	3227	WILMINGTON TRUST	50100001	37002		091525 2012BOND	WATER REVENUE BONDS SERIES 2012A	($642.19)
	Wired	9/15/2025	3227	WILMINGTON TRUST	50100001	80000		091525 2012BOND	WATER REVENUE BONDS SERIES 2012A	$1,090,000.00
	Wired	9/15/2025	3227	WILMINGTON TRUST	50100001	81000		091525 2012BOND	WATER REVENUE BONDS SERIES 2012A	$96,756.25
										$1,185,972.37
926123498	Wired	9/29/2025	515	U.S. BANK	50100001	37002		2975324	SERIES 2016A BONDS	($0.06)
	Wired	9/29/2025	515	U.S. BANK	50100001	80000		2975324	SERIES 2016A BONDS	$495,000.00
	Wired	9/29/2025	515	U.S. BANK	50100001	81000		2975324	SERIES 2016A BONDS	$114,875.00
										$609,874.94
Total										**$6,525,995.93**

Note: The payments above may include the following types: wire, automatic clearing house (ACH), electronic funds transfer (EFT) and paper check.

Fund	Fund Title	Amount
101	GENERAL FUND	$760,648.99
103	MEASURES E/Z	$21,875.00
104	TRUST	$13,360.42
105	GUSD JUA	$35,397.05
201	STREET LIGHTING ASSESSMT	$34,922.69
203	LANDSCAPE ASSESSMENT	$43.55
204	GLENDORA VILLAGE BUS DIST	$3,400.00
216	LIBRARY FOUNDATION	$367.60
222	GENERAL PLAN MAINTENANCE	$5,353.89
223	PEG CABLE TV	$4,446.15
231	PROP A TRANSIT	$177,969.74
233	MEASURE R TRANSPT. 2009	$6,815.31
234	MEASURE M	$2,777.90
240	MEASURE A/PARKS	$9,432.71
255	STATE GAS TAX	$97,832.76
280	GRANTS	$43,278.94
282	STEP OTS GRANTS	$2,432.37
291	HIGHWY SAFETY IMPROV GRNT	$1,980.00
292	HIGHWAY BRIDGE REPL PROG	$20,616.25
301	CAPITAL PROJECTS	$227,677.83
501	WATER OPERATIONS	$4,286,778.18
502	WATER CAPITAL PROJECTS	$41,261.48
553	TECHNOLOGY	$269,588.98
554	FLEET MANAGEMENT	$234,495.86
920	PAYROLL DISBURSEMENT	$122,043.45

Fund	Fund Title	Amount
922	AP DISBURSEMENT	$101,198.83
Total		**$6,525,995.93**

STAFF REPORT

TO:	**Mayor and Council Members**	**DATE:**	**October 14, 2025**
FROM:	**Public Works**	**DISTRICT(S):**	**Citywide**

SUBJECT: Notice of Completion for Slurry Seal FY 2024-25 Project, Plan No. 1392

RECOMMENDATION

That the City Council:

1. Approve Change Orders No. 1 - 3 totaling $91,693.75;
2. Accept the completion of Citywide Slurry Seal FY 2024-25 Project, Plan No. 1392 by Doug Martin Contracting Company, Inc.;
3. Approve the final contract amount of $401,635.75;
4. Authorize the Mayor or his designee to sign and file the Notice of Completion with the County of Los Angeles Registrar-Recorder;
5. Authorize the Public Works Director to release the project retention 35 days after the recordation of the Notice of Completion;
6. Authorize the release of the Labor and Materials Bond in the amount of $309,942, six months after recordation of Notice of Completion, if no claims have been received; and
7. Authorize the release of the Faithful Performance Bond one (1) year following recordation of Notice of Completion if the improvements remain free from defects in materials and workmanship.

STRATEGIC FOCUS AREAS

Goal 5: Improve and Maintain the City's Infrastructure and Facilities (IMCIF)

EXECUTIVE SUMMARY

The construction contract in the amount of $309,942 for the Citywide Slurry Seal FY 2024-25 Project, Plan No. 1392, was awarded by the City Council on March 25, 2025. The project included weed killing, crack sealing, applying Slurry Seal emulsion, and restoration of traffic markers and striping of certain street segments throughout the City.

The FY 2024/25 Amended Budget included $500,000 in Fund 256 (RMRA) for this project.

The Notice to Proceed was issued with a start date of April 21, 2025 and an original contract length of 30 working days. Three contract change orders were issued adding an additional 572,333 square feet of pavement to the project area. The project was substantially completed with the final walk-through performed on June 20, 2025. The final construction cost for the project, including the three change orders, was $401,635.75.

Staff recommends that City Council accept the Citywide Slurry Seal FY 2024-25 Project, Plan No. 1392 by Doug Martin Contracting Company, Inc., as complete and authorize the Mayor or his designee to sign and record the Notice of Completion.

LEGISLATIVE HISTORY / PREVIOUS ACTIONS

The Glendora City Council approved the Fiscal Year 2024/25 Mid-Cycle Budget, including an allocation of $500,000 in Fund 256 (RMRA) for the completion of the Citywide Slurry Seal FY 2024-25 Project.

The City Council awarded the construction contract in the amount of $309,642 to Doug Martin Contracting Company, Inc. on March 25, 2025.

DISCUSSION

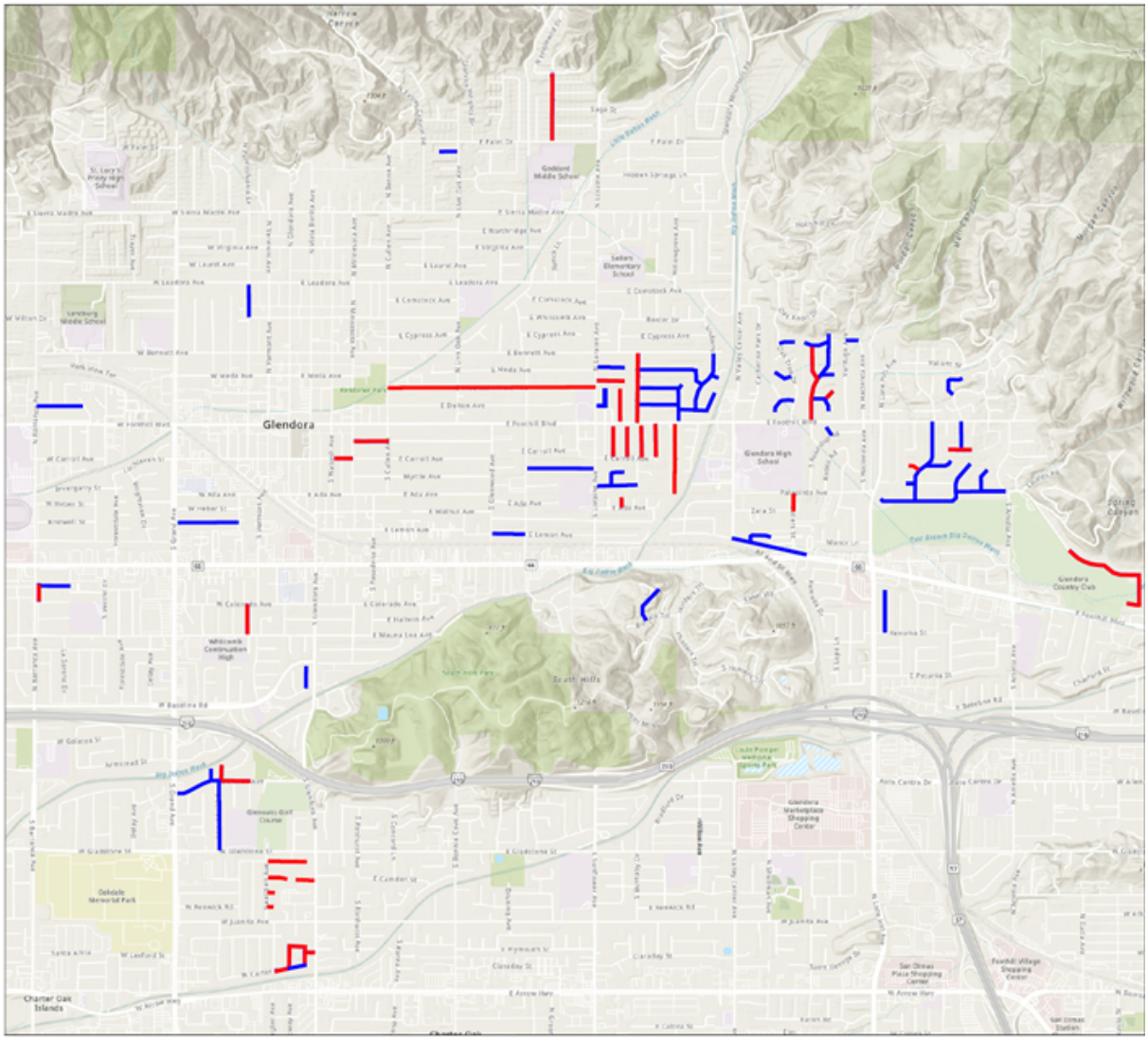
One of the key goals of the City's Strategic Plan is to improve and maintain infrastructure and facilities. The Citywide Slurry Seal FY 2024-25 Project (Project) aligns with this goal by improving the asphalt pavement condition of the street segments within the project boundaries. Slurry Seal treatment seals the cracks and fills the voids, which prevents damage to the subgrade. It is considered an effective pavement treatment to prolong the useful life of fairly good streets.

This project will increase the PCI value of the streets that have received the slurry seal, increasing the overall pavement rating for the City.

After the project construction award, several residents approached the staff requesting their streets be included in the project. Staff negotiated with the contractor to increase the scope of work. As the contractor was already mobilized and had the resources to extend the work, he agreed to complete the added scope of work for the contract unit prices without additional mobilization charges. The City was able to increase the pavement rehabilitation area from the original contracted amount of 988,145 square feet to 1,560,478 square feet with an additional expenditure of $91,694. Three contract change orders were issued to complete the additional work as detailed in the following table.

Change Order	Description	Amount
Change Order No 1	Crack Seal Additional Streets	$24,100.00
Change Order No 2	Type II Slurry Seal Additional Streets	$56,698.75
Change Order No 3	Remove and Replace Thermal Plastic Markings and Raised Pavement Markers	$10,895.00
Total Change Orders	(29.58% of Original Contract Amt)	$91,693.75

The following Exhibit shows the streets rehabilitated by the Project. Blue-marked streets were in the original contract, whereas red-marked streets were added as part of revised scope.



PROJECT LOCATION

The following are some pictures showing work during construction and after construction:














The project was declared substantially complete as of June 20, 2025, and staff recommend the City Council accept the project and authorize the Mayor to sign the Notice of Completion. The City Clerk's office will record the executed Notice of Completion with the Los Angeles County Recorder Office.

FISCAL IMPACT

The FY 2024/25 Adopted Budget included $500,000 for this Project. The City Council awarded the construction contract in the amount of $309,942 and authorized the expenditure of a 10% contingency in the amount of $30,994.20.

After the project construction award, several residents approached the staff requesting their streets be included in the project. Change Orders No. 1-3 were issued directing the contractor to proceed with the work in the best interest of residents and for the maximum value of the money.

The final construction cost of the project is $401,635.75. The project, including the extra work, was completed within the Adopted FY 2024/25 budget for the project.

FY 2024/25 Budget	Account	Project	Amount
Fund 256 - Road Maintenance and Rehabilitation Account	25600990-7000	5525105	$500,000.00
Total			$500,000.00

Project Expenses	Costs
Notice of Bid Publication	$390.00
Notice of Exemption	$75.00
Construction by Doug Martin Contracting Company, Inc.	$309,942.00
Change Orders 1 - 3 (29.58% of Original Contract Amt)	$91,693.75
Total Project Cost	**$402,100.75**
Remaining Budget	**$97,899.25**

ENVIRONMENTAL DETERMINATION

Notice of Categorical Exemption was adopted by the City Council on March 25, 2025.

Prepared By:	Maliha Ansari, Principal Civil Engineer
Concurs With:	Not Applicable
Reviewed By:	William Wittkopf, Public Works Director
Certified to Availability of Funds:	Kyle Johnson, Finance Director/City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Danny Aleshire, City Attorney
CEQA Review:	Not Applicable

Attachments

A_Notice_of_Completion_-_1392.pdf

B_Presentation.pdf

RECORDING REQUESTED BY:

CITY OF GLENDORA

WHEN RECORDED MAIL TO THIS ADDRESS:

CITY CLERK
CITY OF GLENDORA
116 E. Foothill Boulevard
Glendora, CA 91741

SPACE ABOVE THIS LINE RESERVED FOR RECORDER'S USE

NOTICE OF COMPLETION

NOTICE IS HEREBY GIVEN THAT:

1. The undersigned is OWNER or AGENT of the OWNER of the interest or estate stated below in the property hereinafter described.
2. The full name of the OWNER is: **CITY OF GLENDORA**
3. The full address of the OWNER is: **116 E. Foothill Boulevard, Glendora, CA 91741**
4. The nature of the interest or estate of the undersigned is: (i.e., In Fee.) **Fee Interest.**
5. A work of improvement on the property hereinafter described was COMPLETED on **June 20, 2025**
6. The work of improvement completed is described as follows:

   Citywide Slurry Seal FY 2024-25 Project No. 1392
7. The name of the original contractor, if any, for such work of improvement is: **Doug Martin Contracting Company, Inc.**
8. The street address of said property is: **Different street segments throughout the City**
9. The property on which said work of improvement was completed is in the City of **GLENDORA**, County of LOS ANGELES, State of CALIFORNIA, and is described as follows:

   The project included weed killing, crack sealing, applying Slurry Seal emulsion, and restoration of traffic markers and striping of certain street segments throughout the City.

CITY OF GLENDORA

Date: October 14, 2025

Signature of Owner or agent: **DAVID FREDENDALL, Mayor**

VERIFICATION

I, the undersigned, declare under penalty of perjury under the laws of the State of California, that I am the **Mayor of the City of Glendora** of the aforesaid interest or estate in the property described in the above Notice, that I have read the said Notice, that I know and understand the contents thereof, and that the facts stated therein are true and correct.

October 14, 2025 at Glendora, California

DAVID FREDENDALL

PROJECT ACCEPTANCE & NOTICE OF COMPLETION FOR SLURRY SEAL FY 2024-25 PROJECT, PLAN NO. 1392

PUBLIC WORKS
CITY COUNCIL MEETING
OCTOBER 14, 2025
WILLIAM WITTKOPF, PUBLIC WORKS DIRECTOR

SLURRY SEAL FY 2024-25, PLAN NO. 1392

Background

- The FY 2024/25 Amended Budget included $500,000 in Fund 256 (RMRA) for this project.
- Awarded to Doug Martin Contracting on March 25, 2025.
- Original Contract Amount was $309,642.
- Scope of Work included crack sealing, slurry seal, and replacement of pavement markings on 988,145 square feet of pavement.

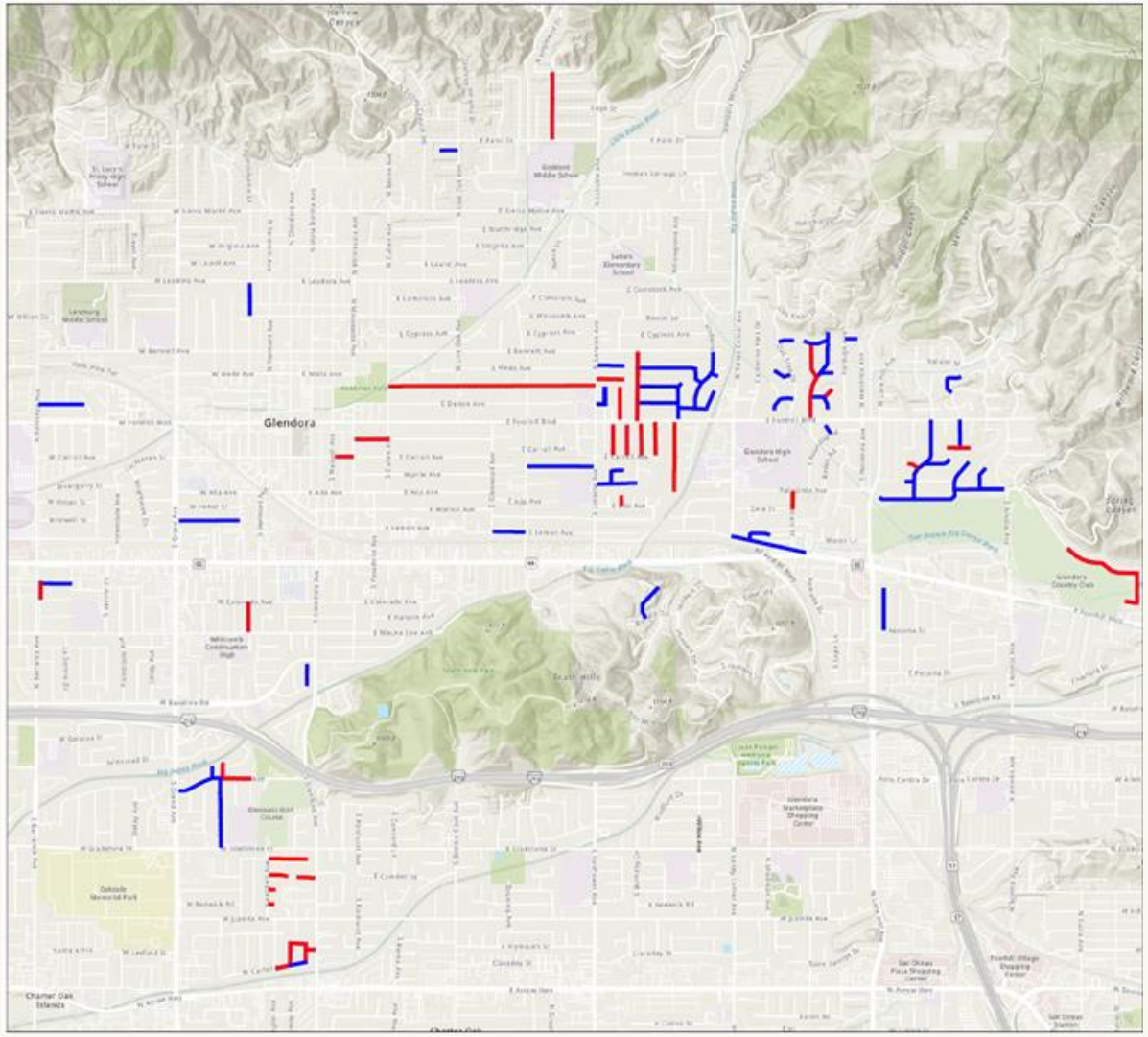
Construction

- Notice to proceed issued April 21, 2025
- Three change orders issued increasing the project area to 1,560,478 square feet.
- Construction completed June 20, 2025.
- Final contract amount is $401,635.75.

SLURRY SEAL FY 2024-25, PLAN NO. 1392

Project Area

- This map shows the streets rehabilitated by the Project.
- Streets marked in blue were included in the original Scope of Work.
- Streets marked in red were added by Change Orders No. 1-3.



SLURRY SEAL FY 2024-25, PLAN NO. 1392







SLURRY SEAL FY 2024-25, PLAN NO. 1392

Fiscal Impact

- The FY 2024/25 Amended Budget included $500,000 in Fund 256 (RMRA) for this project.
- The final construction cost of the project is $401,635.75.
- The project, including change orders, was completed within budget.

FY 2024/25 Budget	Account	Project	Amount
Fund 256 - RMRA	25600990-7000	5525105	$500,000.00
Total			$500,000.00
Project Expenses			**Costs**
Notice of Bid Publication			$390.00
Notice of Exemption			$75.00
Construction by Doug Martin Contracting Company, Inc.			$309,942.00
Change Orders 1 - 3 (29.58% of Original Contract Amt)			$91,693.75
		Total Project Cost	**$402,100.75**
		Remaining Budget	**$97,899.25**

RECOMMENDATION:

THAT THE CITY COUNCIL:

1. Approve Change Orders No. 1 - 3 totaling $91,693.75;
2. Accept the completion of Citywide Slurry Seal FY 2024-25 Project, Plan No. 1392 by Doug Martin Contracting Company, Inc.;
3. Approve the final contract amount of $401,635.75;
4. Authorize the Mayor or his designee to sign & file the Notice of Completion with the County of Los Angeles Registrar-Recorder;
5. Authorize the Public Works Director to release the project retention 35 days after the recordation of the Notice of Completion;
6. Authorize the release of the Labor and Materials Bond in the amount of $309,942, six months after recordation of Notice of Completion, if no claims have been received; and
7. Authorize the release of the Faithful Performance Bond one (1) year following recordation of Notice of Completion if the improvements remain free from defects in materials and workmanship.

STAFF REPORT

TO:	**Mayor and Council Members**	**DATE:**	**October 14, 2025**
FROM:	**Public Works**	**DISTRICT(S):**	**4**
SUBJECT:	**Notice of Completion for Glendora Bus Yard Improvements (Phase 1) Project, Plan No. 1398**		

RECOMMENDATION
That the City Council:

1. Accept the completion of Glendora Bus Yard Improvements (Phase 1) project, Plan No. 1398 by JB Bostick, LLC.;
2. Approve the final contract amount of $135,673;
3. Authorize the Mayor or his designee to sign and file the Notice of Completion with the County of Los Angeles Registrar-Recorder;
4. Authorize the Public Works Director to release the project retention 35 days after the recordation of the Notice of Completion;
5. Authorize the release of the Labor and Materials Bond in the amount of $128,350, six months after recordation of Notice of Completion, if no claims have been received; and
6. Authorize the release of the Faithful Performance Bond one (1) year following recordation of Notice of Completion if the improvements remain free from defects in materials and workmanship.

STRATEGIC FOCUS AREAS
Goal 5: Improve and Maintain the City's Infrastructure and Facilities (IMCIF)

EXECUTIVE SUMMARY
The construction contract for the Glendora Bus Yard Improvements (Phase 1) Project, Plan No. 1398, was awarded by the City Council on May 13, 2025. The project included the removal of existing AC pavement, base & sub-grade, and the construction of new base, sub-grade, AC pavement overlay, striping, and wheel strops within the Glendora Bus Yard.

The FY 2024/25 Amended Budget included $457,478 in Fund 231 (Prop A) for this project.

The Notice to proceed was issued on July 23, 2025, with an original contract length of 40 working days. The project was substantially completed with the final walk-through performed on July 31, 2025. The final construction cost for the project was $135,673.00.

Staff recommends that City Council accept the Glendora Bus Yard Improvements (Phase 1) Project, Plan No. 1398 by JB Bostick, LLC., as complete and authorize the Mayor or his designee to sign and record the Notice of Completion.

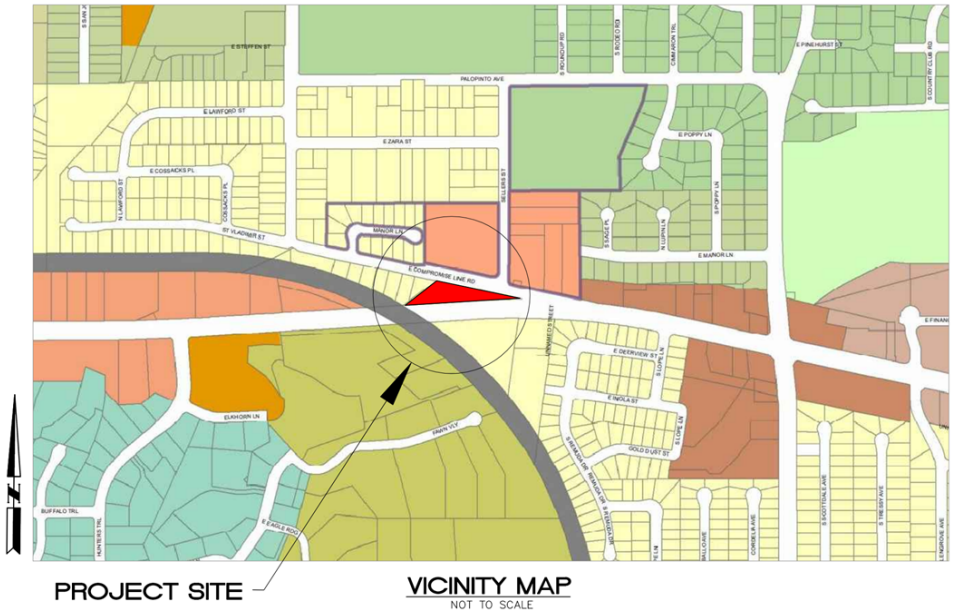
LEGISLATIVE HISTORY / PREVIOUS ACTIONS

The Glendora City Council approved the Fiscal Year 2024/25 Budget, inclusive of an allocation of $457,478 in Fund 231 (Prop A) for the completion of the Glendora Bus Yard Improvements (Phase 1) Project.

The City Council awarded the construction contract to JB Bostick, LLC. on May 13, 2025 for $128,350.

DISCUSSION

One of the key goals of the City's Strategic Plan is to improve and maintain infrastructure and facilities. The Glendora Bus Yard Improvements (Phase 1) Project (Project) aligns with this goal by improving the asphalt pavement condition of the yard. The scope of this project includes the removal of existing AC pavement, base & subgrade, construction of new AC pavement, base & subgrade, removal & replacement of PCC wheel stops, and installing new pavement markings and signs.



PROJECT LOCATION

The following are some of the pictures showing work during construction and after construction:













The project was declared substantially complete as of July 29, 2025, and staff recommends the City Council accept the project and authorize the Mayor or their designee to sign the Notice of Completion. The City Clerk's office will record the executed Notice of Completion with the Los Angeles County Recorder Office.

FISCAL IMPACT

The FY 2024/25 Amended Budget included $457,478 in Fund 231 (Prop A). The construction contract in the amount of $128,350 was awarded by the City Council on May 13, 2025. There was one Contract Change Order (CCO) resulting in a net increase of $7,323 (5.71%). CCO No. 1 was for additional labor and equipment costs resulting from a construction delay beyond the contractor's control. The project was completed within the approved construction budget. There is no fiscal impact to accepting, approving, and signing the Notice of Completion.

FY 2024/25 Budget	Account	Project	Budget
Glendora Bus Yard Improvement	23100990-70000	4322102	$457,478
Total			$457,478
Project Expenses			**Costs**
Notice of Bid Publication			$385

Notice of Exemption	$75
Construction by JB Bostick, LLC.	$128,350
Contract Change Order (5.71% of Original Contract Amt)	$7,323
Total Project Cost	**$136,133**
Remaining Budget	**$321,345**

ENVIRONMENTAL DETERMINATION

A Notice of Categorical Exemption was adopted by the City Council on May 13, 2025.

Prepared By:	Paul Fisher, Business Services Manager
Concurs With:	Not Applicable
Reviewed By:	William Wittkopf, Public Works Director
Certified to Availability of Funds:	Kyle Johnson, Finance Director/City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Danny Aleshire, City Attorney
CEQA Review:	Not Applicable

Attachments

A_Notice_of_Completion_-_1398.pdf

RECORDING REQUESTED BY:

CITY OF GLENDORA

WHEN RECORDED MAIL TO THIS ADDRESS:

CITY CLERK
CITY OF GLENDORA
116 E. Foothill Boulevard
Glendora, CA 91741

SPACE ABOVE THIS LINE RESERVED FOR RECORDER'S USE

NOTICE OF COMPLETION

NOTICE IS HEREBY GIVEN THAT:

1. The undersigned is OWNER or AGENT of the OWNER of the interest or estate stated below in the property hereinafter described.
2. The full name of the OWNER is: **CITY OF GLENDORA**
3. The full address of the OWNER is: **116 E. Foothill Boulevard, Glendora, CA 91741**
4. The nature of the interest or estate of the undersigned is: (i.e., In Fee.) **Fee Interest.**
5. A work of improvement on the property hereinafter described was COMPLETED on **July 29, 2025**
6. The work of improvement completed is described as follows:

   Glendora Bus Yard Improvements (Phase 1), City Project No. 1398
7. The name of the original contractor, if any, for such work of improvement is: **JB Bostick, LLC.**
8. The street address of said property is: **1636 Compromise Line Road, Glendora, CA 91741**
9. The property on which said work of improvement was completed is in the City of **GLENDORA**, County of LOS ANGELES, State of CALIFORNIA, and is described as follows:

   The project involves the removal of existing AC pavement, base & sub-grade, and the construction of a new base, sub-grade, AC pavement overlay, striping, and wheel strops within the Glendora Bus Yard.

CITY OF GLENDORA

Date: _____

Signature of Owner or agent: _____
DAVID FREDENDALL, Mayor

VERIFICATION

I, the undersigned, declare under penalty of perjury under the laws of the State of California, that I am the **Mayor of the City of Glendora** of the aforesaid interest or estate in the property described in the above Notice, that I have read the said Notice, that I know and understand the contents thereof, and that the facts stated therein are true and correct.

_____ 2025 at Glendora, California

_____
DAVID FREDENDALL

STAFF REPORT

TO:	**Mayor and Council Members**	**DATE:**	**October 14, 2025**
FROM:	**City Manager**	**DISTRICT(S):**	**Citywide**

SUBJECT: **Proposition 50: Authorizes Temporary Changes to Congressional District Maps in Response to Texas' Partisan redistricting. Legislative Constitutional Amendment (Fredendall and Allawos)**

RECOMMENDATION
That the City Council:

1. Receive a report of Proposition 50, and provide direction to staff as necessary.

STRATEGIC FOCUS AREAS
Not Applicable

EXECUTIVE SUMMARY
City staff received a request from Mayor Pro Tem Allawos, with a second from Mayor Fredendall, to receive a report on Proposition 50 that will be on the November 4, 2026 statewide special election.

LEGISLATIVE HISTORY / PREVIOUS ACTIONS
The City Council adopted the City's Legislative Action Platform, Policy No. 1.12, in 2019. The City Manager or their designee is authorized to prepare letters supporting or opposing legislation on behalf of the City when the City's Legislative Platform provides clear guidance, or when requested by an organization where the City of Glendora is a member, and that position is consistent with the City's past actions.

DISCUSSION
Proposition 50 is a constitution amendment on the statewide special election ballot to be held on November 4, 2025. The amendment was referred by the California Legislature as Assembly Constitution Amendment No. 8 (ACA 8) in response to mid-decade redistricting in other states. Proposition 50 generally does the following:

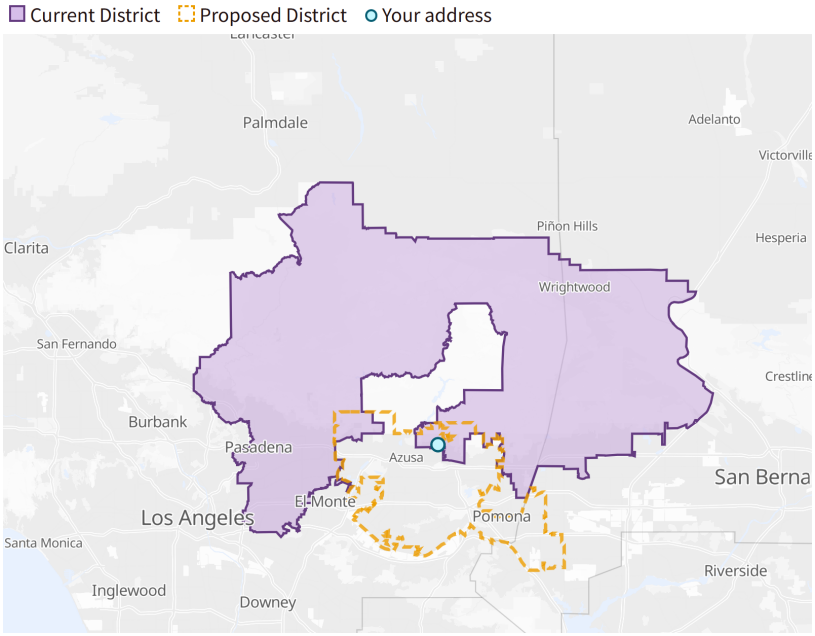
- Authorizes California to adopt new legislature-drawn congressional district maps for use in the 2026, 2028, and 2030 U.S. House elections; and
- Suspends the California Citizens Redistricting Commission for congressional maps until 2031.

State legislatures draw congressional district maps in most states, but some states use commissions to do this job. Before 2010, the California Legislature drew the state’s congressional district maps. In 2010, California voters gave this job to an independent commission known as the California Citizens Redistricting Commission (Commission). The Commission includes 14 members: 5 Democratic members, 5 Republican members, and 4 members who are not registered with either of those political parties. When the Commission draws new congressional district maps, it must follow federal and state laws. For example, state law requires, among other things, the Commission to avoid splitting up neighborhoods or local communities of interest to the extent possible. State law also prohibits the Commission from considering political parties, current office holders, or people running for office when it draws the maps.

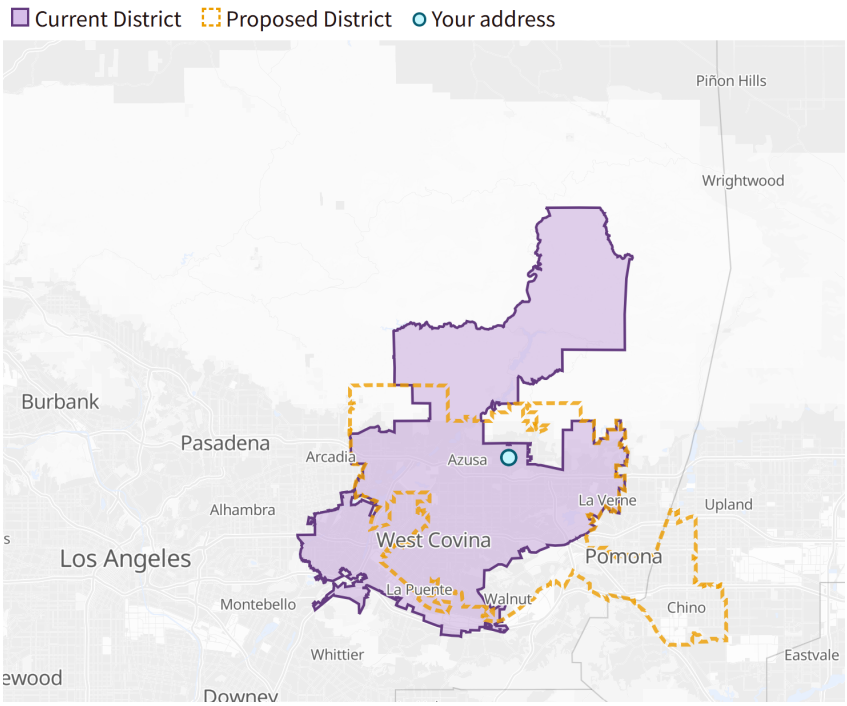
Proposition 50 replaces California's current congressional district maps with new, legislatively drawn maps (the total number of districts would not change.) Proposition 50's maps must follow federal law, but they are not required to follow the state requirements placed on the Commission. Proposition 50 asks the U.S. Congress to change federal law and propose an amendment to the U.S. Constitution to require redistricting be done by "fair, independent, and nonpartisan redistricting commissions nationwide." Currently, there are legal challenges to the mid-decade redistricting in Texas, California, and Missouri.

Currently, the City of Glendora is served by the 28th Congressional District (Judy Chu) and 31st Congressional District (Gil Cisneros). If Proposition 50 passes, based on the attached documents from the State of California Secretary of State, Glendora would be placed in one Congressional District (31st).

Current 28th Congressional District, with proposed 31st Congressional District



Current 31st Congressional District, with proposed 31st Congressional District



Attached to this report is the proposed text of the law (Attachment A), title summary and analysis (Attachment B), and arguments/rebuttals (Attachment C).

FISCAL IMPACT
There is no fiscal impact associated with the recommendations in this report.

ENVIRONMENTAL DETERMINATION
There are no CEQA impacts associated with the recommendations in this report.

Prepared By:	Adam Raymond, City Manager
Concurs With:	Not Applicable
Reviewed By:	N/A
Certified to Availability of Funds:	Kyle Johnson, Finance Director/City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Not Applicable
CEQA Review:	Not Applicable

Attachments

A. Prop50 Text Proposed Law
B. Prop50 Official Title and Summary
C. Prop50 Argument and Rebuttals

PROPOSITION 50

50

This amendment proposed by Assembly Constitutional Amendment 8 of the 2025–2026 Regular Session (Resolution Chapter 156, Statutes of 2025) expressly amends the California Constitution by adding a section thereto; therefore, new provisions proposed to be added are printed in *italic type* to indicate that they are new.

PROPOSED AMENDMENT TO ARTICLE XXI

First—This measure shall be known, and may be cited, as the "Election Rigging Response Act."

Second—The people of the State of California find and declare all of the following:

(a) President Donald Trump has called on Republican-led states to undertake an unprecedented mid-decade redistricting of congressional seats to rig the 2026 United States midterm elections before voting begins.

(b) The State of Texas has convened a special session of its Legislature to redraw congressional district maps to unfairly advantage Republicans.

(c) The Legislature of the State of Florida has established a select committee to advance an extraordinary mid-decade redistricting to unfairly advantage Republicans.

(d) Republicans have urged the State of Ohio to conduct its mid-decade redistricting to unfairly produce more Republican seats in Congress.

(e) Republican officials in the States of Indiana, Missouri, New Hampshire, Nebraska, and South Carolina are also considering President Trump's call for the mid-decade redistricting of congressional seats to unfairly advantage Republicans.

(f) President Trump and Republicans are attempting to gain enough seats through redistricting to rig the outcome of the 2026 United States midterm elections regardless of how the people vote.

(g) President Trump's election-rigging scheme is an emergency for our democracy.

(h) The 2026 United States midterm elections are voters' only chance to provide an essential check and balance against President Trump's dangerous agenda.

(i) California has long stood as a national leader for fair, independent, and nonpartisan redistricting.

(j) California calls on all other states to commit to fair and impartial drawing of maps.

(k) California has a duty to defend democracy.

(*l*) The 2026 United States midterm elections for Congress must be conducted on a level playing field without an extreme and unfair advantage for Republicans.

(m) The people of California, not politicians, should have the power to approve temporary congressional district maps in response to President Trump's election-rigging scheme.

(n) It is the intent of the people that California's temporary maps be designed to neutralize the partisan gerrymandering being threatened by Republican-led states without eroding fair representation for all communities.

Third—That Section 4 is added to Article XXI thereof, to read:

SEC. 4. (a) It is the policy of the State of California to support the use of fair, independent, and nonpartisan redistricting commissions nationwide. The people of the State of California call on the Congress of the United States to pass federal legislation and propose an amendment of the United States Constitution to require the use of fair, independent, and nonpartisan redistricting commissions nationwide.

(b) In response to the congressional redistricting in Texas in 2025, and notwithstanding any other provision of this Constitution or existing law, the single-member districts for Congress reflected in Assembly Bill 604 of the 2025–26 Regular Session pursuant to the requirements of Chapter 5 (commencing with Section 21400) of Division 21 of the Elections Code shall temporarily be used for every congressional election for a term of office commencing on or after the date this subdivision becomes operative and before the certification of new congressional boundary lines drawn by the Citizens Redistricting Commission pursuant to subdivision (d).

(c) (1) The Attorney General has the sole legal standing to defend any action regarding a congressional district map adopted pursuant to subdivision (b).

(2) The California Supreme Court has original and exclusive jurisdiction in all proceedings in which a congressional district map adopted pursuant to subdivision (b) is challenged.

(d) The Citizens Redistricting Commission established pursuant to Section 1 shall continue to adjust the boundary lines of the congressional, State Senatorial, Assembly, and Board of Equalization districts in conformance with the standards and process set forth in Section 2 in 2031, and every 10 years thereafter as provided in Section 1.

Fourth—The provisions of this measure are severable. If any portion, section, subdivision, paragraph, clause, sentence, phrase, word, or application of this measure is for any reason held to be invalid by a decision of any court of competent jurisdiction, that decision shall not affect the validity of the remaining portions of this measure. The Legislature hereby declares that it would have proposed, and the voters hereby declare that they would have adopted, this measure and every portion, section, subdivision, paragraph, clause, sentence, phrase, word, and application not declared invalid or unconstitutional without regard to whether any portion of this measure or application of this measure would be subsequently declared invalid.

PROPOSITION 50 AUTHORIZES TEMPORARY CHANGES TO CONGRESSIONAL DISTRICT MAPS IN RESPONSE TO TEXAS' PARTISAN REDISTRICTING. LEGISLATIVE CONSTITUTIONAL AMENDMENT.

OFFICIAL TITLE AND SUMMARY

PREPARED BY THE ATTORNEY GENERAL

The text of this measure can be found on page 18 and the Secretary of State's website at *voterguide.sos.ca.gov.*

- In response to Texas' mid-decade partisan congressional redistricting, this measure temporarily requires new congressional district maps, as passed by the Legislature in August 2025, to be used in California's congressional elections through 2030.
- Retains California's independent Citizens Redistricting Commission and directs the Commission to resume enacting congressional district maps in 2031 after the 2030 census and every ten years thereafter.
- Establishes state policy supporting use of fair, independent, and nonpartisan redistricting commissions nationwide.

SUMMARY OF LEGISLATIVE ANALYST'S ESTIMATE OF NET STATE AND LOCAL GOVERNMENT FISCAL IMPACT:

- One-time costs to counties of up to a few million dollars statewide. County costs would be to update election materials to reflect new congressional district maps.

FINAL VOTES CAST BY THE LEGISLATURE ON ACA 8 (PROPOSITION 50)
(RESOLUTION CHAPTER 156, STATUTES OF 2025)

Senate:	Ayes 30	Noes 8
Assembly:	Ayes 57	Noes 20

ANALYSIS BY THE LEGISLATIVE ANALYST

BACKGROUND

U.S. CONGRESS

U.S. Congress. The U.S. Congress is the part of the federal government that makes laws. Congress has two parts: the U.S. Senate and the U.S. House of Representatives (House). Each of the 50 states is represented by 2 senators, with 100 senators in total. The House has 435 members. The number of representatives in the House for each state depends on how many people live in that state. Each member in the House represents an area of the state called a congressional district. California currently has 52 congressional districts. Voters who live in each congressional district elect one member of the House every two years to represent them. The next election for all 435 representatives will be in 2026.

U.S. Census Counts States' Populations Every Ten Years. The number of people living in an area goes up and down over time. Every ten years, the U.S. Census counts the number of people who live in the U.S. The last census was in 2020, and the next census is in 2030. This count is used to determine how many people live in each state and how many representatives in the House each state gets for the next ten years.

CONGRESSIONAL REDISTRICTING

Each State Draws Congressional District Maps Following the U.S. Census. Every ten years, after the U.S. Census is completed, states draw new congressional district maps to reflect their number of House representatives and where people live. This process is called "redistricting." Each state decides what process to use to draw its new district maps. When drawing new maps, each state must follow federal laws. For example, each congressional district in the state must represent about the same number of people.

States Typically Do Not Redistrict Sooner Than Every Ten Years. States typically only draw congressional district maps every ten years, unless a court orders changes to comply with the law. In August 2025, however, the Texas Legislature passed a bill to adopt new maps for the 2026 elections without a court order. Several other states also are considering changes to their maps before the 2026 elections.

ANALYSIS BY THE LEGISLATIVE ANALYST

CONTINUED

Congressional Redistricting in California. State legislatures draw congressional district maps in most states, but some states use commissions to do this job. Before 2010, the California Legislature drew the state's congressional district maps. In 2010, California voters gave this job to an independent commission known as the California Citizens Redistricting Commission (Commission). The Commission includes 14 members: 5 Democratic members, 5 Republican members, and 4 members who are not registered with either of those political parties. When the Commission draws new congressional district maps, it must follow federal and state laws. For example, state law requires, among other things, the Commission to avoid splitting up neighborhoods or local communities of interest to the extent possible. State law also prohibits the Commission from considering political parties, current office holders, or people running for office when it draws the maps.

Current California Congressional Districts. The Commission drew the current maps for California's 52 congressional districts. These maps were based on the 2020 U.S. Census and have been used since the 2022 congressional elections.

PROPOSAL

CALIFORNIA'S CONGRESSIONAL DISTRICT MAPS

Use Legislatively Drawn Congressional District Maps Until After the Next Census. Proposition 50 replaces California's current congressional district maps with new, legislatively drawn maps. (The total number of districts would not change.) Proposition 50's maps must follow federal law, but they are not required to follow the state requirements placed on the Commission. The state would use Proposition 50's maps for congressional elections starting in 2026. The state would use these maps until the Commission draws new district maps, following the 2030 U.S. Census.

NATIONAL CONGRESSIONAL REDISTRICTING

Call for Change in Federal Law. Proposition 50 asks the U.S. Congress to change federal law and propose an amendment to the U.S. Constitution to require redistricting be done by "fair, independent, and nonpartisan redistricting commissions nationwide." Proposition 50 expresses voter support for this idea, but does not change federal law or require any particular action of Congress or the California Legislature.

FISCAL EFFECTS

Minor One-Time Costs to County and State Elections Officials. Counties run elections, and the state oversees them. Because most congressional districts in California would change at least some under the new maps, county and state elections officials would need to update election materials. This would result in one-time costs to counties of **up to a few million dollars** statewide and one-time costs to the state of **roughly $200,000**. The state amount is much less than one-tenth of 1 percent (0.1 percent) of the state's roughly $220 billion General Fund budget. (The General Fund is the account the state uses to pay for most public services, including education, health care, and prisons.)

CURRENT AND PROPOSED CONGRESSIONAL DISTRICT MAPS

This section shows maps of the current and proposed congressional districts (1) statewide, as shown in Figures 1 and 2; (2) in the northern part of the state, as shown in Figures 3 and 4; and (3) in the southern part of the state, as shown in Figures 5 and 6. A description of the census blocks represented by each district in the proposed maps can be found at the following website: *https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202520260AB604*

Visit *sos.ca.gov/campaign-lobbying/cal-access-resources/measure-contributions/2025-ballot-measure-contribution-totals* for a list of committees primarily formed to support or oppose this measure.

Visit *fppc.ca.gov/transparency/top-contributors.html* to access the committee's top 10 contributors.

For the full text of Proposition 50, see page 18.

ANALYSIS BY THE LEGISLATIVE ANALYST

CONTINUED

Figure 1

Current Congressional Districts



Note: See northern and southern congressional district maps for district numbers for the Bay Area and Los Angeles regions. Map reflects data posted to the California Citizens Redistricting Commission website.

ANALYSIS BY THE LEGISLATIVE ANALYST

CONTINUED

Figure 2

Proposed Congressional Districts



Note: See northern and southern congressional district maps for district numbers for the Bay Area and Los Angeles regions. Map reflects data posted to the California Legislature elections committees' (Assembly Elections Committee and Senate Elections and Constitutional Amendments Committee) websites.

For the full text of Proposition 50, see page 18.

ANALYSIS BY THE LEGISLATIVE ANALYST

CONTINUED

Figure 3

Current Northern Congressional Districts



Note: Map reflects data posted to the California Citizens Redistricting Commission website.

ANALYSIS BY THE LEGISLATIVE ANALYST

CONTINUED

Figure 4

Proposed Northern Congressional Districts



Note: Map reflects data posted to the California Legislature elections committees' (Assembly Elections Committee and Senate Elections and Constitutional Amendments Committee) websites.

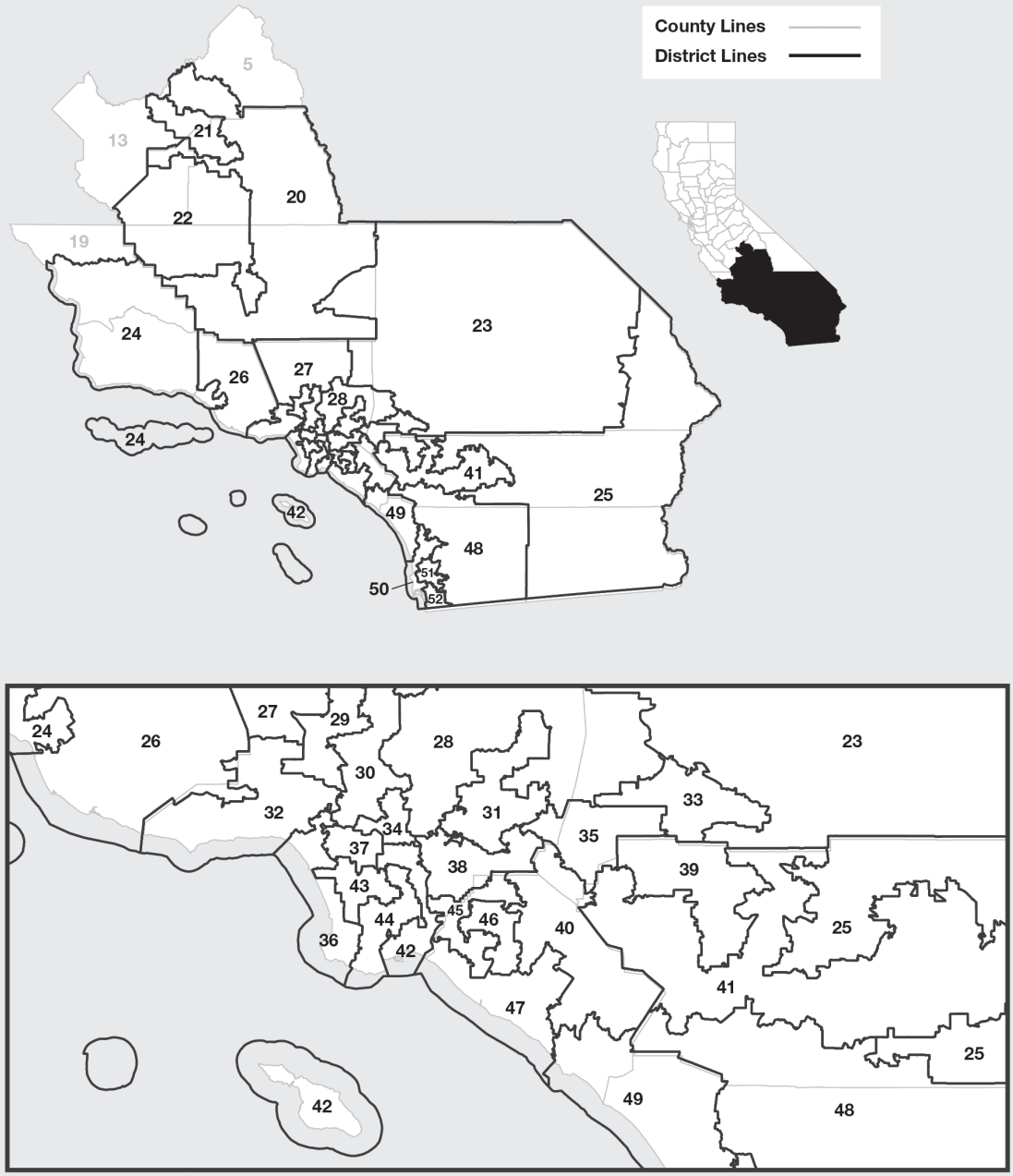
For the full text of Proposition 50, see page 18.

ANALYSIS BY THE LEGISLATIVE ANALYST

CONTINUED

Figure 5

Current Southern Congressional Districts



Note: Map reflects data posted to the California Citizens Redistricting Commission website.

ANALYSIS BY THE LEGISLATIVE ANALYST

CONTINUED

Figure 6

Proposed Southern Congressional Districts



Note: Map reflects data posted to the California Legislature elections committees' (Assembly Elections Committee and Senate Elections and Constitutional Amendments Committee) websites.

For the full text of Proposition 50, see page 18.

★ ARGUMENT IN FAVOR OF PROPOSITION 50 ★

STOP TRUMP FROM RIGGING THE 2026 ELECTION

Donald Trump and Texas Republicans are making an unprecedented power grab to steal congressional seats and rig the 2026 election before voting even begins.

Other Republican states are following suit. They want to steal enough seats to control Congress even if voters overwhelmingly reject their agenda.

This isn't politics as usual. It's an emergency for our democracy.

ENSURE FAIR REPRESENTATION IN CONGRESS

We have already seen how Trump has recklessly imposed tariffs and hurt California families, denied disaster assistance to fire victims, and ordered mass arrests without warrants. The 2026 election for Congress represents our only chance to provide an essential check and balance on Trump's dangerous agenda.

If Californians don't act now, Donald Trump will seize total power for two more years. Proposition 50, the Election Rigging Response Act, will put a stop to their anti-democratic scheme. Here's what it does.

- *LEVELS THE PLAYING FIELD.* Prop. 50 makes sure the 2026 mid-term elections are conducted on a level playing field without an unfair advantage for Republicans.
- *COMMITS TO FAIR REDISTRICTING.* Prop. 50 reaffirms California's commitment to independent redistricting and calls for a nationwide commitment to fair and impartial maps.
- *GIVES VOTERS THE POWER.* Prop. 50 puts the power in the hands of the People of California, not backroom politicians, to approve emergency congressional district maps in response to Trump's election rigging scheme.
- *IS FAIR AND PROPORTIONAL.* Prop. 50 provides emergency maps only because Republicans moved forward with their power grab.
- *IS TEMPORARY.* These maps expire in 2030. Prop. 50 preserves California's award-winning redistricting reforms and reaffirms the California Citizens Redistricting Commission's authority to draw congressional districts after the next census.

The stakes couldn't be higher. If Republicans rig the election and steal control of Congress next year, they'll continue to eliminate healthcare for millions of Americans, slash funding for schools, and cut essential services for veterans to pay for tax breaks for billionaires and big corporations.

PROTECT DEMOCRACY IN ALL 50 STATES

California has a duty to defend democracy. To do that, we can't unilaterally disarm or fight with both hands tied behind our backs. When Trump tries to rig elections, we must fight back with every tool available.

Prop. 50 draws fair maps that represent California's diverse communities and ensure our voices aren't silenced by partisan gerrymandering in other states.

California leads the nation in protecting voting rights and fair elections. When other states try to silence our voices and rig the system, we must respond decisively.

Join President Barack Obama, Governor Gavin Newsom, Senator Alex Padilla, Senator Adam Schiff, Speaker Emerita Nancy Pelosi, election experts, independent redistricting commissioners, Planned Parenthood, the NAACP, California veterans, teachers, and nurses.

Vote YES on Prop. 50 to stop Trump's election rigging scheme.

Vote YES for checks and balances.

Vote YES to protect democracy in all 50 states.

Governor Gavin Newsom

U.S. Senator Alex Padilla

U.S. Speaker Emerita Nancy Pelosi

★ REBUTTAL TO ARGUMENT IN FAVOR OF PROPOSITION 50 ★

THE WRONG PATH—NO ON PROP. 50

We know American democracy is on fire, but accelerating gerrymandering only adds fuel! Politicians are seizing this crisis to justify a power grab.

PROP. 50 DOES NOT DEFEND OUR DEMOCRACY

Prop. 50 is not a magic pill to cure the nation's ills. It claims to protect democracy, yet diminishes our communities' voices and is ineffective against any overreach of presidential power. Vote NO.

California gerrymandering allowed the Legislature to draw partisan seats without transparency or citizen input, solely to protect incumbents. By 2001, the government was gridlocked, with legislators held hostage to the extremes of their parties.

Voters rose up and handed line-drawing over to citizens, resulting in:

- *Competitive Districts:* Previously safe seats now must be earned.
- *Better Representation:* Women in the Legislature doubled, Asian representation tripled, Black representation nearly doubled, and Latino seats grew by 8%.
- *Government for the People:* With more moderate representatives, the Legislature passed bipartisan legislation, working for the interests of all Californians.

WE THE PEOPLE

Districts do not belong to either party; they belong to the People. But, party bosses want to call the shots—again. NO to a "pay-to-play" system.

Prop. 50 says this is "temporary," yet the Legislature will bypass the independent Citizens Redistricting Commission again in 2028, 2030—and perhaps beyond. Don't be fooled.

Legislators drew this map behind closed doors for you to rubber-stamp. It is not your choice.

Vote NO on partisan gerrymandering. Vote NO on Prop. 50.

Cynthia Dai, Rotating Chair
First Citizens Redistricting Commission

Jeanne Raya, Rotating Chair
First Citizens Redistricting Commission

Jodie Filkins Webber, Rotating Chair
First Citizens Redistricting Commission

Arguments printed on this page are the opinions of the authors and have not been checked for accuracy by any official agency.

★ ARGUMENT AGAINST PROPOSITION 50 ★

PROPOSITION 50: A POWER GRAB BY POLITICIANS

Prop. 50 was written by politicians, for politicians. Prop. 50 dismantles constitutional safeguards that keep election maps fair. It removes requirements to keep cities, counties, and local communities together, and eliminates voter protections that ban maps designed to favor incumbents or political parties—putting politicians back in charge of drawing their own districts, or those of their friends.

A "NO" vote protects fair elections and keeps the people of California—not politicians—in charge of redistricting.

NO ON PROP. 50: IT REPEALS LANDMARK VOTER-APPROVED ELECTION REFORMS

For decades, Sacramento politicians drew their own district boundaries behind closed doors with no public oversight—guaranteeing their reelection, denying voters a real choice, and shutting out many women and people of color from elected office.

In 2008, California voters approved historic election reform—creating the independent California Citizens Redistricting Commission. Voters decided district lines should be drawn by a balanced panel of everyday citizens—not by politicians who stood to benefit.

Prop. 50 throws out citizen-drawn congressional maps created through a transparent public process with input from over 35,000 Californians. Instead, politicians secretly drew maps—leaving voters with NO real say.

NO ON PROP. 50: ANOTHER SCHEME TO PERMANENTLY END INDEPENDENT REDISTRICTING

In 2008 and 2010, the Democratic Party and special interests spent millions of dollars to stop citizen redistricting. Later, the California Republican Party even sued to overturn citizen-drawn maps—and lost. Now, Sacramento politicians are scheming to regain control with Prop. 50.

Make no mistake: Prop. 50 is not temporary. For over half a decade, politicians get to impose their gerrymandered maps. Worse, it sets a dangerous precedent—opening the door for Sacramento to keep drawing election maps beyond 2031—giving politicians permanent power to shield themselves and their allies from accountability for California's high cost of living, skyrocketing housing costs, and rising energy bills.

NO ON PROP. 50: DON'T BE MISLED BY POLITICAL SPIN

The same politicians who opposed independent redistricting from the start now claim Prop. 50 will "save democracy." In truth, Prop. 50 weakens fair representation by shutting the public out and bringing gerrymandering back to California.

Prop. 50 is not democratic; it gives voters a take-it-or-leave-it decision on the most partisan maps in California's history—a product of politicians' secretive backroom deals with ZERO meaningful public engagement.

Prop. 50 divides communities to benefit politicians, splitting counties 114 times and cities 141 times—far more than the citizen-drawn maps.

"When politicians gerrymander, they divide our neighborhoods and weaken the voice of communities of color. Whatever happens in Texas, we cannot save democracy by destroying it in California. Vote NO on Prop. 50."—Reverend Mac Shorty, Civil Rights Leader

NO ON PROP. 50: A MASSIVE WASTE OF TAXPAYER MONEY

The Legislature has called a special election just to pass this politician-protecting constitutional change—costing taxpayers $200,000,000.

With a massive budget deficit, Sacramento politicians are making painful cuts to health care, housing, education, and public safety. Instead of protecting important programs, they're spending it on a political power grab.

Vote NO on Prop. 50.

VotersFIRSTAct.org

Roberto Moncada, Board Member
United Latinos Action

Faith Bautista Tamashiro, President
National Diversity Coalition

Taylor Shorty, Board Member
Community RePower Movement

★ REBUTTAL TO ARGUMENT AGAINST PROPOSITION 50 ★

WARNING: NO ON 50 IS BACKED BY TRUMP EXTREMISTS

Who's spending millions against Prop. 50?

An anti-choice mega-millionaire named Charles Munger Jr. who wants to help Donald Trump and Red State Republicans rig the 2026 elections and hand Trump unchecked power for two more years.

Independent redistricting commissioners, election experts, and leading civil rights organizations—from the NAACP to the National Democratic Redistricting Committee—urge you to reject the lies spread by NO on 50's phony front groups.

Lie #1: "Prop. 50 repeals landmark voter-approved election reforms." This is plainly false. Prop. 50 calls on all states to end partisan gerrymandering and reaffirms the power of the California Citizens Redistricting Commission to draw the lines after the next census.

Lie #2: "Prop. 50 removes requirements to keep cities, counties, and local communities together." Prop. 50 does the opposite, keeping MORE cities and counties combined, and communities together than California's existing maps.

Lie #3: "Prop. 50 puts politicians back in charge of drawing their own districts." Untrue. Prop. 50 puts power to approve emergency maps in the hands of voters, not politicians.

Lie #4: "Prop. 50 permanently ends independent redistricting." Also untrue. Prop. 50 is a temporary and proportional response to Trump's election-rigging scheme and expires in 2030.

Californians cannot allow Donald Trump and Texas Republicans to rig the 2026 election and silence our voices.

Vote YES on Prop. 50.

Protect democracy, preserve nonpartisan redistricting and ensure a fair election in all 50 states.

Sara Sadhwani, Commissioner
2020 California Citizens Redistricting Commission

Jodi Hicks, President
Planned Parenthood Affiliates of California

Nikki Davis Milevsky, President
Sacramento City Teachers Association

STAFF REPORT

TO:	**Mayor and Council Members**	**DATE:**	**October 14, 2025**
FROM:	**Public Works**	**DISTRICT(S):**	**Citywide**

SUBJECT: Approval of Amendment No 1 to the Contract Services Agreement between UMS, Inc., a California Corporation (dba "United Maintenance Systems") and the City of Glendora for Janitorial and Park Litter Services in an Amount Not to Exceed $446,625 for the Period of the Extension

---

RECOMMENDATION

That the City Council:

1. Approve Amendment No. 1 to the Contract Services Agreement with UMS, Inc. (dba "United Maintenance Systems"), extending the term of the original 2021 Agreement for an additional one-year period in an amount not to exceed $446,625 for the Period of the Extension; and
2. Authorize the City Manager to execute the Amendment.

STRATEGIC FOCUS AREAS

Goal 5: Improve and Maintain the City's Infrastructure and Facilities (IMCIF)

EXECUTIVE SUMMARY

Under the current Agreement awarded in 2021, UMS, Inc. (UMS) provides routine janitorial services for twelve facilities and ten park restrooms, litter service for twenty-four parks, and day porter service in the Glendora Village. The services provided by UMS continue to meet the needs of the City. Staff recommends that the City Council approve Amendment No. 1 to the Agreement, extending the term for an additional one-year period in an amount not to exceed $446,625 for such one year extension period, with no changes to rates or other terms and conditions, except that the Amendment allows for the Council to approve two (2) additional one year extension terms to the Agreement, which would require further formal action by the Council and a future amendment to the Agreement.

LEGISLATIVE HISTORY / PREVIOUS ACTIONS

The City published a Request For Proposal for janitorial and park litter service on April 8, 2021 with a proposal due date of May 4, 2021. Staff then conducted an evaluation of the proposals received and recommended an agreement be awarded to UMS.

The City Council awarded a Contract Services Agreement to UMS with an initial four-year term to the lowest responsive bid, UMS, at their regular meeting on July 13, 2021.

DISCUSSION

The City of Glendora requires janitorial services for numerous parks and facilities throughout the City. The City published a Request For Proposal for these services on April 8, 2021. Based on the evaluation and selection process, including a cost evaluation, UMS, Inc. (UMS) was deemed to be the vendor providing the best overall value while meeting the needs of the City. Therefore, the City Council awarded an agreement to UMS at their regular meeting on July 13, 2021. The initial term of the Agreement was four years with an option to renew for three additional one-year periods.

UMS has provided janitorial services to the City of Glendora since 2008. Under the current Agreement awarded in 2021, UMS provides routine janitorial services for twelve facilities and ten park restrooms, litter service for twenty-four parks, and day porter service in the Glendora Village. The services provided by UMS continue to meet the needs of the City. Staff recommends the City Council approve Amendment No. 1 to the agreement with UMS, extending the term of the agreement for an additional one-year period, in an amount not to exceed $446,625 for the period of the extension, with no changes to rates or other terms and conditions.

FISCAL IMPACT

Sufficient funding is included in the FY 2025-27 Adopted Two-Year Budget as outlined in the table below.

Projected FY 2025/26 Expenditures

Funding Source	Account	Amount
Facilities Maintenance Police Department, City Hall, Library, Transportation Center, Parks Yard, and Streets Yard	10170560-59100	$100,200
Parks Maintenance Park Restrooms, Park Litter Service and Day Porter Service in Village.	10170580-59100	$249,420
Recreation Youth Center, American Legion, Liberty House, and Scout Hut	10190810-59100	$31,200
Human Services La Fetra Senior Center	10190820-56100	$18,600
Water Operations Water Yard	50170600-59100	$6,600
Subtotal		**$406,020**
Contingency for extra work.		$40,605
Total		**$446,625**

The contingency noted above is to provide the ability to complete extra work under the contract for special events or other needs with dedicated funding sources in the FY 2025-27 Adopted Two-Year Budget.

ENVIRONMENTAL DETERMINATION

There are no CEQA impacts associated with the recommendations in this report.

Prepared By:	Paul Fisher, Business Services Manager
Concurs With:	Not Applicable
Reviewed By:	William Wittkopf, Public Works Director
Certified to Availability of Funds:	Kyle Johnson, Finance Director, City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Danny Aleshire, City Attorney
CEQA Review:	Not Applicable

Attachments

A_Agreement.pdf

B_Amendment_No_1.pdf

C_Presentation.pdf

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

CONTRACT SERVICES AGREEMENT

By and Between

CITY OF GLENDORA

and

United Maintenance Systems

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

AGREEMENT FOR CONTRACT SERVICES BETWEEN THE CITY OF GLENDORA AND UNITED MAINTENANCE SYSTEMS

THIS AGREEMENT FOR CONTRACT SERVICES (herein "Agreement") is made and entered into this 13th day of July, 2021 by and between the City of Glendora, a California municipal corporation ("City") and United Maintenance Systems, a California corporation ("Consultant"). City and Consultant may be referred to, individually or collectively, as "Party" or "Parties."

RECITALS

A. City has sought, by issuance of a Request for Proposals or Invitation for Bids, the performance of the services defined and described particularly in Article 1 of this Agreement.

B. Consultant, following submission of a proposal or bid for the performance of the services defined and described particularly in Article 1 of this Agreement, was selected by the city to perform those services.

C. Pursuant to the City of Glendora's Municipal Code, City has authority to enter into and execute this Agreement.

D. The Parties desire to formalize the selection of Consultant for performance of those services defined and described particularly in Article 1 of this Agreement and desire that the terms of that performance be as particularly defined and described herein.

OPERATIVE PROVISIONS

NOW, THEREFORE, in consideration of the mutual promises and covenants made by the Parties and contained herein and other consideration, the value and adequacy of which are hereby acknowledged, the parties agree as follows:

ARTICLE 1. SERVICES OF CONSULTANT

1.1 Scope of Services.

In compliance with all terms and conditions of this Agreement, the Consultant shall provide those services specified in the "Scope of Services" attached hereto as Exhibit "A" and incorporated herein by this reference, which may be referred to herein as the "services" or "work" hereunder. As a material inducement to the City entering into this Agreement, Consultant represents and warrants that it has the qualifications, experience, and facilities necessary to properly perform the services required under this Agreement in a thorough, competent, and professional manner, and is experienced in performing the work and services contemplated herein. Consultant shall at all times faithfully, competently and to the best of its ability, experience and talent, perform all services described herein. Consultant covenants that it shall follow the highest professional standards in performing the work and services required hereunder and that all materials will be both of good quality as well as fit for the purpose intended. For purposes of this Agreement, the phrase "highest professional standards" shall mean those standards of practice recognized by one or more first-class firms performing similar work under similar circumstances.

/ / /

/ / /

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

1.2 Consultant's Proposal.

The Scope of Service shall include the Consultant's scope of work or bid which shall be incorporated herein by this reference as though fully set forth herein. In the event of any inconsistency between the terms of such proposal and this Agreement, the terms of this Agreement shall govern.

1.3 Compliance with Law.

Consultant shall keep itself informed concerning, and shall render all services hereunder in accordance with, all ordinances, resolutions, statutes, rules, and regulations of the City and any Federal, State or local governmental entity having jurisdiction in effect at the time service is rendered.

1.4 California Labor Law.

If the Scope of Services includes any "public work" or "maintenance work," as those terms are defined in California Labor Code section 1720 *et seq.* and California Code of Regulations, Title 8, Section 16000 *et seq.*, and if the total compensation is $1,000 or more, Consultant shall pay prevailing wages for such work and comply with the requirements in California Labor Code section 1770 *et seq.* and 1810 *et seq*., and all other applicable laws, including the following requirements:

(a) Public Work. The Parties acknowledge that some or all of the work to be performed under this Agreement is a "public work" as defined in Labor Code Section 1720 and that this Agreement is therefore subject to the requirements of Division 2, Part 7, Chapter 1 (commencing with Section 1720) of the California Labor Code relating to public works contracts and the rules and regulations established by the Department of Industrial Relations ("DIR") implementing such statutes. The work performed under this Agreement is subject to compliance monitoring and enforcement by the DIR. Consultant shall post job site notices, as prescribed by regulation.

(b) Prevailing Wages. Consultant shall pay prevailing wages to the extent required by Labor Code Section 1771. Pursuant to Labor Code Section 1773.2, copies of the prevailing rate of per diem wages are on file at City Hall and will be made available to any interested party on request. By initiating any work under this Agreement, Consultant acknowledges receipt of a copy of the Department of Industrial Relations (DIR) determination of the prevailing rate of per diem wages, and Consultant shall post a copy of the same at each job site where work is performed under this Agreement.

(c) Penalty for Failure to Pay Prevailing Wages. Consultant shall comply with and be bound by the provisions of Labor Code Sections 1774 and 1775 concerning the payment of prevailing rates of wages to workers and the penalties for failure to pay prevailing wages. The Consultant shall, as a penalty to the City, forfeit two hundred dollars ($200) for each calendar day, or portion thereof, for each worker paid less than the prevailing rates as determined by the DIR for the work or craft in which the worker is employed for any public work done pursuant to this Agreement by Consultant or by any subcontractor.

(d) Payroll Records. Consultant shall comply with and be bound by the provisions of Labor Code Section 1776, which requires Consultant and each subconsultant to: keep accurate payroll records and verify such records in writing under penalty of perjury, as specified in Section 1776; certify and make such payroll records available for inspection as provided by Section 1776; and inform the City of the location of the records.

(e) Apprentices. Consultant shall comply with and be bound by the provisions of Labor Code Sections 1777.5, 1777.6, and 1777.7 and California Code of Regulations Title 8, Section 200 *et seq.* concerning the employment of apprentices on public works projects. Consultant shall be responsible for compliance with

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

these Sections for all apprenticeable occupations. Prior to commencing work under this Agreement, Consultant shall provide City with a copy of the information submitted to any applicable apprenticeship program. Within sixty (60) days after concluding work pursuant to this Agreement, Consultant and each of its subconsultants shall submit to the City a verified statement of the journeyman and apprentice hours performed under this Agreement.

(f) Eight-Hour Workday. Consultant acknowledges that eight (8) hours labor constitutes a legal day's work. Consultant shall comply with and be bound by Labor Code Section 1810.

(g) Penalties for Excess Hours. Consultant shall comply with and be bound by the provisions of Labor Code Section 1813 concerning penalties for workers who work excess hours. The Consultant shall, as a penalty to the City, forfeit twenty-five dollars ($25) for each worker employed in the performance of this Agreement by the Consultant or by any subcontractor for each calendar day during which such worker is required or permitted to work more than eight (8) hours in any one calendar day and forty (40) hours in any one calendar week in violation of the provisions of Division 2, Part 7, Chapter 1, Article 3 of the Labor Code. Pursuant to Labor Code section 1815, work performed by employees of consultant in excess of eight (8) hours per day, and forty (40) hours during any one week shall be permitted upon public work upon compensation for all hours worked in excess of 8 hours per day at not less than one and one-half (1½) times the basic rate of pay.

(h) Workers' Compensation. California Labor Code Sections 1860 and 3700 provide that every employer will be required to secure the payment of compensation to its employees if it has employees. In accordance with the provisions of California Labor Code Section 1861, Consultant certifies as follows:

> "I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract."

Consultant's Authorized Initials DS MJL
Myung J. Lee

(i) Consultant's Responsibility for Subcontractors. For every subcontractor who will perform work under this Agreement, Consultant shall be responsible for such subcontractor's compliance with Division 2, Part 7, Chapter 1 (commencing with Section 1720) of the California Labor Code and shall make such compliance a requirement in any contract with any subcontractor for work under this Agreement. Consultant shall be required to take all actions necessary to enforce such contractual provisions and ensure subcontractor's compliance, including without limitation, conducting a review of the certified payroll records of the subcontractor on a periodic basis or upon becoming aware of the failure of the subcontractor to pay his or her workers the specified prevailing rate of wages. Consultant shall diligently take corrective action to halt or rectify any such failure by any subcontractor.

1.5 Licenses, Permits, Fees and Assessments.

Consultant shall obtain at its sole cost and expense such licenses, permits and approvals as may be required by law for the performance of the services required by this Agreement. Consultant shall have the sole obligation to pay for any fees, assessments and taxes, plus applicable penalties and interest, which may be

imposed by law and arise from or are necessary for the Consultant's performance of the services required by this Agreement, and shall indemnify, defend and hold harmless City, its officers, employees or

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

agents of City, against any such fees, assessments, taxes, penalties or interest levied, assessed or imposed against City hereunder.

1.6 Familiarity with Work.

By executing this Agreement, Consultant warrants that Consultant (i) has thoroughly investigated and considered the scope of services to be performed, (ii) has carefully considered how the services should be performed, and (iii) fully understands the facilities, difficulties and restrictions attending performance of the services under this Agreement. If the services involve work upon any site, Consultant warrants that Consultant has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services hereunder. Should the Consultant discover any latent or unknown conditions, which will materially affect the performance of the services hereunder, Consultant shall immediately inform the City of such fact and shall not proceed except at Consultant's risk until written instructions are received from the Contract Officer.

1.7 Care of Work.

The Consultant shall adopt reasonable methods during the life of the Agreement to furnish continuous protection to the work, and the equipment, materials, papers, documents, plans, studies and/or other components thereof to prevent losses or damages, and shall be responsible for all such damages, to persons or property, until acceptance of the work by City, except such losses or damages as may be caused by City's own negligence.

1.8 Further Responsibilities of Parties.

Both parties agree to use reasonable care and diligence to perform their respective obligations under this Agreement. Both parties agree to act in good faith to execute all instruments, prepare all documents and take all actions as may be reasonably necessary to carry out the purposes of this Agreement. Unless hereafter specified, neither party shall be responsible for the service of the other.

1.9 Additional Services.

City shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to or deducting from said work. No such extra work may be undertaken unless a written order is first given by the Contract Officer to the Consultant, incorporating therein any adjustment in (i) the Contract Sum for the actual costs of the extra work, and/or (ii) the time to perform this Agreement, which said adjustments are subject to the written approval of the Consultant. Any increase in compensation of up to ten percent (10%) of the Contract Sum or $25,000, whichever is less; or, in the time to perform of up to one hundred eighty (180) days, may be approved by the Contract Officer. Any greater increases, taken either separately or cumulatively, must be approved by the City Council. It is expressly understood by consultant that the provisions of this Section shall not apply to services specifically set forth in the Scope of Services. Consultant hereby acknowledges that it accepts the risk that the services to be provided pursuant to the Scope of Services may be more costly or time consuming than Consultant anticipates and that Consultant shall not be entitled to additional compensation therefor. City may in its sole and absolute discretion have similar work done by other Consultants. No claims for an increase in the Contract Sum or time for performance shall be valid unless the procedures established in this Section are followed.

/ / /

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

1.10 Special Requirements.

Additional terms and conditions of this Agreement, if any, which are made a part hereof are set forth in the "Special Requirements" attached hereto as Exhibit "B" and incorporated herein by this reference. In the event of a conflict between the provisions of Exhibit "B" and any other provisions of this Agreement, the provisions of Exhibit "B" shall govern.

ARTICLE 2. COMPENSATION AND METHOD OF PAYMENT.

2.1 Contract Sum.

Subject to any limitations set forth in this Agreement, City agrees to pay Consultant the amounts specified in the "Schedule of Compensation" attached hereto as Exhibit "C" and incorporated herein by this reference. The total compensation, including reimbursement for actual expenses, shall not exceed **$1,614,288.00 (one million, six hundred fourteen thousand, two hundred eighty-eight dollars)** (the "Contract Sum"), unless additional compensation is approved pursuant to Section 1.9.

2.2 Method of Compensation.

The method of compensation may include: (i) a lump sum payment upon completion; (ii) payment in accordance with specified tasks or the percentage of completion of the services, less contract retention; (iii) payment for time and materials based upon the Consultant's rates as specified in the Schedule of Compensation, provided that (a) time estimates are provided for the performance of sub tasks, (b) contract retention is maintained, and (c) the Contract Sum is not exceeded; or (iv) such other methods as may be specified in the Schedule of Compensation.

2.3 Reimbursable Expenses.

Compensation may include reimbursement for actual and necessary expenditures for reproduction costs, telephone expenses, and travel expenses approved by the Contract Officer in advance, or actual subcontractor expenses of an approved subcontractor pursuant to Section 4.5, and only if specified in the Schedule of Compensation. The Contract Sum shall include the attendance of consultant at all project meetings reasonably deemed necessary by the City. Coordination of the performance of the work with City is a critical component of the services. If Consultant is required to attend additional meetings to facilitate such coordination, Consultant shall not be entitled to any additional compensation for attending said meetings.

2.4 Invoices.

Each month Consultant shall furnish to City an original invoice for all work performed and expenses incurred during the preceding month in a form approved by City's Director of Finance. By submitting an invoice for payment under this Agreement, Consultant is certifying compliance with all provisions of the Agreement. The invoice shall contain all information specified in Exhibit "C" and shall detail charges for all necessary and actual expenses by the following categories: labor (by sub-category), travel, materials, equipment, supplies, and sub-contractor contracts. Sub-contractor charges shall also be detailed by such categories. Consultant shall not invoice City for any duplicate services performed by more than one person.

City shall independently review each invoice submitted by the Consultant to determine whether the work performed, and expenses incurred are in compliance with the provisions of this Agreement. Except as to any charges for work performed or expenses incurred by consultant which are disputed by City, or as provided in Section 7.3, City will use its best efforts to cause Consultant to be paid within forty-five (45) days of receipt

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

of Consultant's correct and undisputed invoice; however, Consultant acknowledges and agrees that due to City warrant run procedures, the City cannot guarantee that payment will occur within this time period. In the event any charges or expenses are disputed by City, the original invoice shall be returned by City to Consultant for correction and resubmission. Review and payment by City for any invoice provided by the Consultant shall not constitute a waiver of any rights or remedies provided herein or any applicable law.

2.5 Waiver.

Payment to Consultant for work performed pursuant to this Agreement shall not be deemed to waive any defects in work performed by Consultant.

ARTICLE 3. PERFORMANCE SCHEDULE

3.1 Time of Essence.

Time is of the essence in the performance of this Agreement.

3.2 Schedule of Performance.

Consultant shall commence the services pursuant to this Agreement upon receipt of a written notice to proceed and shall perform all services within the time period(s) established in the "Schedule of Performance" attached hereto as Exhibit "D" and incorporated herein by this reference. When requested by the Consultant, extensions to the time period(s) specified in the Schedule of Performance may be approved in writing by the Contract Officer but not exceeding one hundred eighty (180) days cumulatively.

3.3 Force Majeure.

The time period(s) specified in the Schedule of Performance for performance of the services rendered pursuant to this Agreement shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of the Consultant, including, but not restricted to, acts of God or of the public enemy, unusually severe weather, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any governmental agency, including the City, if the Consultant shall within ten (10) days of the commencement of such delay notify the Contract Officer in writing of the causes of the delay. The Contract Officer shall ascertain the facts and the extent of delay and extend the time for performing the services for the period of the enforced delay when and if in the judgment of the Contract Officer such delay is justified. The Contract Officer's determination shall be final and conclusive upon the parties to this Agreement. In no event shall Consultant be entitled to recover damages against the City for any delay in the performance of this Agreement, however caused, Consultant's sole remedy being extension of the Agreement pursuant to this Section.

3.4 Term & Extended Term.

Unless earlier terminated in accordance with Article 7 of this Agreement, this Agreement shall continue in full force and effect until completion of the services but not exceeding four years from the date hereof, except as otherwise provided in the Schedule of Performance (Exhibit "D"). The City Council, in a public meeting, may, in its sole discretion, elect to extend the Term for up to three (3) one (1) year extended terms.

/ / /

/ / /

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

ARTICLE 4. COORDINATION OF WORK

4.1 Representatives and Personnel of Consultant.

The following principals of Consultant ("Principals") are hereby designated as being the principals and representatives of Consultant authorized to act in its behalf with respect to the work specified herein and make all decisions in connection therewith:

Myung J. Kim, President

Ho C. Lee, Secretary

It is expressly understood that the experience, knowledge, capability and reputation of the foregoing principals were a substantial inducement for City to enter into this Agreement. Therefore, the foregoing principals shall be responsible during the term of this Agreement for directing all activities of Consultant and devoting sufficient time to personally supervise the services hereunder. All personnel of Consultant, and any authorized agents, shall at all times be under the exclusive direction and control of the Principals. For purposes of this Agreement, the foregoing Principals may not be replaced, nor may their responsibilities be substantially reduced by Consultant without the express written approval of City. Additionally, Consultant shall utilize only competent personnel to perform services pursuant to this Agreement. Consultant shall make every reasonable effort to maintain the stability and continuity of Consultant's staff and subcontractors, if any, assigned to perform the services required under this Agreement. Consultant shall notify City of any changes in Consultant's staff and subcontractors, if any, assigned to perform the services required under this Agreement, prior to and during any such performance.

4.2 Status of Consultant.

Consultant shall have no authority to bind City in any manner, or to incur any obligation, debt or liability of any kind on behalf of or against City, whether by contract or otherwise, unless such authority is expressly conferred under this Agreement or is otherwise expressly conferred in writing by City. Consultant shall not at any time or in any manner represent that Consultant or any of Consultant's officers, employees, or agents are in any manner officials, officers, employees or agents of City. Neither Consultant, nor any of Consultant's officers, employees or agents, shall obtain any rights to retirement, health care or any other benefits which may otherwise accrue to City's employees. Consultant expressly waives any claim Consultant may have to any such rights.

4.3 Contract Officer.

The Contract Officer shall be assigned prior to the start or such person as may be designated by the City Manager. It shall be the Consultant's responsibility to assure that the Contract Officer is kept informed of the progress of the performance of the services and the Consultant shall refer any decisions which must be made by City to the Contract Officer. Unless otherwise specified herein, any approval of City required hereunder shall mean the approval of the Contract Officer. The Contract Officer shall have authority, if specified in writing by the City Manager, to sign all documents on behalf of the City required hereunder to carry out the terms of this Agreement.

4.4 Independent Consultant.

Neither the City nor any of its employees shall have any control over the manner, mode or means by which Consultant, its agents or employees, perform the services required herein, except as otherwise set forth herein. City shall have no voice in the selection, discharge, supervision or control of Consultant's employees,

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

servants, representatives or agents, or in fixing their number, compensation or hours of service. Consultant shall perform all services required herein as an independent contractor of City and shall remain at all times as to City a wholly independent contractor with only such obligations as are consistent with that role. Consultant shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of City. City shall not in any way or for any purpose become or be deemed to be a partner of Consultant in its business or otherwise or a joint venturer or a member of any joint enterprise with Consultant.

4.5 Prohibition Against Subcontracting or Assignment.

The experience, knowledge, capability and reputation of Consultant, its principals and employees were a substantial inducement for the City to enter into this Agreement. Therefore, Consultant shall not contract with any other entity to perform in whole or in part the services required hereunder without the express written approval of the City. In addition, neither this Agreement nor any interest herein may be transferred, assigned, conveyed, hypothecated or encumbered voluntarily or by operation of law, whether for the benefit of creditors or otherwise, without the prior written approval of City. Transfers restricted hereunder shall include the transfer to any person or group of persons acting in concert of more than twenty five percent (25%) of the present ownership and/or control of Consultant, taking all transfers into account on a cumulative basis. In the event of any such unapproved transfer, including any bankruptcy proceeding, this Agreement shall be void. No approved transfer shall release the Consultant or any surety of Consultant of any liability hereunder without the express consent of City.

ARTICLE 5. INSURANCE AND INDEMNIFICATION

5.1 Insurance Coverages.

Without limiting Consultant's indemnification of City, and prior to commencement of any services under this Agreement, Consultant shall obtain, provide and maintain at its own expense during the term of this Agreement, policies of insurance of the type and amounts described below and, in a form, satisfactory to City.

(a) General liability insurance. Consultant shall maintain commercial general liability insurance with coverage at least as broad as Insurance Services Office form CG 00 01, in an amount not less than $2,000,000 per occurrence, If general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit. The policy must include contractual liability that has not been amended. Any endorsement restricting standard ISO "insured contract" language will not be accepted.

(b) Automobile liability insurance. Consultant shall maintain automobile insurance at least as broad as Insurance Services Office form CA 00 01 covering bodily injury and property damage for all activities of the Consultant arising out of or in connection with Services to be performed under this Agreement, including coverage for any owned, hired, non-owned or rented vehicles, in an amount not less than $1,000,000 combined single limit for each accident.

(c) Professional liability (errors & omissions) insurance. Consultant shall maintain professional liability insurance that covers the Services to be performed in connection with this Agreement, in the minimum amount of $1,000,000 per claim and in the aggregate. Any policy inception date, continuity date, or retroactive date must be before the effective date of this Agreement and Consultant agrees to maintain continuous coverage through a period no less than three (3) years after completion of the services required by this Agreement.

(d) Workers' compensation insurance. Consultant shall maintain Workers' Compensation Insurance (Statutory Limits) and Employer's Liability Insurance (with limits of at least $1,000,000).

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

(e) Subcontractors. Consultant shall include all subcontractors as insureds under its policies or shall furnish separate certificates and certified endorsements for each subcontractor. All coverages for subcontractors shall include all of the requirements stated herein.

(f) Additional Insurance. Policies of such other insurance, as may be required in the Special Requirements in Exhibit "B".

5.2 General Insurance Requirements.

(a) Proof of insurance. Consultant shall provide certificates of insurance to City as evidence of the insurance coverage required herein, along with a waiver of subrogation endorsement for workers' compensation. Insurance certificates and endorsements must be approved by City's Risk Manager prior to commencement of performance. Current certification of insurance shall be kept on file with City at all times during the term of this Agreement. City reserves the right to require complete, certified copies of all required insurance policies, at any time.

(b) Duration of coverage. Consultant shall procure and maintain for the duration of this Agreement insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the Services hereunder by Consultant, its agents, representatives, employees or subconsultants.

(c) Primary/noncontributing. Coverage provided by Consultant shall be primary and any insurance or self-insurance procured or maintained by City shall not be required to contribute with it. The limits of insurance required herein may be satisfied by a combination of primary and umbrella or excess insurance. Any umbrella or excess insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and non-contributory basis for the benefit of City before the City's own insurance or self-insurance shall be called upon to protect it as a named insured.

(d) City's rights of enforcement. In the event any policy of insurance required under this Agreement does not comply with these specifications or is canceled and not replaced, City has the right but not the duty to obtain the insurance it deems necessary, and any premium paid by City will be promptly reimbursed by Consultant or City will withhold amounts sufficient to pay premium from Consultant payments. In the alternative, City may cancel this Agreement.

(e) Acceptable insurers. All insurance policies shall be issued by an insurance company currently authorized by the Insurance Commissioner to transact business of insurance or that is on the List of Approved Surplus Line Insurers in the State of California, with an assigned policyholders' Rating of A- (or higher) and Financial Size Category Class VI (or larger) in accordance with the latest edition of Best's Key Rating Guide, unless otherwise approved by the City's Risk Manager.

(f) Waiver of subrogation. All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against City, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow Consultant or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Consultant hereby waives its own right of recovery against City and shall require similar written express waivers and insurance clauses from each of its subconsultants.

(g) Enforcement of contract provisions (non-estoppel). Consultant acknowledges and agrees that any actual or alleged failure on the part of the City to inform Consultant of non-compliance with any requirement imposes no additional obligations on the City nor does it waive any rights hereunder.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

(h) Requirements not limiting. Requirements of specific coverage features, or limits contained in this section are not intended as a limitation on coverage, limits or other requirements, or a waiver of any coverage normally provided by any insurance. Specific reference to a given coverage feature is for purposes of clarification only as it pertains to a given issue and is not intended by any party or insured to be all inclusive, or to the exclusion of other coverage, or a waiver of any type. If the Consultant maintains higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the Consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

(i) Notice of cancellation. Consultant agrees to oblige its insurance agent or broker and insurers to provide to City with a thirty (30) day notice of cancellation (except for nonpayment for which a ten (10) day notice is required) or nonrenewal of coverage for each required coverage.

(j) Additional insured status. General liability policies shall provide or be endorsed to provide that City and its officers, officials, employees, and agents, and volunteers shall be additional insureds under such policies. This provision shall also apply to any excess/umbrella liability policies.

(k) Prohibition of undisclosed coverage limitations. None of the coverages required herein will be in compliance with these requirements if they include any limiting endorsement of any kind that has not been first submitted to City and approved of in writing.

(l) Separation of insureds. A severability of interests provision must apply for all additional insureds ensuring that Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the insurer's limits of liability. The policy(ies) shall not contain any cross-liability exclusions.

(m) Pass through clause. Consultant agrees to ensure that its subconsultants, subcontractors, and any other party involved with the project who is brought onto or involved in the project by Consultant, provide the same minimum insurance coverage and endorsements required of Consultant. Consultant agrees to monitor and review all such coverage and assumes all responsibility for ensuring that such coverage is provided in conformity with the requirements of this section. Consultant agrees that upon request, all agreements with consultants, subcontractors, and others engaged in the project will be submitted to City for review.

(n) Agency's right to revise specifications. The City reserves the right at any time during the term of the contract to change the amounts and types of insurance required by giving the Consultant ninety (90) days advance written notice of such change. If such change results in substantial additional cost to the Consultant, the City and Consultant may renegotiate Consultant's compensation.

(o) Self-insured retentions. Any self-insured retentions must be declared to and approved by City. City reserves the right to require that self-insured retentions be eliminated, lowered, or replaced by a deductible. Self-insurance will not be considered to comply with these specifications unless approved by City.

(p) Timely notice of claims. Consultant shall give City prompt and timely notice of claims made or suits instituted that arise out of or result from Consultant's performance under this Agreement, and that involve or may involve coverage under any of the required liability policies.

(q) Additional insurance. Consultant shall also procure and maintain, at its own cost and expense, any additional kinds of insurance, which in its own judgment may be necessary for its proper protection and prosecution of the work.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

5.3 Indemnification.

To the full extent permitted by law, Consultant agrees to indemnify, defend and hold harmless the City, its officers, employees and agents ("Indemnified Parties") against, and will hold and save them and each of them harmless from, any and all actions, either judicial, administrative, arbitration or regulatory claims, damages to persons or property, losses, costs, penalties, obligations, errors, omissions or liabilities whether actual or threatened (herein "claims or liabilities") that may be asserted or claimed by any person, firm or entity arising out of or in connection with the negligent performance of the work, operations or activities provided herein of Consultant, its officers, employees, agents, subcontractors, or invitees, or any individual or entity for which Consultant is legally liable ("indemnitors"), or arising from Consultant's or indemnitors' reckless or willful misconduct, or arising from Consultant's or indemnitors' negligent performance of or failure to perform any term, provision, covenant or condition of this Agreement, and in connection therewith:

(a) Consultant will defend any action or actions filed in connection with any of said claims or liabilities and will pay all costs and expenses, including legal costs and attorneys' fees incurred in connection therewith;

(b) Consultant will promptly pay any judgment rendered against the City, its officers, agents or employees for any such claims or liabilities arising out of or in connection with the negligent performance of or failure to perform such work, operations or activities of Consultant hereunder; and Consultant agrees to save and hold the City, its officers, agents, and employees harmless therefrom;

(c) In the event the City, its officers, agents or employees is made a party to any action or proceeding filed or prosecuted against Consultant for such damages or other claims arising out of or in connection with the negligent performance of or failure to perform the work, operation or activities of Consultant hereunder, Consultant agrees to pay to the City, its officers, agents or employees, any and all costs and expenses incurred by the City, its officers, agents or employees in such action or proceeding, including but not limited to, legal costs and attorneys' fees.

Consultant shall incorporate similar indemnity agreements with its subcontractors and if it fails to do so Consultant shall be fully responsible to indemnify City hereunder therefore, and failure of City to monitor compliance with these provisions shall not be a waiver hereof. This indemnification includes claims or liabilities arising from any negligent or wrongful act, error or omission, or reckless or willful misconduct of Consultant in the performance of professional services hereunder. The provisions of this Section do not apply to claims or liabilities occurring as a result of City's sole negligence or willful acts or omissions, but, to the fullest extent permitted by law, shall apply to claims and liabilities resulting in part from City's negligence, except that design professionals' indemnity hereunder shall be limited to claims and liabilities arising out of the negligence, recklessness or willful misconduct of the design professional. The indemnity obligation shall be binding on successors and assigns of Consultant and shall survive termination of this Agreement.

ARTICLE 6. RECORDS, REPORTS, AND RELEASE OF INFORMATION

6.1 Records.

Consultant shall keep, and require subcontractors to keep, such ledgers, books of accounts, invoices, vouchers, canceled checks, reports, studies or other documents relating to the disbursements charged to City and services performed hereunder (the "books and records"), as shall be necessary to perform the services required by this Agreement and enable the Contract Officer to evaluate the performance of such services. Any and all such documents shall be maintained in accordance with generally accepted accounting principles and shall be complete and detailed. The Contract Officer shall have full and free access to such books and records at all

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

times during normal business hours of City, including the right to inspect, copy, audit and make records and transcripts from such records. Such records shall be maintained for a period of three (3) years following completion of the services hereunder, and the City shall have access to such records in the event any audit is required. In the event of dissolution of Consultant's business, custody of the books and records may be given to City, and access shall be provided by Consultant's successor in interest. Notwithstanding the above, the Consultant shall fully cooperate with the City in providing access to the books and records if a public records request is made and disclosure is required by law including but not limited to the California Public Records Act.

6.2 Reports.

Consultant shall periodically prepare and submit to the Contract Officer such reports concerning the performance of the services required by this Agreement as the Contract Officer shall require. Consultant hereby acknowledges that the City is greatly concerned about the cost of work and services to be performed pursuant to this Agreement. For this reason, Consultant agrees that if Consultant becomes aware of any facts, circumstances, techniques, or events that may or will materially increase or decrease the cost of the work or services contemplated herein or, if Consultant is providing design services, the cost of the project being designed, Consultant shall promptly notify the Contract Officer of said fact, circumstance, technique or event and the estimated increased or decreased cost related thereto and, if Consultant is providing design services, the estimated increased or decreased cost estimate for the project being designed.

6.3 Ownership of Documents.

All drawings, specifications, maps, designs, photographs, studies, surveys, data, notes, computer files, reports, records, documents and other materials (the "documents and materials") prepared by Consultant, its employees, subcontractors and agents in the performance of this Agreement shall be the property of City and shall be delivered to City upon request of the Contract Officer or upon the termination of this Agreement, and Consultant shall have no claim for further employment or additional compensation as a result of the exercise by City of its full rights of ownership use, reuse, or assignment of the documents and materials hereunder. Any use, reuse or assignment of such completed documents for other projects and/or use of uncompleted documents without specific written authorization by the Consultant will be at the City's sole risk and without liability to Consultant, and Consultant's guarantee and warranties shall not extend to such use, reuse or assignment. Consultant may retain copies of such documents for its own use. Consultant shall have the right to use the concepts embodied therein. All subcontractors shall provide for assignment to City of any documents or materials prepared by them, and in the event, Consultant fails to secure such assignment, Consultant shall indemnify City for all damages resulting therefrom. Moreover, Consultant with respect to any documents and materials that may qualify as "works made for hire" as defined in 17 U.S.C. § 101, such documents and materials are hereby deemed "works made for hire" for the City.

6.4 Confidentiality and Release of Information.

(a) All information gained, or work product produced by Consultant in performance of this Agreement shall be considered confidential, unless such information is in the public domain or already known to Consultant. Consultant shall not release or disclose any such information or work product to persons or entities other than City without prior written authorization from the Contract Officer.

(b) Consultant, its officers, employees, agents or subcontractors, shall not, without prior written authorization from the Contract Officer or unless requested by the City Attorney, voluntarily provide documents, declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement. Response to a subpoena or court order shall not be considered "voluntary" provided Consultant gives City notice of such court order or subpoena.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

(c) If Consultant, or any officer, employee, agent or subcontractor of Consultant, provides any information or work product in violation of this Agreement, then City shall have the right to reimbursement and indemnity from Consultant for any damages, costs and fees, including attorney's fees, caused by or incurred as a result of Consultant's conduct.

(d) Consultant shall promptly notify City should Consultant, its officers, employees, agents or subcontractors be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed there under. City retains the right, but has no obligation, to represent Consultant or be present at any deposition, hearing or similar proceeding. Consultant agrees to cooperate fully with City and to provide City with the opportunity to review any response to discovery requests provided by Consultant. However, this right to review any such response does not imply or mean the right by City to control, direct, or rewrite said response.

ARTICLE 7. ENFORCEMENT OF AGREEMENT AND TERMINATION

7.1 California Law.

This Agreement shall be interpreted, construed and governed both as to validity and to performance of the parties in accordance with the laws of the State of California. Legal actions concerning any dispute, claim or matter arising out of or in relation to this Agreement shall be instituted in the Superior Court of the County of Los Angeles, State of California, or any other appropriate court in such county, and Consultant covenants and agrees to submit to the personal jurisdiction of such court in the event of such action. In the event of litigation in a U.S. District Court, venue shall lie exclusively in the Central District of California, in the County of Los Angeles, State of California.

7.2 Disputes; Default.

In the event that Consultant is in default under the terms of this Agreement, the City shall not have any obligation or duty to continue compensating Consultant for any work performed after the date of default. Instead, the City may give notice to Consultant of the default and the reasons for the default. The notice shall include the timeframe in which Consultant may cure the default. This timeframe is presumptively thirty (30) days, but may be extended, though not reduced, if circumstances warrant. During the period of time that Consultant is in default, the City shall hold all invoices and shall, when the default is cured, proceed with payment on the invoices. In the alternative, the City may, in its sole discretion, elect to pay some or all of the outstanding invoices during the period of default. If Consultant does not cure the default, the City may take necessary steps to terminate this Agreement under this Article. Any failure on the part of the City to give notice of the Consultant's default shall not be deemed to result in a waiver of the City's legal rights or any rights arising out of any provision of this Agreement.

7.3 Retention of Funds.

Consultant hereby authorizes City to deduct from any amount payable to Consultant (whether or not arising out of this Agreement) (i) any amounts the payment of which may be in dispute hereunder or which are necessary to compensate City for any losses, costs, liabilities, or damages suffered by City, and (ii) all amounts for which City may be liable to third parties, by reason of Consultant's acts or omissions in performing or failing to perform Consultant's obligation under this Agreement. In the event that any claim is made by a third party, the amount or validity of which is disputed by Consultant, or any indebtedness shall exist which shall appear to be the basis for a claim of lien, City may withhold from any payment due, without liability for interest because of such withholding, an amount sufficient to cover such claim. The failure of City to exercise such right

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

to deduct or to withhold shall not, however, affect the obligations of the Consultant to insure, indemnify, and protect City as elsewhere provided herein.

7.4 Waiver.

Waiver by any party to this Agreement of any term, condition, or covenant of this Agreement shall not constitute a waiver of any other term, condition, or covenant. Waiver by any party of any breach of the provisions of this Agreement shall not constitute a waiver of any other provision or a waiver of any subsequent breach or violation of any provision of this Agreement. Acceptance by City of any work or services by Consultant shall not constitute a waiver of any of the provisions of this Agreement. No delay or omission in the exercise of any right or remedy by a non-defaulting party on any default shall impair such right or remedy or be construed as a waiver. Any waiver by either party of any default must be in writing and shall not be a waiver of any other default concerning the same or any other provision of this Agreement.

7.5 Rights and Remedies are Cumulative.

Except with respect to rights and remedies expressly declared to be exclusive in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same default or any other default by the other party.

7.6 Legal Action.

In addition to any other rights or remedies, either party may take legal action, in law or in equity, to cure, correct or remedy any default, to recover damages for any default, to compel specific performance of this Agreement, to obtain declaratory or injunctive relief, or to obtain any other remedy consistent with the purposes of this Agreement. Notwithstanding any contrary provision herein, Consultant shall file a statutory claim pursuant to Government Code Sections 905 et seq. and 910 et seq., in order to pursue a legal action under this Agreement.

7.7 Termination Prior to Expiration of Term.

This Section shall govern any termination of this Contract except as specifically provided in the following Section for termination for cause. The City reserves the right to terminate this Contract at any time, with or without cause, upon thirty (30) days' written notice to Consultant, except that where termination is due to the fault of the Consultant, the period of notice may be such shorter time as may be determined by the Contract Officer. In addition, the Consultant reserves the right to terminate this Contract at any time, with or without cause, upon sixty (60) days' written notice to City, except that where termination is due to the fault of the City, the period of notice may be such shorter time as the Consultant may determine. Upon receipt of any notice of termination, Consultant shall immediately cease all services hereunder except such as may be specifically approved by the Contract Officer. Except where the Consultant has initiated termination, the Consultant shall be entitled to compensation for all services rendered prior to the effective date of the notice of termination and for any services authorized by the Contract Officer thereafter in accordance with the Schedule of Compensation or such as may be approved by the Contract Officer, except as provided in Section 7.3. In the event the Consultant has initiated termination, the Consultant shall be entitled to compensation only for the reasonable value of the work product actually produced hereunder. In the event of termination without cause pursuant to this Section, the terminating party need not provide the non-terminating party with the opportunity to cure pursuant to Section 7.2.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

7.8 Termination for Default of Consultant.

If termination is due to the failure of the Consultant to fulfill its obligations under this Agreement, City may, after compliance with the provisions of Section 7.2, take over the work and prosecute the same to completion by contract or otherwise, and the Consultant shall be liable to the extent that the total cost for completion of the services required hereunder exceeds the compensation herein stipulated (provided that the City shall use reasonable efforts to mitigate such damages), and City may withhold any payments to the Consultant for the purpose of set-off or partial payment of the amounts owed the City as previously stated.

7.9 Attorneys' Fees.

If either party to this Agreement is required to initiate or defend or made a party to any action or proceeding in any way connected with this Agreement, the prevailing party in such action or proceeding, in addition to any other relief which may be granted, whether legal or equitable, shall be entitled to reasonable attorney's fees. Attorney's fees shall include attorney's fees on any appeal, and in addition a party entitled to attorney's fees shall be entitled to all other reasonable costs for investigating such action, taking depositions and discovery and all other necessary costs the court allows which are incurred in such litigation. All such fees shall be deemed to have accrued on commencement of such action and shall be enforceable whether or not such action is prosecuted to judgment.

ARTICLE 8. CITY OFFICERS AND EMPLOYEES: NON-DISCRIMINATION

8.1 Non-liability of City Officers and Employees.

No officer or employee of the City shall be personally liable to the Consultant, or any successor in interest, in the event of any default or breach by the City or for any amount which may become due to the Consultant or to its successor, or for breach of any obligation of the terms of this Agreement.

8.2 Conflict of Interest.

Consultant covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, which would conflict in any manner with the interests of City or which would in any way hinder Consultant's performance of services under this Agreement. Consultant further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor without the express written consent of the Contract Officer. Consultant agrees to at all times avoid conflicts of interest or the appearance of any conflicts of interest with the interests of City in the performance of this Agreement.

No officer or employee of the City shall have any financial interest, direct or indirect, in this Agreement nor shall any such officer or employee participate in any decision relating to the Agreement which affects her/his financial interest or the financial interest of any corporation, partnership or association in which (s)he is, directly or indirectly, interested, in violation of any State statute or regulation. The Consultant warrants that it has not paid or given and will not pay or give any third party any money or other consideration for obtaining this Agreement.

/ / /

/ / /

/ / /

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

8.3 Covenant Against Discrimination.

Consultant covenants that, by and for itself, its heirs, executors, assigns, and all persons claiming under or through them, that there shall be no discrimination against or segregation of, any person or group of persons on account of race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry or other protected class in the performance of this Agreement. Consultant shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry or other protected class.

8.4 Unauthorized Aliens.

Consultant hereby promises and agrees to comply with all of the provisions of the Federal Immigration and Nationality Act, 8 U.S.C. § 1101 *et seq.*, as amended, and in connection therewith, shall not employ unauthorized aliens as defined therein. Should Consultant so employ such unauthorized aliens for the performance of work and/or services covered by this Agreement, and should any liability or sanctions be imposed against City for such use of unauthorized aliens, Consultant hereby agrees to and shall reimburse City for the cost of all such liabilities or sanctions imposed, together with any and all costs, including attorneys' fees, incurred by City.

ARTICLE 9. MISCELLANEOUS PROVISIONS

9.1 Notices.

Any notice, demand, request, document, consent, approval, or communication either party desires or is required to give to the other party or any other person shall be in writing and either served personally or sent by prepaid, first-class mail, in the case of the City, to the City Manager and to the attention of the Contract Officer (with her/his name and City title), City of Glendora, 116 E. Foothill Blvd., Glendora, California 91741-3380, and in the case of the Consultant, to the person(s) at the address designated on the execution page of this Agreement. Either party may change its address by notifying the other party of the change of address in writing. Notice shall be deemed communicated at the time personally delivered or in seventy-two (72) hours from the time of mailing if mailed as provided in this Section.

9.2 Interpretation.

The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply.

9.3 Counterparts.

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, and such counterparts shall constitute one and the same instrument.

9.4 Integration; Amendment.

This Agreement including the attachments hereto is the entire, complete and exclusive expression of the understanding of the parties. It is understood that there are no oral agreements between the parties hereto affecting this Agreement and this Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements and understandings, if any, between the parties, and none shall be used to interpret this Agreement. No amendment to or modification of this Agreement shall be valid unless made in writing and

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

approved by the Consultant and by the City Council. The parties agree that this requirement for written modifications cannot be waived and that any attempted waiver shall be void.

9.5 Severability.

In the event that any one or more of the phrases, sentences, clauses, paragraphs, or sections contained in this Agreement shall be declared invalid or unenforceable by a valid judgment or decree of a court of competent jurisdiction, such invalidity or unenforceability shall not affect any of the remaining phrases, sentences, clauses, paragraphs, or sections of this Agreement which are hereby declared as severable and shall be interpreted to carry out the intent of the parties hereunder unless the invalid provision is so material that its invalidity deprives either party of the basic benefit of their bargain or renders this Agreement meaningless.

9.6 Warranty & Representation of Non-Collusion.

No official, officer, or employee of City has any financial interest, direct or indirect, in this Agreement, nor shall any official, officer, or employee of City participate in any decision relating to this Agreement which may affect his/her financial interest or the financial interest of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any State or municipal statute or regulation. The determination of "financial interest" shall be consistent with State law and shall not include interests found to be "remote" or "noninterest" pursuant to Government Code Sections 1091 or 1091.5. Consultant warrants and represents that it has not paid or given, and will not pay or give, to any third party including, but not limited to, any City official, officer, or employee, any money, consideration, or other thing of value as a result or consequence of obtaining or being awarded any agreement. Consultant further warrants and represents that (s)he/it has not engaged in any act(s), omission(s), or other conduct or collusion that would result in the payment of any money, consideration, or other thing of value to any third party including, but not limited to, any City official, officer, or employee, as a result of consequence of obtaining or being awarded any agreement. Consultant is aware of and understands that any such act(s), omission(s) or other conduct resulting in such payment of money, consideration, or other thing of value will render this Agreement void and of no force or effect.

Consultant's Authorized Initials DS MJL

Myung J. Lee

The persons executing this Agreement on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said party, (iii) by so executing this Agreement, such party is formally bound to the provisions of this Agreement, and (iv) that entering into this Agreement does not violate any provision of any other Agreement to which said party is bound. This Agreement shall be binding upon the heirs, executors, administrators, successors and assigns of the parties.

[SIGNATURES ON FOLLOWING PAGE]

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the date and year first-above written.

CITY:
City of Glendora, a municipal corporation

DocuSigned by:
Adam Raymond
A0EB4F5D056C43C...
Adam Raymond
City Manager
July 21, 2021 | 4:36 AM PDT

APPROVED AS TO FORM:
ALESHIRE & WYNDER, LLP

DocuSigned by:
William W. Wynder
9F096A23BACC455...
William W. Wynder
City Attorney

CERTIFY AVAILABILITY OF FUNDS:

DocuSigned by:
June Overholt
9B180E0AE8E94B9...
June Overholt
Administrative Services Director

ATTEST:

DocuSigned by:
Kathleen Sessman
2252A9F44B69431...
Kathleen R. Sessman
City Clerk/Communications Director
July 22, 2021 | 1:14 PM PDT

CONTRACTOR:
United Maintenance Systems

DocuSigned by:
Myung J. Lee
D019CF5F0AFF4B2...
Name: Myung J. Lee
Title: President
Email Address: Jkim@umsla.com
July 20, 2021 | 11:19 PM PDT

DocuSigned by:
Ho C. Lee
571FDF5GE48044C...
Name: Ho C. Lee
Title: Secretary
Email Address: Holee@umsla.com
July 20, 2021 | 11:20 PM PDT

Address:
144 S. First St, #101
Burbank CA 91502
(213) 739-1405

Two corporate officer signatures required when Contractor is a corporation, with one signature required from each of the following groups: 1) Chairman of the Board, President or any Vice President; and 2) Secretary, any Assistant Secretary, Chief Financial Officer or any Assistant Treasurer. CONTRACTOR'S SIGNATURES SHALL BE DULY NOTARIZED, AND APPROPRIATE ATTESTATIONS SHALL BE INCLUDED AS MAY BE REQUIRED BY THE BYLAWS, ARTICLES OF INCORPORATION, OR OTHER RULES OR REGULATIONS APPLICABLE TO CONTRACTOR'S BUSINESS ENTITY.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

EXHIBIT "A"

SCOPE OF SERVICES #1
JANITORIAL SERVICES - FACILITIES

	BUILDING NAME	FREQUENCY	ADDRESS
1	Police Department	7 days/week	150 S. Glendora Ave
2	City Hall	5 days/week	116 E. Foothill Blvd.
3	Library o Bidwell Forum & Breakroom	6 days/ week	140 S. Glendora Ave.
4	La Feta Senior Center	5 days/ week	333 E. Foothill Blvd.
5	Transportation Center	6 days/ week	410 E. Dalton Ave.
6	Youth Center	5 days/ week	437 E. Dalton Ave.
7	American Legion	5 days/ week	159 N. Cullen Ave.
8	Liberty House	5 days/ week	181 N. Cullen Ave.
9	Scout Hut	5 days/ week	435 E. Dalton
10	Crowther Teen & Family Center	6 days/ week	241 W. Dawson Ave.
11	Parks Yard	5 days/ week	1636 Compromise Line Rd.
12	Street Yard	5 days/ week	440 S. Loraine Ave.
13	Water Yard	5 days/ week	1051 E. Sierra Madre Ave.

NOTE: Pricing should include *ALL* daily, monthly, quarterly, and bi-annual tasks.

MATERIAL SPECIFICATIONS

The Contractor shall provide all labor, tools, equipment and cleaning chemicals materials required and/or implied for the complete and satisfactory performance. The City shall supply all consumables such as toilet tissue, seat covers, paper towels, hand soap and receptacle liners, etc.

FREQUENCY

Janitorial services shall be provided five (5) days per week; Monday through Friday between 5:00 p.m. and 1:00 a.m. in most cases, except for those facilities where different hours are called out and excluding City-recognized holidays.

Days of Service

1. **All Facilities:** Monday - Friday excluding the ones listed below.

2. **Police Department:** Sunday - Saturday, including working holidays.

3. **Transportation Center:** Monday – Saturday according to the routine hours listed.

4. **Library:** Monday – Saturday with minimal service during the day and the remainder according to the routine hours listed.

5. **American Legion, Scout Hut, Youth Center and Liberty House:** Sunday - Thursday

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

TASK AND FREQUENCY SCHEDULE
JANITORIAL SERVICE

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. Each location is to be cleaned based on the frequency and specifications listed.

A. DAILY CLEANING – ALL AREAS

- **Sweep** - Hard surface floors using soft brooms sprayed with a non-oily sweeping compound. Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be swept with a broom shall be detached without damage to the floor to permit removal by sweeping.

- **Dust Mop -** using floor mops treated with a non-oily floor mop dressing. Dust mopping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the mop. Surface accumulation of hardened dirt that cannot be detached with a mop shall be detached without damage to the floor to permit removal by dust mopping.

- **Damp Mop –** floors using a clean mop and clean water or neutral detergent. Dust mop floors immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with a mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks, there shall be no splashes left on the walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp, not wet. If a strong cleaning solution is used, the floor shall be rinsed with clean water.

- **Scrub and Disinfect -** floors using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor, and film. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe base with clean cloth or sponge and germicidal cleaner.

- **Vacuum -** carpeted floors using a commercial vacuum cleaner, which incorporates brushing or beating action. Carpets shall be left clean of all dust, and loose imbedded dirt for their full depth. If necessary, spot clean using a dry cleaner or spot remover to leave the carpet clean of spots and stains. Elevator floors and door tracks (floor level) and spot clean cab walls.

- **Scrub, Clean and Disinfect-** walls and partitions including incidental hardware, vertical grills, and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor, and film.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

- **Empty Trash Cans -** bag trash and place in dumpsters. Break down and dispose of all boxes in the dumpster area.

- **Pick Up Trash -** Bag trash and place in dumpsters, leaving area neat and free of trash. Do not remove items which do not appear to be trash; leave items which appear to be placed purposefully in their location (such as correspondence, reports).

- **Replace Trash Can Liners -** with liners compatible with trash can size.

- **Clean and Disinfect Water Fountains.** Clean metal type of fountains (both inside and outside) using a germicidal cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean and free of streaks and film.

- **Empty and Clean All Ash Receptacles -** clean sand type urns with a sand screen or sieve to remove all buts and ashes, and other debris. Wipe exterior of urn with a damp cloth to remove all surface soil and stains.

- **Clean, Dust and Soft Buff -** furniture, including shelves, windowsills, counters, tables display cases, floor signs and all other surfaces, using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs. Dust only those surfaces which are cleared of papers and other possessions of occupants.

- **Clean and Disinfect,** switch plates, phones and hardware using a clean cloth dampened with a germicidal cleaner. Wipe dry and polish metal surfaces.

- **Clean Rug Type Mats-** by vacuuming or sweeping to leave mat clean of all loose dirt and soil.

- **Scrub Rug Type Mats-** with cleaning solution and rinse to leave mat completely clean of embedded soil.

- **Clean Handrails and Accessories-** using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

- **Clean Entrance Door, Hallway Door Glass & Office Doors**- and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.

- **Clean and Disinfect Toilet Fixtures**- including toilet bowls, urinals, sinks, etc., using a clean cloth, brush or sponge and a germicidal cleaner. *(Do not use the same cloth or sponge for toilet bowls and urinals for any other surface)*. Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

fixtures, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.

- **Clean and Disinfect Toilet Accessories** - including dispensers, disposals, shelves, mirrors, partitions etc., using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and disinfected, and free from streaks, stains, mildew, odor, and film. Empty sanitary napkin disposals prior to cleaning. Wipe all surfaces with a dry, clean cloth and polish metal surfaces.

- **Refill All Consumable Products -** as necessary to keep supplies from running out that are supplied by the city, including toilet paper, paper towels, feminine supplies, and soap. Notify project Manager when supplies are low but before they run out.

- **Restroom Partitions** Wet wipe and sanitize partitions with a germicidal cleaner.

- **Clean Door Glass**- clean both sides and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions.

- **Wipe Exterior of Large Appliances**, stainless steel etc. refrigerators, microwaves oven, stoves, coffee machines etc.

- **Clean Building Entrance Areas**- outside of entrance doors by sweeping concrete surfaces, removing trash, leaves, grass, and other litter. Clean mats by sweeping free of loose dirt and other foreign matter.

- **Clean Exterior of Glass Entrance Area**-and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, jambs, and mullions. Area includes all glass storefront adjacent to the entrance doors and to 10' above ground level.

B. <u>WEEKLY – ALL AREAS</u>

- **Wash Trash Cans** using a neutral detergent solution, (germicidal cleaner for restroom trash cans), leaving the trash can clean and free of odor.

- **Clean Vertical grills and louvers-** by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint, and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.

- **Clean Ceiling Grills and Louvers-** by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint, and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

- **Dust-** walls, molding, door, doorframes, all wall hung photos and plaques and tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.

- **Dust Blinds,** using a cloth treated with a non-oily dressing to remove all dust, loose dirt, and webs.

- **Wet Mop –**hard surface floors. Remove heel marks.

- **Clean Interior and Exterior -** of microwaves removing any and all food particles.

- **Clean & Sanitize All** restroom floors, walls, and showers.

- **Dust Baseplates and Shelves/Counters -** In All Stairwells.

C. <u>MONTHLY- ALL AREAS</u>

- **Clean & Polish –** all wood surfaces/furniture, vinyl floors and damp wipe laminated desks, tables and counters in public use areas and conference rooms (only cleared surfaces).

- **Vacuum –** all draperies and upholstered furniture.

- **Wash and Clean** – Vinyl furniture.

- **Dust -** interior glass, doors, door frames, sills, partitions, cabinets, and furniture within the "Medium" height zone.

- **Brush Down -** walls, columns, and beams.

- **Spot Check and Remove** - carpet stains.

- **Clean and Wipe Down -** all blinds, baseboards, and furniture panel base covers.

- **Damp Wipe, Vacuum and Clean -** all room corners**.**

- **Flush Floor Traps –** by pouring one gallon of water in all floor drains.

- **Dust and Clean Light Fixtures** using a clean dry cloth, or water and neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.

- **Clean and Wipe Down** the Inside of all refrigerators/freezers on the ***<u>Last Friday of Every Month</u>***

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

D. QUARTERLY - ALL AREAS (*MARCH, JUNE, SEPTEMBER & DECEMBER)*

One-week advance notice to the Project Manager is required each time this work is performed.

- **Clean** - both sides of all interior partitions and glass.
- **Spot Wash** – painted metal furniture (trash cans, benches etc.) inside and outside of the facilities.
- **Perform "High" Zone Dusting** – on all interior glass, moldings, window frames and walls.
- **High Speed Buffing –** Clean and buff flooring per the manufacturer's recommendations at the below locations:
  - La Feta Center
  - Youth Center
  - Crowther Teen & Family Center
  - American Legion
  - Library
  - Parks Yard
  - City Hall
- **CROWTHER TEEN AND FAMILY CENTER ONLY:**
  - Clean and remove gum from bleachers in gymnasium per manufacturer's recommendations.

E. SEMI-ANNUAL-ALL AREAS *(APRIL & OCTOBER)*

One-week advance notice to the Project Manager is required each time this work is performed.

- **Clean all Outside Perimeter Windows**- and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, and mullions.
- **Vacuum -** all ceiling a/c and exhaust fan vents, taking care not to move any of the vent's directions.
- **Completely Wash -** all walls and painted metal furniture.
- **Dust -** all exposed light fixtures inside and out.
- **Strip, Wax and Machine Polish** - all vinyl flooring.
- **Steam Clean -** carpeted floors using a hot extraction method safe for all carpets, and quick drying. Immediately prior to cleaning, vacuum, spot clean and pre-test heavily soiled areas. If necessary, corners and areas not accessible to machines shall be cleaned by hand. Movable furniture (not including desks, large tables, file cabinets, credenzas, and shelving units) shall be moved prior to cleaning and shall be moved back into place after the carpet is

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

cleaned, placing all furniture on moisture barriers if carpet is damp.

F. **ANNUAL - ALL AREAS (*JUNE)***

One-week advance notice to the Project Manager is required each time this work is performed.

- **Wash** - interior shade cloth window coverings per manufacturer's recommendation.

- **Deep clean and reseal** - grout on tile floors and adjacent walls in all restrooms, kitchens, and lobbies. Adjacent walls to be cleaned from the floor to six inches above the floor.

End of Janitorial Services - Facilities

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

SCOPE OF SERVICES #2
PARKS - RESTROOM MAINTENANCE

	PARK NAME	RESTROOMS	ADDRESS
1	Carlyle E. Linder Equestrian Center	2	1000 N. Glendora Mountain Road
2	Big Dalton Campground	2	2041 Big Dalton Canyon Road
3	Big Dalton Day Camp	2	End of Big Dalton Canyon Road
4	Bus Plaza	2	161 N. Glendora Ave.
5	Finkbiner Park	2	160 N. Wabash Ave.
6	Lobb Field	2	160 N. Wabash Ave.
7	Liberty House	2	181 N. Cullen Avenue
8	Gladstone Park	2	600 E. Gladstone Ave.
9	Louie Pompei Sports Park	4	1100 S. Valley Center
10	South Hills Park	2	701 E. Mauna Loa Ave.

NOTE: Pricing should include *ALL* daily, monthly, quarterly, and bi-annual tasks.

MATERIAL SPECIFICATIONS

The Contractor shall provide all labor, tools, equipment and cleaning chemicals materials required and/or implied for the complete and satisfactory performance. The City shall supply all consumables such as toilet tissue, seat covers, paper towels, hand soap and receptacle liners, etc. *Restrooms are to be unlocked daily in the morning and left unlocked throughout the day.*

FREQUENCY

Parks Restroom Janitorial Services shall be provided seven (7) days a week in the early morning hours and completed by 7:00a.m except for those sites where different hours are called out. The task and frequency schedule indicates the minimum acceptable cleaning frequencies. Contractor will be notified one (1) week prior to event if there is an activity scheduled for a specific location which will require a time change.

The two sites listed below are only open during the stated months and therefore will only require maintenance during these times. Additional maintenance may be requested outside of these months and will be costed out based on the unit prices for extra work that is requested as a part of this bid.

- Big Dalton Day Camp (June-September only)
- Lobb Field (February – June only)

Days of Service

1. Seven (7) days per week, between 4:00 p.m. and 7:00 a.m. Deviations from the days and times listed require prior approval from the Project Manager or his/her designee.

2. All restrooms and campgrounds shall be opened by 7:00a.m.

3. Pompei Sports Park shall open at 8:00a.m. during the week and 6:30a.m. on weekends.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

SCOPE OF SERVICES #3

PARKS - LITTER SERVICE

	PARK NAME	ADDRESS
1	Arboretum & Botanical Garden	201 W. Gladstone Street (.93 acres)
2	Art Cook Demonstration Garden	1021 E. Sierra Madre Ave. (.54 acres)
3	Big Dalton Wilderness Area	1000 N. Glendora Mountain Road
4	Big Dalton Day Camp, End of Big Dalton Canyon Road	2041 Big Dalton Canyon Road (.5acre)
5	Big Tree Park	651 S. Santa Fe Ave. (0.75 acres)
6	Bonnie Cove Trailhead	1200 S. Bonnie Cove Ave. (.69 acres)
7	Carlyle E. Linder Equestrian Center	1000 N. Glendora Mountain Road (3 acres)
8	Centennial Heritage Park	725 E. Mauna Loa Avenue (.51 acres)
9	City Hall, Library, Police Department & Parking Lots	116 Foothill Blvd. (2.86 acre)
10	Crowther Teen & Family Center/ Dawson Park	201 W. Dawson Ave. (4 acres)
11	SW corner of Dalton & Cullen	Located in front of Finkbiner Park
12	Finkbiner Park	160 N. Wabash Ave. (9.93 acres)
13	La Feta Senior Center	333 E. Foothill Blvd. (.97 acres)
14	American Legion	159 N. Cullen Ave. (.72 acres)
15	Gladstone Park	600 E. Gladstone Ave. (7.17 acres)
16	Glendora Mountain Road	North of Big Dalton Canyon
17	Glendora Urban Trail	1380 S. Sunflower Ave. (7.08 acres)
18	Louie Pompei Sports Park	1100 S. Valley Center (19.54 acres)
19	George Manooshian Park	857 N. Loraine Ave. (8.38 acres)
20	Ole Hammer Park	362 N. Live Oak Ave. (1.74 acres)
21	South Hills Park	701 E. Mauna Loa Ave. (1.72 acres)
22	Sandburg Park	19098 W. Leadora Ave. (6.12 acres)
23	Transportation Center	410 E. Dalton Ave. (0.25 acres)
24	Willow Springs Park	515 N. Willow Springs Lane (1.21 acres)

NOTE: Pricing should include *ALL* daily, monthly, quarterly, and bi-annual tasks.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

MATERIAL SPECIFICATIONS

The Contractor shall provide all labor, tools, equipment and cleaning chemicals materials required and/or implied for the complete and satisfactory performance. The City shall supply all consumables receptacle liners, doggie bags, etc.

FREQUENCY

Park Litter Services shall be provided seven (7) days a week in the early morning hours and completed by 7:00a.m except for those sites where different hours are called out. The task and frequency schedule indicates the minimum acceptable cleaning frequencies. On occasion, the City will request that the Contractor alter the schedule for special events. Contractor will be notified one (1) week prior to event if there is an activity scheduled for a specific location which will require a time change.

Days of Service

1. Seven (7) days per week, between 5:00 p.m. and 7:00 a.m. Deviations from the days and times listed require prior approval from the Project Manager or his/her designee.

2. All parks shall be opened and ready for the public by 7:00a.m.

3. **Skate Park** must be unlocked, open and available for public use by 7:00a.m.

4. **Louie Pompei Sports Park** must be unlocked by 8:00a.m. during the week and 6:30a.m. on the weekends, unless otherwise specified.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

TASK AND FREQUENCY SCHEDULE
PARK RESTROOMS & LITTER SERVICE

These specifications are given as a general guideline to establish a minimum quality of service for each cleaning activity. Each location is to be cleaned based on the frequency and specifications listed.

A. DAILY CLEANING – ALL SITES

- **Sweep** - Hard surface floors using soft brooms sprayed with a non-oily sweeping compound. Sweeping shall leave the surfaces uniformly clean of all dust and surface dirt including corners and places inaccessible to the broom. Surface accumulation of hardened dirt that cannot be swept with a broom shall be detached without damage to the floor to permit removal by sweeping.

- **Damp Mop –** floors using a clean mop and clean water or neutral detergent. Dust mop floors immediately prior to damp mopping to remove loose dirt and dust. Damp mopping shall leave the floor clean and free from streaks, stains, and film. Scrub heavily soiled areas as needed with a mop or other scrubbing equipment and strong cleaning solution to remove all heavy soil, stains, and traffic marks, there shall be no splashes left on the walls, baseboards, furniture and other adjacent surfaces, and floor shall be left damp, not wet. If a strong cleaning solution is used, the floor shall be rinsed with clean water.

- **Scrub and Disinfect -** floors using a clean mop or other cleaning equipment and germicidal cleaner leaving floor completely clean, disinfected, and free of streaks, stains, mildew, odor, and film. Sweep or dust mop prior to scrubbing to remove loose dirt and dust. Also, wipe base with clean cloth or sponge and germicidal cleaner.

- **Scrub, Clean and Disinfect-** walls and partitions including incidental hardware, vertical grills, and louvers, using a clean cloth or sponge and germicidal cleaner leaving walls and surfaces completely clean, disinfected, and free of streaks, stains, mildew, odor, and film.

- **Litter and Trash** – Pick up trash and debris throughout the entire park, adjacent parking lots, in the restrooms and on restroom walls etc.

- **Dispose of Trash –** Empty all trash cans. Bag trash and place in dumpsters, leaving area neat and free of trash and debris. Replace trash can liners with liners compatible with trash can size. Liners shall not be torn in any way. Break down and dispose of all boxes in the dumpster area.

- **Park Trash Cans** – clean and wipe down the tops of the trash cans.

- **Clean and Disinfect Water Fountains.** Clean metal type of fountains (both inside and outside) using a germicidal cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean and free of streaks and film.

- **Clean and Disinfect Toilet Fixtures**- including toilet bowls, urinals, sinks, etc., using a clean cloth, brush or sponge and a germicidal cleaner. *(Do not use the same cloth or*

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

sponge for toilet bowls and urinals for any other surface). Thoroughly scrub all surfaces, including outside of fixtures, pipes, fittings, and wall and floor in the immediate area of fixtures, leaving surfaces clean and disinfected, and free from streaks, stains, mildew, odor, mineral deposits, and film. Wipe dry with a clean cloth after scrubbing.

- **Clean and Disinfect Toilet Accessories** - including dispensers, disposals, shelves, mirrors, partitions etc., using a clean cloth or sponge dampened with a germicidal cleaner, leaving accessories clean and disinfected, and free from streaks, stains, mildew, odor, and film. Empty sanitary napkin disposals prior to cleaning. Wipe all surfaces with a dry, clean cloth and polish metal surfaces.

- **Refill All Consumable Products -** as necessary to keep supplies from running out throughout the day, including toilet paper, paper towels, feminine supplies, and soap. On occasion, the city may ask for additional supplies for special events.

- **Clean and Disinfect Water Fountains.** Clean metal type of fountains (both inside and outside) using a germicidal cleaner and polish sides of fountain with a clean cloth, leaving the water fountain clean and free of streaks and film.

- **Entrance Areas**- outside of entrance doors to buildings, parks restrooms etc. by sweeping concrete surfaces, removing trash, leaves, grass, and other litter.

- **Remove Calcium Deposits** - on and around faucets, drains etc.

SKATE PARK (DAILY)

- Skate Park is a part of Finkbiner Park; however, it is listed separately to emphasize the need to unlock the area.
- Unlock gate by 7:00 a.m. when leaving Finkbiner Park.

LOUIE POMPEI SPORTS PARK (DAILY)

- Unlock and open two (2) entrance gates.
- On weekends, unlock all four Artificial Turf Field #3 gates.

BIG DALTON WILDERNESS AREA (DAILY)

- Unlock and leave open, the first gate at entrance on Big Dalton Canyon Road upon entering for litter services.
- Restrooms are to be unlocked daily in the morning and left unlocked upon departure.

DRINKING WATER FOUNTAINS (DAILY)

- Clean water basin, remove and debris clogging the drain.
- Clean and disinfect plumbing fixtures, handles and pipes.
- Clean fountain base.
- Report any leaks or clogs daily.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

B. WEEKLY CLEANING

- **Pressure Wash** - restroom floors and walls.

- **Dust-** air vents and light fixtures, walls, molding, door, doorframes, tops of doors using a clean cloth treated with a non-oily dressing to leave surfaces free of dust, loose dirt, and webs.

- **Clean Trash Cans -** using a neutral detergent solution, (germicidal cleaner for restroom trash cans), leaving the trash can clean and free of odor.

- **Clean Handrails and Accessories-** using a clean cloth dampened with neutral cleaner. Wipe dry and polish metal surfaces.

- **Clean Ceiling Grills and Louvers-** by dusting using finger duster or cloth treated with a non-oily dressing, or vacuum to remove all dust, loose dirt, lint, and webs. If necessary, clean with a clean cloth or sponge dampened with a neutral cleaner, wipe dry, and polish metal surfaces.

- **Clean City Hall Military Memorial –** granite pillars, remove all water and calcium marks per manufacturers recommendation.

PICNIC SITES (FRI, SAT & SUN ONLY)

- Picnic tables, benches, slabs, and trash containers shall be cleaned and sanitized to ensure safe use by the public.
- Remove graffiti (under 1sq. ft.) and report larger graffiti to Project Manager.
- Clean barbeque grills and dispose of ashes and coals.

C. MONTHLY CLEANING

- **Flush Floor Traps –** pour enzyme solution down floor drains to prevent sewer gases from escaping.

- **Brush Down - walls**, columns, beams, and gazebos.

- **Machine Wash** - hard surface floors with germicidal solution.

- **Wash Down -** all walls with disinfectant including partitions, doors, and hinges.

- **Dust and Clean Light Fixtures** using a clean dry cloth, or water and neutral detergent if necessary, leaving surfaces clean of all dust, insects, and other foreign matter.

D. QUARTERLY - ALL AREAS (*MARCH, JUNE, SEPTEMBER & DECEMBER)*

- **Clean** - both sides of all interior partitions and glass.

- **Pressure Wash** – all trash cans, picnic tables, benches, BBQ grills and gazebos with disinfectant removing dirt, cobwebs etc.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

E. SEMI-ANNUAL CLEANING *(MAY & NOVEMBER)*

- **Clean Both Sides of all Perimeter Windows**- and wipe dry leaving glass transparent and free of streaks and smudges. All dirt, grease, insects, and foreign materials shall be cleaned from sashes, sills, and mullions. One-week advance notice to the Project Manager is required each time work is performed.

F. ANNUAL CLEANING

- **Deep Clean and Reseal** - grout on tile floors and adjacent walls in all restrooms. Adjacent walls to be cleaned as well. One-week advance notice to the Project Manager is required each time this work is performed)

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

QUALITY STANDARDS

The following performance standards shall be used to evaluate the quality of *all* services:

- **Dusting** — Free of all dirt, dust streaks, lint, cobwebs, and residue (oily films).
- **Sweeping** — Free of all dirt, dust, grit, lint, and debris, except embedded dirt and grit.
- **Spot Cleaning** —Free of noticeable stains/deposits and substantially free of cleaning marks. For floors: Spots the size of a dime or smaller.
- **Damp Mopping** — Without dirt, dust, marks, film, streaks, debris, standing water, or sticky residue.
- **Dust Mopping** — Free of cobwebs, debris, dust, and lint.
- **Glass Cleaning** — Without streaks, film, deposits, stains, have a uniformly bright appearance, and adjacent surfaces have been wiped clean.
- **Wax Removal (stripping)** — All wax removed down to the flooring material. Floor is free of all dirt, stains, deposits, debris, cleaning solution, standing water, and the floor has a uniform appearance when dry. Plain water rinse and pick-up must immediately follow wax removal operation.
- **Waxing (performed immediately after wax removal**) - Uniform bright appearance and is free of streaks. Only non-skid/slip resistant rated floor finishes shall be utilized.
- **Scrubbing** — Surfaces are without embedded dirt, cleaning solution, film, debris, stains, marks, or standing water and floor has a uniformly clean appearance. A plain water rinse must immediately follow the scrubbing process.
- **Dusting of Light Fixtures** — All components, including bulbs and tubes, are without insects, dirt, lint, film, and streaks.
- **Wall Cleaning** — Uniformly clean appearance, free of dirt, stains, streaks, lint, and cleaning marks. Painted surfaces must not be unduly damaged. Hard finish wainscot or glazed ceramic tile surfaces must be bright, free of film, streaks, and deposits.
- **Buffing of Floor Surfaces** — Glossy, free of surface dirt, and have a uniformly bright appearance. Only non-skid/slip resistant rated floor finishes shall be utilized.
- **Carpet Cleaning** — Free of all deposits, soil stains, and debris.
- **Polishing** — Without deposits, oily film, tarnish, and displays a uniformly bright appearance.
- **Reconditioning/Refinishing** — Surface/finish is bright, clear, glossy, skid resistant, free of scuffmarks, soil and adjacent surfaces are free of incidental residue.
- **Sanitizing** — Surface is free of filth, odor, or infectious matter.
- **Vacuuming** — Carpet, fabric, or other surface, is free of debris, dust, loose threads, lint, and non-film soil.
- **Grout Cleaning** — Grout has been cleaned to its original color and is free of all dirt, mold, mildew, and discoloration.
    - **Power Washing –** Use high-pressure hot water spray to remove loose paint, mold, grime, dust, mud, chewing gum and dirt.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

SCHEDULE OF COMPENSATION

All itemized cost for the three (3) Scope of Services must be submitted to the City as part of the bid. The cost worksheets can be found on the QuestCDN website under Bid Worksheets. All proposals shall include, but not limited to, sales tax and all other applicable taxes and fees.

The spreadsheet breakdown will require monthly labor hours, monthly cost, annual cost, and total cost for the entire contract.

UNIT PRICES FOR EXTRA WORK

*Unit Prices must be submitted to the City as part of the bid. Totals for Extra Work will **not** to be counted as part of the contract total of the bid. The unit price will be counted separately.*

The Contractor agrees that for requested and/or required changes in the Scope of Services, including additions and deletions on work not performed, the Contract Sum shall be adjusted in accordance with the following unit prices, where the City elects to use this method in determining cost.

Contractor is advised that the unit prices will enter into the determination of the contract award. Unreasonable prices may result in rejection of the entire bid proposal. A unit price listed below refers to all aspects of the work; including but not limited to materials, labor, overhead and the profit for the contractor.

The unit price quoted by the Contractor shall be those unit prices charged or credited for labor and materials to be provided regardless of the total number units and/or amount of labor required for added or deleted items of work. All work shall be performed in accordance with specifications described in the Scope of Services.

Please Complete Bid Worksheets Located on QuestCDN.com

End of Scope of Services

1.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

EXHIBIT "B"

SPECIAL REQUIREMENTS

(Superseding Contract Boilerplate)

Added text is indicated in ***bold italics***, deleted text is indicated in ~~strikethrough~~.

1. City waives any requirement for the posting of a performance bond.

DocuSign Envelope ID: D9F23C19-A5B3-4CDA-A17A-33B80504A24C

EXHIBIT "C"
SCHEDULE OF COMPENSATION

I. The City will compensate Consultant for the Services performed upon submission of a valid invoice. Each invoice is to include:

A. Line items for all sites describing the work performed, the number of hours worked, and the rate.

B. Line items for all other approved reimbursable expenses claimed, with supporting documentation.

I. The total compensation for the Services shall not exceed the Contract Sum as provided in Section 2.1 of this Agreement.

DocuSign

Certificate Of Completion

Envelope Id: D9F23C19A5B34CDAA17A33B80504A24C
Status: Completed
Subject: Please DocuSign: United Maintenance Systems - Janitorial and Parks Litter Services
Source Envelope:
Document Pages: 37
Signatures: 6
Certificate Pages: 6
Initials: 2
AutoNav: Enabled
EnvelopeId Stamping: Enabled
Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Envelope Originator:
Kathleen Sessman
116 E Foothill Blvd
Glendora, CA 91741
ksessman@cityofglendora.org
IP Address: 173.196.201.133

Record Tracking

Status: Original
7/20/2021 5:00:25 PM
Holder: Kathleen Sessman
ksessman@cityofglendora.org
Location: DocuSign

Signer Events	Signature	Timestamp
Ho C. Lee Holee@umsla.com Security Level: Email, Account Authentication (None)	DocuSigned by: Ho C. Lee 571FDF5CE48044C... Signature Adoption: Pre-selected Style Using IP Address: 172.249.61.228	Sent: 7/20/2021 5:07:04 PM Viewed: 7/20/2021 11:20:26 PM Signed: 7/20/2021 11:20:37 PM
Electronic Record and Signature Disclosure: Accepted: 7/20/2021 11:20:26 PM ID: 592c443d-3642-4698-9ab4-e3d64cde9adb		
Myung J. Lee Jkim@umsla.com Security Level: Email, Account Authentication (None)	DocuSigned by: Myung J. Lee D019CF5F0AFF4B2... Signature Adoption: Pre-selected Style Using IP Address: 172.249.61.228	Sent: 7/20/2021 5:07:04 PM Viewed: 7/20/2021 11:19:29 PM Signed: 7/20/2021 11:19:47 PM
Electronic Record and Signature Disclosure: Accepted: 7/20/2021 11:19:29 PM ID: 708d9dd0-feec-4671-b7fe-3b52ffa28452		
Adam Raymond ARaymond@cityofglendora.org Security Level: Email, Account Authentication (None)	DocuSigned by: Adam Raymond A0FB4F5D056C43C... Signature Adoption: Pre-selected Style Using IP Address: 47.156.104.86 Signed using mobile	Sent: 7/20/2021 11:20:42 PM Viewed: 7/21/2021 4:36:41 AM Signed: 7/21/2021 4:36:53 AM
Electronic Record and Signature Disclosure: Accepted: 7/21/2021 4:36:41 AM ID: cd2b8ac2-7783-4321-8fc6-006210c5fe0e		
June Overholt joverholt@cityofglendora.org Security Level: Email, Account Authentication (None)	DocuSigned by: June Overholt 9B180E0AE8E94B9... Signature Adoption: Pre-selected Style Using IP Address: 172.119.237.106 Signed using mobile	Sent: 7/20/2021 11:20:42 PM Resent: 7/22/2021 10:40:27 AM Viewed: 7/22/2021 11:23:16 AM Signed: 7/22/2021 11:23:30 AM
Electronic Record and Signature Disclosure: Accepted: 7/22/2021 11:23:16 AM ID: 710776f8-089a-41ae-af55-76826c5fc4ed		

Signer Events	Signature	Timestamp
William W. Wynder wwynder@awattorneys.com Security Level: Email, Account Authentication (None)	DocuSigned by: William W. Wynder 9F096A23BACC45F... Signature Adoption: Pre-selected Style Using IP Address: 72.34.97.146 Signed using mobile	Sent: 7/20/2021 11:20:42 PM Viewed: 7/20/2021 11:30:15 PM Signed: 7/20/2021 11:30:26 PM
Electronic Record and Signature Disclosure: Accepted: 7/20/2021 11:30:15 PM ID: 1caf70b3-0f87-4e26-bb43-a3099061eed4		
Kathleen Sessman ksessman@cityofglendora.org City of Glendora Security Level: Email, Account Authentication (None)	DocuSigned by: Kathleen Sessman 2252A9F44B69431... Signature Adoption: Pre-selected Style Using IP Address: 173.196.201.133	Sent: 7/22/2021 11:23:33 AM Viewed: 7/22/2021 1:14:40 PM Signed: 7/22/2021 1:14:52 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

In Person Signer Events	Signature	Timestamp

Editor Delivery Events	Status	Timestamp

Agent Delivery Events	Status	Timestamp

Intermediary Delivery Events	Status	Timestamp

Certified Delivery Events	Status	Timestamp

Carbon Copy Events	Status	Timestamp
Andrea Miller AMiller@cityofglendora.org Security Level: Email, Account Authentication (None)	COPIED	Sent: 7/22/2021 1:14:56 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
City Clerk Group city_clerk@cityofglendora.org Security Level: Email, Account Authentication (None)	COPIED	Sent: 7/22/2021 1:14:56 PM Viewed: 7/22/2021 1:32:02 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		
Michael Sledd MSledd@cityofglendora.org Security Level: Email, Account Authentication (None)	COPIED	Sent: 7/22/2021 1:14:56 PM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Witness Events	Signature	Timestamp

Notary Events	Signature	Timestamp

Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	7/20/2021 5:07:04 PM

Envelope Summary Events	Status	Timestamps
Certified Delivered	Security Checked	7/22/2021 1:14:40 PM
Signing Complete	Security Checked	7/22/2021 1:14:52 PM
Completed	Security Checked	7/22/2021 1:14:56 PM

Payment Events	Status	Timestamps

Electronic Record and Signature Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, City of Glendora (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a $0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact City of Glendora:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:
To contact us by email send messages to: smateer@cityofglendora.org

To advise City of Glendora of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at smateer@cityofglendora.org and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from City of Glendora

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to smateer@cityofglendora.org and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with City of Glendora

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;

ii. send us an email to smateer@cityofglendora.org and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

Required hardware and software

The minimum system requirements for using the DocuSign system may change over time. The current system requirements are found here: https://support.docusign.com/guides/signer-guide-signing-system-requirements.

Acknowledging your access and consent to receive and sign documents electronically

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please confirm that you have read this ERSD, and (i) that you are able to print on paper or electronically save this ERSD for your future reference and access; or (ii) that you are able to email this ERSD to an email address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format as described herein, then select the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

By selecting the check-box next to 'I agree to use electronic records and signatures', you confirm that:

- You can access and read this Electronic Record and Signature Disclosure; and
- You can print on paper this Electronic Record and Signature Disclosure, or save or send this Electronic Record and Disclosure to a location where you can print it, for future reference and access; and
- Until or unless you notify City of Glendora as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by City of Glendora during the course of your relationship with City of Glendora.

Docusign Envelope ID: DC154ABA-4BF6-47B9-A2E9-D18C6E80A32B

AMENDMENT NO. 1

TO CONTRACT SERVICES AGREEMENT

THIS AMENDMENT NO. 1 TO CONTRACT SERVICES AGREEMENT ("Amendment") is made by and between the **CITY OF GLENDORA,** a municipal corporation ("City") and **UMS, INC.**, a California Corporation **(dba "United Maintenance Systems")** ("Consultant") effective as of the _____ day of _____, 2025.

RECITALS

A. City and Consultant entered into that certain Contract Services Agreement dated July 13, 2021 ("Agreement") whereby Consultant agreed to provide janitorial and park litter services.

B. City and Consultant now desire to amend the Agreement to extend the term of the Agreement for an additional one-year period and increase the contract sum in an amount not to exceed $446,625 for the period of the extension.

TERMS

1. **Contract Changes**. The Agreement is amended as provided herein. Deleted text is indicated in ~~strikethrough~~ and added text in ***bold italics***.

a. Section 2.1 (Contract Sum) of the Agreement shall be revised as follows:

"Subject to any limitations set forth in this Agreement, City agrees to pay Consultant the amounts specified in the "Schedule of Compensation" attached hereto as Exhibit "C" and incorporated herein by this reference. The total compensation, including reimbursement for actual expenses, shall not exceed ***$2,060,913 (two million sixty thousand nine hundred thirteen dollars)*** ~~$1,614,288.00 (one million, six hundred fourteen thousand, two hundred eighty-eight dollars)~~ (the "Contract Sum"), unless additional compensation is approved pursuant to Section 1.9."

b. Section 3.4 (Term & Extended Term of the Agreement) shall be revised as follows:

"Unless earlier terminated in accordance with Article 7 of this Agreement, this Agreement shall continue in full force and effect until completion of the services but not exceeding ***five*** ~~four~~ years from the date hereof ***("Term")***, except as otherwise provided in the Schedule of Performance (Exhibit "D"). The City Council, in a public meeting, may, in its sole discretion, elect to extend the Term for up to ***a maximum of two (2)*** ~~three (3)~~ one (1) year ***periods*** ~~extended terms.~~"

2. **Continuing Effect of Agreement.** Except as amended by this Amendment, the provisions of the Agreement shall remain unchanged and in full force and effect. From and after the date of this Amendment, whenever the term "Agreement" appears in the Agreement, it shall mean the Agreement, as amended by this Amendment to the Agreement.

Docusign Envelope ID: DC154ABA-4BF6-47B9-A2E9-D18C6E80A32B

3. **Affirmation of Agreement; Warranty Re Absence of Defaults.** City and Consultant each ratify and reaffirm each and every one of the respective rights and obligations arising under the Agreement. Each party represents and warrants to the other that there have been no written or oral modifications to the Agreement other than as provided herein. Each party represents and warrants to the other that the Agreement is currently an effective, valid, and binding obligation.

Consultant represents and warrants to City that, as of the date of this Amendment City is not in default of any material term of the Agreement and that there have been no events that, with the passing of time or the giving of notice, or both, would constitute a material default under the Agreement.

City represents and warrants to Consultant that, as of the date of this Amendment, Consultant is not in default of any material term of the Agreement and that there have been no events that, with the passing of time or the giving of notice, or both, would constitute a material default under the Agreement.

4. **Adequate Consideration.** The parties hereto irrevocably stipulate and agree that they have each received adequate and independent consideration for the performance of the obligations they have undertaken pursuant to this Amendment.

5. **Authority**. The persons executing this Amendment on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Amendment on behalf of said party, (iii) by so executing this Amendment, such party is formally bound to the provisions of this Amendment, and (iv) the entering into this Amendment does not violate any provision of any other agreement to which said party is bound.

6. **Counterparts**. This Amendment may be executed in counterparts, each of which shall be deemed to be an original, and such counterparts shall constitute one and the same instrument. Each of the parties intend to be bound by the signatures on any telecopied, .pdf or other electronically delivered document, and are aware that the other party will rely on the telecopied, .pdf or other electronically delivered signatures, and hereby waive any defenses to the enforcement of the terms of this Amendment based on the form of signature.

[SIGNATURES APPEAR ON THE FOLLOWING PAGE]

Docusign Envelope ID: DC154ABA-4BF6-47B9-A2E9-D18C6E80A32B

IN WITNESS WHEREOF, the parties hereto have executed this Amendment on the date and year first-above written.

CITY:
CITY OF GLENDORA, a municipal corporation

Adam Raymond
City Manager

APPROVED AS TO FORM:
ALESHIRE & WYNDER, LLP

DocuSigned by:
Danny Aleshire
0D5924B7E6ED4A5...
Danny Aleshire
City Attorney

CERTIFY AVAILABILITY OF FUNDS:

DocuSigned by:
Kyle Johnson
CACE701662584A4...
Kyle Johnson
Finance Director/City Treasurer

ATTEST:

Kathleen R. Sessman
City Clerk/Communications Director

CONSULTANT:
UMS, INC., a California corporation
(DBA "UNITED MAINTENANCE SYSTEMS")

Signed by:
Myung Lee
23696833E0E3450...
Name: Myung Lee
Title: Chief Executive Officer, Secretary
Email: Mynglee@umsla.com
Sep 23, 2025 | 12:28 PM PDT

Address: 144 S. 1st Street, Ste 101, Burbank, CA 91502

Two corporate officer signatures required when Consultant is a corporation, with one signature required from each of the following groups: 1) Chairman of the Board, President or any Vice President; and 2) Secretary, any Assistant Secretary, Chief Financial Officer or any Assistant Treasurer.

JANITORIAL & PARK LITTER SERVICES AMENDMENT NO. 1 WITH UMS

PUBLIC WORKS

CITY COUNCIL MEETING

OCTOBER 14, 2025

VALERIE VELASQUEZ-SANTOYA, ASSISTANT PUBLIC WORKS DIRECTOR

JANITORIAL & LITTER SERVICES

Services are Contracted Out

United Maintenance Systems (UMS. Inc)

- Provided service since 2008
- Current Agreement entered into in 2021
  - Request for Proposal Process
  - Best Value and service
  - Four-year award
    - Option to renew for three additional one-year periods

Proposed Amendment No. 1

- Extend service for one additional year
- First of three additional one-year extensions

*Big Dalton and Lobb Field 7 days/wk, seasonal only.

SCOPE OF SERVICES

Facility	Frequency
Janitorial Services	
Police Department	7 days/wk
Library, Transportation Center, & Crowther Teen & Family Center	6 days/wk
City Hall, La Fetra, Legion, Liberty House, Scout Hut, Parks Yard, Corporate Yard and Water Yard	5 days/wk
Restroom Maintenance	
10 Parks	7 days/wk*
Other Services	
Litter Service for 24 Parks	7 days/wk
Day Porter Services: Glendora Village	5 days/wk

*Big Dalton and Lobb Field 7 days/wk, seasonal only.

Scope includes comprehensive cleaning tasks from daily routine to annual.

FISCAL IMPACT

Sufficient funding is included in the FY 2025-27 Adopted Two-Year Budget:

Original Agreement (4 years @ $403,572 per year)		**$1,614,288.00**
Funding Source	**Account**	**Amount**
Facilities Maintenance: Police Dept., City Hall, Library, Transportation Center, Parks & Street Yards	10170560-59100	$100,200
Parks Maintenance: Parks Restrooms, Parks Litter Service, and Village Day Porter Service	10170580-59100	$249,420
Recreation: Youth Center, Legion, Liberty House and Scout Hut	10190810-59100	$31,200
Human Services: La Fetra Senior Center	10190820-59100	$18,600
Water Operations: Water Yard	50170600-59100	$6,600
Subtotal:		**$406,020**
Contingency for extra work as needed:		$40,605
Total for One Year Extension:		**$446,625**
Total Five-Year Amount:		$2,060,913

RECOMMENDATION:

THAT THE CITY COUNCIL:

1. Approve Amendment No. 1 to the Agreement for Contract Services with United Maintenance Systems, extending the terms of the Agreement for an additional one-year period in an amount not to exceed $446,625; and
2. Authorize the City Manager to execute the Agreement.

STAFF REPORT

TO: Mayor and Council Members **DATE:** October 14, 2025

FROM: Recreation and Human Services **DISTRICT(S):** Citywide

SUBJECT: Measure A and Local Solutions Fund (LSF) Agreement

RECOMMENDATION

That the City Council:

1. Approve Memorandum of Agreement with the San Gabriel Valley Council of Governments (SGVCOG) and the City of Glendora for distribution and use of Measure A Local Solutions Funds; and
2. Approve an increase in estimated revenues and a supplemental appropriation of $180,536 in the FY2025-27 Adopted Two-Year Budget in Measure A (Fund 245).

STRATEGIC FOCUS AREAS

Goal 6: Implement Strategic Homelessness Solutions (ISHS)

EXECUTIVE SUMMARY

Under Measure A, the proceeds allocated to Local Solutions Fund (LSF) are to be distributed, as determined by the County, to cities or council of governments. Of the San Gabriel Valley Council of Governments (SGVCOG) member cities, seven cities will have direct agreements with the County for an allocation of LSF, while the LSF allocation for the remaining 26 cities is pursuant to an agreement between the SGVCOG and the County, which agreement was entered into on August 28, 2025.

The County of Los Angeles designates 60% of Measure A's revenue to address comprehensive homeless services. Of that 60%, 15% is allocated to the LSF. In the Fiscal Year 2025-2026 budget, the County projects nearly $1.1 billion in Measure A revenue, with approximately $96 million allocated to cities. The Board of Supervisors has approved a formula for distribution based on the Point in Time (PIT) Count and poverty/low-income household demographic data. Funding amounts for subsequent fiscal years is contingent upon the County's receipt of Measure A funds and subject to Board of Supervisors approval.

The SGVCOG was formed to represent and support regional efforts in the San Gabriel Valley. The City of Glendora has opted out of the SGVCOG's regional approach and requested to be a sub-recipient of LSF funds. The SGVCOG has approved this request. The City of Glendora has been awarded $180,536 for this fiscal year.

LEGISLATIVE HISTORY / PREVIOUS ACTIONS

In November 2024, Los Angeles County voters passed a half-cent sales tax on all sales of tangible personal property sold within the County (Measure A) to address homelessness. The County Auditor-Controller will collect the tax and pursuant to Measure A, the tax revenue goes to the County. Measure A repealed Measure H (a quarter-cent sales tax approved in 2017) and replaces it with a half-cent sales tax without a sunset date.

DISCUSSION

Funds collected through the Measure A sales tax will be allocated, in part, to a LSF distributed to sub recipient cities or councils of government. The County has executed a sub-agreement with the SGVCOG to receive and distribute Measure A funds to sub recipient SGVCOG members. The SGVCOG has prepared scopes of work based on these sub-agreements and has worked with the City of Glendora to develop a Memorandum of Agreement for distribution and use of Measure A funding.

Goals and Metrics

The County adopted specific target metrics and goals for Measure A funds, developed by the Leadership Table for Regional Homeless Alignment (LTRHA) and the Executive Committee for Regional Homeless Alignment (ECRHA). The creation of these goals were mandated by Measure A itself.

Goal 1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities

Metrics include decreasing the number of people experiencing unsheltered homelessness, increase the number of people moving into permanent housing, increase the number of people moving into interim housing.

Goal 2: Reduce the number of people with mental illness and/or substance use disorders who experience homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.

Metrics include reducing the number of people with serious mental illness alone experiencing homelessness, reduce the number of people with substance use disorder alone experiencing homelessness, and reduce the number of people with co-occurring disorders experiencing homelessness.

Goal 3: Increase the number of people permanently leaving homelessness with a focus on addressing gender, ethnic and racial dis-proportionality, disparities and inequities.

Metrics include increasing the number of service participants who exit homelessness to permanent housing, increase the number of service participants who retain permanent housing two years after exiting homelessness.

Goal 4: Prevent people from falling into homelessness with a focus on addressing gender, ethnic and racial dis-proportionality, disparities and inequities.

Metrics include reducing the number of people who enter homelessness.

Goal 5: Increase the number of affordable housing units in Los Angeles County with a focus on addressing gender, ethnic and racial dis-proportionality, disparities and inequities.

Metrics include increasing the current level of affordable housing production, increasing the current level of affordable housing units being preserved, and multiple equity metrics.

Implementation

The City of Glendora has been awarded $180,536 for the 2025-25 Fiscal Year to be applied to specific spending categories in alignment with the above Measure A goals and target metrics. City staff submitted a spending proposal for these funds, including specified amounts for particular services and programs. These services and programs will be operated by Glendora Human Services staff and the City's contract partner, L.A. CADA.

Services and programs will be paid for by the City of Glendora and reimbursed by the SGVCOG. Human Services staff will continue to catalog data, receipts, and reporting for these services and programs and submit to the SGVCOG quarterly for their approval. Invoices will be submitted to the SGVCOG for reimbursement monthly.

City Programs

The City of Glendora currently provides street outreach and case management services to individuals experiencing homelessness through its contracted partner, L.A. CADA. The two full-time outreach workers provided by L.A. CADA provide comprehensive support accessing healthcare resources, employment, benefits, documentation, shelter and permanent housing opportunities. These services are currently being funded through the City's General Fund. The City has provided motel vouchers and miscellaneous homeless assistance from the General Fund through its Human Services budget. While previously funded by Measure H, supplemental funding for move-in assistance, motel vouchers, and eligible client support services will now be funded by Measure A.

The City also currently provides homelessness prevention assistance to households at risk of losing their housing through case management, referrals, and resources available through Human Services staff. City staff and services are currently being funded through the City's General Fund. While previously funded by Measure H, supplemental funding for rental assistance, relocation assistance, and eligible client support services will now be funded by Measure A.

The City has been approved the following amounts for homeless services in alignment with the Measure A goals and target metrics:

Interim Housing-Motel Vouchers Program	$ 20,000
Move-in Assistance	$ 20,000
Landlord Incentives	$ 5,000
Flexible Rental Subsidies	$ 39,536
Problem Solving	$ 6,000
Case Management and Outreach Services	$ 88,000
Admin Costs 13.64% indirect cost: Case Management and Outreach Services	$ 12,000
Total	**$180,536**

This funding will allow staff to continue current services as well as expand services to the community. New services will include landlord incentives and short-term rental subsidies, supporting households at-risk of homelessness in retaining housing and increasing the number of unsheltered households moving into permanent housing. "Problem Solving" is a creative and flexible housing-focused approach to preventing homelessness or obtaining housing quickly. It identifies the individual's unique resources or social network to resolve their housing crisis without heavy use of the Coordinated Entry System and minimal financial assistance.

The reporting for this MOA will be substantially greater than the reporting that was due to the SGVCOG for the Measure H funds. The City's responsibilities under the MOA will be to use subrecipient funding only for costs directly related to the approved Scope of Services and in compliance with the County LSF agreement and MOA. The City will:

1. Oversee all work in the Scope of Services, including hiring and managing consultants/contractors and ensuring their work meets MOA requirements;
2. Pay all consultants/contractors using Subrecipient or City funds;
3. Participate in check-ins and promptly respond to SGVCOG/County requests for updates or corrections;

4. Submit all required documents to SGVCOG on time to support its County reporting obligations, correct any errors or deficiencies identified by SGVCOG withing five business days, and submit quarterly reports by the 15th of October 2025 and January, April, and July 2026, detailing expenditures and progress;
5. After spending 50% of funds, the City will be required to provide a written plan showing how 70% of funding will be expended by June 15, 2026; and
6. An annual report will be required by August 1, 2026.

If the City fails to meet the 70% expenditure target, excess funds may be reallocated to regional programs. Any budget amendment requests must be submitted to the SGVCOG by April 1, 2026 and will need to be approved by the County, which is not guaranteed.

FISCAL IMPACT

Staff recommends increasing estimated revenues and a supplemental appropriation of $180,536 in the FY2025-27 Adopted Two-Year Budget in Measure A (Fund 245). The City will spend the funds and then be reimbursed through the SGVCOG.

ENVIRONMENTAL DETERMINATION

There are no CEQA impacts associated with the recommendations in this report.

Prepared By:	Debbie Lopez, Human Services Manager
Concurs With:	Not Applicable
Reviewed By:	John Aguirre, Director Recreation and Human Services
Certified to Availability of Funds:	Kyle Johnson, Finance Director/City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Danny Aleshire, City Attorney
CEQA Review:	Not Applicable

Attachments

A_Memorandum_of_Agreement.pdf
B_Measure_A_Presentation.pdf
C_Measure_A_Agreement_SGVCOG_HI-25-015.pdf

MEMORANDUM OF AGREEMENT BETWEEN THE SAN GABRIEL VALLEY COUNCIL OF GOVERNMENTS AND THE CITY OF GLENDORA FOR DISTRIBUTION AND USE OF MEASURE A LOCAL SOLUTIONS FUNDS

This Memorandum of Agreement ("MOA") is made as of this 14th, day of October 2025 by and between the City of Glendora, a municipal corporation ("City"), and the San Gabriel Valley Council of Governments, a California joint powers authority ("SGVCOG"). City and SGVCOG may be referred to herein collectively as the "Parties" or individually as a "Party."

RECITALS:

A. In November of 2024 the voters in Los Angeles County ("County") approved an ordinance imposing a half-cent sales tax on all sales of tangible personal property sold within the County (hereafter, "Measure A"), the primary purpose of which is to address homelessness within the County.

B. The tax will be collected by the County Auditor-Controller and pursuant to Measure A 60% of the proceeds are to be distributed by the County Auditor-Controller to the County.

C. As further set forth in Measure A, at least 15% of the 60% Measure A proceeds received by the County are allocated for the Local Solutions Fund ("LSF").

D. Under Measure A, the proceeds allocated to LSF are to be distributed to, as determined by the County, to cities or council of governments. Of the 31 SGVCOG member cities, seven cities will have direct agreements with the County for an allocation of LSF, while the LSF allocation for the remaining 26 cities is pursuant to an agreement between the SGVCOG and the County, which agreement was entered into on August 28, 2025 ("County LSF Agreement").

E. The SGVCOG was established to have a unified voice to maximize resources and advocate for regional and member interests to improve the quality of life in the San Gabriel Valley by the member cities and other local governmental agencies and intends to use its LSF allocation to address homelessness on a regional basis within its jurisdiction.

F. Rather than participate with the SGVCOG in addressing homelessness on a regional basis from a LSF funding standpoint, the City has notified the SGVCOG of its preference to receive an LSF allocation as a sub-recipient to utilize for the purposes set forth in Measure A within its jurisdiction and the SGVCOG has agreed that City may be a sub-recipient of the LSF.

G. The City has been awarded One Hundred Eighty Thousand Five Hundred Thirty-Six Dollars ($180,536) ("Subrecipient Funding") for the 2025-26 Fiscal Year.

H. The City acknowledges that the SGVCOG is ultimately responsible, as between itself and the County, for documenting that the Subrecipient Funding was expended in compliance with the terms and conditions of the County LSF Agreement and as a result recognizes that City's failure to expend funds in accordance with the County LSF Agreement or this MOA or provide timely documentation to the SGVCOG as set forth in this MOA could harm the SGVCOG's reputation and result in financial assessments against the SGVCOG and as such, the City represents that it will undertake with all due diligence the fulfillment of its obligations under this MOA

I. City and SGVCOG desire to set forth the terms of their respective responsibilities in implementing in this MOA. The recitals are made a substantive part of this MOA and the Parties further agree as follows:

I. TERM:

The term of this MOA shall commence on the date set forth above and shall continue until the City has met all of its reporting obligations and returned to the SGVCOG any portion of the Subrecipient Funding that might be required under this MOA, unless terminated earlier as provided herein. The term of this MOA may be extended by mutual written agreement of the Parties.

II. RESPONSIBILITIES OF THE PARTIES:

A. SGVCOG shall:

1. Designate a point-of-contact with name, title, and contact information who will serve as the SGVCOG's project manager throughout the Project. If the point-of-contact is reassigned or no longer with the SGVCOG, a new point-of-contact will be designated within seven (7) calendar days.
2. Serve as the administrator of the LSF allocated to the SGVCOG.
3. As between the County and the SGVCOG, be responsible for all reporting to the County of the City's use of the Subrecipient Funding as required by the County LSF Agreement, a copy of which is attached hereto as Exhibit "A" and incorporated herein by reference and made a part of this MOA.
4. Reimburse the City in the amount up to One Hundred Eighty Thousand Five Hundred Thirty-Six Dollars ($180,536) in accordance with the Project Budget attached hereto as Exhibit "C" and incorporated herein by reference.
5. Review City reports, documents, expenditures, and other materials required of City pursuant to this MOA and the County LSF Agreement (collectively, the "City Documents") to ensure that such City Documents are sufficient for the SGVCOG to meet its reporting obligations under the County LSF Agreement and as otherwise required by this MOA.
6. Notify the City concerning any deficiencies in the City Documents and what additional information or corrections are needed.

B. City shall:

1. Designate a point-of-contact with name, title, and contact information who will serve as the City's project manager throughout the Project. If the point-of-contact is reassigned or no longer with the City, a new point-of-contact will be designated within seven (7) calendar days.
2. Utilize the Subrecipient Funding only for expenditures directly related to the Scope of Services attached hereto as Exhibit "B" and incorporated herein by reference ("Scope of Services") and otherwise ensure that all expenditures meet all requirements of the County LSF Agreement and this MOA.
3. Be responsible for implementation of the Scope of Services, including, but not limited to retaining such consultants and contractors as necessary to complete the Scope of Services and obtaining from such consultants and contractors all information that may be needed to ensure the City Documents meet the requirements of this MOA.
4. Be solely responsible for paying any such consultants and contractors from the Subrecipient Funding or other City funds.
5. Participate in check-in calls and/or meetings with the SGVCOG and/or County as reasonably requested, and promptly respond to SGVCOG and/or County requests for information, Scope of Services status, and any deficiencies noted by the SGVCOG and/or the County in the City Documents.
6. Timely provide to the SGVCOG all City Documents that are required under this MOA and otherwise to enable the SGVCOG to fulfill its reporting obligations under the County LSF Agreement with respect to the Subrecipient Funding. City agrees and acknowledges that the SGVCOG will primarily be relying on the City Documents with respect to the SGVCOG's reporting obligations under the County LSF Agreement with respect to the Subrecipient Funding. To the extent that the County determines there any deficiencies in such SGVCOG's reporting obligations that arise in whole or part from City Documents containing errors, misrepresentations, omissions or any other deficiencies, City shall promptly correct such deficiencies upon notice from the SGVCOG, but in no event in less than five (5) business days from the date of the SGVCOG's notification to the City of such errors or omissions.
7. Provide quarterly reports in a form acceptable to the SGVCOG that includes, but is not limited to, information describing the implementation of the Scope of Services and expenditures related to such work and all other information required by the SGVCOG to meet its reporting obligations under the County LSF Agreement. The City acknowledges that under the County LSF Agreement the SGVCOG is required to submit quarterly reports by the 30th day of October of 2025, and January, April, and July of 2026 and that such quarterly reports must contain information regarding the City's use of the Subrecipient Funding. As a result, the City's quarterly reports shall be due by the 15th of October of 2025, and January, April and July of 2026.
8. Provide an annual report by August 1, 2026, containing all the information required by the SGVCOG to fulfill its annual reporting obligations under the County LSF Agreement, including but not limited to, an accounting evidencing whether the City spent 70% by June 15, 2026, of the Subrecipient

Funding during fiscal year 2025-26. The City acknowledges that under the County LSF Agreement the SGVCOG is required to submit its annual report on October 1, 2026 and that such annual report must contain information regarding the City's use of the Subrecipient Funding. As a result, the City's annual report shall be submitted to the SGVCOG by August 1, 2026.

9. Expend 50% of Subrecipient Funding, City must submit a written plan for how it will expend 70% of Subrecipient Funding by June 15, 2026. The City acknowledges that under the County LSF Agreement, effective October 1, 2027, if the SGVCOG has unexpended funds equaling 30% or more of its allocated proceeds from the Local Solutions Fund in two consecutive annual reports, the excess amount exceeding the 30% threshold will be returned to the County LSF. As a result, the City shall ensure that its expenditures meet that target. If the City fails to meet this target, the SGVCOG, in accordance with this MOA and the County LSF Agreement, the amount of Subrecipient Funding exceeding the 30% threshold will be reallocated and transferred to regional programs.
10. Submit requests to amend Exhibit C to the SGVCOG as soon as possible and no later than April 1, 2026. The City acknowledges that under the County LSF Agreement, the SGVCOG is required to submit budget amendment requests to the County for County approval. SGVCOG cannot guarantee that such modifications will be approved by the County.
11. At all times be a member of the SGVCOG in good standing (meaning current with dues owed as a SGVCOG member agency and not suspended) throughout the term of this MOA. Should City provided notice of withdrawal from the SGVCOG pursuant to the Joint Powers Agreement forming the SGVCOG, the SGVCOG may, in its discretion, terminate this Agreement upon written notice.

III. INVOICING

A. City must submit invoices on a monthly basis, no later than the fifteenth (15th) day of each month, evidencing all eligible costs and expenses incurred. City must provide all necessary documentation, including but not limited to invoices and deliverables, as support for the invoice. The invoice must include all work completed during the previous month. City's final invoice shall be submitted within thirty (30) days of the end of the MOA term.

B. If City does not timely submit invoices, then at the SGVCOG's sole discretion, all work intended to be paid by such invoice may be considered gratuitous effort on the part of the City, for which City has no claim whatsoever against the SGVCOG.

C. City shall be liable and solely responsible for repayment to SGVCOG of any Project reimbursement requests denied by the County pursuant to Section VIII.C. of the County LSF Agreement resulting solely from City's failure to timely submit invoices to SGVCOG in accordance with this MOA.

D. City must submit reports, consistent with a format approved by the SGVCOG, by the 15th of the month detailing outcomes during the service period.

IV. PROJECT MANAGEMENT:

A. Project Managers.

1. For the purposes of this MOA, SGVCOG designates the following individual as its Project Manager:

Samantha Piedra
Senior Management Analyst
(626) 373-2484
spiedra@sgvcog.org

2. For the purposes of this MOA, the City designates the following individual as its representative:

Debbie Lopez
Human Services Manager
(626) 914-8235
dlopez@cityofglendora.gov

Either Party may change the designations set forth herein upon written notice to the other Party that includes all the information for the representative required by this Section IV.

IV. DEFAULT; REMEDIES:

A. Default. A "Default" under this MOA is defined as any one or more of the following: (i) failure of either Party to comply with the terms and conditions contained in this MOA; and/or (ii) failure of either Party to perform its obligations set forth herein satisfactorily.

B. Remedies. In the event of a Default by either Party, the non-defaulting Party will provide a written notice of such Default and thirty (30) days to cure the Default. In the event that the defaulting Party fails to cure the Default, or commit to cure the Default and commence the same within such 30-day period and to the satisfaction of the non-defaulting Party, the non-defaulting Party may terminate this MOA. Such termination shall be effective immediately upon the provision of written notice by the non-defaulting Party to the defaulting Party. The remedies described herein are non-exclusive. In the event of a Default by either Party, the non-defaulting Party shall have the right to seek any and all remedies available at law or in equity. Notwithstanding the foregoing, the SGVCOG is under no obligation to provide the City with the opportunity to cure a default which has resulted in the City not being a member in good standing as set forth in Section II.B.10 above.

V. INDEMNIFICATION:

A. City agrees to defend, indemnify, and hold free and harmless the SGVCOG, its member agencies, and their respective elected and appointed boards, officials, officers, agents, employees, and volunteers (collectively, the "SGVCOG Indemnitees"), at City's sole expense, from and against any and all claims, actions, suits, or other legal proceedings (collectively, "Claims") brought against the SGVCOG Indemnitees arising out of or relating to the acts or omissions of City in connection with this MOA, including, but not limited to, penalties, fines, or demands for reimbursement of LHF proceeds that are caused by or related to the City's errors, misrepresentations, omissions, or other deficiencies in the City Documents, including not timely provide reports within the time provided in this MOA.

B. SGVCOG agrees to defend, indemnify, and hold free and harmless the City, its elected officials, officers, agents, employees, and volunteers, at SGVCOG's sole expense, from and against any and all claims, actions, suits, or other legal proceedings brought against the City, its elected officials, officers, agents, employees, and volunteers arising out of or relating to the negligent or willful acts of the SGVCOG in connection with this MOA.

C. To the extent allowed by State law, City shall require that any consultants it retains to perform Scope of Services, defend and indemnify the SGVCOG Indemnitees from and against any and all Claims brought against the SGVCOG Indemnitees arising out of or relating to the acts or omissions of the consultant(s) in connection with the Scope of Services, in the agreement between the consultant and the City and to name the SGVCOG Indemnitees as an additional insured.

D. The indemnity obligations stated in this section shall survive termination of this MOA.

VI. TERMINATION

A. This MOA may be terminated by the SGVCOG at any time that the City is no longer a SGVCOG member in good standing as set forth in Section II.B.10 above or has given the SGVOCG notice of withdrawal from the SGVCOG. Termination will occur the later of the date set forth in the notice or three calendar days (Sundays excluded) from the date the SGVCOG's notice of termination is deposited in the U.S. Mail, postage pre-paid, at the address provided in this MOA for notices or such new replacement address that the City provides in writing to the SGVCOG. In addition to the delivery by U.S. Mail, notices may also be sent by electronic mail As of the effective date of any such termination the City shall no longer be eligible to expend its Subrecipient Funding and shall immediately cease implementation of the Scope of Services and not further expend any Subrecipient Funding funds except those which are reasonably and necessarily incurred up to the effective date of termination and expended in accordance with this MOA. The City shall return all unexpended proceeds from the Subrecipient Funding with 15 calendar days of the effective date of the SGVCOG's notice of

termination and provide for an accounting of such funds to the reasonable satisfaction of the SGVCOG. Funds not returned within that time shall accrue interest at the rate of 10% per annum. The City's return of unexpended proceeds shall not relieve it of any obligations it might otherwise have to return any portion of the Subrecipient Funding that might be required of the SGVCOG under the County LSF MOA and/or because it is later determined that the City's expenditures were otherwise not in compliance with this MOA.

B. This MOA may be terminated for cause at any time for a material default by either Party upon written notice to the other Party. Prior to such termination, the non-defaulting Party shall notify the defaulting Party of the action or non-action constituting the material default. The defaulting Party shall have 10 business days in which to cure the default. If the default cannot be reasonably cured within 10 business days, the defaulting Party shall commence the cure within the 10 business days and work promptly to cure the default within in a reasonable time, but in no event, more than 30 calendar days. If not cured to the reasonable satisfaction of the non-defaulting Party issuing the written notice within such time periods, the non-defaulting Party shall provide notice of the failure to cure to the defaulting Party and the MOA shall terminate three calendar days after the date the notice is deposited in the U.S. Mail, unless otherwise stated at a later time in the written notice.

VII. INSURANCE:

A. City and SGVCOG shall maintain and keep in full force and effect during the term of this MOA insurance or a program of self-insurance against claims for injuries to persons or damages to property which may arise in connection with City's or SGVCOG's performance of its obligations hereunder.

VIII. BOOKS AND RECORDS/RIGHT TO AUDIT

A. Maintenance of Books and Records. City shall maintain all ledgers, books of account, invoices, vouchers, canceled checks, or other documents or records evidencing or relating to work, services, expenditures, and disbursements charged to SGVCOG pursuant to this MOA (collectively, "Books and Records"). All such Books and Records shall be maintained in accordance with generally accepted accounting principles and shall be sufficiently complete and detailed so as to permit an accurate evaluation of the services provided by City pursuant to this MOA. All such documents or records shall be maintained for three (3) years from the date of execution of this MOA and to the extent required by laws relating to audits of SGVCOG and its expenditures and the County LSF Agreement.

B Right to Audit. The SGVCOG and/or the County shall have the right to examine and audit all of City's Books and Records to determine compliance with the terms of this MOA, verify performance and determine the validity of City's expenditures. City shall reasonably cooperate with the SGVCOG and/or the County in its

examination and auditing and make such Books and Records, available to the SGVCOG or the County within five business days of SGVCOG's or County's written request during City's normal business hours. The SGVCOG and/or the County shall pay for the cost of the audit; provided that in the event the audit determines that during the period audited that any City expenditures of 3% or more were invalid, then City shall be liable to the SGVCOG for the reasonable costs of its audit. To the extent the audit disallows any expenditures paid from the Subrecipient Funding, City shall reimburse the SGVCOG with 30 days of SGVCOG's written demand for such amount and if applicable, the cost of the audit. In the alternative, the SGVCOG may, in its discretion, withhold the amount of the disallowed expenditure and the cost of the audit from any future LSF funds allocated to the City. Should City fail to reimburse the SGVCOG within 30 days of SGVCOG's written demand, interest shall accrue on the amount owed at the rate of 10 percent per month or the maximum amount allowable by law, whichever is less, until fully paid.

IX. OTHER TERMS AND CONDITIONS:

A. Notices. All notices required or permitted to be given under this MOA shall be in writing and shall be personally delivered, or sent by electronic mail or certified mail, postage prepaid and return receipt requested, addressed as follows:

To SGVCOG:
Samantha Piedra
Senior Management Analyst
San Gabriel Valley Council of Governments
1333 S. Mayflower, Suite 360
Monrovia, CA 91016
spiedra@sgvcog.org

with a copy to:
Marisa Creter
Executive Director
San Gabriel Valley Council of Governments
1333 S. Mayflower, Suite 360
Monrovia, CA 91016
mcreter@sgvcog.org

To City:
Debbie Lopez
Human Services Manager
333 E. Foothill Blvd.
Glendora, CA 91741
dlopez@cityofglendora.gov

with a copy to:
Adam Raymond
City Manager
116 E. Foothill Blvd.
Glendora, CA 91741

araymond@cityofglendora.gov

B. No Partnership. This MOA is not intended to be, and shall not be construed as, an agreement to form a partnership, agency relationship, or a joint venture between the Parties. Except as otherwise specifically provided in the MOA, neither Party shall be authorized to act as an agent of or otherwise to represent the other Party.

C. Entire MOA. This MOA and any exhibits attached hereto, constitute the entire understanding between the Parties with respect to the subject matter herein and supersedes any and all other prior writings and oral negotiations. Except for changes in the designation of representatives and the address for notices, this MOA may be modified only by way of a written amendment and signed by the Parties in interest at the time of such modification. To the extent there is any conflict between this MOA and the County LSF Agreement then the County LSF Agreement shall control.

D. Governing Law. This MOA shall be governed by and construed under California law and any applicable federal law without giving effect to that body of laws pertaining to conflict of laws. In the event of any legal action to enforce or interpret this MOA, the Parties hereto agree that the sole and exclusive venue shall be a court of competent jurisdiction located in Los Angeles County, California.

E. Attorneys' Fees. In the event that there is any litigation or other legal proceeding between the Parties in connection with this MOA, each Party shall bear its own costs and expenses, including attorneys' fees; provided that if the SGVCOG institutes litigation to recover any amounts owed to it by the City, the prevailing Party in any such action as determined by a court of competent jurisdiction or binding arbitration, should the Parties submit to same, shall be entitled to all reasonable costs and expenses, including attorneys' fees.

F. Excusable Delays. Neither Party 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 unforeseen causes including acts of God, floods, earthquakes, fires, acts of a public enemy, pandemic, epidemic, and government acts beyond the control and without fault or negligence of the affected Party. Each Party hereto shall give notice promptly to the other of the nature and extent of any such circumstances claimed to delay, hinder, or prevent performance of any obligations under this MOA.

G. Waiver. Waiver by any Party to this MOA of any term, condition, or covenant of this MOA shall not constitute a waiver of any other term, condition, or covenant. No waiver of any provision of this MOA shall be effective unless in writing and signed by a duly authorized representative of the Party against whom enforcement of a waiver is sought.

H. Headings. The section headings contained in this MOA are for convenience and identification only and shall not be deemed to limit or define the contents to which

they relate.

I. Assignment. Neither Party may assign its interest in this MOA, or any part thereof, without the prior written consent of the other Party. Any assignment without consent shall be void and unenforceable.

J. Severability. If any provision of this MOA is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions shall nevertheless continue in full force without being impaired or invalidated in any way.

K. Authority to Execute. The person executing this MOA on behalf of a Party warrant that they are duly authorized to execute this MOA on behalf of said Party, and that by doing so said Party is formally bound to the provisions of this MOA.

L. Nondiscrimination. Neither Party shall discriminate as to race, color, creed, religion, sex, marital status, national origin, ancestry, age, physical or mental handicap, medical condition, or sexual orientation, in the performance of its services and duties pursuant to this MOA and will comply with all rules and regulations of the SGVCOG and/or County relating thereto. Such nondiscrimination shall include, but not be limited to, the following: employment; upgrading; demotion; transfers; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

M. Counterparts. This MOA may be executed in multiple counterparts, each of which shall be deemed an original, but all of which taken together shall constitute one and the same instrument.

N. Electronic Signatures. This MOA may be executed with electronic signatures in accordance with Government Code Section 16.5. Such electronic signatures will be treated in all respects as having the same effect as an original signature.

[**signatures on following page**]

IN WITNESS WHEREOF, the Parties hereto have caused this MOA to be executed to be effective as of the day and year first above written.

FOR THE CITY OF GLENDORA:

By: _____
Adam Raymond
City Manager

APPROVED AS TO FORM:

By: _____
Danny Aleshire
City Attorney

ATTEST:

By: _____
Kathleen R. Sessman, MMC
City Clerk

FOR THE SGVCOG:

By: _____
Marisa Creter
Executive Director

APPROVED AS TO FORM:

_____
Cassie Trapesonian
General Counsel

Exhibit A

County LSF Agreement

Will Be Delivered Under Separate Cover once received from County

Exhibit B

Scope of Services

1B: Eligible Use	**Interim Housing for PEH**
Project	**Interim Housing – Motel Vouchers Program**
Project Description	The funds will support SGVCOG's Motel Vouchers Program provided for the City, which will administer a motel voucher program to temporarily house individuals and families experiencing homelessness. The Program will offer interim housing stays to address urgent situations, including the bridge time period before moving into permanent housing, extreme weather conditions, fleeing domestic violence, and other emergencies. Case managers will work with each client to connect them to supportive services. City staff will manage the program in Glendora. Case managers will have access to these resources.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of Persons Experiencing Homelessness (PEH)/Households housed in interim housing with motel vouchers • PS-TO: 40 unduplicated PEH
	PS-KPI: Number of PEH/Households placed into permanent housing within three months of receiving a motel voucher • PS-TO: 24 unduplicated PEH
Measure A Goals and Target Metric	Alignment with Measure A Goal #1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness:
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.
1E: Eligible Use	**Expedited Placements in Permanent Housing for People Experiencing Homelessness (PEH)**
Project	**Financial Assistance**
Project Description	The funds support the City's move-in assistance program, which focuses on expedited placement of individuals and families experiencing homelessness into permanent housing. This client-driven program focuses on addressing barriers to permanent housing, engaging landlords to secure additional units, and supporting staff's efforts to engage with family/friends of unsheltered individuals and families to determine if temporary or permanent housing may be provided to them, including providing incentives to family/friends to host clients. Funds will also support move-in costs such as security deposits, mitigation funds, and host home support.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of households permanently housed with move-in assistance programs • PS-TO:

Measure A Goals and Target Metric	Alignment with Measure A Goal #3: Increase the number of people permanently leaving homelessness
	Target Metric 3a: Increase by 57 percent the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in FY 2023-24 to a target of 30,000 in 2030.
1F: Eligible Use	**Expedited Placements in Permanent Housing for PEH**
Project	**Landlord Incentives**
Project Description	The funds will support the City in operating its Landlord Incentive program, which aims to secure additional permanent housing units for people experiencing homelessness (PEH). The program provides direct financial incentives to landlords and offers dedicated support, including mediation and direct engagement, to address questions or concerns and to encourage participation in rental/assistance programs for PEH.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of new units secured via direct landlord incentives • PS-TO: 5 unduplicated units
Measure A Goals and Target Metric	Alignment with Measure A Goal #3: Increase the number of people permanently leaving homelessness
	Target Metric 3a: Increase by 57 percent the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in FY 2023-24 to a target of 30,000 in 2030.
1G: Eligible Use	**Permanent Housing for PEH**
Project	**Flexible Rental Subsidies**
Project Description	The funds will the City in providing rental assistance for participants experiencing homelessness, including time-limited subsidies, rapid rehousing, shallow subsidies, and other flexible rent subsidies. City staff will be responsible for administering the program, which will pair appropriate levels of financial assistance with case management and resources to increase income, reduce expenses, and develop financial management skills to help prevent a return to homelessness. Case managers in the City will have access to these resources. Prior to launching the Program, the City must establish program policies and procedures that defines the requirements for rental assistance, guidelines on the number of months for which clients can receive rental assistance, and the tracking approach to ensure that the intervention is helping clients to remain housed after the intervention ends. These must be provided to the SGVCOG prior to launch. The City will manage the program policies and procedures.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Total number of households permanently housed with subsidy assistance • 4 unduplicated households

Measure A Goals and Target Metric	Alignment with Measure A Goal #1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness:
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.
1H: Eligible Use	**Expedited Placements in Permanent Housing for PEH**
Project	**Problem Solving**
Project Description	The funds will support the City's Problem Solving Program, which assists individuals secure or maintain immediate, sustainable housing through mediation, resource navigation, negotiation, and targeted financial assistance.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of individuals that secure housing • 3 unduplicated individuals
Measure A Goals and Target Metric	Alignment with Measure A Goal #3: Increase the number of people permanently leaving homelessness
	Target Metric 3a: Increase by 57 percent the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in FY 2023-24 to a target of 30,000 in 2030.
2E: Eligible Use	**Case Management and Outreach Services**
Project	**Case Management and Outreach Services – Glendora**
Project Description	The funds will support SGVCOG in subcontracting with the city of Glendora, which will enter into its own subagreement and provide partial funding to LA CADA to deliver case management and outreach services for PEH via a team consisting of two homeless navigators. The LA CADA teams will have access to housing resources (such as Projects 1B, 1E, 1F, 1G, and 1H herein) to place clients in interim and permanent housing. LA CADA teams will engage initially with clients and will continue to provide follow-up case management to help clients connect to services, secure housing, and maintain stable housing.
	The project will be connected with the following investments/programs funded by other entities, governmental or nongovernmental including local agencies such as: This project will be an avenue for PEH, with a focus on clients with SUD or SMI, to connect to other Measure A-funded housing resources and those funded by other sources. In Glendora, LA CADA teams will have access to the City's contracted units within LA CADA's continuum of care, which are funded by non-Measure A sources. In addition, LA CADA has a robust continuum of housing resources to which clients can be referred, and relationships and connections managed by other Local, County, State, and Federal programs, including those executed by LAHSA, DMH, DHS, DCFS, VA, and APS. In addition, the respective L.A. CADA teams will work in collaboration with SPA 3

	CES lead agencies to help connect PEH to shelter (interim housing, recuperative care), permanent housing (Section 8 vouchers), mental health services (DMH), health services (DHS), and substance use treatment services (Medi-Cal funded).
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH engaged through outreach services • 125 unduplicated PEH
	PS-KPI: Number of PEH placed in interim or permanent SUD/SMI housing • 15 unduplicated placements
Measure A Goals and Target Metric	Alignment with Measure A Goal # 1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness.
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.
Project 4F	**Admin Costs: Case Management and Outreach Services**
Project Description	The funds will support a 13.64 percent indirect cost provided by City of Glendora's Project 2E to LA CADA.

Implementation of the above-listed programs must align with best practices for the operation of the respective programs.

City must submit reports and materials to the SGVCOG documenting the implementation of the Project, in alignment with the Project Description above and applicable best practices, and the Project Specific Key Performance Indicators and Target Outcomes outlined above, in a format approved by the SGVCOG. Reports must be submitted in alignment with Section II.B.7 and Section II.B.8 of this MOA.

Exhibit C

Project Budget

The Subrecipient Funding is One Hundred Eighty Thousand Five Hundred Thirty-Six Dollars ($180,536), allocated as shown in Table 1 below.

Table 1.

Project No.	Project Description	Project Amount
1B	Interim Housing – Motel Vouchers Program	$20,000
1E	Financial Assistance – Move-in Assistance (includes covering security deposits, mitigation funds, and host home support)	$10,000
1F	Landlord Incentives (includes average amount of $1,000 per landlord for up to 20 landlords)	$5,000
1G	Flexible Rental Subsidies	$39,536
1H	Problem Solving (includes targeted financial assistance such as mediation, resource navigation, and negotiation services)	$6,000
2E	Case Management and Outreach Services – Glendora (includes partial funding for two housing navigators)	$88,000
4F	Admin Costs 13.64% indirect cost: Case Management and Outreach Services – Glendora	$12,000
	TOTAL	$180,536

Funding shall be disbursed on a reimbursement basis.

Invoices shall be submitted monthly on the 15th with supportive documentation attached.

MEASURE A ALLOCATION

RECREATION AND HUMAN SERVICES DEPARTMENT
CITY COUNCIL MEETING
OCTOBER 14, 2025
DEBBIE LOPEZ, HUMAN SERVICES MANAGER

MEASURE A FUNDING

LOCAL SOLUTIONS FUND (LSF)

- **60% OF COUNTY MEASURE A FUNDS WILL BE DIRECTED TO THE LSF**
- **GLENDORA APPROVED TO RECEIVE $180,536**

LA COUNTY AFFORDABLE HOUSING SOLUTIONS AGENCY (LACAHSA)

- **33.75% OF COUNTY MEASURE A FUNDS WILL BE DIRECTED TO LACAHSA**
- **ADDITIONAL FUNDING SOURCE FOR GLENDORA PROGRAMS**
- Pending feedback from LA County/SGVCOG to apply for funds

MEMORANDUM OF AGREEMENT WITH SAN GABRIEL VALLEY COUNCIL OF GOVERNMENTS (SGVCOG)

APPROVED PROJECTS MUST MEET SPECIFIC MEASURE A GOALS AND METRICS

- **GOAL 1: REDUCE UNSHELTERED HOMELESSNESS BY INCREASING THE NUMBER MOVING FROM ENCAMPMENTS INTO PERMANENT HOUSING**
- **GOAL 2: REDUCE THE NUMBER WITH MENTAL ILLNESS AND/OR SUBSTANCE USE DISORDERS WHO EXPERIENCE HOMELESSNESS**
- **GOAL 3: INCREASE THE NUMBER OF PERMANENTLY LEAVING HOMELESSNESS**
- **GOAL 4: PREVENT PEOPLE FROM FALLING INTO HOMELESSNESS**
- **GOAL 5: INCREASE THE NUMBER OF AFFORDABLE HOUSING UNITS IN LOS ANGELES COUNTY**

FOCUS ON ADDRESSING GENDER, ETHNIC AND RACIAL DISPROPORTIONALITY, DISPARITIES AND INEQUITIES

Glendora

GLENDORA PROJECTS APPROVED FOR REIMBURSEMENT

Project Description	Project Amount
Interim Housing-Motel Vouchers Program	$20,000
Financial Assistance: Move-in Assistance	$10,000
Landlord Incentives	$5,000
Flexible Rental Subsidies	$39,536
Problem Solving	$6,000
Case Management & Outreach Services	$88,000
Admin Costs 13.64% indirect cost: Case Management and Outreach Services	$12,000
Total	**$180,536**

RECOMMENDATIONS

THAT THE CITY COUNCIL:

1. APPROVE MEMORANDUM OF AGREEMENT WITH THE SAN GABRIEL VALLEY COUNCIL OF GOVERNMENTS (SGVCOG) AND THE CITY OF GLENDORA FOR DISTRIBUTION AND USE OF MEASURE A LOCAL SOLUTIONS FUNDS.
2. APPROVE AN INCREASE IN ESTIMATED REVENUES AND A SUPPLEMENTAL APPROPRIATION OF $180,536 IN THE FY2025-27 ADOPTED TWO-YEAR BUDGET IN MEASURE A (FUND 245).

QUESTIONS?

FUNDING AGREEMENT

BETWEEN COUNTY OF LOS ANGELES AND

SAN GABRIEL VALLEY COUNCIL OF GOVERNMENTS

FOR

LOCAL SOLUTIONS FUND

CONTRACT NUMBER: HI-25-015

The Funding Agreement is made and entered into by and between the County of Los Angeles, hereinafter referred to as “County” and San Gabriel Valley Council of Governments referred to as “Local Jurisdiction” or "SGVCOG". The County and Local Jurisdiction shall collectively be referred to as "Parties".

RECITALS:

WHEREAS, on November 4, 2024, the voters of Los Angeles County approved the Affordable Housing, Homelessness Solutions, and Prevention Now Transactions and Use Tax Ordinance ("Measure A" or the "Ordinance"), a one-half cent sales tax countywide, to fund critical programs designed to reduce and prevent homelessness within the County;

WHEREAS, the County has received a portion of the proceeds from the tax imposed by Measure A for Comprehensive Homelessness Services, the Local Solutions Fund, and Homelessness Solutions Innovations which it distributes to eligible programs and services in accordance with Measure A;

WHEREAS, pursuant to Measure A, the County shall allocate funds from the Local Solutions Fund to cities, councils of governments, and/or the County on behalf of its unincorporated areas;

WHEREAS, on March 25, 2025, the County Board of Supervisors ("Board"), in consultation with cities within the County, determined that Formula 4, based on 90% of the multi-year average point-in-time count and 10% of the American Community Survey proxy data, is the appropriate method for distributing Local Solutions Fund to cities, councils of governments, and to the County on behalf of its unincorporated areas;

WHEREAS, services and programs funded by the Local Solutions Fund shall support a variety of services and programs aimed at addressing homelessness, including but not limited to physical and mental health care, emergency housing, permanent housing, job counseling, substance use disorder treatment, short-term rental subsidies, and other related services, as well as the collection and analysis of data to assess the effectiveness of such services and programs;

WHEREAS, services and programs funded by Local Solutions Fund shall contribute to achieving the five outcome goals outlined in Measure A by demonstrating measurable progress from baseline metrics toward target metrics ("Metrics") as adopted by the Board on March 25, 2025;

WHEREAS, services and programs funded by the Local Solutions Fund must align with the purposes enumerated in Measure A and the Regional Plan adopted by the Board on March 25, 2025, which sets goals and objectives to reduce homelessness and expand affordable housing in accordance with Measure A;

WHEREAS, services and programs funded by the Local Solutions Fund shall adhere to best practices for the standardization of care, including but not limited to facilitating connections to behavioral and mental health services, medical care, and other services, and create

connections to mainstream safety net programs supported by County, State, and federal funds, including connections to medical and mental health care and other entitlement programs;

WHEREAS, the Local Jurisdiction agrees to perform its obligations under this Agreement in a manner consistent with and supportive of the goals and purposes outlined in Measure A, and the Metrics, Regional Plan, and best practices for the standardization of care; and

WHEREAS, the Parties desire to enter into this Agreement to formalize the allocation of Measure A funds, which is approved by the Board annually, establish accountability measures, and ensure the effective use of Measure A funds to achieve the stated goals in Measure A to prevent and reduce homelessness and increase access to affordable housing, subject to all the conditions required by Measure A.

NOW THEREFORE, in consideration of the mutual covenants contained herein, and for good and valuable consideration, the Parties agree to the following:

I. PURPOSE AND SCOPE

A. Purpose of Affordable Housing, Homelessness Solutions, And Prevention Now Transactions and Use Tax Ordinance ("Measure A"): The allocation of Measure A funds from the Local Solutions Fund to the Local Jurisdiction is to be used solely for services and programs consistent with the purposes enumerated in the Ordinance or for the purposes set forth in Government Code section 64700 *et seq*., including but not limited to homelessness prevention, homelessness services, or affordable housing programs in Los Angeles County.

B. Scope: Local Jurisdiction shall use Measure A funds for the purposes and goals specified in Measure A and the goals and objectives outlined in the Regional Plan adopted by the County Board on March 25, 2025, which aims to reduce homelessness and expand affordable housing. Local Jurisdiction shall use Measure A funds for the uses as set forth in Measure A, including, but not limited to:

1. Preventing Homelessness;
2. Mental Health;
3. Outpatient and residential substance use treatment;
4. Case management and outreach services;
5. Employment services;
6. Expedited placements in permanent housing;
7. Enhanced emergency housing and interim housing;
8. Enhanced services for transition-age youth and children; and
9. Affordable housing for people experiencing, or at risk of homelessness.

II. TERM

The term of this Agreement shall commence upon execution by the Parties and shall remain in force through June 30, 2031, contingent upon available funding and program performance set forth in this Agreement, unless sooner terminated or extended, in whole or in part, as provided in this Agreement.

III. FUNDING ALLOCATION

A. Amount of Funds: Local Jurisdiction shall receive a portion of County's Measure A allocation in an amount not to exceed **$3,862,470** (“Funds”) for Fiscal Year 2025-

2026. Funding amounts for subsequent fiscal years for the Term is contingent upon the County's receipt of allocated Measure A funds and annual approval by the County Board. Funds are to implement programs and services aimed at preventing and reducing homelessness and increasing access to affordable housing (the "Project"), subject to Measure A, and as further described in this Agreement and Exhibit A, Project Description and Budget, which is attached and incorporated herein by reference. Local Jurisdiction agrees to use Funds as described in Exhibit A, Project Description and Budget. The County reserves the right, in its sole discretion, to adjust the Local Solutions Fund allocation based on actual Measure A tax revenues received by the County. The Local Jurisdiction shall have no claim against the County for payment of any money or reimbursement, of any kind whatsoever, for any Project provided by the Local Jurisdiction after the expiration or other termination of this Agreement. Should the Local Jurisdiction receive any such payment, it shall immediately notify the County and shall immediately repay all such funds to the County. Payment by the County for Project rendered after the expiration and/or termination of this Agreement shall not constitute a waiver of the County's right to recover such payment from the Local Jurisdiction. This provision shall survive the expiration or other termination of this Agreement.

B. Use of Funds: Local Jurisdiction agrees to use the allocated Funds as described in their approved budget, exclusively for Measure A eligible Project, and as further described in this Agreement and Exhibit A, Project Description and Budget, and the goals and metrics outlined in Section IV of this Agreement. Any misspent or disallowed Funds must be fully reimbursed to the County, upon County's request. All Parties agree to be bound by all applicable federal, state, and local laws, ordinances, regulations, and directives as they pertain to the performance of this Agreement.

C. Prohibited Uses of Funds: The Funds are intended to support best practices, policies, and programs implemented by departments, agencies, or organizations that are primarily formed to provide services to and support people who are experiencing homelessness, at risk of homelessness, or are low-income. Per Measure A, the Funds may not be used to fund investigations or prosecutions to pursue criminal, civil, or administrative penalties against people experiencing homelessness or other low-income people.

D. Notification of Reaching Seventy-Five Percent (75%) of Total Agreement Sum or Individual Project Budgets: Local Jurisdiction must maintain a system of record keeping that will allow the Local Jurisdiction to determine when it has incurred seventy-five percent of either the total Agreement sum or the individual project budget specified in Exhibit A, Project Description and Budget, for each listed project, whichever is reached first. Upon occurrence of this event, the Local Jurisdiction must send written notification to County at the address herein provided in Section XV of this Agreement. If the seventy-five percent threshold for an individual project budget is reached, the notice must identify the specific Project(s) to which it applies.

E. Supplanting of Funds: Local Jurisdiction shall not use the Funds to supplant or replace existing funding sources supporting Local Jurisdiction's programs, operations, or services, except as expressly permitted in this Section. The County may approve the use of the Funds to supplant existing funding sources only under the following limited circumstances, all of which must be justified in writing by the Local Jurisdiction and approved in writing by the County prior to the execution of this Agreement or any amendment authorizing such use:

1. The Funds are allocated to advance the goals outlined in Section IV.A.1 and 3, specifically: to increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness, and increase the number of people permanently leaving homelessness;
2. The supplanting of funds is necessary to prevent the loss of interim or

permanent housing or services for people experiencing homelessness;

3. The supplanting of funds maintains or increases the Local Jurisdiction's ability to achieve the goals stated above; and

4. Local Jurisdiction agrees to redirect the local funds being replaced by the Funds to another eligible use under this Agreement that advances one or more of the goals set forth in Section IV.A.

Local Jurisdiction shall submit an annual certification of compliance to the County no later than October 1 of each year. The certification shall be signed by an authorized representative of Local Jurisdiction and must affirm compliance with all requirements set forth in this Section. The County reserves the right to request supporting documentation, including documentation showing the eligible use of the redirected funds, to verify compliance with this Section. If Local Jurisdiction fails to comply, the County may exercise any remedies available under this Agreement, including withholding of Funds or terminating the Agreement.

IV. GOALS AND METRICS

A. Goals: The Parties agree to work collaboratively to achieve the following goals:

1. Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness;

2. Reduce the number of people with mental illness and/or substance use disorders who experience homelessness;

3. Increase the number of people permanently leaving homelessness;

4. Prevent people from falling into homelessness; and

5. Increase the number of affordable housing units in Los Angeles County.

B. Baseline Metrics, Target Metrics, Key Performance Indicators, and Key System Performance Metrics: Local Jurisdiction shall work towards achieving the metrics and key performance indicators as follows:

1. Demonstrating progress from the baseline metrics toward the target metrics as set forth in Exhibit B, Measure A Goals and Recommended Targets, which are attached and incorporated herein by reference. Project funded by the Funds shall contribute to achieving the goals in Section IV.A.

2. Project Specific Key Performance Indicators ("PS-KPIs") and Project Specific Target Outcomes related to the use of the Funds, as set forth in Exhibit A, Project Description and Budget. The Parties will amend this Agreement to incorporate any additional or revised key performance indicators approved by the County.

3. Key system performance metrics related to the use of the Funds, including, but are not limited to:

a. Creating a standardization of basic services to bring people inside and ensure that people have access to social services, medical care, and behavioral/mental health care.

b. Establishing a homeless-service-delivery system more accessible to all communities;

c. Meeting regional housing needs for "Lower Income Households," which has the same meaning as defined in California Health and Safety Code section 50079.5;

d. Using an equity lens and reducing racial disparities and disproportionate impact of homelessness and housing insecurity for

critical populations, including but not limited to veterans, seniors, transition-age youth, families with children, people with disabilities, people with animal companions, women, members of LGBTQIA+ communities, survivors of domestic violence, overrepresented racial groups, and others at risk of homelessness; and

e. Increasing accountability and transparency in the use of public funds.

4. The Parties will amend this Agreement to incorporate any additional or revised metrics and key performance indicators approved by the County.

V. REGIONAL PLAN AND BEST PRACTICES

A. Alignment with Regional Plan: Local Jurisdiction shall ensure that its Project funded by the Funds align with the County's adopted regional plan and contribute to the achievement of its stated goals and objectives. Local Jurisdiction shall coordinate with County's efforts to combat homelessness, including collection of data to build a more comprehensive and inclusive version of the Regional Plan and provide continual updates to create a "living" Regional Plan. The County's Regional Plan is attached as Exhibit C, Measure A Regional Plan, and incorporated herein by reference.

B. Best Practices for Standardization of Care: Local Jurisdiction shall implement best practices for the standardization of care, including but not limited to connections to behavioral and mental health, medical care, and other programs and services. Project funded by the Funds should aim to create connections to mainstream safety net programs supported by other funds from the County, state, and federal governments, including connections to medical and mental health care supported by state and federal programs as well as other entitlement programs. Funding for Project shall be allocated according to need and equity, considering factors such as the point-in-time count or other similar measures of the population experiencing homelessness or housing instability. Local Jurisdiction shall also comply with any additional best practices for standardization of care, including guidance and key performance indicators approved by the County. The Parties will amend this Agreement as needed to incorporate such County-approved standards of care as an exhibit.

VI. CONSTRUCTION AND REHABILITATION WORK

A. Prevailing Wages: Any construction or rehabilitation project receiving Funds or financed under Funds, including but not limited to a project of fewer than 40 units, shall constitute a public work for which prevailing wages shall be paid for purposes of Chapter 1 (commencing with Section 1720) of Part 7 of Division 2 of the California Labor Code.

B. Project Labor Agreement for Projects with 40 or More Units: A project of 40 or more units is eligible to receive Funds or financed under Funds only if all construction and rehabilitation is subject to the City of Los Angeles Department of Public Works Project Labor Agreement 2020-2030 if the project is within the City of Los Angeles, or the Countywide Community Workforce Agreement, executed by the Chief Executive Officer on June 7, 2023, if the project is elsewhere or any successor to either agreement. For purposes of this Section, the number of units means the maximum number of units authorized in an entitlement granted by the land use permitting authority for a development project, regardless of whether construction or rehabilitation proceeds in phases or project ownership is divided.

C. Alternative Project Labor Agreement: Notwithstanding Section VI.B, above, if a project labor agreement is agreed between Local Jurisdiction or its project developer, the Los Angeles/Orange Counties Building and Construction Trades

Council, and the Western States Regional Council of Carpenters, then a project with 40 or more units is eligible to receive funding or financing from Measure A if all construction and rehabilitation is subject to that project labor agreement.

D. Designated Enforcement Agency (DEA): Local Jurisdiction acknowledges that the DEA has the authority to enforce Labor Code Sections 1720-1815, as amended from time to time, for projects funded by the Funds. Any developer, contractor, or subcontractor as to such projects shall be required to cooperate fully in any investigation the DEA initiates. For projects located in the City of Los Angeles, the DEA shall be the Department of Public Works, Bureau of Contract Administration. For projects located elsewhere, Local Jurisdiction shall act as or designate the DEA. The DEA shall be authorized to work with joint labor management committees established pursuant to the federal Labor Management Cooperation act of 1978 (29 U.S.C. section 175a) in order to carry out the enforcement/investigation duties under Measure A. A joint labor management committee may bring an action in any court of competent jurisdiction against an employer that fails to comply with the labor standards required by this Agreement and Measure A.

E. Compliance and Cooperation: Local Jurisdiction, including Local Jurisdiction's developers, contractors, and subcontractors, shall comply with the prevailing wage requirements, project labor agreement requirements, and any other labor standards set forth in this section. Failure to comply may result in enforcement actions, including but not limited to withholding of funds, or termination of this Agreement per Section XIV.J. Termination.

VII. RECRUITMENT AND RETENTION OF HOMELESSNESS SERVICE AND PREVENTION WORKERS

A. All Local Jurisdiction's contracts that use Funds to pay for social services positions, including but not limited to homelessness services and eviction prevention workers, must:

1. Set sufficient payment rates to enable contractors to pay wages aligned with public and private market conditions;
2. Allow amendments, as needed, to provide that incentives and wage increases for cost of living similar to those offered to County staff and/or Los Angeles Homeless Services Authority (LAHSA) staff are also available to service provider and prevention worker staff;
3. Allow annual adjustments to reflect cost-of-living adjustments, increases in administrative allowances, and operational cost changes due to inflation or other factors (such as supply shortages, insurance market changes, etc.);
4. Be paid in a timely manner to prevent unnecessary cost increases borne by service providers; and
5. Not result in displacement of public employees.

B. The requirements under Section VII.A. shall be fully implemented and enforced by July 1, 2026, to allow for necessary administrative, budgetary, and contractual adjustments while ensuring compliance with Measure A. During the transition period, Local Jurisdiction shall coordinate with the County to align all Measure A-funded social services positions with the requirements set forth in this Section to the maximum extent feasible.

VIII. INVOICING AND PAYMENT

A. The Local Jurisdiction must invoice the County only for the tasks, deliverables, goods, services, and other work specified in Exhibit A, Project Description and Budget, and elsewhere hereunder. The Local Jurisdiction's payments will be as provided in Exhibit A, and the Local Jurisdiction will be paid only for the tasks,

deliverables, goods, services, and other work approved in writing by the County. If the County does not approve work in writing, no payment for any services will be due to the Local Jurisdiction, including for work rendered.

B. The Local Jurisdiction's invoices must contain the information set forth in Exhibit A, Project Description and Budget, describing the tasks, deliverables, goods, services, work hours, and facility and/or other work for which payment is claimed. The Local Jurisdiction must prepare invoices, which will include the charges owed to the Local Jurisdiction by the County under the terms of this Agreement and in accordance with Exhibit A.

C. The Local Jurisdiction must submit monthly invoices to the County by the 15th calendar day of the month following the month of service. All invoices under this Agreement must be submitted to the County's Project Manager. If County does not receive the invoices timely, then at the County's sole discretion, all work intended to be paid by such invoice may be considered gratuitous effort on the part of the Local Jurisdiction, for which Local Jurisdiction has no claim whatsoever against County.

D. All invoices submitted by the Local Jurisdiction for payment must have the written approval of the County's Project Manager prior to any payment thereof. In no event will the County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.

E. Default Method of Payment: Direct Deposit or Electronic Funds Transfer

i. The County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under the Agreement with the County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the Auditor-Controller (A-C).

ii. Local Jurisdiction shall submit a direct deposit authorization request via the website https://directdeposit.lacounty.gov with banking and vendor information, and any other information that the A-C determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.

iii. Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments.

iv. At any time during the duration of the Agreement, Local Jurisdiction may submit a written request for an exemption to this requirement. Such request must be based on specific legal, business, or operational needs and explain why the payment method designated by the A-C is not feasible and an alternative is necessary. The A-C, in consultation with the contracting County department(s), shall decide whether to approve exemption requests.

IX ACCOUNTABILITY AND REPORTING

Local Jurisdiction shall complete financial and status reports on the dates specified as follows:

A. Project Review and Evaluation: The County will monitor, evaluate, and provide guidance to the Local Jurisdiction in the performance of the Measure A Funds allocated to Local Jurisdiction. Reviews will focus on the extent to which the planned Measure A Funds have been implemented and measurable goals achieved, effectiveness of the Project management, and impact of the Project.

The Local Jurisdiction shall make available for inspection to authorized County and their agents, for the term of this Agreement and for a period of five (5) years from the expiration date of this Agreement, all records, including financial, pertaining to

its performance under this Agreement, and allow said County personnel and agents to inspect and monitor the Local Jurisdiction Measure A funded Project, and interview the Local Jurisdiction's staff and Project participants, as required by the County and in compliance with Measure A.

Failure of the Local Jurisdiction to comply with the requirements of this Section shall constitute a material breach of the Agreement upon which the County, through its Chief Executive Officer, or designee, may cancel, terminate this Agreement.

B. Reports and Records:

The Local Jurisdiction agrees to prepare and submit financial, Project progress, monitoring, evaluation, or other reports required by the County. The Local Jurisdiction shall maintain and permit onsite inspections of such property, personnel, financial, and other records and accounts as are considered necessary by the County to assure proper accounting for all Agreement Measure A Funds during the Term of this Agreement and for a total of five (5) years thereafter. The Local Jurisdiction will ensure that its employees, agents, City Council members, officers, and board members furnish such information, which in the judgment of County representatives, may be relevant to a question of compliance with contractual conditions, with the County directives, or with the effectiveness, legality, and achievements of the Local Solutions Fund.

1. Quarterly Reports: Local Jurisdiction shall submit a quarterly report using a County approved method that details the status of work performed, including project specific key performance indicators and target specific outcomes. All quarterly reports and supporting documents shall be submitted to County within 30 days after each quarter. A quarterly reporting template is attached and incorporated herein by reference as (Exhibit E).

2. Annual Reports: Local Jurisdiction shall submit an annual report to the County by October 1st of each year detailing the use of the Funds, including: 1) the amounts of Funds received and spent in the previous fiscal year, 2) the status of any projects or work funded by the Funds, and 3) any Funds carried over from previous years and to be carried over to future years.

3. Certification: Local Jurisdiction shall provide a certification, in a form provided by County, to be signed by its Executive Director, City Manager, or designee, with each report required under this Section IX that the statements contained in the report are, to the best of Local Jurisdiction’s knowledge and understanding, true and accurate and that the expenditures described in the report comply with the uses permitted under Section III, Funding Allocation, Exhibit A, Project Description and Budget, and as authorized by the County Board.

C. Public Availability: Local Jurisdiction shall make the annual reports and records publicly available, without charge, including by posting them on its website for at least five (5) years after they are completed, to ensure transparency and accountability in the use of public funds.

D. Data Collection and Reporting: The Local Jurisdiction agrees to collect and report data as required by this Agreement to assess the effectiveness of funded Project, facilitate reporting, monitoring, and outcome analysis. This includes providing data on outcomes related to homelessness prevention, housing stability, mental health treatment, substance use disorder treatment, and other relevant indicators. To the extent feasible, the County will require the Local Jurisdiction to report expenditures and other key metrics in a uniform manner.

E. Accounting: The Local Jurisdiction shall establish and maintain on a current basis an adequate accounting system in accordance with Generally Accepted Accounting Principles (“GAAP”) Standards, and the County Auditor-Controller Agreement Accounting and Administration Handbook. Regardless of the Local Jurisdiction’s

method of accounting, expenses must be reported in accordance with this Agreement.

F. Submission of Reports to County Project Manager: All completed reports described in this Section shall be submitted timely to the County's Project Manager.

IX. FINANCIAL RECORDS AND AUDITING

A. Audits:

1. County shall monitor the progress of the Measure A funded Project through this Agreement and ensure Local Jurisdiction's compliance with the terms and objectives outlined herein. The Local Jurisdiction shall make available for inspection and audit to authorized County personnel and their agents, for the term of this Agreement and a period of five (5) years from the expiration date of this Agreement, and allow said County personnel and agents to inspect and audit all of its books and records relating to each Project operation or business activity which is Measure A funded in whole, or in part, in compliance with Measure A and this Agreement. Failure of the Local Jurisdiction to comply with the requirements of this Section shall constitute a material breach of this Agreement upon which County may cancel or terminate this Agreement. Within ten (10) days of the County's written request, Local Jurisdiction shall allow the County access to financial and program records during regular business hours at any place Local Jurisdiction keeps those records.

2. Local Jurisdiction agrees to maintain accurate and complete financial accounts, documents, and records relating to this Agreement in accordance with general accepted accounting principles. Local Jurisdiction must maintain accurate and complete employment and other records relating to its performance of this Agreement. Local Jurisdiction shall make financial records available to the County for auditing at reasonable times. Local Jurisdiction agrees that the County, or its authorized representatives, will have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Agreement. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, will be kept and maintained by Local Jurisdiction and will be made available to the County during the term of this Agreement and for a period of five (5) years thereafter unless the County's written permission is given to dispose of any such material prior to such time.

3. Local Jurisdiction, within thirty (30) days of notification from the County of its audit findings, may dispute the audit findings in writing to the County and provide the County with records and/or documentation to support the expenditure claims. The County shall review this documentation and make a final determination as to the validity of the expenditures. The Local Jurisdiction agrees that in the event that the Measure A funded Project established hereunder is subject to audit exceptions by appropriate audit agencies, it shall be responsible for complying with such exceptions and paying the County the full amount of the County's liability to the funding agency resulting from such audit exceptions.

4. It is understood and agreed that any funds paid to Local Jurisdiction hereunder may only be used for the purposes specified in this Agreement and in accordance with Measure A. In furtherance of this understanding, it is agreed that should the County determine that any funds paid to Local

Jurisdiction hereunder have been used for purposes other than those authorized by this Agreement, Local Jurisdiction is required to immediately refund any such improperly used funds to the County.

B. Redirecting Funds for Unexpended Funds: Effective October 1, 2027, if Local Jurisdiction reports unexpended funds equaling 30 percent or more of its allocated proceeds from the Local Solutions Fund in two consecutive annual reports, County shall reallocate the excess amount exceeding the 30 percent threshold ("Excess Amount") back to the County's Local Solutions Fund.

i. The County shall, within 45 days of identifying the Excess Amount (or by November 15th), issue a written notice to Local Jurisdiction informing it that County will withhold from the next annual allocation the portion of funds exceeding 30 percent of that year's total allocation for reallocation to the County's Local Solutions Fund.

ii. For the purposes of this provision, funds appropriated for permanent affordable housing construction by Local Jurisdiction shall be excluded from the calculation of unexpended funds and shall not be considered when determining whether the 30 percent threshold has been exceeded.

C. Redirecting Funds for Failure to Meet Target Metrics: The County reserves the right to evaluate progress toward the target metrics established under Measure A and/or this Agreement. For each goal for which the target metric has not been achieved as of December 31, 2030, the County reserves the right, in its sole discretion, to redirect funds to or away from Local Jurisdiction's Project.

XI. INDEMNITY AND INSURANCE

A. Indemnity: Local Jurisdiction agrees to indemnify, defend, and hold harmless the County, its Special Districts, elected and appointed officers, employees, agents and volunteers ("County Indemnitees") from and against any and all liability, actions, causes of action, or expense of any kind, including, but not limited to, defense costs and legal fees, and claims for damages of any nature whatsoever, including, but not limited to, bodily injury, death, personal injury, or property damage arising from or related to this Agreement, except for such loss or damage arising from the sole negligence or willful misconduct of the County Indemnitees.

Any legal defense pursuant to Local Jurisdiction's indemnification obligations under this Section will be conducted by Local Jurisdiction and performed by counsel selected by Local Jurisdiction and approved by County. Notwithstanding the preceding sentence, County will have the right to participate in any such defense at its sole cost and expense, except that in the event Local Jurisdiction fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County will be entitled to retain its own counsel, including, without limitation, County Counsel, and to seek reimbursement from Local Jurisdiction for all such costs and expenses incurred by County in doing so. Local Jurisdiction will not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.

B. Insurance: Local Jurisdiction shall provide and maintain at its own expense during the term of this Agreement the following program(s) of insurance or self-insurance covering its operations hereunder. Such insurance shall be provided by insurer(s) satisfactory to the County's Risk Manager and evidence of such programs satisfactory to the County shall be delivered to the County on or before the effective date of this Agreement. Such evidence shall specifically identify this Agreement and shall contain express conditions that County is to be given written notice at least thirty (30) days in advance of any modification or termination of any program of insurance. All such insurance, except for Workers' Compensation, shall be primary to and not contributing with any other insurance or self-insurance coverage

maintained by County and shall name the County of Los Angeles as an additional insured.

i. Commercial General Liability: with limits of not less than $1 million per occurrence.

ii. Automobile Liability insurance: (Providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than $1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

iii. Workers' Compensation: For every Contractor providing services, a program of Workers' Compensation Insurance in an amount and form to meet all applicable requirements of the Labor Code of the State of California, and which specifically covers all persons providing services by or on behalf of Local Jurisdiction and all risks to such persons under this Agreement, and including Employer's Liability coverage with a $1 million per accident.

iv. Crime Insurance: A comprehensive blanket crime insurance policy with each insuring agreement in an amount not less than $1 million, insuring against loss of money, securities, or other property referred to hereunder which may result from:

1. Dishonesty or fraudulent acts of officers, directors, or employees of Local Jurisdiction, or
2. Disappearance, destruction or wrongful abstraction inside or outside the premises or Local Jurisdiction, while in the care, custody or control of Local Jurisdiction, or
3. Sustained through forgery or direction to pay a certain sum in money.

v. Property Coverage: If, under the terms of this Agreement, Local Jurisdiction shall have possession of rented or leased or be loaned any County-owned real or personal property, Local Jurisdiction shall provide:

1. For real property: insurance providing special form ("all risk") coverage for the full replacement value.
2. For personal property: insurance providing special form ("all risk") coverage for the actual cash value**.**

XII. CONFLICT OF INTEREST

A. Local Jurisdiction covenants that neither Local Jurisdiction nor any of its agents, officers, employees, contractors, or sub-contractors who presently exercise any function of responsibility in connection with the Project has a personal interest, direct or indirect, in the Agreement, except to the extent he or she may receive compensation for his or her performance pursuant to this Agreement.

B. Local Jurisdiction, its agents, officers, employees, contractors, and sub-contractors shall comply with all applicable Federal, State and County laws and regulations governing conflict of interest now in effect or hereafter to be enacted during the term of this Agreement.

XIII. AUTHORITY

Local Jurisdiction warrants and certifies that it possesses the legal authority to execute this Agreement and to undertake the proposed Project, and that a resolution, motion, or similar action has been fully adopted or passed, as an official act of Local Jurisdiction 's governing body, and directing and designating the authorized representative(s) of Local

Jurisdiction to act in connection with the Project specified and to provide such additional information as may be required by the County.

XIV. STANDARD TERMS AND CONDITIONS

A. Amendments and Change Notices:

a. For any change which affects the scope of work, term, budget, payments, or any term or condition included under this Agreement, an amendment to the Agreement will be prepared by the County and shall be executed by the Local Jurisdiction and an authorized designee of the County, and approved as to form by County Counsel.

b. The County's Board or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in the Agreement during the term of this Agreement. The County reserves the right to add and/or change such provisions as required by the County's Board or Chief Executive Officer. To implement such changes, an Amendment to the Agreement will be prepared by the County and shall be executed by the Local Jurisdiction and by an authorized designee of the County.

c. For any change which does not materially affect the scope of work, term, budget, payments, or any term or condition included under this Agreement, a Change Notice will be prepared and signed by the County's Project Manager or designee and Local Jurisdiction's Project Manager.

B. Independent Contractor: This Agreement is by and between the County and Local Jurisdiction and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between the County and Local Jurisdiction. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.

Local Jurisdiction shall be solely liable and responsible for providing to, or on behalf of, all persons performing work pursuant to this Agreement all compensation and benefits. The County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, worker's compensation benefits or other compensation, benefits, or taxes for any personnel provided by or on behalf of Local Jurisdiction.

C. Assignments and Subcontracts:

a. Local Jurisdiction shall not assign its rights or delegate its duties under this Agreement, or both, whether in whole or in part, without the prior written consent of the County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this Section, the County's consent requires a written amendment to this Agreement that is formally approved and executed by Local Jurisdiction and the County.

b. Any assumption, assignment, delegation, or takeover of any of Local Jurisdiction's duties, responsibilities, obligations, or performance of same by any entity other than Local Jurisdiction, whether through assignment, subcontract, delegation, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of this Agreement which may result in the termination of this Agreement.

c. Local Jurisdiction shall be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through services performed hereunder, notwithstanding the County's consent to subcontract.

d. Any contractor or subcontractor of Local Jurisdiction are bound by the same obligations of this Agreement and shall comply with all Measure A requirements such as, but not limited to, Measure A allowable uses, purposes, Goals and Metrics (Exhibit B), Regional Plan (Exhibit C), and Best Practices (Exhibit D). Failure to comply may result in enforcement actions, including but not limited to withholding of funds, or termination of this Agreement per Section XIV.J. Termination.

D. Fair Labor: Local Jurisdiction agrees to indemnify, defend, and hold harmless the County, its agents, officers, and employees from any and all liability including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law violation including, but not limited to, Federal Fair Labor Standards Act for services performed by Local Jurisdiction's employees for which the County may be found jointly or solely liable.

E. Religious and Political Activities: Local Jurisdiction agrees that Measure A Funds under this Agreement will be used exclusively for the performance of the work required under this Agreement, and that no Measure A funds made available under this Agreement shall be used to promote religious or political activities. Further, Local Jurisdiction agrees that it will not perform, nor permit to be performed, any religious or political activities in connection with the performance of this Agreement.

F. Nondiscrimination: Local Jurisdiction shall not discriminate against any person on the basis of race, color, sex, sexual orientation, age, religious belief, national origin, marital status, physical or mental handicap, medical condition, or place of residence in providing any services under this Agreement.

G. County Lobbyists: Local Jurisdiction and each County lobbyist or County lobbying firm as defined in Los Angeles County Code Section 2.160.010, retained by Local Jurisdiction, shall fully comply with the County Lobbyist Ordinance, Los Angeles County Code Chapter 2.160. Failure on the part of Local Jurisdiction or any County lobbyist or County lobbying firm retained by Local Jurisdiction to fully comply with the County Lobbyist Ordinance shall constitute a material breach of this Agreement upon which County may immediately terminate this Agreement.

H. Confidentiality: Local Jurisdiction must maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.

I. Public Records Act: Any documents submitted by Local Jurisdiction to the County become the exclusive property of the County. All such documents become a matter of public record and will be regarded as public records. In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, and/or records, the Local Jurisdiction agrees to defend and indemnify the County from all costs and expenses, including reasonable attorney's fees, in action or liability arising under the Public Records Act.

J. Termination:

1. Termination for Convenience: This Agreement may be terminated, in whole or in part, by either party for the convenience of that party. Termination of work hereunder shall be effected by written notice of termination specifying the extent to which performance of work is terminated and the date upon which such termination becomes effective.

2. Termination for Default: The County may terminate this Agreement immediately by written notice to Local Jurisdiction upon Local Jurisdiction's failure to comply with the provisions of this Agreement. It is also understood and agreed that should the County determine that Local Jurisdiction's

failure to perform relates to only part of the Project, the County, in its sole discretion, may elect to terminate only that part of the Agreement which shall in no way void or invalidate the rest of this Agreement.

3. Termination for Improper Consideration:

   a. The County may, by written notice to Local Jurisdiction, immediately terminate the right of Local Jurisdiction to proceed under this Agreement if it is found that consideration, in any form, was offered or given by Local Jurisdiction, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Agreement or securing favorable treatment with respect to the award, amendment, extension of this Agreement, or the making of any determinations with respect to Local Jurisdiction's performance pursuant to this Agreement. In the event of such termination, the County shall be entitled to pursue those same remedies against Local Jurisdiction as it could pursue in the event of default by Local Jurisdiction.

   b. Local Jurisdiction shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to a County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861 or https://fraud.lacounty.gov/.

   c. Among other items, such improper consideration may take the form of cash; discounts; services; the provision of travel, entertainment, or tangible gifts.

4. In the event of termination, Local Jurisdiction will provide a detailed report of expenditures and funds that had not been expended, contracted, or encumbered by Local Jurisdiction for use in carrying out the purposes of the Agreement prior to Local Jurisdiction's receipt of County's notification of termination. Local Jurisdiction shall reimburse County within thirty (30) days of the termination, the full monetary value of all funds already disbursed under this Agreement that had not been expended, contracted, or encumbered by Local Jurisdiction.

XV. NOTICES, REPORTS, INVOICES, AND APPROVALS

A. All notices, reports, invoices, and approvals shall be directed to and made by the following representatives of the parties:

To the County Representative:

Name: Marco Santana, County Project Manager
Email: MSantana@ceo.lacounty.gov
And copy
hiadmin@ceo.lacounty.gov

To Local Jurisdiction Representative:

Name: Caitlin Sims, Director of Regional Planning Programs
Email: csims@sgvcog.org

B. Local Jurisdiction shall notify the County in writing within five (5) business days of any change in the names or email address above.

XVI. SEVERABILITY

If any provision of this Agreement, or the application thereof, is held to be invalid, that invalidity shall not affect other provisions or applications of the Agreement that can be given effect without the invalid provision or application, and to this end the provisions of the Agreement are severable.

XVII. PHOTOGRAPHS, FOOTAGE, AND OTHER MEDIA MATERIALS

The Local Jurisdiction represents and warrants that all photographs, videos, DVD's, footage, magazines, and other media materials provided to the County are either public record or have been legally procured without invading the copyright, ownership, or privacy rights of any individual. The Local Jurisdiction further agrees to defend, hold harmless, and indemnify the County Indemnitees from any and all liability arising from or related to the County's use of said photographs, videos, DVD's, footage, magazines, and other media materials.

XVIII. GOVERNING LAWS, JURISDICTION AND VENUE

This Agreement shall be governed by and construed in accordance with the laws of the State of California. To the maximum extent permitted by applicable law, Local Jurisdiction and the County agree and consent to the exclusive jurisdiction of the courts of the State of California for all purposes concerning this Agreement and further agree and consent that venue of any action brought in connection with or arising out of this Agreement, shall be exclusively in the County of Los Angeles.

XIX. COMPLIANCE WITH FAIR CHANCE EMPLOYMENT HIRING PRACTICES

The Local Jurisdiction, and its contractors/subcontractors, must comply with fair chance employment hiring practices set forth in California Government Code Section 12952. Local Jurisdiction's violation of this paragraph of the Agreement may constitute a material breach of the Agreement. In the event of such material breach, County may, in its sole discretion, terminate the Agreement.

XX. CAMPAIGN CONTRIBUTION PROHIBITION FOLLOWING FINAL DECISION IN CONTRACT PROCEEDING

Pursuant to Government Code Section 84308, the Local Jurisdiction and its contractors/subcontractors, are prohibited from making a contribution of more than $250 to a County officer for twelve (12) months after the date of the final decision in the proceeding involving this Agreement. Failure to comply with the provisions of Government Code Section 84308 and of this Section, may be a material breach of this Agreement as determined in the sole discretion of the County.

XXI. RIGHTS AND REMEDIES NOT EXCLUSIVE

The rights and remedies of the County provided in any given paragraph, as well as throughout the Agreement, are not exclusive and are cumulative with any and all other rights and remedies under the Agreement, at law, or in equity.

XXII. EXECUTION OF AGREEMENT AND AMENDMENTS

This Agreement and any amendments thereto may be executed in counterpart originals, utilizing wet and/or electronic signatures, each of which shall be deemed to constitute an original Agreement or amendment, and all of which shall constitute one Agreement or amendment. The execution of one counterpart by any Party shall have the same force and effect as if that Party had signed all other counterparts.

IN WITNESS WHEREOF, Local Jurisdiction has executed this Agreement #HI-25-015 or caused it to be duly executed by its authorized representative, and the County of Los Angeles by order of its Board of Supervisors, has delegated the authority to execute this Agreement on its behalf by the Chief Executive Officer, or her designee, on the date and year written below.

COUNTY OF LOS ANGELES

By Cheri Todoroff
Digitally signed by Cheri Todoroff
Date: 2025.08.28 18:32:20 -07'00'

FESIA A. DAVENPORT Date
Chief Executive Officer

APPROVED AS TO FORM:

DAWYN R. HARRISON
County Counsel

By _____
Senior Deputy County Counsel

SAN GABRIEL VALLEY COUNCIL OF GOVERNMENTS

By Marisa Creter

Print Name Marisa Creter

Title Executive Director

Approved as to Form:

By Cassie Tr

Print Name Cassie Trapesonian

Title SGVCOG General Counsel

EXHIBITS AND ATTACHMENTS

EXHIBITS

A. PROJECT DESCRIPTION AND BUDGET

B. RECOMMENDATIONS FOR MEASURE A GOALS

C. MEASURE A REGIONAL PLAN

D. BEST PRACTICES

E. QUARTERLY REPORTING TEMPLATE

EXHIBIT A

PROJECT DESCRIPTION AND BUDGET
SAN GABRIEL VALLEY COUNCIL OF GOVERNMENTS
HI-25-015

I. Overview

This Agreement between the County of Los Angeles ("County") and the San Gabriel Valley Council of Governments ("SGVCOG" or "Local Jurisdiction") allocates funds from the County's Local Solutions Fund ("LSF"), which are authorized under Measure A to support local homelessness solutions, including prevention efforts, services, and affordable housing. The funds will support the Local Jurisdiction projects and associated administrative oversight as outlined herein.

II. Project Description

Eligible Use Grouping 1: This project falls under the eligible uses of LSF, as outlined in the County's Measure A Local Solutions Fund Eligible Uses, Section 1.2. Activities under Eligible Use, Group 1 must directly contribute to achieving Measure A Goal 1 (reducing unsheltered homelessness) or Goal 3 (increasing permanent housing placements) and may include the following: homeless prevention; permanent housing for PEH; interim housing for PEH; expedited placements in permanent housing for PEH; employment services for PEH; or enhanced services for Transition-Age Youth and children experiencing or at-risk of homelessness.

1A: Eligible Use	Permanent Housing for People Experiencing Homelessness (PEH)
Project	Housing Acquisition and Operation
Project Description	These funds will support SGVCOG in subcontracting with qualified service providers to operate a hybrid model of scattered site interim/permanent housing throughout the San Gabriel Valley. This project involves a mix of providing housing as a service and acquiring permanent housing units for long-term use. Service providers will identify and secure immediately available interim housing units for People Experiencing Homelessness (PEH), including shared housing, rental market units, and subsidizing units in regional partnership cities, and will work to house clients in those units. Once units are identified, service providers will house referred clients. Each regional partnership city will be able to refer clients to available sites. Once clients are placed in housing, each service provider will be responsible for working with housed clients for the duration of their stay in interim housing at an adequate case management ratio of 20:1 - to help connect to services and permanent housing. The SGVCOG will contract with multiple service providers experienced in serving diverse groups, including transition age youth, families, and individuals.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH provided services in interim housing • PS-TO: 72 unduplicated PEH
	PS-KPI: Number of PEH placed in permanent housing • PS-TO: 5 unduplicated PEH
Measure A Goals and Target Metric	Alignment with Measure A Goal #1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness.

	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

1B: Eligible Use	Interim Housing for PEH
Project	Interim Housing – Motel Vouchers Program
Project Description	The funds will support SGVCOG's Motel Vouchers Program provided for the cities of Arcadia, Glendora, and West Covina that will administer a motel voucher program to temporarily house individuals and families experiencing homelessness. The Program will offer interim housing stays to address urgent situations, including the bridge time period before moving into a permanent housing, extreme weather conditions, fleeing domestic violence, and other emergencies. Case managers will work with each client to connect them to supportive services. Los Angeles Center for Alcohol and Drug Abuse (LA CADA) will support the Motel Voucher Program in Arcadia; Glendora staff will manage the program in Glendora; and the City of West Covina may subcontract with a service provider to administer the program. Case managers in each respective city will have access to these resources.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH/Households housed in interim housing with motel vouchers • PS-TO: 160 unduplicated PEH
	PS-KPI: Number of PEH/Households placed into permanent housing within three months of receiving a motel voucher • PS-TO: At least 96 unduplicated PEH/Household (or 60% of 160)
Measure A Goals and Target Metric	Alignment with Measure A Goal #1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness.
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

1C: Eligible Use	Interim Housing for PEH
Project	Interim Housing - LA CADA Beds
Project Description	The funds will support SGVCOG's sub agreement with the City of West Covina to provide eight (8) interim housing beds operated by LA CADA. This project is designed to serve as a direct pathway to permanent housing for people moving from encampments to interim housing. The beds, located at sites located throughout the San Gabriel Valley and Los Angeles County. Through its agreement with West Covina, LA CADA guarantees permanent access to these eight beds within the LA CADA continuum of care. LA CADA will assess clients prior to the interim housing stay, and, once a client is housed in a LA CADA interim bed, LA CADA staff will link clients to other supportive services and case management with an emphasis on housing focused case management. LA CADA will communicate program operational standards and will utilize the beds in alignment with those standards.

Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH provided interim housing • PS-TO: 40 unduplicated PEH
	PS-KPI: Number of PEH placed into permanent housing • PS-TO: 8 unduplicated PEH
Measure A Goals and Target Metric	Alignment with Measure A Goal #1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness:
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

1D: Eligible Use	Interim Housing for PEH
Project	Non-Congregate Interim Housing Site
Project Description	The funds will support operation of an existing 25-bed non-congregate interim housing site at the Azusa Resource Center (ARC). LA CADA, selected through a competitive process, will serve as the site operator, providing case management and supportive services to stabilize participants and transition them into permanent housing. This effort includes intake and assessment of participants to develop individualized housing and services plans to help participants work toward housing and health goals. Case management includes linkage to services such as health care, behavioral or mental health services, substance use treatment, employment services. The operator provides clients with daily meals and 24/7 trauma-informed staffing, security, and property management.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH provided interim housing • PS-TO: 25 unduplicated PEH
	PS-KPI: Number of PEH placed in permanent housing • PS-TO: 10 unduplicated PEH
Measure A Goals and Target Metric	Alignment with Measure A Goal #1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness:
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

1E: Eligible Use	Expedited Placements in Permanent Housing for PEH
Project	Financial Assistance
Project Description	The funds support the cities of Arcadia and Glendora's move-in assistance programs, which focus on expedited placement of individuals and families experiencing homelessness into permanent housing. These client-driven programs focuses on addressing barriers to permanent housing, engaging landlords to secure additional units, and supporting staff's efforts to engage with family/friends of unsheltered individuals and families to determine if temporary or permanent housing may be provided to them, including providing incentives to family/friends to host clients. Funds will also support move-in costs such as security deposits, mitigation funds, and host home support.

Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of households permanently housed with move-in assistance programs • PS-TO: 60 unduplicated households
Measure A Goals and Target Metric	Alignment with Measure A Goal #3: Increase the number of people permanently leaving homelessness
	Target Metric 3a: Increase by 57 percent the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in FY 2023-24 to a target of 30,000 in 2030.

1F: Eligible Use	Expedited Placements in Permanent Housing for PEH
Project	Landlord Incentives
Project Description	The funds will support SGVCOG and member cities in operating their Landlord Incentive program, which aims to secure additional permanent housing units for people experiencing homelessness (PEH). The program provides direct financial incentives to landlords and offers dedicated support, including mediation and direct engagement , to address questions or concerns and to encourage participation in rental/assistance programs for PEH.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of new units secured via direct landlord incentives • PS-TO: 20 unduplicated units
Measure A Goals and Target Metric	Alignment with Measure A Goal #3: Increase the number of people permanently leaving homelessness.
	Target Metric 3a: Increase by 57 percent the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in fiscal year 2023-24 to a target of 30,000 in 2030.

1G: Eligible Use	Permanent Housing for PEH
Project	Flexible Rental Subsidies
Project Description	The funds will support SGVCOG and the cities of Glendora, Rosemead, and San Dimas in providing rental assistance for participants experiencing homelessness, including time-limited subsidies, rapid rehousing, shallow subsidies, and other flexible rent subsidies. In Glendora and San Dimas, City staff in the respective cities will be responsible for administering the programs, which will pair appropriate levels of financial assistance with case management and resources to increase income, reduce expenses, and develop financial management skills to help prevent a return to homelessness. In Rosemead, Family Promise of SGV (FPSGV) will administer the program and provide six (6) months of case management for the enrolled clients. Case managers in each respective city will have access to these resources. Each City will establish and manage its respective program policies and procedures that defines the requirements for rental assistance, guidelines on the number of months for which clients can receive rental assistance, and the tracking approach to ensure that the intervention is helping clients to remain housed after the intervention ends.

Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Total number of households permanently housed with subsidy assistance: • PS-TO: 16 unduplicated households
Measure A Goals and Target Metric	Alignment with Measure A Goal #1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness:
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

1H: Eligible Use	Expedited Placements in Permanent Housing for PEH
Project	Problem Solving
Project Description	The funds will support SGVCOG's Problem Solving Program, which assists individuals secure or maintain immediate, sustainable housing through mediation, resource navigation, negotiation, and targeted financial assistance.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of individuals that secure housing • PS-TO: 15 unduplicated individuals
Measure A Goals and Target Metric	Alignment with Measure A Goal #3: Increase the number of people permanently leaving homelessness
	Target Metric 3a: Increase by 57 percent the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in fiscal year 2023-24 to a target of 30,000 in 2030.

Eligible Use Grouping 2: The project fall under eligible uses of Measure A LSF, specifically, Eligible Use, Group 2. Activities under Eligible Use, Group 2, must demonstrate a maximized partnership with organization that create connections to mainstream safely net programs supported by other funds from the County, State, and Federal Governments, including connections to medical and mental health care supported by state and federal programs as well as other entitlements programs.

2A: Eligible Use	Case Management and Outreach Services
Project	Case Management & Outreach Services for Clients with Substance Use Disorder (SUD) and/or Severe Mental Illness (SMI) – Alhambra
Project Description	The funds will support SGVCOG sub agreement with the city of Alhambra, which will subcontract with LA CADA to provide case management and outreach services for PEH, with a focus on individuals with SUD or SMI. The LA CADA team, partially funded by this program, will consist of a Program Director, Outreach Coordinator, and three Outreach Navigators, and will have access to various housing resources, including those funded by Measure A, other resources in LA CADA's continuum of care, and LA CADA's partner agencies. The LA CADA team will also have access to Alhambra-contracted interim housing beds that are part of LA CADA's continuum of care, and which are funded by other sources of funding. Services will consist of outreach, medication, therapy, peer-to-peer support, case management, health screening, group counseling, dual diagnosis treatment groups, and housing placement for PEH not yet enrolled in specialty mental health services that are Medi-Cal billable.
Group 2 Connection	The project will be connected with the following investments/programs funded by other entities, governmental or nongovernmental, including local agencies such as: This project will be an avenue for PEH to connect to other Measure A-funded housing resources (such as Projects 1B, 1E, 1F, 1G, and 1H herein). LA CADA teams will be able to place clients into those housing resources as part of their case management and outreach services. In addition, LA CADA has a robust continuum of housing resources to which clients can be referred, and relationships and connections managed by other Local, County, State, and Federal programs, including those executed by Los Angeles Homeless Services Authority (LAHSA), Department of Mental Health (DMH), Department of Health Services (DHS), Department of Children and Family Services (DCFS), Veterans Affairs (VA), and Adult Protective Services (APS). In addition, the respective LA CADA teams will work in collaboration with SPA 3 CES lead agencies to help connect PEH to shelter (interim housing, recuperative care), permanent housing (Section 8 vouchers), mental health services (DMH), health services (DHS), and substance use treatment services (Medi-Cal funded).
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH connected to outpatient/inpatient services • PS-TO: 8 unduplicated PEH
	PS-KPI: Number of PEH placed in interim or permanent Substance Use Disorder (SUD)/Serious Mental Illness (SMI) housing • PS-TO: 1 unduplicated PEH placement
Measure A Goals and Target Metric	Alignment with Measure A Goal # 2: Reduce the number of people with mental illness and/or substance use disorders who experience homelessness.
	Target Metric 2c: Reduce by 10 percent the number of people with co-occurring SMI and SUD experiencing homelessness from a baseline of 20,446 in FY 2023-24 to a target of 18,401 in 2030.

2B: Eligible Use	Case Management and Outreach Services
Project	Case Management & Outreach Services for Clients with Substance Use Disorder (SUD) and/or Severe Mental Illness (SMI) – West Covina
Project Description	The funds will support SGVCOG subagreement with the city of West Covina, which will enter into its own subcontract and provide partial funding to LA CADA to deliver case management and outreach services for PEH, with a focus on individuals with SUD or SMI. The LA CADA team, partially funded by this program, will consist of a Program Manager, Program Coordinator, Navigator/Case Manager, and Housing Specialist, and will have access to various housing resources, including those funded by Measure A and other sources. Services will consist of outreach, medication, therapy, peer-to-peer support, case management, health screening, group counseling, dual diagnosis treatment groups, and housing placement for PEH not yet enrolled in specialty mental health services that are Medi-Cal billable.
Group 2 Connection	The project will be connected with the following investments/programs funded by other entities, governmental or nongovernmental, including local agencies such as: This project will be an avenue for PEH to connect to other Measure A-funded housing resources (such as Projects 1B, 1E, 1F, 1G, and 1H herein). LA CADA teams will be able to place clients into those housing resources as part of their case management and outreach services. In addition, LA CADA has a robust continuum of housing resources to which clients can be referred, and relationships and connections managed by other Local, County, State, and Federal programs, including those executed by LAHSA, DMH, DHS, DCFS, VA, and APS. In addition, the respective LA CADA teams will work in collaboration with SPA 3 CES lead agencies to help connect PEH to shelter (interim housing, recuperative care), permanent housing (Section 8 vouchers), mental health services (DMH), health services (DHS), and substance use treatment services (Medi-Cal funded).
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH connected to outpatient/inpatient services • PS-TO: 8 unduplicated PEH
	PS-KPI: Number of PEH placed in interim or permanent SUD/SMI housing • PS-TO**:** 1 unduplicated PEH placement
Measure A Goals and Target Metric	Alignment with Measure A Goal #2: Reduce the number of people with mental illness and or substance use disorders who experience homelessness.
	Target Metric 2c: Reduce by 10 percent the number of people with co-occurring SMI and SUD experiencing homelessness from a baseline of 20,446 in fiscal year 2023-24 to a target of 18,401 in 2030.

2C: Eligible Use	Case Management and Outreach Services
Project	Case Management & Outreach Services – San Dimas

Project Description	The funds will support SGVCOG in subcontracting with the city of San Dimas, which will enter into its own subagreement to provide partial funding to LA CADA to deliver case management and outreach services for PEH via a team consisting of a project lead and outreach navigator.. The teams will have access to housing resources (such as Projects 1B, 1E, 1F, 1G, and 1H herein) that will allow team members to place clients in interim and permanent housing. LA CADA teams will engage initially with clients and will continue to provide follow-up case management to help clients connect to services, secure housing, and maintain stable housing.
Group 2 Connection	The project will be connected with the following investments/programs funded by other entities, governmental or nongovernmental including local agencies such as: This project will be an avenue for PEH to connect to other Measure A-funded housing resources (such as Projects 1B, 1E, 1F, 1G, and 1H herein). LA CADA teams will be able to place clients into those housing resources as part of their case management and outreach services. In addition, LA CADA has a robust continuum of housing resources to which clients can be referred, and relationships and connections managed by other Local, County, State, and Federal programs, including those executed by LAHSA, DMH, DHS, DCFS, VA, and APS. In addition, the respective LA CADA teams will work in collaboration with SPA 3 CES lead agencies to help connect PEH to shelter (interim housing, recuperative care), permanent housing (Section 8 vouchers), mental health services (DMH), health services (DHS), and substance use treatment services (Medi-Cal funded).
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH engaged through outreach services • PS-TO: 125 unduplicated PEH
	PS-KPI: Number of PEH place in interim or permanent housing • PS-TO: 15 unduplicated PEH placements
Measure A Goals and Target Metric	Alignment with Measure A Goal 1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

2D: Eligible Use	Case Management and Outreach Services
Project	Case Management and Outreach Services – Arcadia
Project Description	The funds will support SGVCOG in subcontracting with the city of Arcadia, which will enter into its own sub agreement and provide partial funding to LA CADA to deliver case management and outreach services for PEH via a team consisting of a project lead and an outreach navigator. The LA CADA teams will have access to housing resources (such as Projects 1B, 1E, 1F, 1G, and 1H herein) to place clients in interim and permanent housing. LA CADA teams will engage initially with clients and continue to provide follow-up case management to help clients connect to services, secure housing, and maintain stable housing.

Group 2 Connection	The project will be connected with the following investments/programs funded by other entities, governmental or nongovernmental including local agencies such as: This project will be an avenue for PEH, with a focus on clients with SUD or SMI, to connect to other Measure A-funded housing resources and those funded by other sources. In Arcadia, LA CADA teams will be able to place clients into those housing resources (listed in projects 1B and 1C) as part of their case management and outreach services. In addition, LA CADA has a robust continuum of housing resources to which clients can be referred, and relationships and connections managed by other Local, County, State, and Federal programs, including those executed by LAHSA, DMH, DHS, DCFS, VA, and APS. In addition, LA CADA teams will work in collaboration with SPA 3 CES lead agencies to help connect PEH to shelter (interim housing, recuperative care), permanent housing (Section 8 vouchers), mental health services (DMH), health services (DHS), and substance use treatment services (Medi-Cal funded).
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH engaged through outreach services • PS-TO: 125 unduplicated PEH
	PS-KPI: Number of PEH place in interim or permanent SUD/SMI housing • PS-TO: 15 unduplicated PEH placements
Measure A Goals and Target Metric	Alignment with Measure A Goal # 1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

2E: Eligible Use	Case Management and Outreach Services
Project	Case Management and Outreach Services - Glendora
Project Description	The funds will support SGVCOG in subcontracting with the city of Glendora, which will enter into its own subagreement and provide partial funding to LA CADA to deliver case management and outreach services for PEH via a team consisting of two homeless navigators. The LA CADA teams will have access to housing resources (such as Projects 1B, 1E, 1F, 1G, and 1H herein) to place clients in interim and permanent housing. LA CADA teams will engage initially with clients and will continue to provide follow-up case management to help clients connect to services, secure housing, and maintain stable housing.
Group 2 Connection	The project will be connected with the following investments/programs funded by other entities, governmental or nongovernmental including local agencies such as: This project will be an avenue for PEH, with a focus on clients with SUD or SMI, to connect to other Measure A-funded housing resources and those funded by other sources. In Glendora, LA CADA teams will have access to the City's contracted units within LA CADA's continuum of care, which are funded by non-Measure A sources. In addition, LA CADA has a robust continuum of housing resources to which clients can be referred, and relationships and connections managed by other Local, County, State, and Federal programs, including those executed by LAHSA, DMH, DHS, DCFS,

	VA, and APS. In addition, the respective L.A. CADA teams will work in collaboration with SPA 3 CES lead agencies to help connect PEH to shelter (interim housing, recuperative care), permanent housing (Section 8 vouchers), mental health services (DMH), health services (DHS), and substance use treatment services (Medi-Cal funded).
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH engaged through outreach services • PS-TO: 125 unduplicated PEH
	PS-KPI: Number of PEH placed in interim or permanent SUD/SMI housing • PS-TO: 15 unduplicated placements
Measure A Goals and Target Metric	Alignment with Measure A Goal # 1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness.
	Target Metric 1a: Decrease by 30 percent the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030.

Eligible Use Grouping 3: Eligible Uses of Measure A LSF (LSF Funds) with Los Angeles County Affordable Housing Solutions Agency (LACAHSA) Funding. Local Jurisdiction must braid or pair LSF Funds with eligible LACAHSA funding to support prevention efforts under this program/project. If LACAHSA funding is not yet available, Local Jurisdiction shall coordinate with the County during the transition period to align timelines, funding strategies, and program deliverables; and submit a written plan within six months of this Agreement's execution detailing steps to secure LACAHSA funding. The Local Jurisdiction shall make good faith efforts to secure and utilize such funding when it becomes available. LSF Funds may only be used after LACAHSA funding is exhausted; or during the transition period with prior written approval from the County.

3A: Eligible Use	Permanent Housing for PEH
Project	Housing Acquisition & Construction
Project Description	The funds will support SGVCOG in contracting with the San Gabriel Valley Regional Housing Trust (SGVRHT) to expand housing opportunities for PEH in the region. Specific projects and eligible expenditures will be determined in coordination with LACAHSA. SGVCOG will work with the SGVRHT to identify new and innovative projects to create more housing for PEH. Examples of potential types of projects include acquiring units to specifically support PEH, purchasing units within affordable housing project for PEH, or acquiring, rehabilitating, and converting sites into interim or permanent housing for PEH. The budget for this project will be determined based on further information from LACAHSA and pending progress in completing other projects.
Group 3 Connection	The SGVCOG will work to braid funding with available LACAHSA funds once guidance has become available. In the meantime, the SGVCOG will coordinate and communicate with the County in the interim while a plan is developed to secure LACAHSA funds.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of units secured for PEH • PS-TO: 1 unit

Measure A Goals and Target Metric	Alignment with Measure A Goal # 3: Increase the number of people permanently leaving homelessness.
	Target Metric 3a: Increase by 57 percent the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in fiscal year 2023-24 to a target of 30,000 in 2030.

3B: Eligible Use	Homeless Prevention
Project	Homeless Prevention: Rental Assistance
Project Description	The funds will support SGVCOG and the cities of Arcadia and Rosemead in providing rental assistance such as rental arrears, security and utility deposits, and moving costs through a homeless prevention program focused on preventing individuals and families from falling into homelessness. In Arcadia, case managers from Arcadia's LA CADA-contracted team will administer the program, while in Rosemead, Family Promise of the San Gabriel Valley (FPSGV) will administer the program. The overall goal of both programs is to reduce the number of individuals falling into homelessness and assist those at imminent risk of eviction due to unexpected financial shortcomings or catastrophic incidences. Case managers in each city will have access to rental assistance resources. Each city will establish and manage its program policies and procedures that define the requirements for rental assistance, guidelines on the number of months for which clients can receive rental assistance, and the tracking approach to ensure that the intervention is helping the client to remain housed after the intervention ends. Before work begins on this program, SGVCOG will ensure that there is no duplication of funds and/or programs from LACAHSA.
Group 3 Connection	The SGVCOG will work to braid funding with available LACAHSA funds once guidance has become available. In the meantime, SGVCOG will coordinate and communicate with the County in the interim while a plan is developed to secure LACAHSA funds.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of PEH/Household that retain housing for three months after receiving prevention rental assistance • PS-TO: 8 unduplicated PEH/households
	PS-KPI: Number of PEH/Household that remain housed six months after the prevention rental assistance • PS-TO: 4 unduplicated PEH/Households
Measure A Goals and Target Metric	Alignment with Measure A Goal #4: Prevent people from falling into homelessness
	Target Metric 4a: Reduce the number of people who become newly homeless by 20 percent from a baseline of 63,202 in fiscal year 2023-24 to a target of 50,561 in 2030.
3C: Eligible Use	Homeless Prevention
Project	Homeless Prevention: Financial Assistance
Project Description	The funds will support SGVCOG and the cities of Arcadia and Rosemead in providing financial assistance through a homeless prevention program focused at preventing individuals and families from falling into homelessness. Financial assistance will be utilized in situations where clients are at-risk of eviction that can be

	resolved through a non-rent expenditure such as repairing a vehicle that a client requires in order to get to work. In order to determine appropriate financial expenditures, the respective case managers will undertake problem solving conversations to identify the appropriate intervention. In Arcadia, case managers from Arcadia's LA CADA-contracted team will administer the program, while in Rosemead, Family Promise of the San Gabriel Valley (FPSGV) will administer the program. The overall goal of both programs is to reduce the number of individuals falling into homelessness and assist those at imminent risk of eviction due to unexpected financial shortcomings or catastrophic incidences. Case managers in each respective city will have access to the program resources. Each city will establish and manage its program policies and procedures that defines the requirements for financial assistance and the tracking approach to ensure that the intervention is helping the client to remain housed after the intervention. Before work begins on this program, the SGVCOG will ensure that there is not duplication of funds and/or programs from LACAHSA.
Group 3 Connection	The SGVCOG will work to braid funding with available LACAHSA funds once guidance has become available. In the meantime, the SGVCOG will coordinate and communicate with the County in the interim while a plan is developed to secure LACAHSA funds.
Project Specific Key Performance Indicators (PS-KPI) and Target Outcomes (PS-TO)	PS-KPI: Number of households that remain housed three months after Financial Assistance Intervention • PS-TO: 2 unduplicated households
	PS-KPI: Number of households that remain housed six months after the Financial Assistance Intervention • PS-TO: 2 unduplicated households
Measure A Goals and Target Metric	Alignment with Measure A Goal #4: Prevent people from falling into homelessness.
	Target Metric 4a: Reduce the number of people who become newly homeless by 20 percent from a baseline of 63,202 in fiscal year 2023-24 to a target of 50,561 in 2030.

Project Administration

Administrative Cost	
Project 4A	Permanent Housing for PEH: Admin Cost: Housing Acquisition & Operation - Staff
Project Description	The funds will support SGVCOG in subcontracting with a service provider (to be selected through an RFP) to operate hybrid scattered-site interim/permanent housing throughout the San Gabriel Valley, as outlined in Project 1A. Funding will cover four staff (three case managers and one part-time locator) as well as indirect administrative costs. The contracted service providers will identify and secure immediately available housing units for PEH in partnership with regional cities. Housing options may include shared housing, units secured from the rental market, and subsidizing units for clients. Once units have been identified, service providers will house referred clients. Each regional partnership city will be able to refer clients to available sites. Once clients are placed in housing, each service provider will be responsible for working with housed clients for the duration of their stay – at an adequate case management ratio of 20:1 – to help connect them to services and permanent housing. The SGVCOG

	will contract with multiple service providers with experience working with different groups, including transition-age youth, families, and individuals.
Project 4B	**Administrative Costs SGVCOG Director**
Project Description	The funds will cover a portion of the salary and benefits for SGVCOG Director (0.23 FTE), who will support the Management Analyst in program oversight, administration, and reporting for all programs herein.
Project 4C	**Administrative Costs SGVCOG Management Analyst**
Project Description	The funds will cover the salary and benefits for SGVCOG Management Analyst (1.0 FTE), who will oversee program administration, implementation, and reporting of all programs herein.
Project 4D	**Admin Costs: Case Management and Outreach Services – West Covina**
Project Description	The funds will support West Covina's Project 2B by covering operational expenses for LA CADA, including office expenses, maintenance, insurance, facility costs, utilities, telephone, van lease/gas, and indirect costs.
Project 4E	**Admin Costs: Case Management and Outreach Services – San Dimas**
Project Description	The funds will support indirect costs incurred by LA CADA under City of San Dimas' Project 2C, including office expenses, insurance, cell phones, program supplies, PPE, food, van lease/gas.
Project 4F	**Admin Costs: Case Management and Outreach Services - Glendora**
Project Description	The funds will support a 13.64 percent indirect cost provided by City of Glendora's Project 2E to LA CADA.

III. Project Budget

Total Agreement Sum: $3,862,470

The budget listed below represents the maximum Measure A funding that Local Jurisdiction may receive for the applicable fiscal year, subject to the County Board of Supervisors' ("Board") annual approval. Any increase in funding for a given fiscal year is at the sole discretion of the County and must be implemented through a written amendment to this Agreement. All allocations approved by the County Board are made available through the term of the agreement.

- Year One: July 1, 2025 – June 30, 2026, Total Agreement sum shall not exceed **$3,862,470**

BUDGET		
Project No.	**Project Description**	**Project Amount**
1A	Unit Acquisition and Operation (serving 72 PEH in interim housing and placing 5 in permanent housing)	$1,368,000
1B	Interim Housing – Motel Vouchers Program (placing 160 PEH in interim housing)	$95,000
1C	Interim Housing – LA CADA Beds (8 interim housing beds)	$50,000

1D	Non-Congregate Interim Housing Site (25 interim housing beds)	$278,739
1E	Financial Assistance – Move-in Assistance (includes covering security deposits, mitigation funds, and host home support; serving up to 60 PEH)	$323,596
1F	Landlord Incentives (includes average amount of $1,000 per landlord for up to 20 landlords)	$20,000
1G	Flexible Rental Subsidies (Flexible rental subsidy will support 16 households for up to 6 months)	$247,161
1H	Problem Solving (includes covering around 15 individuals through targeted financial assistance such as mediation, resource navigation, and negotiation services)	$26,066
2A	Case Management & Outreach Services for Clients with Substance Use Disorder (SUD) and/or Severe Mental Illness (SMI) – Alhambra (includes partial funding towards a program director, outreach coordinator, and three outreach navigators)	$169,940
2B	Case Management & Outreach Services for Clients with Substance Use Disorder (SUD) and/or Severe Mental Illness (SMI) – West Covina (includes partial funding for a program manager, program coordinator, case manager, and housing specialist)	$170,708
2C	Case Management & Outreach Services – San Dimas (includes partial funding for a project lead and outreach navigator)	$42,160
2D	Case Management and Outreach Services – Arcadia (includes partial funding for a program director, homeless program coordinator, and two homeless navigators)	$71,000
2E	Case Management and Outreach Services – Glendora (includes partial funding for two housing navigators)	$88,000
3A	Housing Acquisition & Construction (1 unit)	$25,000
3B	Homeless Prevention: Rental Assistance (includes rental assistance for 8 households)	$90,000
3C	Homeless Prevention: Financial Assistance (includes financial assistance-non-rental for up to 2 households)	$5,000
4A	Permanent Housing for PEH: Administrative Costs for Project 1A, including salaries and benefits for four staff (3 case managers and one part-time housing locator)	$415,018
4B	Administrative Costs SGVCOG Director (0.23 FTE) who will support the Management Analyst in program oversight, administration, and reporting	$47,637
4C	Administrative Costs SGVCOG Management Analyst (1.0 FTE) overseeing program administration, implementation, and reporting	$233,641
4D	Admin Costs: Case Management and Outreach Services – West Covina (supports Project 2B by covering operational expenses for LA CADA)	$68,094
4E	Admin Costs: Case Management and Outreach Services – San Dimas (supports Project 2C by covering indirect costs for LA CADA)	$15,710
4F	Admin Costs 13.64% indirect cost: Case Management and Outreach Services – Glendora	$12,000
	TOTAL AMOUNT	**$3,862,470**

Recommendations for Measure A Goals

TO: Los Angeles County Executive Committee for Regional Homeless Alignment
FROM: Los Angeles County Leadership Table for Regional Homeless Alignment, with support from the National Alliance to End Homelessness and Community Solutions
DATE: March 14, 2025
RE: **Final Recommendations for Measure A Goals and Target Metrics As Amended**

Executive Summary

This memo provides recommendations developed by the subcommittees of the Leadership Table for Regional Homeless Alignment (LTRHA) and approved as amended by the LTRHA and Executive Committee on Regional Homeless Alignment (ECRHA) on goals, baselines, and target metrics to guide the regional homeless response, following the mandate of Measure A. This marks the final phase of a three-part process to develop draft metrics for each goal and align around key definitions of homelessness terminology, establish data points to use as the baseline from which to measure progress, and finally, to establish target metrics for the end of 2030 with annual milestones. While the creation of goals was mandated by Measure A, these goals and metrics are not restricted to Measure A-funded efforts and are meant to measure collective efforts of the Los Angeles region, including those funded outside of Measure A.

These subcommittee recommendations, with their attendant recommendations for policy changes and system adjustments, represent a roadmap to reach the goals and corresponding target metrics. Highlights of these target metrics include:

- **Reducing by 30% the number of unsheltered people experiencing homelessness, from a baseline of 52,365 in the 2024 Point-in-Time Count to 36,656 people experiencing unsheltered homelessness by the end of 2030.**
- **Increasing by 57% the number of people placed into permanent housing, from a baseline of 19,127 in FY 23-24 to 30,000 people by the end of 2030.**
- **Decreasing the inflow of newly-homeless individuals by 20%, from a baseline of 66,302 in FY 23-24 to 50,501 by the end of 2030.**

These target metrics, along with the other targets recommended in this report, will require unprecedented alignment between regional partners across Los Angeles County, system

changes that shift how existing homeless programs operate, and reforms and innovations within how Los Angeles addresses the development of affordable housing. In addition, the region must engage in strategic and unified advocacy to state and federal partners to achieve these goals. While there are a number of challenges ahead, the targets in this report and the conditions identified by subcommittees represent a user manual to achieving these goals and making major progress towards ending homelessness in Los Angeles.

Introduction

This memo provides provides a set of recommendations for the numeric target metrics that correspond to the five high-level goals within the Los Angeles County Affordable Housing, Homeless Solutions, and Prevention Now Transactions and Use Tax Ordinance (Measure A), including target metrics to measure progress by the end of 2030 with annual milestones.[1] This work is in alignment with the goals and processes established in the text of Measure A,[2] which was approved by Los Angeles County voters in November 2024.

In addition, this memo lays out the key conditions for success and assumptions that subcommittees are factoring in as necessary to reach the proposed targets. The draft goals and target metrics presented by the subcommittees are ambitious, and these conditions for success and assumptions are major components of ensuring goals are met and may in some cases necessitate changes to existing systems and policies. The creation of goals was mandated by Measure A, but these goals and metrics are not restricted to Measure A-funded efforts and are meant to guide and measure the collective efforts of all homeless programs and funding in the Los Angeles region, whether those efforts are funded by Measure A or another funding source.

Within each goal section, a rationale is provided to how each LTRHA subcommittee arrived at the respective recommendations for target metrics within their goal areas. Furthermore, this memo provides a timeline for finalizing the goals in advance of the April 1, 2025 deadline established by the text of Measure A. Finally, this memo recommends equity subgoals that correspond with each of the five high-level Measure A goals.

---

[1] The metrics developed here seek to align with the more common fiscal year budgeting and reporting utilized by jurisdictions across the region, running from July 1 through June 30, while the text of Measure A requires evaluation of progress through December 31, 2030. To reconcile this, the subcommittees adjusted metrics annual milestones to reflect fiscal years, starting with FY 25-26 representing Year 1, running through FY 29-30, with an additional six month period of evaluation running from July 1, 2030 to December 2030, in alignment with Measure A. This results in a 5.5 year timeline, with the final year of data being evaluated spanning two fiscal years, with data from the final six months of FY 29-30 and the first six months of FY 30-31, running from January 1, 2030 until December 31, 2030..

[2] The text of Measure A directs that "The Executive Committee shall evaluate progress toward goals and no later than April 1, 2025, the Executive Committee and Housing Agency shall each formulate baseline and target metrics based on input and recommendations from the Leadership Table; relevant county staff; and stakeholders, including service providers contracted to provide services like those to be funded by the tax imposed by the Ordinance, affordable housing developers, and renter protection organizations."

Current Point in Process

In order to establish goals, the subcommittees have engaged in a three-phase process over the last several months. These three distinct phases are:

- **Phase 1 (Summer and Fall 2024):** The subcommittees met and established shared definitions of key terms, decided on data sources, created recommended structures of baseline data point(s) for each goal, and crafted placeholder metric(s). This phase concluded with the presentation of recommended metrics (without target numbers) and definitions in October 2024.[3]
- **Phase 2 (November 2024-January 2025):** The data subcommittee[4] developed the structure of the annual report, tested data sources, and established baseline data points to serve as the basis for developing target metrics. This phase concluded with the presentation of a baseline data report in January 2025.[5]
- **Phase 3 (January 2025-April 2025):** This phase, currently underway, entails the subcommittees working to establish target numbers within each metric to measure progress on each of the 2030 goals, with accompanying annual milestones. The subcommittees brought forward preliminary recommendations to the ECRHA in mid-February, final recommendations to the LTRHA in early March, with complete recommendations provided in this report.

Phase 1: Subcommittee Formation and Metric Development

In 2024, subcommittees of the LTRHA[6] were formed, bringing together LTRHA members and additional subject matter experts to begin the process of creating numerical targets for each of the five Measure A goals. Three subcommittees were created: 1) the homelessness response subcommittee, 2) the homelessness prevention subcommittee, and 3) the affordable and supportive housing subcommittee.

The Measure A goals, and their corresponding subcommittees developing metrics and targets for those goals. They are:

1. **Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness**
   (Corresponding Subcommittee: Homelessness Response)

---

[3] A midpoint progress report, which details the results of Phase 1, can be found here: https://file.lacounty.gov/SDSInter/bos/supdocs/196813.pdf .

[4] In October 2024, a memo from the County Chief Executive Officer (CEO) to the Executive Steering Committee for Data and IT Governance (ESC) memorialized the creation of a Data Subcommittee, establish its members, and charge it with providing needed baseline and supporting data to the LTRHA for Measure A Goals 1-4.

[5] The baseline data report can be found here: https://file.lacounty.gov/SDSInter/bos/supdocs/199257.pdf .

[6] Subcommittees and their rosters can be found in Appendix A.

2. **Reduce the number of people with mental illness and/or substance use disorders who experience homelessness**
   (Corresponding Subcommittee: Homelessness Response)
3. **Increase the number of people permanently leaving homelessness**
   (Corresponding Subcommittee: Homelessness Response)
4. **Prevent people from falling into homelessness**
   (Corresponding Subcommittee: Homelessness Prevention)
5. **Increase the number of affordable housing units in Los Angeles County**
   (Corresponding Subcommittee: Affordable and Supportive Housing)

The first task of the subcommittees was to establish shared definitions of key terms, such as ''mental illness'' or ''homeless prevention,'' an essential step to ward off lengthy derailments later in the goal-setting process. The subcommittees also established which data sources would be utilized to measure progress, in recognition that an array of data sources inform a fulsome picture of homelessness, but each of these data sources can tell a slightly different story. Finally, the subcommittee defined at least one target metric for each of the goals, which added specificity for how progress could be measured on each of the goals.

Phase 2: Baseline Data

Following the establishment of defined metrics, the CEO and the Executive Steering Committee for Homelessness Information Technology and Data Governance established a data subcommittee, formalized its membership, and tasked it to support the LTRHA. The data subcommittee began work to ensure that the metrics established by the subcommittees could be feasibly reported on a regular basis. The data subcommittee recommended slight refinements to the measures, based on available data. In addition, the data subcommittee produced baseline numbers to serve as a Year 1 figure against which to measure future year progress. This work was presented to the ECRHA and the LTRHA in late January 2025.

The work of the data subcommittee was centered around Goals 1-4, which required expertise and experience working with administrative data from within the homeless system. Goal 5, however, required a range of other data from the larger housing sector. As such, the affordable and supportive housing subcommittee partnered with the USC Lusk Center for Real Estate to develop its baseline measures.[7]

Phase 3: Goal Setting Process

Armed with shared definitions of key terms, agreements on data sources, defined metrics, and baseline data, the subcommittees embarked on setting defined target metrics for each of the

[7] The USC Lusk Center's baseline data presentation from January 31, 2025 meeting of the LTRHA can be found here: https://file.lacounty.gov/SDSInter/bos/supdocs/199858.pdf

goals. A report to the ECRHA in February[8] provided preliminary target metrics within each of the five Measure A goals, along with the rationale for their targets, and the conditions that must be met in order for the targets to be reached and the goals to be achieved. With feedback from the ECRHA and recognition of a changing funding landscape on both the state and federal levels, the Leadership Table made adjustments to several goals. These were discussed and approved as amended by the full Leadership Table on March 6th. The goals were then approved and amended by ECRHA on March 14th.

With this report, the ECRHA approves as amended the LTRHA's final recommendations to the ECRHA. These amended goals are recommended by ECRHA for adoption by the Los Angeles County Board of Supervisors in advance of Measure A's April 1 deadline.

Equity

This section of the report summarizes a more extensive report on the recommendations of the equity subcommittee, which is provided as a supplemental memo.

Context

The equity subcommittee of the LTRHA, co-chaired by representatives from the Los Angeles County Chief Executive Office Anti-Racism, Diversity and Inclusion (ARDI) Initiative and the Los Angeles Homeless Services Authority (LAHSA), was tasked with recommending an equity framework and drafting a set of equity metrics to be included in the Measure A Goals the Responsive Regional Homelessness Plan (RHP). In the sections below, the Equity Subcommittee defines equity, highlights the racial and ethnic disparities contributing to homelessness in the County, outlines the equity subcommittee's data findings and equity priorities, and lays out next steps.

Definitions, Values, and Conditions for Success

In order to set metrics, the equity Subcommittee determined how to define equity, and the values and conditions for success necessary to achieve the equity metrics. The subcommittee defined equity as both a process and practice that ensures that one's outcomes in various domains, including health, housing, education, and economic outcomes, are not determined by social and/or physical characteristics. The equity subcommittee proposes adopting equity principles that emphasize fairness and justice, ensuring that all strategies and interventions are

---

[8] The February report to ECRHA providing preliminary recommendations can be found here:https://file.lacounty.gov/SDSInter/bos/supdocs/200392.pdf

designed to address the unique needs of those most affected by systemic inequities. These principles prioritize the participation of communities with lived experience in shaping policies, advocate for culturally responsive practices, and commit to dismantling structural barriers through accountable, inclusive, and sustainable approaches to homelessness.

The Equity Subcommittee identified the following overarching conditions for success:

- To reduce homelessness and its disproportionate impact, it is necessary to engage multiple systems beyond Measure A, addressing the root causes and the systemic barriers contributing to housing instability. Holistic prevention is essential to reducing homelessness and reducing disparities
- Improved data collection practices, standardized reporting structures, and incorporating a mixed methods approach to data collection are vital.
- Stakeholders must be fully and authentically engaged, including lived experts and smaller agencies.
- LA County's homeless response system must be balanced and efficient at helping people exit permanent housing fast; inefficiency and imbalance impacts marginalized groups more than others.
- Providers and direct service staff are essential to addressing and reducing homelessness: a well-resourced and well-supported workforce in homeless services is crucial for long-term success. New measures and metrics should be restorative and not punitive to protect.

Data Analysis

Caveats and Considerations: The LTRHA equity subcommittee received disaggregated baseline data for Measure A goals from the data subcommittee of ECRHA on February 21, broken down by race/ethnicity, gender, age, and veteran status. Data showed discrete characteristics (i.e., total population served by race or gender, but not by race and gender); given the short timeframe, the equity subcommittee started with an analysis of race/ethnicity data. The Equity Subcommittee found that Measure A baseline data combines families, transition aged youth, and single adults, which means that raw numbers and percentages count family members as individuals within the dataset. When data are further disaggregated by other demographic variables, and divided by families, single adults, and transition aged youth, there will be a better understanding of population-specific baselines and needs and will enable the LTHRA to set population-specific metrics. Additional analysis and metric refinement will be necessary once we further collect and disaggregate data.

Data Analysis: The equity subcommittee reviewed and analyzed data from two main sources: (1) LAHSA point-in-time count (PIT Count) data and (2) administrative data pulled from County databases. The PIT count data were pulled from the LAHSA website and the administrative

data were provided by the data subcommittee in February 2024. The administrative data included several data tables with racially disaggregated baseline data on participants accessing the homeless services system over five-years (more detail is provided later in this report on the sources of administrative data.

Findings: After reviewing and analyzing these data, the equity subcommittee concluded the following:

- Although Black people are served at rates roughly proportional or higher rates (36% of all service participants in FY 23-24) signifying that the homeless system is serving Black people comparable to their proportion of the homeless count (33%); yet the PIT continues to show roughly the same overrepresentation of Black people experiencing homelessness.
- While Black people make up the largest share of people who exit to permanent housing (42%), they remain housed (i.e., retained) at lower rates (77%) than the overall population in the system (79%) and other racial/ethnic groups, such as Asian (84%) and Hispanic (82%) people who have exited to permanent housing. Like other groups, just 20% of Black people who accessed services exited to permanent housing in FY 23-24, which may relate to the rise of homelessness and continued overrepresentation of Black people in the PIT Count.
- Latinx people are the fastest growing in the PIT population (23,005 in 2020 to 30,948 (43%) in 2024), still below their overall percentage of LA population (48%), and are mostly part of the newly homeless services group (58%)
- Latinx are overall accessing services at lower rates (36%) than their proportion of the homeless population (43%)
- Unsheltered Latinx people are accessing interim housing or permanent housing at a lower rate than their proportion of the homeless population (37% 1b unsheltered to interim housing, 36% 1c to permanent housing) and had among the lowest percentage throughput from unsheltered to permanent housing (only 8%).
- AIAN people are growing in the homeless count (686 in 2020 to 2369 in 2024), though definition has also changed to be more accurate/ inclusive; their share of the homeless population (3%) is roughly proportional to their population in LA County (3%)
- AIAN people are underrepresented in accessing services (2% of accessing services vs. 3% of population), though unsheltered AIAN people are accessing interim housing (2.25%) and permanent housing (2.27%) at slightly lower rates than their proportion of the homeless count (3%).
- Only 73% of AIAN people who enter permanent housing remain in housing within the 2-year period, the lowest percentage amongst groups.

Based on the definitions and values agreed upon, the subcommittee proposed a targeted universalism approach, which asserts that groups experiencing homelessness may require

different strategies to improve overall outcomes and to meet universal goals. To put this framework into practice, the LTRHA equity subcommittee asked, "how do we ensure that all groups meet the universal goals and metrics (set by Measure A and other subcommittees)? How far are different groups from meeting the universal goals and metrics?" The analysis found that the greatest disparities are experienced by particular groups. To meet our universal goals, Measure A implementation must remove or reduce disparities across three areas: population increase (rate of growth), representation in homelessness (rate of homelessness), and differences in access and outcomes in services. These disparities are compounding factors on inequities, meaning when one group experiences higher rate of growth, overrepresentation, and poorer outcomes in the homeless service system, impact is amplified driving an increase in overall homelessness numbers. Thus, looking at all three dimensions to understand disparities and conditions for success for each group is critical.

Equity Subgoals

Given the findings above, in order achieve the universal goals *and* a more equitable system, the Equity Subcommittee has applied the following equity criteria:

- **Equity Criteria A**: Reduce overrepresentation in the homelessness population by 10% by 2030;
- **Equity Criteria B**: Reduce growth in homelessness for critical populations by 2030; and;
- **Equity Criteria C**: Reduce disparities in access, experience, and outcomes by 2030.

With further analysis of the baseline data disaggregated by race/ ethnicity, it became clear that each goal and population has unique differences. However, the equity subcommittee focused on identifying the greatest disparities, and saw that those differences were concentrated for certain groups more than others. It was clear that to meet our universal goals, the subcommittee would need to focus efforts on removing disparities across the three above criteria. Using the equity criteria, the equity subcommittee set equity subgoals recommended for each metric identified by the other LTHRA subcommittees. The equity subcommittee recommended the equity subgoals as additional benchmarks to ensure that impacted groups at the very least meet the universal metrics, and that overall disparities are reduced.

The equity metrics included in the table below, reflects an effort to address the specific disparities identified amongst populations within the goal, contextualize data where disproportionality was identified, mitigate the rapid rate of growth, and set metrics to reduce the disparities. If the homeless services system does not meet the goals for these critical populations, it is less likely to meet the universal goals. The equity subgoals ensure that impacted groups at the very least meet the universal metrics and make progress toward the overall equity criteria.

For Goal 5, the equity subcommittee is offering strategies to be refined into metrics as the work continues to identify baseline equity data for goal 5 and collaborate with LACAHSA. The LTRHA recommends that equity and the above strategies for goal 5 are considered by LACAHSA in setting their targets and allocating resources.

Next Steps

The Leadership Table recommends the adoption of the proposed equity metrics and targets, represented in the chart below, which will be followed by additional efforts to develop a robust data collection, reporting and analysis infrastructure to track progress. This will involve standardizing demographic data workflows and integrating equity analyses into program evaluations. The subcommittee also recommends the LTRHA and the ECRHA establish a research agenda to address remaining gaps in understanding and responding to the unique needs of disproportionately represented groups. The equity-focused metrics and strategies outlined will guide future efforts to reduce homelessness while addressing the systemic inequities contributing to the problem. Through targeted universalism, a commitment to cultural humility, and sustained investments in community-driven solutions, we can work toward a more equitable and effective homelessness system in Los Angeles County.

Structure and Conditions for Goal Setting

While the subcommittees are each addressing different parts of the response to homelessness, they are all setting goals under a consistent directive to create ambitious goals; this direction is encouraged even if it necessitates significant changes to the homeless system to reach the target metrics within the goals. A December 11 letter from ECRHA Chair Kathryn Barger to the LTRHA articulates this task and encourages the LTRHA ‘’to be bold and propose ambitious goals that aim towards significant system improvements for demonstrable progress for those who are homeless in Los Angeles County.”

This letter also directs subcommittees to report on the rationale for their goals. As such, each goal contains an explanation for how and why the subcommittee arrived at the draft numerical target. Additionally, for each goal, the subcommittee details the conditions and assumptions for success. Without large increases in funding resources, ambitious goals require changes to existing homeless systems in order to be achieved. In some cases, these conditions and assumptions may necessitate advocacy to external partners at the state and federal levels.

Unified Federal and State Advocacy Strategy

Among the conditions and assumptions for success, a unified advocacy strategy is a critical component of reaching these goals to ensure state and federal resources are secured for the region. These funding streams are in a moment of unprecedented uncertainty. State resources for homelessness are a major component of the local homeless response, but these funds largely consist of one-time funding over the last several years. With California facing likely deficits in future years, these funds are far from secure.

Meanwhile at the federal level, the new Administration and Congress have promised to pursue major spending cuts, as well as policy changes that are likely to function as funding cuts for Los Angeles. In late January, the Administration pursued an unprecedented ''pause'' across a broad range of federal funding, including homelessness funding. While funding was restored, the possibility of future ''pauses'' must be considered. Maintaining the status quo of state and federal funding will require major coordinated and continuous advocacy between all the entities in the region and should be considered one of the main conditions of reaching the goals set forth in this report.

January Wildfires

The challenges Los Angeles faces will be magnified by the wildfires that devastated Los Angeles County in January and destroyed at least 12,000 structures. Comparable disasters, such as the Maui wildfires in August 2023, led to an 87% increase in homelessness in the subsequent point-in-time count. The wildfires can create a number of pressures that contribute to rising homelessness: 1) More households that have lost their homes and in the immediate aftermath, seek the assistance of the homeless services system; 2) An influx of households seeking short-term accommodations in the rental market, placing downward pressure on an already-constrained housing market,[9] and 3) Pressure to utilize scarce public funds for homelessness to support higher-income households that have tragically lost their homes but may not otherwise face the risk of homelessness.

[9] Hennighausen, H, & James, A. (2024). "Catastrophic fires, human displacement, and real estate prices in California." *Journal of Housing Economics*, 66: December 2024.

Measure A Goals and Recommended Targets

The table on the following page summarizes the metrics and targets developed by the subcommittees for each of the goals–this table is then followed by an additional table which outlines the proposed equity metrics that align with the Measure A goals.

It is important to note that at the LTRHA meeting in early March the membership voted to amend each goal statement to deepen the region's collective commitment to equity. To do this, the LTRHA recommends that each goal as stated include, "*with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities*". This proposal is outlined for each goal in the chart below.

Measure A Goal	2030 Metrics with Numerical Targets
Goal 1: Measure A text: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness ***Proposed Goal Statement Adjustment:*** *Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.*	• **Metric 1a.** **Decrease by 30%** the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030. • **Metric 1b.** **Increase by 80%** the number of people moving into permanent housing from unsheltered settings from a baseline of 5,937 in FY 23-24 to a target of 10,687 in 2030. • **Metric 1c.** **Increase by 32%** the rate of people moving into interim housing from unsheltered settings from a baseline of 34% in FY 23-24 to a target of 45% in 2030.
Goal 2: Measure A: Reduce the number of people with mental illness and/or substance use disorders who experience homelessness ***Proposed Goal Statement Adjustment:*** *Reduce the number of people with mental illness and/or substance use disorders who experience homelessness with a focus on addressing gender, ethnic and racial*	• **Metric 2a:** **Reduce by 15%** the number of people with SMI alone experiencing homelessness from a baseline of 14,056 in FY 23-24 to a target of 11,978 in 2030. • **Metric 2b:** **Reduce by 10%** the number of people with SUD alone experiencing homelessness from a baseline of 8,697 in FY 23-24 to a target of 7,827 in 2030.

disproportionality, disparities and inequities.	• **Metric 2c:** **Reduce by 10%** the number of people with co-occurring SMI and SUD experiencing homelessness from a baseline of 20,446 in FY 23-24 to a target of 18,401 in 2030.
Goal 3: Measure A: Increase the number of people permanently leaving homelessness ***Proposed Goal Statement Adjustment:*** *Increase the number of people permanently leaving homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.*	• **Metric 3a:** **Increase by 57%** the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in FY 23-24 to a target of 30,000 in 2030. • **Metric 3b:** **Increase by 101%** the number of service participants who retain permanent housing, two years after they exit homelessness from a baseline of 10,501 in FY 23-24 to a target of 21,104 in 2030.
Goal 4: Measure A: Prevent people from falling into homelessness ***Proposed Goal Statement Adjustment:*** *Prevent people from falling into homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.*	• **Metric 4a:** Reduce the number of people who become newly-homeless by **20%** from a baseline of 63,202 in FY 23-24 to a target of 50,561 in 2030
Goal 5: Measure A: Increase the number of affordable housing units in Los Angeles County ***Proposed Goal Statement Adjustment:*** *Increase the number of affordable housing units in Los Angeles County with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.*	• **Metric 5a:** **Increase by 41%-53%** the current level of affordable housing production, from a baseline of 1,700 units in FY 23-24 to a target of 2,400-2,600 units in 2030. • **Metric 5b:** Increase by the current level of affordable housing units being preserved, to **a total of 420 at-risk units preserved annually.**

The table below summarizes equity metrics for each of the goals and submetrics:

Measure A Goal and Subcommittee Metrics	Corresponding Equity Metrics
Goal 1: Measure A text: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness ***Proposed Goal Statement Adjustment:*** *Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.* • **Metric 1a.** Decrease by 30% the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in 2030. • **Metric 1b.** Increase by 80% the number of people moving into permanent housing from unsheltered settings from a baseline of 5,937 in FY 23-24 to a target of 10,687 in 2030. • **Metric 1c.** Increase by 32% the rate of people moving into interim housing from unsheltered settings from a baseline of 34% in FY 23-24 to a target of 45% in 2030.	• **Equity Metric 1a.** Decrease the rate of growth of Latinx people experiencing unsheltered homelessness from a baseline of 30% by 10 percentage points to 20% in the service data (and reduce rate of growth in Latinx unsheltered point-in-time (32%) also by 10 percentage points). • **Equity Metric 1a.** Decrease unsheltered point-in-time by 10 percentage points for Black, Latinx, and AIAN people. • **Equity Metric 1b.** Reduce disparities in access to permanent housing for Black, Latinx, and AIAN people experiencing unsheltered homelessness by 10 percentage points from baselines 11% (Black), 8% (Latinx), 11% (AIAN). • **Equity Metric 1c.** Reduce disparities in access to interim housing for AIAN people from unsheltered settings by 10 percentage points from baseline of 42% to 52% and for Latinx people from baseline 34% to 44%.
Goal 2: Measure A: Reduce the number of people with mental illness and/or substance use disorders who experience homelessness ***Proposed Goal Statement Adjustment:*** *Reduce the number of people with mental illness and/or substance use disorders who experience homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.* • **Metric 2a:** Reduce by 15% the number of people with SMI alone experiencing homelessness from a baseline of 14,056 in FY	• **Equity Metric 2a:** To reduce disparities, decrease the rate of SMI or SUD (49%), SUD (8%), and co-occurring disorders (26%) by 20% for the American Indian/ Alaska Natives. • **Equity Metric 2b:** Reduce rate of growth of Latinx people with SUD or SMI (54%) by 10 percentage points, and percentage of Latinx people with co-occurring disorders (17%). • **Equity Metric 2c:** To reduce inequities, decrease the rate of co-occurring disorders by 5 percentage points from

23-24 to a target of 11,978 in 2030. • **Metric 2b: Reduce by 10%** the number of people with SUD alone experiencing homelessness from a baseline of 8,697 in FY 23-24 to a target of 7,827 in 2030. • **Metric 2c: Reduce by 10%** the number of people with co-occurring SMI and SUD experiencing homelessness from a baseline of 20,446 in FY 23-24 to a target of 18,401 in 2030.	baseline of 18% to 13% for Black people. • **Equity Metric (applies across a, b, and c):** Reduce the share of people who experience homelessness and report having these conditions within the point in time demographic surveys for Black, Latinx and AIAN people.
Goal 3: Measure A: Increase the number of people permanently leaving homelessness ***Proposed Goal Statement Adjustment:*** *Increase the number of people permanently leaving homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.* • **Metric 3a: Increase by 57%** the number of service participants who exit homelessness to permanent housing from a baseline of 19,127 in FY 23-24 to a target of 30,000 in 2030. • **Metric 3b: Increase by 101%** the number of service participants who retain permanent housing, two years after they exit homelessness from a baseline of 10,501 in FY 23-24 to a target of 21,104 in 2030.	• **Equity Metric 3a:** Reduce rate of growth of Latinx people experiencing homelessness by increasing permanent housing exits by at least 57%. • **Equity Metric 3a:** Reduce disproportionality of Black and AIAN people experiencing homelessness by increasing permanent housing exits by 65% for each group. • **Equity Metric 3a:** Reduce disparities in outcomes by increasing the percentage of Black and AIAN people who are permanently housed and do not return to homelessness by 10 percentage points, from 73% for AIAN and 77% for Black or African American. • **Equity Metric 3b:** Reduce disparities in outcomes by increasing by 91% the number of service participants who retain permanent housing, 5- and 10- years after they exit homelessness for Black or African American, Hispanic or Latino, and American Indian Alaska Native by 2030.
Goal 4: Measure A: Prevent people from falling into homelessness ***Proposed Goal Statement Adjustment:*** *Prevent people from falling into homelessness*	• **Equity Metric 4a:** Decrease disproportionality of newly-homeless Black or African American individuals by 30% from a baseline of 35% by 2030. • **Equity Metric 4a:** Decrease the disparity in the rate of growth of newly homeless

with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities. • **Metric 4a:** Reduce the number of people who become newly-homeless by **20%** from a baseline of 63,202 in FY 23-24 to a target of 50,561 in 2030	Black (9%)and Latinx (21%) people by 7 percentage points each. • **Equity Metric 4a:** Reduce the overall share of homelessness within in the point-in-time count by 20% for Black or African American, Hispanic or Latino, and American Indian Alaska Native by 2030.
Goal 5: Measure A: Increase the number of affordable housing units in Los Angeles County ***Proposed Goal Statement Adjustment:*** *Increase the number of affordable housing units in Los Angeles County with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities.* • **Metric 5a: Increase by 41%-53%** the current level of affordable housing production, from a baseline of 1,700 units in FY 23-24 to a target of 2,400-2,600 units in 2030. • **Metric 5b:** Increase by the current level of affordable housing units being preserved, to **a total of 420 at-risk units preserved annually.**	• **Equity Strategies (see equity section for more information on why "strategies" are provided here:** • Increase outreach to people experiencing homelessness earning 30% or below the Area Median Income (AMI) and severely cost burdened renter households in LA County for affordable units. • Increase retention of Black people in Permanent Supportive Housing by targeting legacy permanent supportive buildings for preservation. • Reduce disparities in access to high opportunity neighborhoods and increasing investment into under-resourced communities through affordable housing development. • Increase enforcement of source of income protections to reduce discrimination in the housing market. • Increase Flexible Housing Subsidy Pool vouchers to increase access for undocumented and documented households. • Explore small area Fair Market Rate (FMR) to increase equity in voucher amounts. • Use master leasing strategy to reduce challenges for people with criminal background or poor credit.

	• Conduct outreach to groups with the highest rates of homelessness to access vouchers. • Reduce disparities in homeownership by using vouchers for homeownership through the Housing Choice Voucher Program.

Goal 1: Increase the Number of People Moving from Encampments into Permanent Housing to Reduce Unsheltered Homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities

Metric Established by Subcommittee

As detailed in the October midpoint report, the subcommittee established the following metric:

- **Metric 1a.** Decrease by xx% the number of people experiencing unsheltered homelessness.
- **Metric 1b.** Increase by xx% the number of people moving into permanent housing from unsheltered settings.
- **Metric 1c.** Increase by xx% the rate of people moving into interim housing from unsheltered settings.

This metric is intended to be measured using a combination of point-in-time (PIT) count data, as well as administrative data from the Homeless Management Information System (HMIS), administered by the Los Angeles Homeless Services Authority (LAHSA), as well as the Comprehensive Health Accompaniment and Management Platform (CHAMP), administered by the Department of Health Services.

Baseline Data

To develop goal numbers, the Data Subcommittee established three baseline numbers for this goal:

- Baseline 1a. Number of unsheltered people at a point-in-time, and count of service participants who experienced unsheltered homelessness during the 2023-2024 fiscal year: **52,365 people and 66,918 people, respectively**
- Baseline 1b. The number of unsheltered service participants who exited to permanent housing: **5,937 people**
- Baseline 1c. The number and rate of unsheltered service participants who accessed interim housing: **34% of participants**

Baseline 1a.

Count of Persons Who Experienced Unsheltered Homelessness During the 2023-2024 Fiscal Year

For baseline 1a., the Data Subcommittee established two separate numbers to measure unsheltered homelessness–one through the Point-in-Time (PIT) Count, which counted 52,365 people living unsheltered in Los Angeles County, according to the 2024 Greater Los Angeles Homelessness Count. This number is intended to serve as a baseline for measuring the visibility and presence of unsheltered homelessness at a single point in time. See figure 1 below[10] for PIT Count figures for unsheltered homelessness.

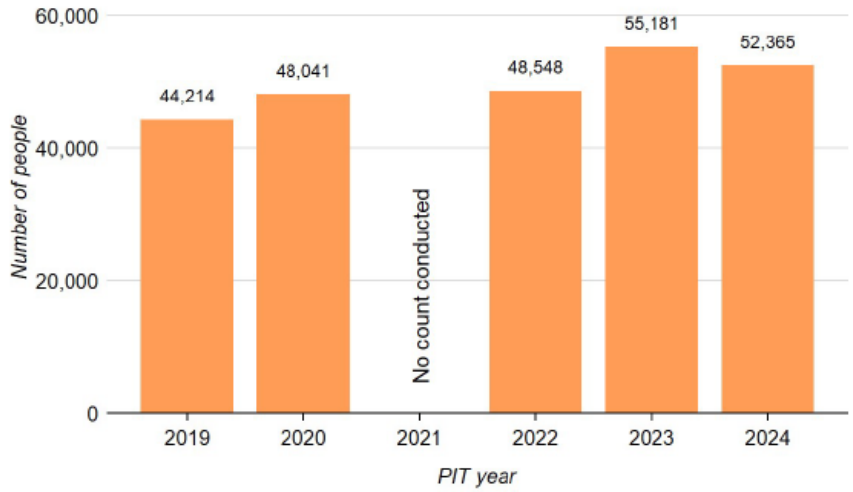


Figure 1. Number of Unsheltered People at a Point-in-Time
Data Sources: Los Angeles City and County, Glendale, Long Beach, and Pasadena CoCs Homeless Count

[10] Figures and charts for Goals 1-4 are drawn from the Data Subcommittee's January 24th report to the ECRHA. Figures and charts for Goal 5 are drawn from the USC Lusk Center for Real Estate's January 31st report to the LTRHA.

The data subcommittee also established a separate figure of 66,918 service participants who experienced unsheltered homelessness over the course of FY 23-24. This number does not reflect a single point in time, but rather a dynamic population changing over the course of the year. See below for Figure 2, which shows this number over the last five years; the data subcommittee found this number rose by 5% on average year-over-year. This baseline is rooted in measuring the delivery of services to people experiencing homelessness and serves as a critical connection to Metrics 1b and 1c, which measure how effective Los Angeles' systems are at serving people who are experiencing unsheltered homelessness over the course of the year.

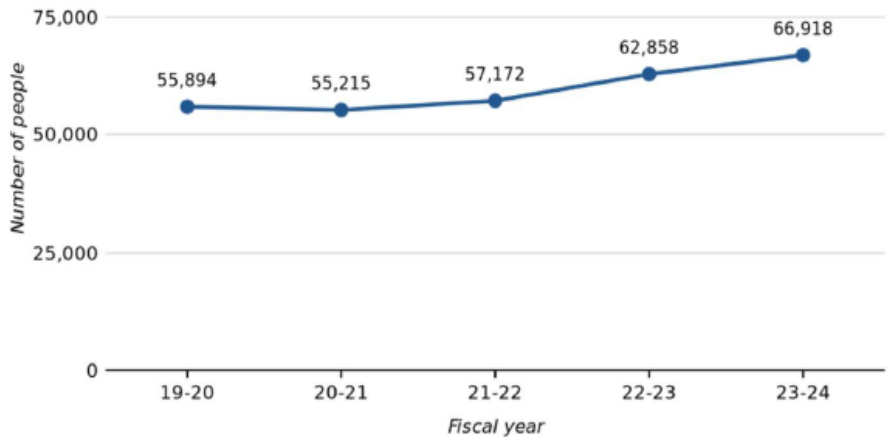


Figure 2. Service Participants Who Experienced Unsheltered Homelessness
Data Sources: 1) Los Angeles City and County CoC HMIS & 2) CHAMP

It is critical to note that the number of people experiencing unsheltered homelessness does not represent the entire population of people experiencing homelessness, as thousands more people continue to reside in interim settings. According to administrative data, approximately 112,026 people experiencing homelessness accessed services over the course of FY 23-24, including both sheltered and unsheltered people.

The number of 66,918 unsheltered people accessing services represented only about 60% of the total number of people experiencing homelessness accessing services over the course of the entire fiscal year. These numbers do not account for those that experience homelessness and do not access services or resolve their homelessness without accessing any services, meaning the true number of people who experienced homelessness for any period of time during FY 23-24 was in excess of 112,026 people.

Baseline 1b.

The Number of Unsheltered Service Participants Who Exited to Permanent Housing

For Baseline 1b., the data subcommittee established that there were 5,937 service participants who were unsheltered that exited homelessness to permanent housing in FY 23-24. See Figure 3 below.

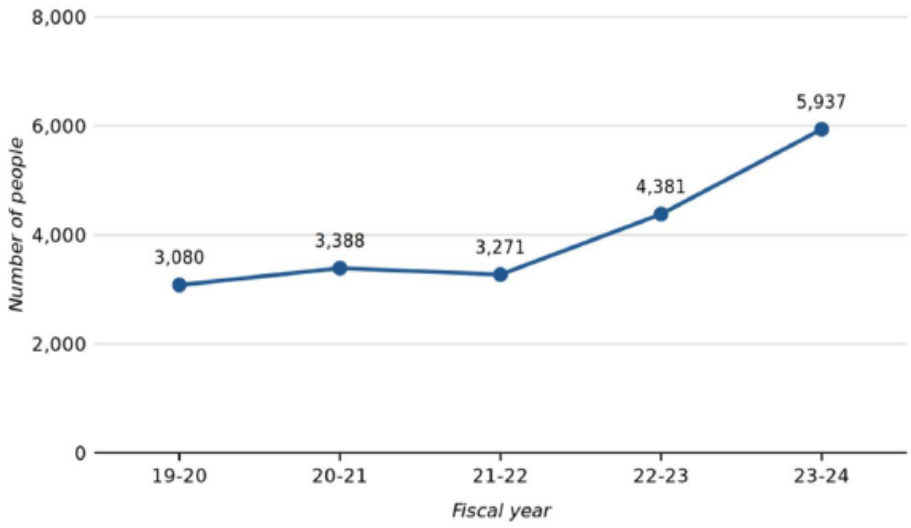


Figure 3. Unsheltered Service Participants Who Exited to Permanent Housing
Data Sources: 1) Los Angeles City and County CoC HMIS & 2) CHAMP

Baseline 1c.

The Number and Rate of Unsheltered Service Participants Who Accessed Interim Housing

For Baseline 1c., the data subcommittee established that 22,852 service participants who were unsheltered accessed interim housing in FY 23-24 (see Figure 4 on the following page). This represents 34% of all unsheltered service participants–this number has increased by 69% over the last five years, reflecting increased alignment and urgency to add new interim settings to address unsheltered homelessness:

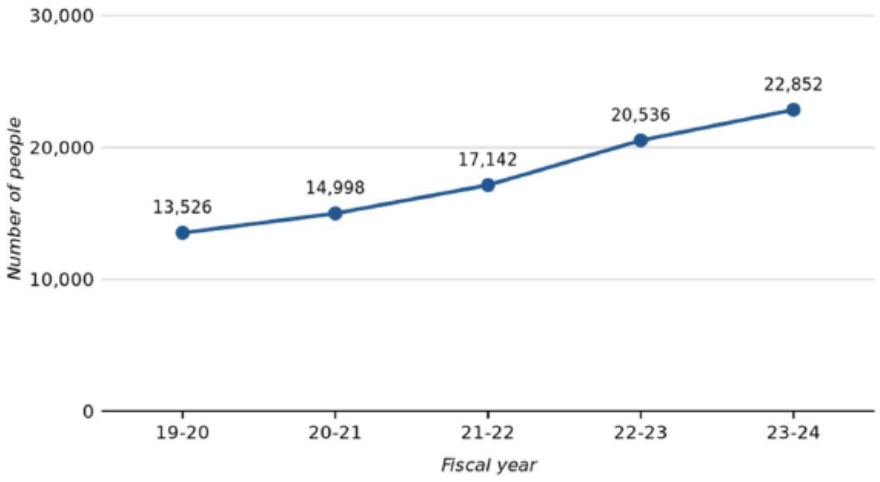


Figure 4. Unsheltered Service Participants Who Accessed Interim Housing

Data Sources: 1) Los Angeles City and County CoC HMIS & 2) CHAMP

Target Metrics and Milestones Summary

Goal 1: Increase the number of people moving from encampments into permanent housing to reduce unsheltered homelessness

---

End of 2030 Metrics

- **Metric 1a.** Decrease by 30% the number of people experiencing unsheltered homelessness from a baseline of 52,365 in 2024 to a target of 36,656 in FY 23-24.
- **Metric 1b.** Increase by 80% the number of people moving into permanent housing from unsheltered settings from a baseline of 5,937 in FY 23-24 to a target of 10,687 in 2030.
- **Metric 1c.** Increase by 32% the rate of people moving into interim housing from unsheltered settings from a baseline of 34% of unsheltered people in FY 23-24 to a target of 45% in 2030.

Annual Milestones

Metric 1a: Reduce the Number of Unsheltered People by 30%

Year	% Change from Baseline	Annual Unsheltered Number
Baseline	0%	52,365
July 1, 2025-June 30, 2026	-6%	49,609

July 1, 2026-June 30, 2027	-11%	46,652
July 1, 2027-June 30, 2028	-16%	43,796
July 1, 2028-June 30, 2029	-22%	40,939
July 1, 2029-June 30, 2030	-27%	38,084
Full Year Ending December 31, 2030	**-30%**	**36,656**

Metric 1b: Increase the Number of Unsheltered People Placed in Permanent Housing by 80%

Year	% Change from Baseline	Annual Unsheltered People Placed in PH
Baseline	0%	5,937
July 1, 2025-June 30, 2026	+15%	6,801
July 1, 2026-June 30, 2027	+29%	7,664
July 1, 2027-June 30, 2028	+44%	8,528
July 1, 2028-June 30, 2029	+58%	9,391
July 1, 2029-June 30, 2030	+73%	10,255
Full Year Ending December 31, 2030	**+80%**	**10,687**

Metric 1c: Increase the Rate of Interim Housing Placements of Unsheltered People by 32%

Year	% Change from Baseline	Annual Rate of Unsheltered Placed in IH
Baseline	0%	34%
July 1, 2025-June 30, 2026	+6%	36%
July 1, 2026-June 30, 2027	+12%	38%
July 1, 2027-June 30, 2028	+17%	40%
July 1, 2028-June 30, 2029	+23%	42%
July 1, 2029-June 30, 2030	+29%	44%

Full Year Ending December 31, 2030	**+32%**	**45%**

Rationale

The homeless response subcommittee developed the above target metrics with three primary factors driving their rationale. First, the subcommittee noted the region has seen unprecedented alignment across the homeless system and across regional partners around addressing unsheltered homelessness–should this alignment continue, it may contribute to continued rapid growth in the number of people moving out of unsheltered homelessness and into both interim and permanent housing. The second major factor informing their rationale is that, because this alignment around unsheltered homelessness is a recent phenomena, the number of people moving from unsheltered homelessness into housing is relatively low, with only 9% of unsheltered service participants moving into permanent housing–this leaves considerable room for growth as system alignment efforts continue.

Finally, these goals were also informed by Goals 2, 3, 4, and 5, all of which lend component parts to an overall reduction in unsheltered homelessness. With Goal 2 reflecting a proposed 57% increase in housing placements (informed by the housing production goals in Goal 5) and Goal 4 reflecting a 20% decrease in inflow, the homeless response subcommittee believes a 30% reduction in unsheltered homelessness is attainable.

Conditions and Assumptions for Success

For the targets in Goal 1 to be reached, the subcommittee identified four conditions that are vital components of success for this particular goal, although they noted the conditions across Goals 1, 2, and 3 are all interrelated to each of the goals. These conditions are:

- **Significant Progress Must Be Made on Other Goals:** Unlike other goals, an overall reduction in unsheltered homelessness represents a cumulative goal that would reflect progress in other goals that make up component parts of understanding overall homeless numbers, namely, inflow into homelessness and outflow into permanent housing. To reach goals on reducing unsheltered homelessness, the region must increase permanent housing placements *as well as* significantly curtail inflow into homelessness. In recent years, while permanent housing placements have scaled up significantly, inflow has also accelerated, meaning these gains have not resulted in reductions in overall unsheltered homelessness.
- **Reconfiguration of Pathways into Permanent Housing:** In examining goals 1, 2, and 3 working in concert with each other, Los Angeles will need to significantly reconfigure

current pathways into permanent housing to achieve these goals. Two potential pathways into permanent housing must increase significantly, with far greater movement needed from interim housing into permanent housing, or far greater movement from unsheltered settings into permanent housing than is currently the case in the region. Significant system realignments may be needed to realize these changing pathways into permanent housing.

- **The Region Must Produce More Housing, and it Must Be Accessible to Unsheltered People:** The Los Angeles region must continue to increase the production of affordable housing, in alignment with the targets laid out in Goal 5. In addition, a significant portion of these affordable units must be available to people experiencing unsheltered homelessness. In general, people experiencing homelessness have incomes below 30% of Area Median Income (AMI). Alignment between the Los Angeles County Affordable Housing Solutions Agency (LACAHSA) will be critical, therefore, to reach goals around moving more individuals out of unsheltered homelessness and into permanent housing,

- **Increasing Interim Housing Must Continue Beyond Emergencies:** In order to continue making progress moving people from unsheltered homelessness into interim housing, the region must continue to secure additional resources to fund further expansion of interim housing. This is all the more critical given the possibility of increasing bed rates paid to service providers to match the true cost of providing services. Without additional funding for interim housing, rising bed rates will reduce the overall number of beds.

- **Advocacy to Maintain Federal Funding Must Continue:** As demonstrated by a temporary freeze in federal funding resulting from the White House Office of Management and Budget's (OMB) Memo M-25-13 in late January, federal funding for homelessness and housing programs is far from assured. The Los Angeles region must advocate to federal partners both to continue funding for key programs, as well as forestall federal policy changes that would effectively function as cuts for communities like Los Angeles.

- **New Data Tools Should Be Used to Track Outcomes**: New data tools, such as the Encampment Module available through HMIS, will allow new insight into unsheltered homelessness. These insights must be applied to more effectively move people out of unsheltered homelessness.

Goal 2: Reduce the number of people with mental illness and/or substance use disorders who experience homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities

Metric Established by Subcommittee

The subcommittee spent significant time defining the data sources and definitions of serious mental illness and substance use disorder[11] during phase 1. Moreover, the subcommittee agreed to split goal 2 into separate metrics for serious mental illness (SMI) and long-term substance use disorder (SUD), in recognition that while a significant portion of the population may experience both of these conditions, many experience only one, and these conditions necessitate different interventions and services. As such, the subcommittee proposed the following metrics:

- **Metric 2a:** Reduce by xx% the number of people with SMI alone experiencing homelessness.
- **Metric 2b:** Reduce by xx% the number of people with SUD alone experiencing homelessness.
- **Metric 2c:** Reduce by xx% the number of people with co-occurring SMI and SUD experiencing homelessness.

Baseline Data

The data subcommittee established the following baselines:

- **Baseline 2a:** Number of people experiencing homelessness with SMI only in FY 23-24: **14,056 people**

[11] The following definitions were agreed upon by the subcommittee:

- Substance use disorder (SUD): Mental and behavioral disorders due to psychoactive substance use (excluding nicotine dependence).
- Serious mental illness (SMI): A person with bipolar disorder, episodic mood disorder, major depressive disorder, manic episode, other psychotic or delusional, schizophrenic disorder. Note that PTSD is not included in the SMI metric, but is reported separately.

- **Baseline 2b:** Number of people experiencing homelessness with SUD only in FY 23-24: **8,697 people**
- **Baseline 2c:** Number of people experiencing homelessness with both SMI and SUD in FY 23-24: **20,446 people**
- **Baseline 2d:** Number of people experiencing homelessness with SMI or SUD in FY 23-24: **43,199 people**

Figure 5 below displays the number of people with either SMI or SUD (the most inclusive measure) from FY 19-20 to FY 23-24, which reached a total of 43,199 individuals in FY 23-24. This number increased annually by 9% on average over the five-year period, closely mirroring the overall increases in the homeless population.

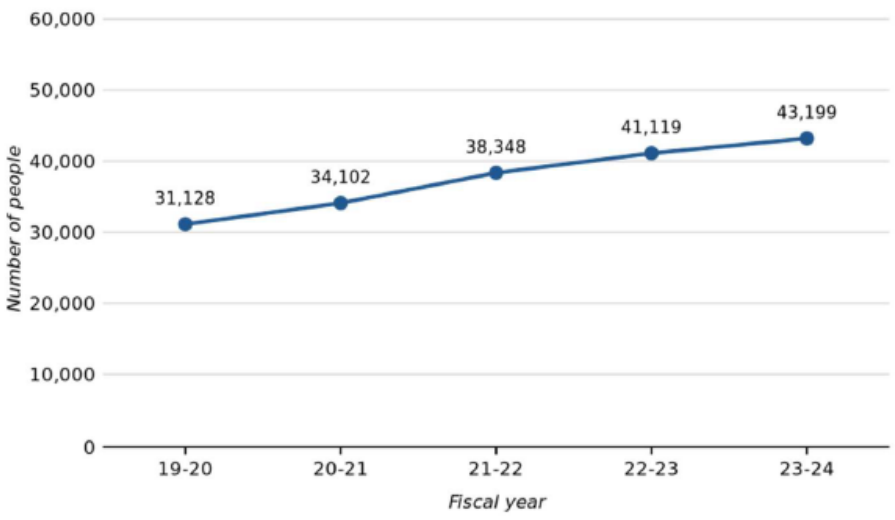


Figure 5. Number of Service Participants Experiencing Homelessness with SMI or SUD
Data Sources: 1) LA City and County CoC HMIS, 2) CHAMP, 3) Department of Mental Health (DMH) Data, 4) Other Department of Health Services Data, 5) LA County Department of Public Health Substance Abuse Prevention and Control (SAPC) Data

The figure below disaggregates this data by individuals in service data with only one of the conditions, as well as those reporting both conditions:

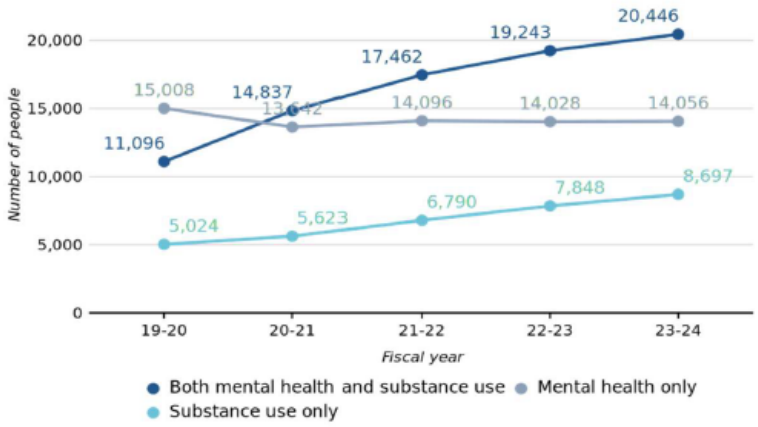


Figure 6. Service Participants with SMI and SUD, SMI Only, and SUD Only
Data Sources: 1) LA City and County CoC HMIS, 2) CHAMP, 3)DMH Data, 4) Other DHS Data, 5) SAPC Data

Figure 6 above also demonstrates that increases in SUD reporting are generating the rise in the overall population reporting one or both conditions. While this could be a result of increasing prevalence of substance use disorders, it requires further investigation; this may be a result of a number of other factors, including changes in reporting related to Medicaid billing, better survey instruments and increasing data quality, and other factors.

Target Metrics and Milestones Summary

Goal 2: Reduce the number of people with mental illness and/or substance use disorders who experience homelessness

---

End of 2030 Metrics

- **Metric 2a.** **Reduce by 15%** the number of people with SMI only experiencing homelessness, from a baseline of 14,056 in FY 23-24 to a target of 11,978 people in 2030.
- **Metric 2b.** **Reduce by 10%** the number of people with SUD only experiencing homelessness, from a baseline of 8,697 in FY 23-24 to a target of 7,827 people in 2030.
- **Metric 2c.** **Reduce by 10%** the number of people with co-occurring SMI and SUD experiencing homelessness, from a baseline of 20,446 in FY 23-24 to a target of 18,401 people in 2030.

Annual Milestones

Metric 2a: Reduce the Number of People with SMI Only by 15%

Year	% Change from Baseline	Annual Number of People with

		SMI Only
Baseline	0%	14,056
July 1, 2025-June 30, 2026	-3%	13,673
July 1, 2026-June 30, 2027	-5%	13,289
July 1, 2027-June 30, 2028	-8%	12,906
July 1, 2028-June 30, 2029	-11%	12,523
July 1, 2029-June 30, 2030	-14%	12,139
Full Year Ending December 31, 2030	**-15%**	**11,948**

Metric 2b: Reduce the Number of People with SUD Only by 10%

Year	% Change from Baseline	Annual Number of People with SUD Only
Baseline	0%	8,697
July 1, 2025-June 30, 2026	-2%	8,539
July 1, 2026-June 30, 2027	-4%	8,381
July 1, 2027-June 30, 2028	-5%	8,223
July 1, 2028-June 30, 2029	-7%	8,064
July 1, 2029-June 30, 2030	-9%	7,906
Full Year Ending December 31, 2030	-10%	7,827

Metric 2c: Reduce the Number of People with Co-Occurring SMI and SUD by 10%

Year	% Change from Baseline	Annual Number of People with Co-Occurring SMI/SUD
Baseline	0%	20,446
July 1, 2025-June 30, 2026	-2%	20,074
July 1, 2026-June 30, 2027	-4%	19,703
July 1, 2027-June 30, 2028	-5%	19,331
July 1, 2028-June 30, 2029	-7%	18,959
July 1, 2029-June 30, 2030	-9%	18,587
Full Year Ending December 31, 2030	**-10%**	**18,401**

Conditions and Assumptions for Success

- **Effective and Robust Services Must Be Available:** As more efforts are made to move unsheltered and sheltered people with SMI and/or SUD into both permanent and interim housing, these sites will be hosting a highly-vulnerable population with complex service needs, including the whole range of behavioral health services. The availability of robust services will be essential both to moving this population into housing and keeping them housed.

- **The Region Must Maximize Leveraging MediCal:** The Los Angeles region's homeless system has increasingly tapped into MediCal to fund key services for people experiencing homelessness including people with behavioral health needs. This funding stream is available through the state's California Advancing and Innovating MediCal (CalAIM) waiver with the federal government. While CalAIM has provided new resources, it is insufficiently accessible to many service providers and the people they serve. The Los Angeles region must lower remaining barriers to accessing CalAIM, and must advocate to the state for changes to reduce administrative complexity for service providers so as to ensure the region is leveraging more MediCal funds.

- **Maximize Utilization of Existing Housing and Shelter:** To reach this goal, the system must continue to make progress on swiftly accessing units at existing PSH and other sites that house and shelter people experiencing homelessness with SMI and SUD, including board and care homes. The system must ensure units and beds in these sites do not remain vacant for long periods of time. While adding new PSH units is critical, Los Angeles must keep a focus on maximizing the utilization of units, along with leveraging board and care facilities, skilled nursing facilities, and other sites.

- **Advocacy to Maintain Federal Funding, Including MediCal Waiver, Must Continue:** As noted in the conditions and assumptions for all goals, federal funding for mental health and substance use disorder treatment services is at risk. The Los Angeles region must advocate to federal partners to continue funding for programs that serve people with SMI and/or SUD, as well as push back on potential federal policy changes that would disincentivize providing these services in an evidence-based manner. Moreover, the region must advocate for the renewal of California's aforementioned Medicaid waiver, which is set to expire at the conclusion of 2026.

Goal 3: Increase the number of people permanently leaving homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities

Metric Established by Subcommittee

The subcommittee spent time deliberating how to both capture exits to permanent housing, but also how to capture housing retention, reflecting the importance of ensuring people experiencing homelessness stay housed after exiting homelessness. This is especially critical from an equity perspective, given prior findings that Black people experiencing homelessness fall back into homelessness at disproportionate rates, including from permanent supportive housing.[12, 13] Given these dynamics, the subcommittee established the following metrics:

- **Metric 3a:** Increase by xx% the number of service participants who exited homelessness to permanent housing during FY 23-24.
- **Metric 3b:** Increase by xx% the number of service participants who retain permanent housing, two years after they exit homelessness.

Baseline Data

The Ad Hoc Committee on data established two baseline measures:

- **Baseline 3a**: Number of service participants who exited homelessness to permanent housing in FY 23-24: **19,127 people**
- **Baseline 3b**: Number of service participants who exited homelessness in FY 21-22 to permanent housing and did not return to homelessness over subsequent 24 months: **10,501 people retained housing (from 13,379 placements in FY 21-22, a 78% retention rate).**

---

[12] Los Angeles Homeless Services Authority. (2018). "Report and Recommendations of the Ad Hoc Committee on Black People Experiencing Homelessness." Report found at https://www.lahsa.org/documents?id=2823-report-and-recommendations-of-the-ad-hoc-committee-on-black-people-experiencing-homelessness.pdf

[13] Milburn, N., Edwards, E., Obermark, D., & Rountree, J. California Policy Lab. (2021). "Inequity in the Permanent Supportive Housing System in Los Angeles: Scale, Scope and Reasons for Black Residents' Returns to Homelessness. Report found at https://capolicylab.org/inequity-in-the-psh-system-in-los-angeles/

The first baseline number is 19,127 permanent housing placements in FY 23-24. This reflects a variety of housing placements, including placements into supportive housing, placements into market rate housing supported by rental subsidies, reconnection with family and friends, and a range of other interventions. See Figure 7 below, which reflects the FY 23-24 permanent housing placements, along with a five-year trend reflecting a 9% annual average increase in housing placements including a 26% jump from FY 22-23 to FY 23-24.

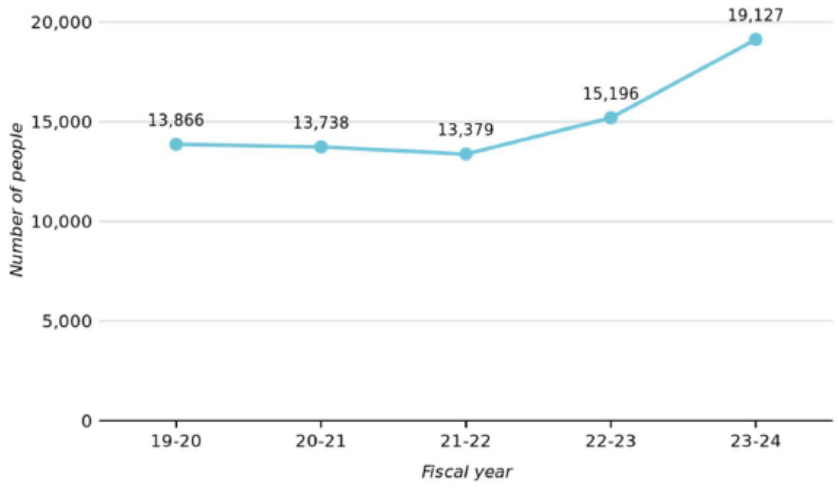


Figure 7. Service Participants Exiting Homelessness to Permanent Housing
Data Sources: 1) LA City and County CoC HMIS, 2) CHAMP

Why is this number different from what I'm used to seeing?

This number differs from the oft-cited figures of over 20,000 annual permanent housing placements that accompany annual homeless count data releases. Those numbers that exceed 20,000 housing placements include other data sources that were not accessed for the purposes of this baseline, such as data reflecting housing placements from the U.S. Department of Veterans Affairs (VA). Additionally, that larger number includes some types of housing placements that are not included here, such as transfers between different types of housing programs.

The next baseline number captures housing placements and how many have been retained one and two years after the initial placement. For example, for FY 21-22, the figure measures how many placements were made in that year (the top line), how many FY 21-22 placements were still in housing in FY 22-23 (the middle line), and how many FY 21-22 placements retained housing two years later, into FY 23-24 (the bottom line). FY 21-22 is the most recent year for which all three figures are available. Figure 8 on the following page charts that while there were 13,379 permanent housing exits in FY 21-22, a total of 10,501 of those people retained permanent housing 24 months later (78%).



Figure 8. Number of Service Participants Who Exited Permanent Housing and Retained it After 24 Months
Data Sources: 1) LA County and City CoC HMIS, 2) CHAMP

Target Metrics and Milestones Summary

Goal 3: Increase the number of people permanently leaving homelessness

---

End of 2030 Metrics

- **Metric 3a.** **Increase by 57%** the number of people exiting homelessness to permanent housing, from a baseline of 19,127 in FY 23-24 to a target of 30,000 people in 2030.
- **Metric 3b.** **Increase by 101%** the number of people retaining permanent housing after 24 months, from a baseline of 10,501 and 78% retention in FY 23-24 to a target of 21,104 people and a 78% retention rate in 2030.

Annual Milestones

Metric 3a: Increase the Number of Permanent Housing Placements by 57%

Year	% Change from Baseline	Annual Permanent Housing Placements
Baseline	0%	19,127
July 1, 2025-June 30, 2026	+10%	21,109
July 1, 2026-June 30, 2027	+21%	23,092

July 1, 2027-June 30, 2028	+31%	25,074
July 1, 2028-June 30, 2029	+41%	27,056
July 1, 2029-June 30, 2030	+52%	29,038
Full Year Ending December 31, 2030	**+57%**	**30,000**

Metric 3b: Increase the Number of People Who Retain Housing Two Years After Placement by 101%

Year	% Change from Baseline	Number Retaining Housing from Two Years Prior
Baseline	0%	10,501
July 1, 2025-June 30, 2026	+42%	14,919
July 1, 2026-June 30, 2027	+42%	14,919
July 1, 2027-June 30, 2028	+57%	16,465
July 1, 2028-June 30, 2029	+72%	18,011
July 1, 2029-June 30, 2030	+86%	19,558
Full Year Ending December 31, 2030	**+101%**	**21,104**

Rationale

While a 57% increase in housing placements over the evaluation represents an extremely ambitious goal, the subcommittee noted that recent years have seen increases in housing placements as high as 26% between FY 22-23 and FY 23-24. This has coincided with the availability of housing resources, including new HHH buildings opening their doors, greater availability of time-limited subsidies, and other resources. As these resources continue and more housing comes through the pipeline as a result of new funding sources such as the City of Los Angeles' Measure ULA, Measure A's affordable housing funding administered by LACAHSA, and other regional sources such as the San Gabriel Valley Regional Housing Trust fund, more affordable units will be available to leverage.

While these resources must be aligned and in coordination with the goals of the regional homeless response to continue the sharp upward trajectory of housing placements, they gave the subcommittee cause for optimism even as uncertainty remains.

In addition, for housing retention, the committee sought to maintain the two-year retention rate for the last year for which data is available, FY 21-22. Increases in housing retention are assuming the homeless system continues to make the investments needed to maintain a 78% retention rate even as housing placements increase.

Overall, reaching these goals would represent a major shift from the functioning of the existing homeless services system. At present, housing placements are equal to approximately 40% of the unsheltered point-in-time count numbers, which, when taken into account with inflow continuing to exceed housing placements, accounts for the lack of major reductions in homelessness. Under goal 3's targets in concert with goal 4, housing placements would be approximately equivalent to the inflow into homelessness, and would exceed the overall unsheltered point-in-time count. This increase in rehousing capacity, coupled with lower inflow, would represent a major seachange for the Los Angeles system. How to achieve that seachange is articulated below.

Conditions and Assumptions for Success

- **The Region Must Produce More Housing, and it Must Be Accessible to Unsheltered People:** As noted in Goal 1, a significant portion of new affordable units must be available to people experiencing homelessness with the lowest incomes. Continuing work to align LACAHSA and ECRHA is essential to reaching goals on placements into permanent housing.
- **Maximize Occupancy in PSH Sites:** As noted in goal 2, to reach this goal, the system must continue to make progress on ensuring units at PSH sites do not remain vacant for long periods of time. While adding new PSH units is critical, Los Angeles must keep a focus on maximizing the utilization of these units.
- **State Funding Must Continue:** State funding serves as a significant buttress to the Los Angeles region's response. Approximately $380 million was allocated to seven grantees through the most recent round of the Homeless Housing, Assistance and Prevention (HHAP) program administered by the Department of Housing and Community Development (HCD); other allocations from programs such as Homekey, Encampment Resolution Funds (ERF), and a number of population-specific programs administered by the California Department of Social Services (CDSS) make up a significant portion of the region's homelessness budget. However, nearly all of these programs are one-time allocations of funding. The Los Angeles region must advocate forcefully to California policymakers for these investments to continue in future years, and ideally seek to convert programs like HHAP into stable, ongoing investments.
- **Advocacy to Maintain Federal Funding Must Continue:** As with goals 1, 2, 4, and 5, significant federal funding cuts have the potential to curtail both efforts to increase placements into permanent housing by removing sources of funding for that housing.

Federal cuts also have the potential to disrupt efforts to increase retention, as key supportive services are funded through federal Medicaid funds, Continuum of Care (CoC) program funds, and other federal sources. The Los Angeles region must advocate to federal partners both to continue funding for key programs, as well as forestall federal policy changes that would effectively function as cuts for communities like Los Angeles.

- **Alignment with Prevention:** Los Angeles must align its homeless prevention strategies with efforts to increase housing placements. This includes ensuring services are available for older adults who move from unsheltered homelessness back into housing, but may be at risk of returning to homelessness if adequate housing retention and prevention services are not available.

Goal 4: Prevent People from Falling into Homelessness with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities

Metric Established by Subcommittee

The prevention subcommittee formalized the following metric for goal 4:

- **Metric 4a:** Reduce the number of people who become newly-homeless by xx%.

This metric intends to use administrative data from HMIS and CHAMP to measure the number of service participants who are ''newly'' accessing services, with evidence that this is the first time they have been homeless in 24 months or more.

Baseline Data

The subcommittee established one baseline measure, using the above definition:

- **Baseline 4a:** Number of service participants newly-accessing services in FY 23-24 with evidence that this first time homeless in 24 months or more: **63,202 people**

See Figure 9 below for the five-year trend of this data, which shows a modest 3% year-over-year average increase over the last five years.

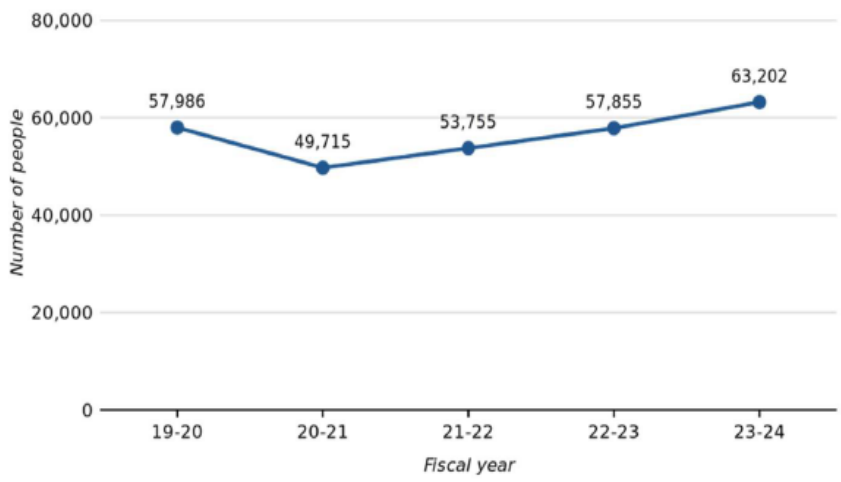


Figure 9. Service Participants Newly Accessing Homeless Services
Data Sources: 1) Los Angeles City and County CoC HMIS & 2) CHAMP

For this baseline figure, it is worth noting that over half of all service participants in HMIS and CHAMP are considered "newly homeless," suggesting a staggering level of inflow to the homeless services system. Moreover, should the trend of a 3% average increase in new enrollees continue year-over-year, the number of new enrollees in five years would be 73,300.

Metrics and Milestones Summary

Goal 4: Prevent People from Falling into Homelessness

End of 2030 Metrics

- **Metric 4a:** Decrease by 20% by the end of 2030 the Number of Service Participants Who Become Newly Homeless (as measured in administrative data), from a Baseline of 63,202 in FY 23-24 to a target of 50,561 people in 2030.
    - The system's efforts to achieve this goal must be guided by the overarching equity principle to reduce the disproportionate number of Black and American Indian Alaska Native and the increasing number of Latino/x people experiencing homelessness. Effective prevention that reduces inflow into homelessness services is a key strategy to counteract the systemic and structural injustices that drive people into homelessness and disparately affect people in these groups. By reducing inflow by 20%, we also aim to actively promote equitable

access to prevention programs and to reduce the number of Black, American Indian Alaska Native and Latino/x people who fall into homelessness.

Annual Milestones

Metric 4a: Decrease by 20% by the end of 2030 the Number of Service Participants Who Become Newly Homeless (as measured in administrative data), from a Baseline of 63,202 in FY 23-24

Year	% Change from Baseline	Annual Inflow Number
Baseline	+0%	63.202
July 1, 2025-June 30, 2026	+5%	66,302
July 1, 2026-June 30, 2027	+2%	64,466
July 1, 2027-June 30, 2028	-11%	56,313
July 1, 2028-June 30, 2029	-15%	54,038
July 1, 2029-June 30, 2030	-18%	51,712
Full Year Ending December 31, 2030	**-20%**	**50,561**

Rationale

The subcommittee had a number of considerations that informed the target of a 20% reduction in newly homeless enrollees over the evaluation period, from a baseline of 63,202 to 50,561. One of these is recognition that a 20% reduction is an even more ambitious goal when considering the upward trajectory of these numbers. Were the current trajectory to continue on a track of 3% annual growth, the number of newly-homeless enrollees would reach 73,300 in five years; the target of 50,561 represents a 31% reduction from this number.

Conditions and Assumptions for Success

The subcommittee established a number of conditions and assumptions that must hold in order for the target in goal 4 to be met. The top tier conditions and assumptions were identified as:

- **Prevention Funding and Programs Must Be Targeted and Cater to Those at Greatest Risk, Or They Will Not Reduce Inflow:** A number of assessments of

homeless prevention programs have found that targeting using key risk factors to identify those most likely to fall into homelessness has demonstrable impacts on inflow.[14] Otherwise, funding goes predominantly to households that, though vulnerable, may not have fallen into homelessness without the prevention assistance provided. Evidence-based eligibility criteria include households at 50% Area Median Income (AMI) or below, with one or more additional risk factors (such as a prior history of homelessness, recent discharge from an institution, veteran status, older age, personal trauma, or other factors). If funding is not targeted in this way, or if eligibility criteria limits access to one particular vulnerable group (such as transition-aged youth or older adults, who together make up 12% of people experiencing homeless in Los Angeles) and not the broader at-risk population, homeless prevention dollars are unlikely to reduce inflow into homelessness, as they will not be serving people that would have otherwise become homeless.

Moreover, traditional prevention programs that serve broader swaths of the population often focus on eviction prevention services and rental assistance for leaseholders. A narrow focus only on services for leaseholders, however, leaves out the bulk of people who fall into homelessness; new statewide findings show that only a third of people entering homelessness came from a leaseholding situation, with the majority of people entering homelessness either coming from an informal living arrangement or an institution.[15] Services such as flexible financial assistance that can assist leaseholders and non-leaseholders alike should complement eviction prevention, tenant education, rental assistance, and other services.

As new programs and policies are considered or existing policies are evaluated, people with lived experience of homelessness must be included and centered in program and policy design for homeless prevention efforts to be successful.

- **Prevention Funding Must Align with Equity Goals:** To ensure that prevention programs are reaching those who most need them, these programs must advance and align with shared equity goals, including setting a target for reducing the overrepresentation of groups disproportionately needing homelessness services. This must include active monitoring of who does and does not have access to prevention programs and whether programs remain effective and accessible for the most marginalized groups. This may also include ensuring that prevention funding is accessible to those who are most disproportionately represented among the population experiencing homelessness, such as adults between the ages of 25 to 64, who make up nearly 80% of the population experiencing homelessness in Los Angeles.

[14] Till von Wachter et al., "Evaluation of LA County Prevention Targeting Tool" (California Policy Lab, 2021).

[15] Benioff Homelessness and Housing Initiative, 2023. California Statewide Study of People Experiencing Homelessness.

- **The Region Needs A Prevention System with an Appointed Executive Manager:** Currently, the Los Angeles region deploys a range of prevention strategies across departments and jurisdictions which do not work in concert with each other. The region must appoint an executive level policy leader or manager to align the region's systems and investments to centralize a ''homeless prevention system'' across Los Angeles County. This manager would provide operating standards and best practices to ensure consistency, quality, accessibility, and equity across the region.

Six additional conditions and assumptions for success were identified. These include:

- **Eligibility for homelessness service workers:** Many frontline workers and case managers in our homelessness services system are themselves at risk of homelessness. Yet they are often unable to access prevention programs at their employer due to public contract terms that do not allow employees to access funds for clients. System administrators should ensure that employees of service providers who meet the eligibility criteria can access prevention resources from other sources. This will help support a vulnerable population, help retain workers, and strengthen our capacity to provide the high-quality services required for all Measure A goals. Ultimately, the system should address the pay structure for homeless services workers such that compensation reflects liveable wage standards for Los Angeles.
- **Augment Funding:** The 20% inflow reduction goal is dependent both on better alignment of existing resources from cities, the county, state, and federal sources, but also on new resources for targeted homeless prevention. New inflow into the system exceeds available funding to the system, and additional advocacy is needed to obtain the funding needed to scale up prevention resources to meet growing demand.
- **Data:** All Measure A-funded prevention programs must enter program data into HMIS, which is an essential component of knowing whether prevention service participants eventually become homeless in the future. This, in turn, is a prerequisite to effective program evaluation and assessment of whether prevention programs are reaching the right target population.
- **Accessibility:** Prevention programs must be easy to access and visible to the public, in addition to person-centered. Nearly two-thirds of people that were newly-homeless had not sought assistance from public agencies or providers,[16] relying instead on friends and family, highlighting the need for interventions to be highly visible to people who are at risk.
- **Evaluation:** The region must continue to evaluate the impact of prevention programs. The lessons from program evaluation must be applied to scale what works to use prevention dollars as effectively as possible.

---

[16] Ibid.

- **Service History:** For prevention to be effective and reach its goals, more data should be marshalled to better understand the service history of those who are newly-enrolling in homeless services. This should include a better understanding of other history such as history of incarceration, contact with the child welfare system, and other risk factors.

Goal 5: Increase the number of affordable housing units in Los Angeles County with a focus on addressing gender, ethnic and racial disproportionality, disparities and inequities

Metric Established by Subcommittee

The subcommittee working on this goal established two metrics, each relating to a key component of making housing affordable for people at the lowest incomes. The subcommittee established metrics for production of affordable housing units and preservation of affordable housing. The metrics established are:

- **Metric 5a**: Increase by xx% the production of affordable housing.
- **Metric 5b**: Increase by xx% the preservation of affordable housing units.

Baseline Data

In order to develop goals for affordable housing, the subcommittee worked with the USC Lusk Center for Real Estate to develop estimates of the need for affordable housing in Los Angeles County, along with estimates of the baseline of affordable housing production and access across Los Angeles County.

For the purposes of developing a measure of Los Angeles County's need for affordable housing, the subcommittee developed a measure based on the shortage of housing that is affordable[17] for low-, very-low, extremely-low, and people experiencing homelessness. Taken together, these groups collectively have a shortage of 375,622 units. See table 1 below for this data disaggregated by income levels.

While the overall shortage number continues to be staggering at 375,622, it is worth considering that this topline number may still underemphasize the severity of shortage for

[17] For the purposes of this exercise, the subcommittee defined affordability as meaning a household would pay 30% of their income or less, which aligns with criteria from U.S. Department of Housing and Urban Development (HUD).

those households at 50% AMI and below, for which there is a 578,775 unit shortage. While there is a surplus of units for low-income households at 50-80% AMI, these units are not available or affordable to households that are homeless, extremely low-, or very low-income.

Table 1. Available and Affordable Housing Unit Shortage by Income Levels in Los Angeles County, 2023
Data Source: 2018-2023 American Communities Survey Five-Year Estimates

Household Type	Number of Households	Number of Available and Affordable Units	Shortage/Surplus
Homeless Households	68,297	0	-68,297
Extremely Low Income (0-30% AMI)	499,688	112,219	-387,469
Very Low Income (30-50% AMI)	301,432	178,423	-123,009
Low Income (50-80% AMI)	400,571	603,723	+203,152
Total	**1,269,988**	**894,365**	-375,622

Using this data to measure the overall picture of housing affordability in Los Angeles, USC Lusk also provided baseline data on the production of affordable housing across Los Angeles County:

- **Baseline 5a**: Average number of affordable housing units produced annually across Los Angeles County from FY 19-20 to FY 23-24: **1,700 affordable housing units.**

Table 2 below details the number of affordable units produced[18] each of the last five years Countywide.

Table 2. Number of Affordable Housing Units Completed in Los Angeles County, 2019-2023
Data Source: California Department of Housing and Community Development Annual Progress Reports

	2019	2020	2021	2022	2023
ELI/VLI (0-50% AMI)	346	137	659	669	1,653
LI (50-80% AMI)	275	470	938	660	3,583
Total Units, 80% AMI and Below	**621**	**607**	**1,597**	**1,329**	**5,236**

- Baseline 5b: Number of units that are at risk and in need of preservation assistance: **9,126 affordable units**

In order to determine the number of affordable housing units that are at highest risk of being lost, either due to expiring affordability covenants or due other financial, operational, or physical risks to the units, the subcommittee looked at the universe of affordable units greater than 10 years old.

The subcommittee used data from the City of Los Angeles Housing Department (LAHD) and the Los Angeles County Development Authority (LACDA) to determine that there are over 38,000 affordable units, 25% of which are Permanent Supportive Housing, which are over 10 years old. The subcommittee assumed that 50% of this older PSH (4,803 units) and 15% of the affordable housing units that are not PSH (4,323 units) will need some form of preservation assistance over the next decade, for a total of 9,126 units in need of assistance. The subcommittee estimated that the cost of preservation is an average of $125,000 per unit.

- Baseline 5c: Number of units that are currently affordable as a result of ''access'' strategies such as rental assistance: **86,376 leased housing choice vouchers.**

As a baseline for access, the subcommittee established that there 86,376 leased housing choice vouchers across a range of public housing authorities (PHAs) throughout the region. It is worth noting that the region's PHAs have over 101,151 units *allocated* through the federal voucher program. However, because PHAs in Los Angeles often must pay above fair-market rent (FMR) to secure landlords to lease units to their tenants in a very competitive housing

[18] Production of a housing unit is counted based on the issuance of a certificate of occupancy.

market, PHAs often do not have sufficient federal funding to lease their entire allocated share of vouchers. Despite the 14,775 unit gap between the number of allocated units (101,151) and the number of units that are leased (86,376), most PHAs in the County have spent 100% of their voucher budgets, meaning they cannot fully lease their allotted units without more funding from the federal government to fully utilize their allocation. **While the LTRHA and ECRHA are not recommending a performance metric around access to affordable housing using rental subsidies due to the major uncertainty in the federal funding landscape, advocating for continued and even increased rental subsidies will be essential to meeting goals identified throughout this report.**

Target Metrics and Milestones Summary

Goal 5: Increase the number of affordable housing units within Los Angeles County

---

End of 2030 Metrics

- **Metric 5a.** **Increase by 41%-53%** the current level of affordable housing production from a baseline of 1,700 units in FY 23-24 to a target of 2,400-2,600 in 2030.
- **Metric 5b:** Increase the current level of affordable housing units being preserved to **420 units** preserved annually to assure net gains of affordable housing as new production ramps up.

Annual Milestones

Metric 5a: Increase by 41%-53% the current level of affordable housing production from an average baseline figure of 1,700 units per year.

Year	% Change from Baseline	Annual Number of Affordable Units Produced
Baseline	0%	1,700
July 1, 2025-June 30, 2026	+12%	1,900
July 1, 2026-June 30, 2027	+24%-47%	2,100-2,500
July 1, 2027-June 30, 2028	+6%-39%	1,800-2,500
July 1, 2028-June 30, 2029	+11%-28%	2,000-2,300
July 1, 2029-June 30, 2030	+22%-39%	2,200-2,500

Full Year Ending December 31, 2030	**+41%-53%**	**2,400-2,600**

Rationale

The subcommittee had several factors inform their recommendations on goals, with five different avenues of housing production making up the overall production goal:

- *Current Production:* The subcommittee assumed that current local resources would continue to make up a portion of affordable housing production
- *Gap Fill:* The subcommittee assumed and recommends that a portion of Measure A dollars be made available through a ''Fast Track Housing Fund" to provide financial support to projects already in construction that have a funding gap.
- *Accelerate:* The subcommittee noted a significant number of projects that are currently far along in the development pipeline and ''shovel ready'' but have not yet begun construction, where a small Measure A investment could move them into the construction phase and accelerate their progress.
- *Acquisition:* As another lower-cost mechanism to accelerate production, the subcommittee recommends that a portion of Measure A funds be utilized for acquiring and converting existing buildings into affordable housing, and has projected a portion of these units as part of their production goal.
- *Innovation:* Finally, the subcommittee's recommended goal for production includes a portion of units stemming from investments that produce housing units at greater speeds and lower costs.

On the preservation side, the subcommittee also discussed a growing number of affordable and supportive housing projects that have significant deferred maintenance and are at risk of being lost. The subcommittee estimated that $52 million annually would be sufficient preservation investment to ensure that any losses of units do not slow progress of adding net new affordable units.

Finally, on rental subsidies in the housing system, the subcommittee noted that while adding thousands of new vouchers will be politically challenging, there may be other ways to increase the number of vouchers available by advocating for funding to increase PHAs budget authority, which is discussed further in the section below. This work remains essential to meeting goals throughout the homeless system and strong advocacy here must continue despite the federal budget uncertainty.

Conditions and Assumptions for Success

The subcommittee identified 11 key conditions and assumptions that should be considered as critical factors in Los Angeles hitting the targets proposed here:

- **Resources from Federal, State, and Local Sources Must Stay Steady:** The goals outlined in this section assume that resources from the federal, state, and other local governments remain steady in future years. However, as the recent ''freeze'' of federal grants demonstrated, this outcome is far from certain and threatens to derail these goals, both by removing key sources of funding for affordable housing, while also adding to the level of need for low-income people that rely on federal support for nutrition assistance, rental assistance, healthcare, and other safety net programs.
- **Innovation Must Play a Role in Bringing Down Costs, Diversifying Financing:** With costs of developing affordable and supportive housing continuing to rise, the region must seek ways to control and lower costs, including exploring innovations in construction and financing projects. Innovations such as bulk purchasing of construction materials, more use of acquisition as a strategy to add units, and other considerations should be explored. Other innovations can help reduce reliance on federal tax credit funding for housing production.
- **Increasing Federal Budget Authority Can Increase Vouchers in Circulation:** As noted above, a number of PHAs across the region have vouchers that go unused not because they cannot find landlords to accept them, but because they have insufficient funding allocated from the federal government to support their full allocation of vouchers. In a competitive market such as Los Angeles, the full cost of providing rents and landlord incentives, along with the cost of providing rental subsidies to people experiencing homelessness, who often have deeply low incomes at or below 15% AMI, means that PHAs are spending more than than their allotted per voucher amount from the federal government. This allows PHAs to lease up their vouchers, but ultimately shrinks the overall number of vouchers they can utilize. Advocacy to the federal government should include a concerted effort to increase PHA's budget authority, which could effectively add 15,000 vouchers across the region.
- **Housing Funding Should Be Allocated According to Gaps in Production:** In order for new affordable housing to reduce homelessness and reduce the number of people in acute crisis, new housing must target the income levels with the greatest production gaps. For example, USC data shows an excess of units being produced for people at 50-80% AMI and 80-120% AMI, while there is a severe shortage of housing for people at 30% AMI and below. To make immediate impacts in the lowest income populations, housing must be targeted at that income level.
- **Measure A Can Be Sole Source or Leveraged:** Traditional affordable housing development requires a range of financing sources to be cobbled together, which can add time (and overall cost) to a project. Measure A can be used this way, which allows leveraging of other federal and state sources. But it may be appropriate at times for Measure A to make larger investments in an affordable housing project as the sole source of financing–thus reducing complexity and time and delivering units faster.

- **LACAHSA Can Issue Bonds, and Increase Leverage:** As an entity that can issue bonds, LACAHSA can use Measure A funds to issue bonds, and leverage further dollars to increase production.
- **Production Alone Will Not Close the Gap:** With an overall shortfall of 375,000 units, housing production alone will not meet the need. The region must consider other lower-cost strategies to complement production, including rental subsidies, master leasing, and acquisition, among others.
- **Focus on Shovel Ready Projects:** Building new affordable housing can be a lengthy process, including as new programs for new funding sources such as Measure A take additional time to seek input from the community, develop funding guidelines, and issue requests for proposals (RFP). A focus on funding projects that are ''shovel ready'' and further along in the development process will allow Los Angeles to see new affordable units become available faster.

Key System and Policy Changes for Regional Leadership to Move Forward

As noted in the goal sections above, there are a number of conditions that must be met in order to ensure the targets recommended in this report are reached. Some of these depend on external actors, like state and federal government partners. However, a number of these conditions entail actions that regional partners can take. The ECRHA and the LTRHA members should utilize the Measure A Regional Homeless plan and move forward all local actions identified in this report, including:

- **Ensure new affordable housing can be accessed by the homeless response system:** All three policy subcommittees identified this as a need–to align eligibility in the Los Angeles region's increasing investments in affordable housing with the targets and populations that need to be served to reduce homelessness and increase housing placements from the homeless system.
- **Invest in robust services for those with behavioral health conditions:** As the region seeks to house more people with SMI and/or SUD, more supportive services will need to be available to support these individuals in housing and to ensure they do not fall back into homelessness at high rates.
- **Appoint a homeless prevention lead to align systems and resources:** As noted in Goal 4, a range of different systems have small homeless prevention programs, but they lack coordination. In some cases, these programs also do not target people with the greatest risk of entering homelessness. Regional leaders should appoint a

prevention system lead to align these programs and ensure targeted homeless prevention contributes to the goal of reducing inflow.

- **Focus on affordable housing innovations:** As the section on Goal 5 notes, high costs of producing affordable housing are a barrier to reaching these goals. Regional leaders should move forward with innovations like bulk purchasing of construction materials, innovative financing models, acquisition strategies, and other ways to bring down costs and deliver more units.
- **Align on advocacy:** A number of factors are outside the control of local actors. What local actors can do, however, is move in lockstep and align around a coordinated, tightly-focused advocacy strategy to state and federal partners.

Appendixes

Appendix A. Leadership Table Subcommittee Rosters

Homeless Prevention Subcommittee	
Name	**Entity Represented**
Dr. Jackie Contreras, Co-Chair	Los Angeles County Department of Public Social Services
Jose Osuna, Co-Chair	Brilliant Corners
Celina Alvarez	Housing Works
Onnig Bulanikian	City of Glendale
Bill Huang	City of Pasadena
Alison King	City of Long Beach
Maria Salinas	Los Angeles Area Chamber of Commerce
Brandon Scoggan	Valley Oasis
Janey Rountree	California Policy Lab
Jim Zenner	U.S. Department of Veterans Affairs

Homeless Response Subcommittee and Subgroups	
Name	**Entity Represented**
Dr. Va Lecia Adams Kellum, Co-Chair	LAHSA

Maria Funk	LA County Department of Mental Health
George W. Greene	Hospital Association of Southern California
Craig Joyce	LA Metro
Sarah Mahin	Housing for Health–LA County Department of Health Services
Janice Martin	
Saba Mwine	LAHSA
Andy Perry	LA County CIO
Janey Rountree	California Policy Labs
Brandon Scoggan	Valley Oasis
Max Stevens	LA County CIO
Grant Sunoo	Little Tokyo Service Center
Stephanie Wiggins	LA Metro
Jim Zenner	U.S. Department of Veterans Affairs
Reducing Homelessness for SMI/SUD Subgroup	
Dr. Va Lecia Adams Kellum	LAHSA
Sarah Dusseault	
David Allen Green	SEIU 721
Maria Funk	LA County Department of Mental Health
La Tina Jackson	LA County Department of Mental Health
Stephanie Klasky Gamer	LA Family Housing
Yamira Lima	
Sarah Mahin	Housing for Health-LA County Department of Health Services
Janey Rountree	California Policy Lab
Max Stevens	LA County CIO
Grant Sunoo	Little Tokyo Service Center
Gary Tsai	Los Angeles County Department of Public Health
Dr. Lisa Wong	LA County Department of Mental Health

Affordable and Supportive Housing Production Subcommittee and Subgroups	
Name	**Entity Represented**
Lourdes Castro Ramirez, co-chair	Office of Los Angeles Mayor Karen Bass
Stephanie Klasky-Gamer, co-chair	LA Family Housing

Kevin Blackburn	Federal Home Loan Bank of San Francisco
Roberto Chavez	City of Inglewood
Isela Gracian	Office of Supervisor Holly Mitchell
Darren Hendon	Veteran Social Services
Margarita Lares	Housing Authority of the City of Los Angeles
Connor Lock	City of Long Beach
Alexis Obinna	
Jose Osuna	Brilliant Corners
Emilio Salas	Los Angeles Community Development Authority
Miguel Santana	California Community Foundation
Ann Sewill	Los Angeles Housing Department
Grant Sunoo	Little Tokyo Service Center
Affordable Housing Production Subgroup Co-Leads	
Ed Holder	Mercy Housing
Ray Mathoda	Anchor Loans
Affordable Housing Preservation Subgroup Co-Leads	
Emilio Salas	Los Angeles Community Development Authority
Ann Sewill	Los Angeles Housing Department
Affordable Housing Access Subgroup Co-Leads	
Margarita Lares	Housing Authority of the City of Los Angeles
Leepi Shimkhada	Housing for Health, Los Angeles County Department of Health Services

Equity Subcommittee	
Name	**Entity Represented**
D'Artagnan Scorza	Los Angeles County Chief Executive Office—Anti-Racism, Diversity, and Inclusion
Saba Mwine-Chang	Los Angeles Homeless Services Authority
Tolu Wuraola	Los Angeles County Chief Executive Office—Anti-Racism, Diversity, and Inclusion
Alex Braboy	Los Angeles Homeless Services Authority
Dr. Jackie Contreras	Los Angeles County Department of Public and Social Services
Angel Martinez	Los Angeles County Department of Health Services

Molly Rysman	Los Angeles County Department of Health Services
Stephanie Klasky-Gamer	LA Family Housing
Andy Perry	Los Angeles County Office of Chief Information Officer
Andrea Iloulian	Los Angeles County Chief Executive Officer
Celina Alvarez	Housing Works
Peter Casey	California Policy Lab
Alexis Obinna	Homeless Youth Forum Los Angeles
La'Toya Cooper	LA Emissary
Amara Ononiwu	Faith Collaborative to End Homelessness
Meredith Berkson	Los Angeles County Chief Executive Office—Anti-Racism, Diversity, and Inclusion

Amendment Read-In at the Executive Committee for Regional Homeless Alignment ("ECRHA") Meeting on March 14, 2025 on Agenda Item # 3: *Recommendation to approve the proposed Leadership Table for Regional Homeless Alignment (LTRHA) Baseline Data and Targets Metrics for Submission to the Los Angeles County Board of Supervisors.*

At the ECRHA meeting on March 14, 2025, the Committee members approved the baseline data and target metrics for presentation to the Los Angeles County Board of Supervisors (ECHRA Agenda Item #3) with the following read-in amendment:

- Amendment by vice-chair Nithya Raman: The ECRHA moves to approve these goals and metrics with the recommendation that the Los Angeles County Board of Supervisors not approve the proposed budget without clear connections between the homelessness funding and the goals and metrics.

EXHIBIT C - MEASURE A REGIONAL PLAN
(Insert Upon Execution)

EXHIBIT D - BEST PRACTICES
(Insert Upon Execution)

EXHIBIT E - QUARTERLY REPORTING TEMPLATE
(Insert Upon Execution)

STAFF REPORT

TO:	**Mayor and Council Members**	**DATE:**	**October 14, 2025**
FROM:	**Police Department**	**DISTRICT(S):**	**Citywide**

SUBJECT: **Consideration of a Contract Services Agreement with PMAM Corporation for the Management of a False Alarm Program**

RECOMMENDATION
That the City Council:

1. Award a contract services agreement to PMAM Corporation to provide for a 17% revenue share for the management of the City's False Alarm Program; and
2. Authorize the City Manager to execute the agreement.

STRATEGIC FOCUS AREAS
Goal 2: Maintain Financial Stability and Sustainability (MFSS)

EXECUTIVE SUMMARY
On June 19, 2025, the City initiated a Request For Proposals (RFP) to vendors interested in managing the City's False Alarm Management Program. Strict criteria was used in the RFP which required a professional firm to provide a turnkey false alarm billing and management system under the provisions of the City's ordinance, including tracking of alarm permits, assessing and collecting false alarm service fees,and collecting on delinquent accounts.

The City advertised the RFP and received five proposals. The proposals were evaluated and ranked based on the experience and qualifications of their staff, their understanding of the project, and the proposed revenue sharing percentage.

The selected vendor will provide these services with no upfront costs or financial risk on the part of the City. The vendor will retain a percentage of all false alarm related revenue collected and remit the remaining percentage of all permit and false alarm related revenue collected to the City.

LEGISLATIVE HISTORY / PREVIOUS ACTIONS
On January 14, 2020, the City Council amended Glendora Municipal Code Section 5.34 Alarm Systems, as well as the Master Fee Schedule. This amendment created a contemporary fee and fine schedule designed to curb the number of commercial and residential false alarms.

On October 27, 2020, after reviewing three qualified proposals, the City entered into an agreement with the PMAM Corporation to manage the City's False Alarm Program. Since the initial three-year term, the contract has been extended for the maximum of two additional one-year periods and is due to expire on October 27, 2025.

DISCUSSION

Prior to January 2020, records staff at the police department were responsible for managing the "alarm program." This consisted solely of registering alarm permits for businesses and residents who came into the lobby to report installation of new alarm systems. Staff collected the relevant information and issued a one-time alarm permit. There were no permit renewal requirements, no penalties for false alarms, and no further actions taken. Revenues from this program averaged approximately $2,000 per year.

After updating the Master Fee Schedule and the Glendora Municipal Code related to Alarm Systems in 2020, the City decided the many unique aspects of managing a False Alarm Program made it more beneficial to outsource. After a Request for Proposal process, PM AM was selected as the vendor.

Factors considered in this current RFP were a vendor's ability to manage and track the alarm system permit registration process, track false alarm incidents, provide standard billing methods, collect on delinquent payments, provide residents and businesses varying payment options, and the ability to educate the community on how false alarms negatively impact public safety.

The City received five proposals in response to the False Alarm Management Program RFP: Central Square, Concourse, Munipal, Phoenix, and PMAM Corporation. Four of these vendors met the basic requirements of the RFP. After careful review of the remaining four proposals, staff is recommending PMAM Corporation (PMAM) be the chosen vendor.

The City currently uses PMAM to manage the False Alarm Program. PMAM has benefited the community by providing several customer service options, such as offering a smart phone app, Scan to Pay options, a customer service oriented ChatBot, and a toll free number staffed by a Customer Service Care Team. They also offer an online alarm course which educates the public regarding the negative impact false alarms can have on the police department and its residents. They incentivize permit holders and non permit holders to take this educational course, by waiving their first false alarm fee upon completion.

Additionally, PM AM is certified as "CJIS Ready" (Criminal Justice information Services). This ensures their network is secure and compliant to protect sensitive and confidential data at the same level required by the Police Department. PM AM also offers full integration with Flex, the Police Department's Records Management System. This allows an efficient transfer of data between PM AM and the police department. PM AM is the sole vendor with this integration capability.

Over the current agreement period, the City has seen good results from PMAM. From calendar year 2022 to calendar year 2024, false alarms have been reduced 17%, from 1,004 to 834 incidents. Fee collection rates have increased from 75% in 2022, to 84% in 2024, and are at nearly 100% for 2025. The company currently has 1,194 alarms registered throughout the city. Between alarm permits and false alarm fees, PM AM has generated over $350,000 in total gross revenue through December of 2024, offsetting officer response costs. Additionally, PM AM is always responsive when the City has a problem or concern, usually resolving the issue before the end of the day.

FISCAL IMPACT

PMAM will provide the services for no up-front cost on behalf of the City. Based on revenues collected since implementing the False Alarm Management Program and updating the Alarm Systems ordinance, staff estimates the City's 83% revenue share generated from the program will be approximately $100,000 per year. This will offset the annual costs of police responses to false alarms.

ENVIRONMENTAL DETERMINATION

None.

Prepared By: Julie Linger, Business Services Manager

Concurs With:	Not Applicable
Reviewed By:	Mike Randazzo, Police Chief
Certified to Availability of Funds:	Kyle Johnson, Finance Director/City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Danny Aleshire, City Attorney
CEQA Review:	Not Applicable

Attachments

A_Request_for_Proposal.pdf

B_Proposal_recevied_from_PM_AM.pdf

C_Contract_between_City_of_Glendora_and_PM_AA.pdf

D_Power_point_presentation.pdf

City of Glendora | Police Department
150 S. Glendora Ave., Glendora, CA 91741-3380
(626) 914-8250 | GlendoraPD.org

REQUEST FOR PROPOSAL (RFP)

False Alarm Program Management

QuestCDN # 9724860

RFP Release Date:	Thursday, June 19, 2025
Contact Name(s): **Address:** **E-mail address:**	Julie Linger, Business Services Manager 150 S. Glendora Ave Glendora, CA 91741 jlinger@cityofglendora.gov
Deadline for questions and objections:	Thursday, July 3, 2025, at 5:00 pm PST
Proposal Due: **Location:**	Thursday, July 24th at 10:00am PST **Electronic proposal submission through QuestCDN is required** FAILURE TO REGISTER WITH QUESTCDN TO SUBMIT THE PROPOSALS WILL DISQUALIFY THE PROPOSER REGARDLESS OF CIRCUMSTANCES.

INTRODUCTION

The City of Glendora requests proposals from qualified vendors to provide professional management of the City's False Alarm Program in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

The City intends to utilize the successful vendor to efficiently administer the False Alarm Program to include database development and management, accounting services for registration and assessing false alarm fees, and correspondence with residents and businesses. Specific duties include but are not limited to issue and track alarm system permits, perform monthly billing of false alarm fees, collecting revenue from permits and false alarm billings, and collecting revenue from delinquent alarm holders.

The City of Glendora requires a well-managed and financially sound firm with a demonstrated history of experience and technical ability, qualified and trained personnel, secure and well-maintained facilities, updated and reliable equipment, and high level of customer service to fulfill the requirements outlined in this RFP.

INSTRUCTIONS

The RFP includes a description of the scope of services, proposals requirements, and instructions for submitting your proposal. Failure to comply with these instructions may result in the rejection of your proposal.

No oral representations or interpretations will be made to any vendor as to the meaning of the RFP. Questions regarding this RPF should be submitted through the Q&A section on QuestCDN.

TENTATIVE SCHEDULE

The following represents the tentative schedule for this RFP. Deadline for Final Questions, or Proposal Submission Deadline will be advertised in the form of an addendum to this RFP.

RFP released by the City	06/19/2025
Deadline for Final Questions	07/03/2025
City Responses to Written Questions	07/10/2025
Proposal Submission Deadline	07/24/2025
Contract Approval by City Council	08/26/2025
Commencement of Services	10/05/2025

SCOPE OF SERVICES

The City of Glendora is seeking a vendor that can provide a turnkey false alarm billing and management system under the provisions of the City's ordinance to include tracking of alarm permits, assessing and collecting false alarm service fees, and collecting delinquent accounts. The City is interested in a vendor that can provide these services to the City with no upfront costs or financial risk on the part of the City. The City envisions that the successful vendor will retain a certain percentage of all false alarm-related revenue collected and remit the remaining percentage of all permit and false alarm-related revenue collected to the City.

The overall objective of the City is to obtain the services of a false alarm contractor handling alarm registrations, tracking and billing. The responsibilities below describe the City's general expectations and anticipated work to be performed. The City encourages all vendors to include in their proposal any services they recommend in order to achieve those objectives that are not specifically requested herein.

The purpose of this Scope of Services is to describe the duties and responsibilities of the vendor, and the City of Glendora.

CONTRACTOR RESPONSIBILITIES

1. At the beginning of the project, electronic conversion/import to the vendor's computer server(s) of the any City alarm program records required to support Contractor Services. These records may contain any historical City alarm business alarm system locations, responsible party and other alarm data previously developed by or for the City of Glendora. The vendor shall extract this data from over 13,000 electronic-based permits.

2. The vendor shall be responsible for working with the alarm companies to ensure that alarm permits are acquired for existing and new alarm holders.

3. Create and host a dedicated, secure (SSL encrypted) Alarm Program website for City residents and businesses to obtain false alarm reduction educational materials, review the Alarm Ordinance and appeal requirements, access and update the alarm account information, and afford on-line payment of alarm fees if preferred. Making online payments shall be available to the alarm holder when accessing the website on a desktop, laptop, or any mobile device. This website may be linked by the City to the City website if desired.

4. Register, renew and bill the registration of alarm systems in accordance with the Ordinance. Registrations and renewals may be processed by the mail, email, telephone and/or online. Notice related to registration and renewal may be sent by email or mail based on the alarm user contract information.

5. Ensure that only alarm systems within the City's jurisdiction are registered.

6. Appoint a Customer Service Representative who will be primary point of contact between the City and the vendor.

7. Update alarm business, alarm system location and responsible party information in accordance with the City Alarm Ordinance. Updated information may be processed by mail, email and/or online.

8. Import bi-weekly or monthly into the vendors alarm billing system, alarm incident data extracted by the City from the City's CAD System.

9. Track false alarm responses as provided by the City and alarm registration status (such as active or revoked) using the database.

10. Make registration, false alarm, and registration status data available for import and export to and from the City and alarm companies in a Microsoft Excel compatible format.

11. Initialize, maintain, secure and back-up program databases including alarm business, alarm system location and incident data, alarm related financial transactions and account receivable information. The vendor will comply with the provisions of the Alarm Ordinance, and update program business rules to comply with Alarm Ordinance changes as supported by the vendor's software.

12. Process false alarm incident data, including the matching of false alarm incidents with the alarm system location in the database maintained by the vendor. When new accounts are created based on a false alarm activation, the vendor shall verify if the address is correct and within the City's jurisdiction and ensure that no duplicate accounts are created.

13. Provide a toll-free citizen customer support telephone line. Such services shall not be outsourced and shall be conducted by the selected vendor. Customer service personnel must have experience in handling the administration aspects (including tracking and billing) of the program and the service must be able to support any citizen's inquiries about the City's alarm ordinance, registrations, fines, etc. This support line shall be available Monday through Friday during business hours, excluding holidays.

14. Bill and correspond with alarm businesses and alarm users in accordance with the Alarm Ordinance provisions. This will include but may not be limited to clear and easy to understand invoices and delinquent payment notices. A warning notice will be sent to each alarm user as soon as practical after the alarm user's first false alarm and each subsequent false alarm preceding the first chargeable incident. Warning notices may be sent by mail, email, or other electronic method based on the alarm user's accepted contact method.

15. Process fee/penalty payments by mail, online or from other payment channels, as agreed on by the vendor and the City, and apply these payments to alarm accounts.

16. Support alarm hearings and appeals by notifying the City of any such appeals within 7 business days of receiving them. The vendor shall inform the alarm holder of the appeal process and ensure that all supporting documentation is sent to the City's Alarm Program Representative. The vendor shall update the system with the disposition of any hearing results and send a notification with the appeal decision to the requestor by mail or email.

17. The vendor shall collect and process the information on the required biannual customer lists from the Alarm companies who are doing business in Glendora.

18. Provide the City secure (SSL encrypted), online, on demand access to alarm management information and reports including, but not limited to, alarm account transaction history, alarm system information, invoices, and financial transactions/balances with format and content specified by the vendor alarm management system and the designated bank, and agreed on between the City and the vendor.

19. Perform special collection functions as directed and authorized by the City such as retaining a third-party collection agency by providing delinquent account information to other City Agencies. To the extent permitted by local law, third-party collection fees will be added to the delinquent amounts.

20. Provide and maintain computer equipment, software, mailing equipment and furniture at the vendor's processing facilities.

21. For the provisions of all services outlined in the RFP, we require the vendor be compensated exclusively from the collected revenues generated by the City's False Alarm Program. The vendor should be able to reconcile all amounts collected during the previous month and provide the City with an invoice showing the fee calculation and supporting payment reconciliation or have a process substantially similar to this requirement. Once the invoice is approved by the City, electronic transfers would be authorized to the City of Glendora and to the vendor for the proposed revenue share amounts. In addition, based on your delineated costs of tasks, as well as the hourly rates for all staff devoted to this contract, we ask that you include a breakdown of the revenue sharing percentage.

The vendor is responsible for all costs of carrying out these responsibilities including, but not limited to, the cost of staff, facilities, equipment, consumable supplies, and first-class postage. Only third- party bank and credit card fees, and third-party collection costs (if any) e.g. collection agency fee, and citizen overpayments, if any, will be shared by the parties through payment from gross collections before revenue sharing.

CITY OF GLENDORA RESPONSIBILITIES

1. Appoint a City Alarm Administrator and backup administrator who will be the primary points of contact between the vendor and the City. The Administrator is responsible for overseeing the vendor's operation of the False Alarm Management Services Program, and accessing program information, as needed, via the vendor's provided online access.

2. Requesting or supporting the vendor's requests of Alarm Companies, as needed, to provide system information.

3. Making any and all decisions about the alarm call response, determining whether calls are false alarms, providing any on-scene communication of alarm related information to alarm users, and for entering any alarm related information within the City CAD system.

4. Extracting false alarm incident data from the CAD system and transferring this data electronically to the vendor. The data extraction format will be provided by the vendor and the vendor may provide the City additional software for automating the transfer of false alarm data.

5. Scheduling, conducting and making appeal decisions for any false alarm hearings.

6. Conducting any general public education programs on false alarms.

7. Transferring any and all financial information from the program generated alarm reports to other Glendora financial systems, as needed.

The City is responsible for all costs of carrying out the City's responsibilities, including, but not limited to the costs of staff, facilities, computer equipment and consumable supplies.

AGREEMENT TERM

The initial contract will be from the date of the award through 10/05/28. The City reserves the right, it is sole discretion, to renew the contract for up to two one-year extended terms. The successful vendor awarded the contract shall not assign or otherwise transfer the same during the life of the initial and any extended term of the contract.

The contract will be awarded based on the prices determined through the initial contract negotiation process. Sixty days prior to the expiration date of the initial term of the contract, the City is willing to re-negotiate yearly pricing (increases and/or decreases) based on market fluctuations. The pricing for each extended term will be evaluated based on what the City deems fair and reasonable pricing. Any requests made by the vendor for a price increase must be fully documented utilizing an appropriate Consumer or Producer Price Index or other relevant market data to justify a price change. In its request for price increases the vendor shall cite sources, specific conditions, and document how those conditions affect the cost.

Price adjustments during any extended term will not be automatic. They must be mutually agreed upon by both the City and the vendor. The City will review the proposed pricing and determine if it is allowable, fair, reasonable, and in the best interest of the City to extend the term of the agreement.

DOCUMENTS INCLUDED WITH THIS RFP

Name	Description	Where to find
Attachment A	Proposal Certification	In main RFP document
Attachment B	Technical Proposal	In main RFP document
Attachment C	Cost Proposal	In main RFP document
Attachment D	Previous customer reference worksheet	In main RFP document
Attachment E	Exemplar Consultant Services Agreement which includes Insurance Requirements.	Separate Attachment

HOW TO OBTAIN THIS RFP

1. Request for Proposal (RFP) information can be downloaded at www.questcdn.com using QuestCDN #9724860. Contact QuestCDN at (952) 233-1632 or info@questcdn.com for assistance in membership registration, downloading this digital project information and vBid Online Bid submittal. To submit a vBid online bid (which is required for this proposal) you must do so through the QuestCDN Bid Management System located at www.questcdn.com or via the City of Glendora website at http://www.cityofglendora.org/businesses/rfp-opportunities .
2. All addenda and notices related to this procurement will be posted by the City on QuestCDN. In the event that this RFP is obtained through any means other than QuestCDN, the City will not be responsible for the completeness, accuracy, or timeliness of the final RFP document.
3. Please submit all questions in the Q&A section on QuestCDN
4. Each Proposal must conform and be responsive to all requirements set forth in the RFP. Vendor/Consultants will need to register with the provider of this service, Quest Construction Data Network.

PROCEDURE FOR SUBMITTING QUESTIONS AND INQUIRIES

1. All questions/inquiries must be made through the contact listed on the cover sheet of this document, via QuestCDN. The City will provide a written response to all questions in the form of an Addendum. Questions answered on QuestCDN shall be considered addenda to the RFP.

OBJECTIONS

1. Any exceptions to the structure, content or requirements of this RFP must be submitted in writing to Business Services Manager Julie Linger as noted above. Any such exceptions must specify the RFP section number and title, as well as a description and rationale for the requested exception.
2. All exceptions, questions, or inquiries must be received by the deadline stated on the cover sheet.

PROPOSAL SUBMITTAL REQUIREMENTS

GENERAL

You must respond to this RFP by the due date and time as set in the RFP. Proposals submitted after the due date and time will not be opened or considered. Each Proposal must conform and be responsive to all requirements set forth in the RFP to be deemed responsive. Proposals deemed non-responsive will not be considered. The City of Glendora has implemented online project bidding using the QuestCDN Construction Data Network. In order to be considered a qualified bidder, the online proposal must be completed and submitted, all addenda must be acknowledged and uploaded to the site through www.questcdn.com

You can contact QuestCDN at (952) 233-1632 or info@questcdn.com for assistance in membership registration and downloading this digital project information. A fee of $10.00 is required to submit your proposal

NO ORAL, FACSIMILE OR TELEPHONIC BIDS OR ALTERATIONS WILL BE CONSIDERED.

The City of Glendora reserves the right to reject any and all proposals, to waive any informalities in any proposal and select the one that best meets the City's needs.

FORMATTING

The Proposal must be in Times New Roman, Arial or some similar, easily readable font. The size of the font cannot be any smaller than 11 point typeface and margins should be 1 inch or wider.

COVERLETTER

Provide a cover letter providing an overview of the proposer's general expertise, capacity, experience and approach to performing the work described in this RFP.

The cover letter should address any pending or current litigation related to services provided by your firm, and any terminated contracts within the past five years with an explanation of the reasons for termination.

TECHNICAL PROPOSAL

Provide a technical proposal as Attachment B, Technical Proposal and include the following:

Company Overview

1. Provide the names and background information on key staff members that will be assigned to this project.
2. Include a client list with contact information where your firm has performed similar services, and when they were performed.

Project/Design Approach

1. Provide a brief description of the plan and approach you will take to accomplish to complete the Scope of Services.
2. Please present a high-level timeline for the services performed, from project kick-off to completion.
3. Include key assumptions that you are making regarding the commitment of City time and resources that are required for the completion of services.

COST PROPOSAL

Provide a not-to-exceed cost proposal using Attachment C, Cost Proposal.

ATTACHMENTS

Attachment A - Proposal Certification

Attachment B - Technical Proposal

Attachment C - Cost Proposal (see above)

Attachment D - Previous Customer Reference Worksheet
Please provide two client references. Complete this form by providing a description of the work performed for the reference customer as it relates to the work described in this RFP. Copy the form as appropriate to provide the required number of references.

Attachment E - Exemplar Consultant Services Agreement which includes Insurance Requirements.
The selected proposer will be required to enter a final agreement with the City containing the terms and conditions and insurance provisions set forth in Attachment D.

SELECTION PROCESS AND EVALUATION CRITERIA

SELECTION PROCESS

1. **Proposal Review Phase** - Proposals will be evaluated per the criteria and weights listed in the table below
2. **Vendor Interview Phase** - At the City's discretion, firms submitting the highest scoring proposals may be interviewed and scored per the criteria and weights in the table below.
3. **The Final Selection Phase** - Will be based on the proposal earning the highest score at the completion of the Proposal Review Phase. If the City decides to conduct oral interviews, then the final selection will be based on the firm earning the highest score at the completion of the Vendor Interview Phase.
4. The City reserves the right to rely on information from sources other than the information provided by the respondents.
5. Final award shall be contingent upon selected firm (Consultant) accepting the Terms and Conditions of the attached contract for professional services (with any exceptions to the same approved by the City).

EVALUATION CRITERIA

Description	Proposal Review Phase
Proposal Responsiveness	Pass/Fail
Experience/Qualifications of Staff	34%
Understanding of the Project	33%
Proposed Cost	33%
TOTAL Proposal Score	**100%**
Description	**Vendor Interview Phase**
Oral Interview	100%
TOTAL Vendor Score	**100%**

BEST AND FINAL OFFER (BAFO)

1. A Best and Final Offer (BAFO) may be held with one or more finalist(s) if final information or clarification is necessary in order to make a final decision. The BAFO may allow proposers to revise their proposals based on information received from the City. The City will send out the request for a BAFO with instructions addressing the areas to be covered and the date and time in which the BAFO is to be submitted. After receipt of the BAFO, scores may be adjusted based on the new information received in the BAFO.
2. The City will request only one BAFO, unless the City's Purchasing Officer determines that another BAFO is warranted.
3. Proposers are cautioned that the BAFO is optional and at the sole discretion of the City. Therefore, Proposers should not assume that there would be an additional opportunity to amend their technical or price proposals after their original submission of technical and cost proposals. Proposers may not request an opportunity to submit a BAFO.

GROUNDS FOR DISQUALIFICATION

1. Factors, such as, but not limited to, any of the following, may disqualify a proposal without further consideration:
   a. Evidence of collusion: Proposer represents and warrants that its proposal is genuine and made in the interest of or on behalf of any person not named therein; that the Proposer has not directly induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and that the Proposer has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.
   b. Any attempt to improperly influence any member of the evaluation team.
   c. Existence of any lawsuit, unresolved contractual claim or dispute between Proposer and the City.
   d. Evidence of incorrect information submitted as part of the proposal.
   e. Evidence of Proposer's inability to successfully complete the responsibilities and obligations of the proposal.
   f. Contact regarding this procurement with any City official or employee or evaluation team member other than the Procurement Contact from the time of issuance of this solicitation until a recommendation of award is made.
   g. Proposer's default under any previous agreement with the City.

CONFLICT OF INTEREST

Proposer(s) may not have any interest in any potential future City procurements that may result from the work performed under the agreement resulting from this RFP.

GENERAL INFORMATION

1. The successful Proposer will be required to enter into an agreement with terms and conditions in substantial conformity with Attachment E of this RFP.
2. The successful Proposer will be required to demonstrate evidence of insurance in accordance with the insurance provisions listed in Attachment E of this RFP.
3. All costs associated with responding to this request are to be borne by the Proposer.
4. It is the City's policy that the selected firm shall not discriminate, in any way, against any person on the basis of race, sex, color, religion, religious creed, national origin, ancestry, age, gender, marital status, physical disability, mental disability, medical condition, genetic information, sexual orientation, gender expression, gender identity, military and veteran status, or ethnic background, in violation of federal, state or local law, in connection with or related to the performance of City of Glendora contracts.
5. An agreement shall not be binding or valid with the City unless and until it is approved by the City Council, if so required, and executed by authorized representatives of the City and of the Proposer and the City issues a written "notice to proceed."

RIGHTS OF THE CITY OF GLENDORA

1. This RFP does not commit the City to enter into a contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract. The City reserves the right to:
   a. Accept a proposal in full, or in part.
   b. Make the selection based on its sole discretion.
   c. Reject any and all proposals.
   d. Issue subsequent Requests for Proposals.
   e. Postpone opening proposals for any reason.
   f. Approve or disapprove the use of particular subconsultants.
   g. Negotiate with any, all, or none of the Proposers.
   h. Accept other than the lowest monetary proposal.
   i. Waive informalities and irregularities in any proposal(s).
   j. Enter into an agreement with another vendor in the event the originally selected vendor defaults or fails to execute an agreement with the City.

PUBLIC NATURE OF PROPOSAL MATERIAL

1. All correspondence with the City including responses to this RFP will become the exclusive property of the City and will become public records under the California Public Records Act (Cal. Government Code section 6250 et seq.) All documents that you send to the City will be subject to disclosure if requested by a member of the public.

ATTACHMENT A

Proposal Certification

Proposing Firm Name:	
Address:	
Telephone:	
Facsimile:	
E-mail:	
Contact person name and title:	

PROPOSER REPRESENTATIONS

1. Acknowledgement of Receipt of _____Addendum _____Initial
2. Proposer did not, in any way, collude, conspire or agree, directly or indirectly, with any person, firm, corporation or other Proposer in regard to the amount, terms, or conditions of this proposal.

3. Proposer additionally certifies that neither Proposer nor its principals are presently disbarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency, any California State agency, or any local governmental agency.

4. Proposer acknowledges that all requests for deviations, exceptions, and approved equals are enclosed herein and that only those deviations, exceptions, and approved equals included in the RFP document or permitted by formal addenda are accepted by the City.

5. Proposer did not receive unauthorized information from any City staff member or City Consultant during the Proposal period except as provided for in the Request for Qualifications package, formal addenda issued by the City, or the pre-proposal conference.

6. As suppliers of goods or services to the City of Glendora, Proposer and individuals listed below certify that they do not discriminate in employment of any person because of race, sex, color, religion, religious creed, national origin, ancestry, age, gender, marital status, physical disability, mental disability, medical condition, genetic information, sexual orientation, gender expression, gender identity, military and veteran status, or ethnic background; and that they are in compliance with all Federal, State and local laws, directives and executive orders regarding nondiscrimination in employment.

7. Proposer hereby certifies that the information contained in the proposal and all

accompanying documents is true and correct.

8. Please check the appropriate box below:

☐ If the proposal is submitted by an individual, it shall be signed by him or her, and if he or she is doing business under a fictitious name, the proposal shall so state.

☐ If the proposal is submitted by a partnership, the full names and addresses of all members and the address of the partnership shall be stated and the proposal shall be signed for all members by one or more members thereof.

☐ If the proposal is submitted by a corporation, it shall be signed in the corporate name by an authorized officer or officers.

☐ If the proposal is submitted by a limited liability company, it shall be signed in the corporate name by an authorized officer or officers.

☐ If the proposal is submitted by a joint venture, the full names and addresses of all members of the joint venture shall be stated and it shall be signed by each individual.

By signing below, the submission of a proposal with all accompanying documents shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and that they have read and understand the RFP.

Authorized Representative Signature:	
Authorized Representative Print name:	
Authorized Representative Title (Print title):	
Complete additional signatures below as required per # 8 above	
Authorized Representative Signature:	
Authorized Representative Print name:	
Authorized Representative Title (Print title):	
Authorized Representative Signature:	
Authorized Representative Print name:	
Authorized Representative Title (Print title):	

ATTACHMENT B

TECHNICAL Proposal – Phase 1

Technical Proposal shall include a company overview and project approach as outlined in the RFP.

ATTACHMENT C

COST Proposal – Phase 1

Pricing shall be not to exceed pricing and inclusive of all expenses including but not limited to labor, travel, per diem, and related expenses, sales tax, overhead, and profit.

Please provide a high level breakdown of the labor by discipline (eg program manager, designer, etc.) the estimated number of hours, and hourly and extended rates.

All-inclusive not to exceed Contract Price as described above: $_____

ATTACHMENT D
PREVIOUS CUSTOMER REFERENCE WORKSHEET

Provide reference information for the service you are proposing in an environment similar in size and scope to the requirements of this project. Copy this form as appropriate.

Name of Customer:	
Customer Address	
Customer Contact Name(s)	
Customer Contact Phone Number(s)	
Brief description of work performed for this client (use additional sheets if necessary and include is reference is for broker, claims or administrative services):	

ATTACHMENT E
EXEMPLAR CONSULTANT SERVICES AGREEMENT

CITY OF GLENDORA
AGREEMENT FOR ALARM CONTRACT SERVICES

THIS AGREEMENT FOR CONTRACT SERVICES (herein "Agreement") is made and entered into this _____ day of ___, 2025, by and between the CITY OF GLENDORA, a California municipal corporation ("City") and _____ (herein "Contractor").

NOW, THEREFORE, the parties hereto agree as follows:

1. SERVICES OF CONTRACTOR

1.1 Scope of Services. In compliance with all of the terms and conditions of this Agreement, the Contractor shall perform the work or services set forth in the "Scope of Services" attached hereto as Exhibit "A" and incorporated herein by reference. Contractor warrants that it has the experience and ability to perform all work and services required hereunder and that it shall diligently perform such work and services in a professional and satisfactory manner.

1.2 Compliance With Law. All work and services rendered hereunder shall be provided in accordance with all ordinances, resolutions, statutes, rules, and regulations of the City and any Federal, State or local governmental agency of competent jurisdiction.

1.3 Licenses, Permits, Fees and Assessments. Contractor shall obtain at its sole cost and expense such licenses, permits, and approvals as may be required by law for the performance of the services required by the Agreement.

1.4 Special Requirements. Additional terms and conditions of this Agreement, if any, which are made a part hereof are set forth in the "Special Requirements" attached hereto as Exhibit "B" and incorporated herein by this reference. In the event of a conflict between the provisions of Exhibit "B" and any other provisions of this Agreement, the provisions of Exhibit "B" shall govern.

2. COMPENSATION

2.1 Contract Sum. For the services rendered pursuant to this Agreement, Contractor shall be compensated in accordance with the "Schedule of Compensation" attached hereto as Exhibit "C" and incorporated herein by this reference, but not exceeding the maximum contract amount of _____ Dollars ($) ("Contract Sum").

2.2 Invoices. Each month Contractor shall furnish to City an original invoice for all work performed and expenses incurred during the preceding month in a form approved by City's Director of Finance. By submitting an invoice for payment under this Agreement, Contractor is certifying compliance with all provisions of the Agreement. The invoice shall detail charges for all necessary and actual expenses by the following categories: labor (by sub-category), travel, materials, equipment, supplies, and sub-contractor contracts. Sub-contractor charges shall also be

detailed by such categories. Contractor shall not invoice City for any duplicate services performed by more than one person.

City shall independently review each invoice submitted by the Contractor to determine whether the work performed and expenses incurred are in compliance with the provisions of this Agreement. Except as to any charges for work performed or expenses incurred by Contractor which are disputed by City, City will use its best efforts to cause Contractor to be paid within forty five (45) days of receipt of Contractor's correct and undisputed invoice; however, Contractor acknowledges and agrees that due to City warrant run procedures, the City cannot guarantee that payment will occur within this time period. In the event any charges or expenses are disputed by City, the original invoice shall be returned by City to Contractor for correction and resubmission. Review and payment by the City of any invoice provided by the Contractor shall not constitute a waiver of any rights or remedies provided herein or any applicable law.

2.3 Additional Services. City shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to or deducting from said work. No such extra work may be undertaken unless a written order is first given by the Project Manager to the Contractor, incorporating therein any adjustment in (i) the Contract Sum for the actual cost of the extra work, and/or (ii) the time to perform this Agreement, which said adjustments are subject to the written approval of the Contractor. Any increase in compensation of up to ten percent (10%) of the Contract Sum but not exceeding a total contract amount of Five Thousand Dollars ($5,000) or in the time to perform of up to ninety (90) days may be approved by the Project Manager. Any greater increases, taken either separately or cumulatively, must be approved by the City Council. No claim for an increase in the Contract Sum or time for performance shall be valid unless the procedures established in this Section are followed.

3. PERFORMANCE SCHEDULE

3.1 Time of Essence. Time is of the essence in the performance of this Agreement.

3.2 Schedule of Performance. Contractor shall commence the services pursuant to this Agreement upon receipt of a written notice to proceed and shall perform all services within the time period(s) established in the "Schedule of Performance" attached hereto as Exhibit "D" and incorporated herein by this reference. When requested by the Contractor, extensions to the time period(s) specified in the Schedule of Performance may be approved in writing by the Project Manager but not exceeding thirty (30) days cumulatively.

3.3 Force Majeure. The time period(s) specified in the Schedule of Performance for performance of the services rendered pursuant to this Agreement shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including, but not restricted to, acts of God or of the public enemy, unusually severe weather, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any utility company or governmental agency, including the City, if the Contractor shall within ten (10) days of the commencement of such delay notify the Project Manager in writing of the causes of the delay. The Project Manager shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the enforced delay when and if in the judgment of the Project Manager such delay is justified. The Project

Manager's determination shall be final and conclusive upon the parties to this Agreement. In no event shall Contractor be entitled to recover damages against the City for any delay in the performance of this Agreement, however caused, Contractor's sole remedy being extension of the Agreement pursuant to this Section.

3.4 Term. Unless earlier terminated in accordance with Article 7 of this Agreement, this Agreement shall continue in full force and effect until completion of the services but not exceeding one (1) year from the date hereof, except as otherwise provided in the Schedule of Performance (Exhibit "D").

4. COORDINATION OF WORK

4.1 Representative of Contractor. _____ is hereby designated as being the representative of Contractor authorized to act on its behalf with respect to the work and services specified herein and make all decisions in connection therewith. All personnel of Contractor and any authorized agents shall be under the exclusive direction of the representative of Contractor. Contractor shall utilize only competent personnel to perform services pursuant to this Agreement. Contractor shall make every reasonable effort to maintain the stability and continuity of Contractor's staff and subcontractors, and shall keep City informed of any changes.

4.2 Project Manager. _____ [or such person as may be designated by the City Engineer or Public Works Director/Community Services Director] is hereby designated as being the representative the City authorized to act in its behalf with respect to the work and services specified herein and to make all decisions in connection therewith ("Project Manager").

4.3 Prohibition Against Subcontracting or Assignment. Contractor shall not contract with any entity to perform in whole or in part the work or services required hereunder without the express written approval of the City. Neither this Agreement nor any interest herein may be assigned or transferred, voluntarily or by operation of law, without the prior written approval of City. Any such prohibited assignment or transfer shall be void.

4.4 Independent Contractor. Neither the City nor any of its employees shall have any control over the manner, mode or means by which Contractor, its agents or employees, perform the services required herein, except as otherwise set forth. Contractor shall perform all services required herein as an independent contractor of City with only such obligations as are consistent with that role. Contractor shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of City, or that it is a member of a joint enterprise with City.

5. INSURANCE AND INDEMNIFICATION

5.1 Insurance Coverages. The Contractor shall procure and maintain, at its sole cost and expense, in a form and content satisfactory to City, during the entire term of this Agreement including any extension thereof, the following policies of insurance which shall cover all elected and appointed officers, employees and agents of City:

(a) Commercial General Liability Insurance (Occurrence Form CG0001 or equivalent). A policy of comprehensive general liability insurance written on a per occurrence

basis for bodily injury, personal injury and property damage. The policy of insurance shall be in an amount not less than $1,000,000.00 per occurrence or if a general aggregate limit is used, either the general aggregate limit shall apply separately to this contract/location, or the general aggregate limit shall be twice the occurrence limit.

(b) Worker's Compensation Insurance. A policy of worker's compensation insurance in such amount as will fully comply with the laws of the State of California and which shall indemnify, insure and provide legal defense for the Contractor against any loss, claim or damage arising from any injuries or occupational diseases occurring to any worker employed by or any persons retained by the Contractor in the course of carrying out the work or services contemplated in this Agreement.

(c) Automotive Insurance (Form CA 0001 (Ed 1/87) including "any auto" and endorsement CA 0025 or equivalent). A policy of comprehensive automobile liability insurance written on a per occurrence for bodily injury and property damage in an amount not less than either
(i) bodily injury liability limits of $100,000 per person and $300,000 per occurrence and property damage liability limits of $150,000 per occurrence or (ii) combined single limit liability of
$1,000,000. Said policy shall include coverage for owned, non-owned, leased, hired cars, and any other automobile.

(d) Professional Liability. Professional liability insurance appropriate to the Contractor's profession. This coverage may be written on a "claims made" basis, and must include coverage for contractual liability. The professional liability insurance required by this Agreement must be endorsed to be applicable to claims based upon, arising out of or related to services performed under this Agreement. The insurance must be maintained for at least 5 consecutive years following the completion of Contractor's services or the termination of this Agreement. During this additional 5-year period, Contractor shall annually and upon request of the City submit written evidence of this continuous coverage.

(e) Additional Insurance. Policies of such other insurance, as may be required in the Special Requirements in Exhibit "B".

(f) Subcontractors. Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates and certified endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

5.2 General Insurance Requirements.

All of the above policies of insurance shall be primary insurance and shall name the City, elected and appointed officers, employees and agents as additional insureds and any insurance maintained by City or officers, employees or agents may apply in excess of, and not contribute with Contractor's insurance. The insurer is deemed hereof to waive all rights of subrogation and contribution it may have against the City, officers, employees and agents and their respective insurers. The insurance policy must specify that where the primary insured does not satisfy the self-insured retention, any additional insured may satisfy the self-insured retention. All of said policies of insurance shall provide that said insurance may not be amended or cancelled by the insurer or any party hereto without providing thirty (30) days prior written notice by certified mail return receipt requested to the City. In the event any of said policies of insurance are cancelled, the Contractor shall,

prior to the cancellation date, submit new evidence of insurance in conformance with this Section 5.1 to the Project Manager. No work or services under this Agreement shall commence until the Contractor has provided the City with Certificates of Insurance, additional insured endorsement forms or appropriate insurance binders evidencing the above insurance coverages and said Certificates of Insurance or binders are approved by the City. City reserves the right to inspect complete, certified copies of and endorsement to all required insurance policies at any time. Any failure to comply with the reporting or other provisions of the policies including breaches or warranties shall not affect coverage provided to City.

The insurance required by this Agreement shall be satisfactory only if issued by companies qualified to do business in California, rated "A" or better in the most recent edition of Best Rating Guide, The Key Rating Guide or in the Federal Register, and only if they are of a financial category Class VII or better, unless such requirements are waived by the City's Risk Manager or other designee of the City due to unique circumstances.

5.3 Indemnification. To the full extent permitted by law, Contractor agrees to indemnify, defend and hold harmless the City, its officers, employees and agents ("Indemnified Parties") against, and will hold and save them and each of them harmless from, any and all actions, either judicial, administrative, arbitration or regulatory claims, damages to persons or property, losses, costs, penalties, obligations, errors, omissions or liabilities whether actual or threatened (herein "claims or liabilities") that may be asserted or claimed by any person, firm or entity arising out of or in connection with the negligent performance of the work, operations or activities provided herein of Contractor, its officers, employees, agents, subcontractors, or invitees, or any individual or entity for which Contractor is legally liable ("indemnitors"), or arising from Contractor's or indemnitors' reckless or willful misconduct, or arising from Contractor's or indemnitors' negligent performance of or failure to perform any term, provision, covenant or condition of this Agreement, and in connection therewith:

Contractor will defend any action or actions filed in connection with any of said claims or liabilities and will pay all costs and expenses, including legal costs and attorney's fees incurred in connection therewith;

Contractor will promptly pay any judgment rendered against the City, its officers, agents or employees for any such claims or liabilities arising out of or in connection with the negligent performance of or failure to perform such work, operations or activities of Contractor hereunder; and Contractor agrees to save and hold the City, its officers, agents, and employees harmless therefrom;

In the event the City, its officers, agents or employees is made a party to any action or proceeding filed or prosecuted against Contractor for such damages or other claims arising out of or in connection with the negligent performance of or failure to perform the work, operation or activities of Contractor hereunder, Contractor agrees to pay to the City, its officers, agents or employees, any and all costs and expenses incurred by the City, its officers, agents or employees in such action or proceeding, including but not limited to, legal costs and attorney's fees.

Contractor shall incorporate similar indemnity agreements with its subcontractors and if it fails to do so Contractor shall be fully responsible to indemnify City hereunder therefore, and failure of City to monitor compliance with these provisions shall not be a waiver hereof. This indemnification includes claims or liabilities arising from any

negligent or wrongful act, error or omission, or reckless or willful misconduct of Contractor in the performance of professional services hereunder. The provisions of this Section do not apply to claims or liabilities occurring as a result of City's sole negligence or willful acts or omissions, but, to the fullest extent permitted by law, shall apply to claims and liabilities resulting in part from City's negligence, except that design professionals' indemnity hereunder shall be limited to claims and liabilities arising out of the negligence, recklessness or willful misconduct of the design professional. The indemnity obligation shall be binding on successors and assigns of Contractor and shall survive termination of this Agreement.

6. RECORDS, REPORTS, AND RELEASE OF INFORMATION

6.1 Records. Contractor shall keep, and require subcontractors to keep, such ledgers, books of accounts, invoices, vouchers, canceled checks, reports, studies or other documents relating to the disbursements charged to City and services performed hereunder (the "books and records"), as shall be necessary to perform the services required by this Agreement and enable the Project Manager to evaluate the performance of such services and shall keep such records for a period of three years following completion of the services hereunder. The Project Manager shall have full and free access to such books and records at all times during normal business hours of City, including the right to inspect, copy, audit and make records and transcripts from such records.

6.2 Reports. Contractor shall periodically prepare and submit to the Project Manager such reports concerning the performance of the services required by this Agreement or as the Project Manager shall require.

6.3 Confidentiality and Release of Information.

(a) All information gained or work product produced by Contractor in performance of this Agreement shall be considered confidential, unless such information is in the public domain or already known to Contractor. Contractor shall not release or disclose any such information or work product to persons or entities other than the City without prior written authorization from the Project Manager.

(b) Contractor shall not, without prior written authorization from the Project Manager or unless requested by the City Attorney, voluntarily provide documents, declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement. Response to a subpoena or court order shall not be considered "voluntary" provided Contractor gives the City notice of such court order or subpoena.

(c) If Contractor provides any information or work product in violation of this Agreement, then the City shall have the right to reimbursement and indemnity from Contractor for any damages, costs and fees, including attorney's fees, caused by or incurred as a result of Contractor's conduct.

(d) Contractor shall promptly notify the City should Contractor be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed thereunder. The City retains the right, but has

no obligation, to represent Contractor or be present at any deposition, hearing or similar proceeding. Contractor agrees to cooperate fully with the City and to provide the City with the opportunity to review any response to discovery requests provided by Contractor.

6.4 Ownership of Documents. All studies, surveys, data, notes, computer files, reports, records, drawings, specifications, maps, designs, photographs, documents and other materials (the "documents and materials") prepared by Contractor in the performance of this Agreement shall be the property of the City and shall be delivered to the City upon request of the Project Manager or upon the termination of this Agreement, and Contractor shall have no claim for further employment or additional compensation as a result of the exercise by the City of its full rights of ownership use, reuse, or assignment of the documents and materials hereunder. Moreover, Contractor with respect to any documents and materials that may qualify as "works made for hire" as defined in 17 U.S.C. § 101, such documents and materials are hereby deemed "works made for hire" for the City.

7. ENFORCEMENT OF AGREEMENT AND TERMINATION

7.1 California Law. This Agreement shall be interpreted, construed and governed both as to validity and to performance of the parties in accordance with the laws of the State of California. Legal actions concerning any dispute, claim or matter arising out of or in relation to this Agreement shall be instituted in the Superior Court of the County of Orange, State of California. In the event of litigation in a U.S. District Court, venue shall lie exclusively in the Central District of California, in the County of Orange, State of California.

7.2 Disputes; Default. In the event that Contractor is in default under the terms of this Agreement, the City shall not have any obligation or duty to continue compensating Contractor for any work performed after the date of default. Instead, the City may give notice to Contractor of the default and the reasons for the default. The notice shall include the timeframe in which Contractor may cure the default. This timeframe is presumptively thirty (30) days, but may be extended, if circumstances warrant. During the period of time that Contractor is in default, the City shall hold all invoices and shall, when the default is cured, proceed with payment on the invoices. If Contractor does not cure the default, the City may take necessary steps to terminate this Agreement under this Article.

7.3 Legal Action. In addition to any other rights or remedies, either party may take legal action, in law or in equity, to cure, correct or remedy any default, to recover damages for any default, to compel specific performance of this Agreement, to obtain declaratory or injunctive relief, or to obtain any other remedy consistent with the purposes of this Agreement. Notwithstanding any contrary provision herein, Contractor shall file a statutory claim pursuant to Government Code Sections 905 et. seq. and 910 et. seq., in order to pursue any legal action under this Agreement.

Except with respect to rights and remedies expressly declared to be exclusive in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same default or any other default by the other party.

7.4 Termination Prior to Expiration of Term. This Section shall govern any termination of this Contract except as specifically provided in the following Section for termination for cause. The City reserves the right to terminate this Contract at any time, with or without cause, upon written notice to Contractor. In addition, the Contractor may terminate this Contract at any time for cause, upon sixty (60) days' advance written notice to City. Upon receipt of any notice of termination, Contractor shall immediately cease all services hereunder except such as may be specifically approved by the Project Manager. Except where the Contractor has initiated termination, the Contractor shall be entitled to compensation for all services rendered prior to the effective date of the notice of termination and for any services authorized by the Project Manager thereafter in accordance with the Schedule of Compensation or such as may be approved by the Project Manager. In the event the Contractor has initiated termination, the Contractor shall be entitled to compensation only for the reasonable value of the work product actually produced hereunder, but not exceeding the compensation provided therefore in the Schedule of Compensation Exhibit "C". In the event of termination without cause pursuant to this Section, the terminating party need not provide the non-terminating party with the opportunity to cure pursuant to Section 7.2.

7.5 Termination for Default of Contractor. If termination is due to the failure of the Contractor to fulfill its obligations under this Agreement, City may, after compliance with the provisions of Section 7.2, take over the work and prosecute the same to completion by contract or otherwise, and the Contractor shall be liable to the extent that the total cost for completion of the services required hereunder exceeds the compensation herein stipulated (provided that the City shall use reasonable efforts to mitigate such damages), and City may withhold any payments to the Contractor for the purpose of set-off or partial payment of the amounts owed the City as previously stated.

8. MISCELLANEOUS

8.1 Covenant Against Discrimination. Contractor covenants that, by and for itself, its heirs, executors, assigns and all persons claiming under or through them, that there shall be no discrimination against or segregation of, any person or group of persons on account of race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry, or other protected class in the performance of this Agreement. Contractor shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry, or other protected class

8.2 Non-liability of City Officers and Employees. No officer or employee of the City shall be personally liable to the Contractor, or any successor in interest, in the event of any default or breach by the City or for any amount, which may become due to the Contractor or to its successor, or for breach of any obligation of the terms of this Agreement.

8.3 Notice. Any notice, demand, request, document, consent, approval, or communication either party desires or is required to give to the other party or any other person shall be in writing and either served personally or sent by prepaid, first-class mail to Kathleen Sessman, or Alison Sweet, City of Glendora, 116 E. Foothill Boulevard, California 91741 and in the case of the Contractor, to the person(s) at the address designated on the execution page of this Agreement. Either party may change its address by notifying the other party of the change of

address in writing. Notice shall be deemed communicated at the time personally delivered or in seventy-two (72) hours from the time of mailing if mailed as provided in this Section.

8.4 Integration; Amendment. It is understood that there are no oral agreements between the parties hereto affecting this Agreement and this Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements and understandings, if any, between the parties, and none shall be used to interpret this Agreement. This Agreement may be amended at any time by the mutual consent of the parties by an instrument in writing.

8.5 Severability. In the event that part of this Agreement shall be declared invalid or unenforceable by a valid judgment or decree of a court of competent jurisdiction, such invalidity or unenforceability shall not affect any of the remaining portions of this Agreement which are hereby declared as severable and shall be interpreted to carry out the intent of the parties hereunder unless the invalid provision is so material that its invalidity deprives either party of the basic benefit of their bargain or renders this Agreement meaningless.

8.6 Waiver. No delay or omission in the exercise of any right or remedy by non- defaulting party on any default shall impair such right or remedy or be construed as a waiver. A party's consent to or approval of any act by the other party requiring the party's consent or approval shall not be deemed to waive or render unnecessary the other party's consent to or approval of any subsequent act. Any waiver by either party of any default must be in writing and shall not be a waiver of any other default concerning the same or any other provision of this Agreement.

8.7 Attorney's Fees. If either party to this Agreement is required to initiate or defend or made a party to any action or proceeding in any way connected with this Agreement, the prevailing party in such action or proceeding, in addition to any other relief which any be granted, whether legal or equitable, shall be entitled to reasonable attorney's fees, whether or not the matter proceeds to judgment.

8.8 Interpretation.

The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply.

8.9 Counterparts.

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, and such counterparts shall constitute one and the same instrument.

8.10 Warranty & Representation of Non-Collusion. No official, officer, or employee of City has any financial interest, direct or indirect, in this Agreement, nor shall any official, officer, or employee of City participate in any decision relating to this Agreement which may affect his/her financial interest or the financial interest of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any State or municipal statute or regulation. The determination of "financial interest" shall be consistent with State law and shall not include

interests found to be "remote" or "noninterests" pursuant to Government Code Sections 1091 or 1091.5. Contractor warrants and represents that it has not paid or given, and will not pay or give, to any third party including, but not limited to, any City official, officer, or employee, any money, consideration, or other thing of value as a result or consequence of obtaining or being awarded any agreement. Contractor further warrants and represents that (s)he/it has not engaged in any act(s), omission(s), or other conduct or collusion that would result in the payment of any money, consideration, or other thing of value to any third party including, but not limited to, any City official, officer, or employee, as a result of consequence of obtaining or being awarded any agreement. Contractor is aware of and understands that any such act(s), omission(s) or other conduct resulting in such payment of money, consideration, or other thing of value will render this Agreement void and of no force or effect.

Contractor's Authorized Initials _____

8.11 Corporate Authority. The persons executing this Agreement on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said party, (iii) by so executing this Agreement, such party is formally bound to the provisions of this Agreement, and (iv) the entering into this Agreement does not violate any provision of any other Agreement to which said party is bound. This Agreement shall be binding upon the heirs, executors, administrators, successors and assigns of the parties.

[Signatures on the following page.]

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the date and year first-above written.

CERTIFY AVAILABILITY OF FUNDS:

Kyle Johnson
Finance Director/City Treasurer

APPROVED AS TO FORM:
ALESHIRE & WYNDER, LLP

Danny Aleshire
City Attorney

CITY:
City of Glendora, a municipal corporation

Adam Raymond
City Manager

ATTEST:

Kathleen R. Sessman
City Clerk/Communications Director

CONTRACTOR:
(INSERT COMPANY NAME)

By: _____
Name:
Title:

By: _____
Name:
Title:

Address: _____
_____
_____

Two corporate officer signatures required when Contractor is a corporation, with one signature required from each of the following groups: 1) Chairman of the Board, President or any Vice President; and 2) Secretary, any Assistant Secretary, Chief Financial Officer or any Assistant Treasurer. CONTRACTOR'S SIGNATURES SHALL BE DULY NOTARIZED, AND APPROPRIATE ATTESTATIONS SHALL BE INCLUDED AS MAY BE REQUIRED BY THE BYLAWS, ARTICLES OF INCORPORATION, OR OTHER RULES O REGULATIONS APPLICABLE TO CONTRACTOR'S BUSINESS ENTITY.

CALIFORNIA ALL-PURPOSE 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 _____, 2020 before me, _____, personally appeared _____, proved to me on the basis of satisfactory evidence to be the person(s) whose names(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: _____

OPTIONAL

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent reattachment of this form.

CAPACITY CLAIMED BY SIGNER

- ☐ INDIVIDUAL
- ☐ CORPORATE OFFICER

_____
TITLE(S)

- ☐ PARTNER(S) ☐ LIMITED ☐ GENERAL
- ☐ ATTORNEY-IN-FACT
- ☐ TRUSTEE(S)
- ☐ GUARDIAN/CONSERVATOR
- ☐ OTHER_____

SIGNER IS REPRESENTING:
(NAME OF PERSON(S) OR ENTITY(IES))

_____

DESCRIPTION OF ATTACHED DOCUMENT

_____
TITLE OR TYPE OF DOCUMENT

_____
NUMBER OF PAGES

_____
DATE OF DOCUMENT

_____
SIGNER(S) OTHER THAN NAMED ABOVE

CALIFORNIA ALL-PURPOSE 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 _____, 2020 before me, _____, personally appeared _____, proved to me on the basis of satisfactory evidence to be the person(s) whose names(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: _____

OPTIONAL

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent reattachment of this form

CAPACITY CLAIMED BY SIGNER

☐ INDIVIDUAL
☐ CORPORATE OFFICER

_____
TITLE(S)

☐ PARTNER(S) ☐ LIMITED
☐ GENERAL
☐ ATTORNEY-IN-FACT
☐ TRUSTEE(S)
☐ GUARDIAN/CONSERVATOR
☐
OTHER_____

___ _____
____

SIGNER IS REPRESENTING:
(NAME OF PERSON(S) OR ENTITY(IES))
_____
____
_____
____

DESCRIPTION OF ATTACHED DOCUMENT

_____
TITLE OR TYPE OF DOCUMENT

_____
NUMBER OF PAGES

_____
DATE OF DOCUMENT

_____
SIGNER(S) OTHER THAN NAMED ABOVE

-

EXHIBIT “A”

SCOPE OF SERVICES

EXHIBIT "B"

SPECIAL REQUIREMENTS
(Superseding Contract Boilerplate)

I. [When applicable] **The title of Article 5 shall read as follows:**

"INSURANCE, INDEMNIFICATION, AND BONDS"

II. [When applicable] **Section 5.1(d) shall be amended to read as follows:**

"Professional Liability. Professional liability insurance appropriate to the provision of design services. This coverage may be written on a "claims made" basis, and must include coverage for contractual liability. The professional liability insurance required by this Agreement must be endorsed to be applicable to claims based upon, arising out of or related to services performed under this Agreement. The insurance must be maintained for at least 5 consecutive years following the completion of Contractor's services or the termination of this Agreement. During this additional 5-year period, Contractor shall annually and upon request of the City submit written evidence of this continuous coverage."

III.

EXHIBIT “C”

SCHEDULE OF

COMPENSATION

EXHIBIT “D”

SCHEDULE OF

PERFORMANCE

PREPARED FOR

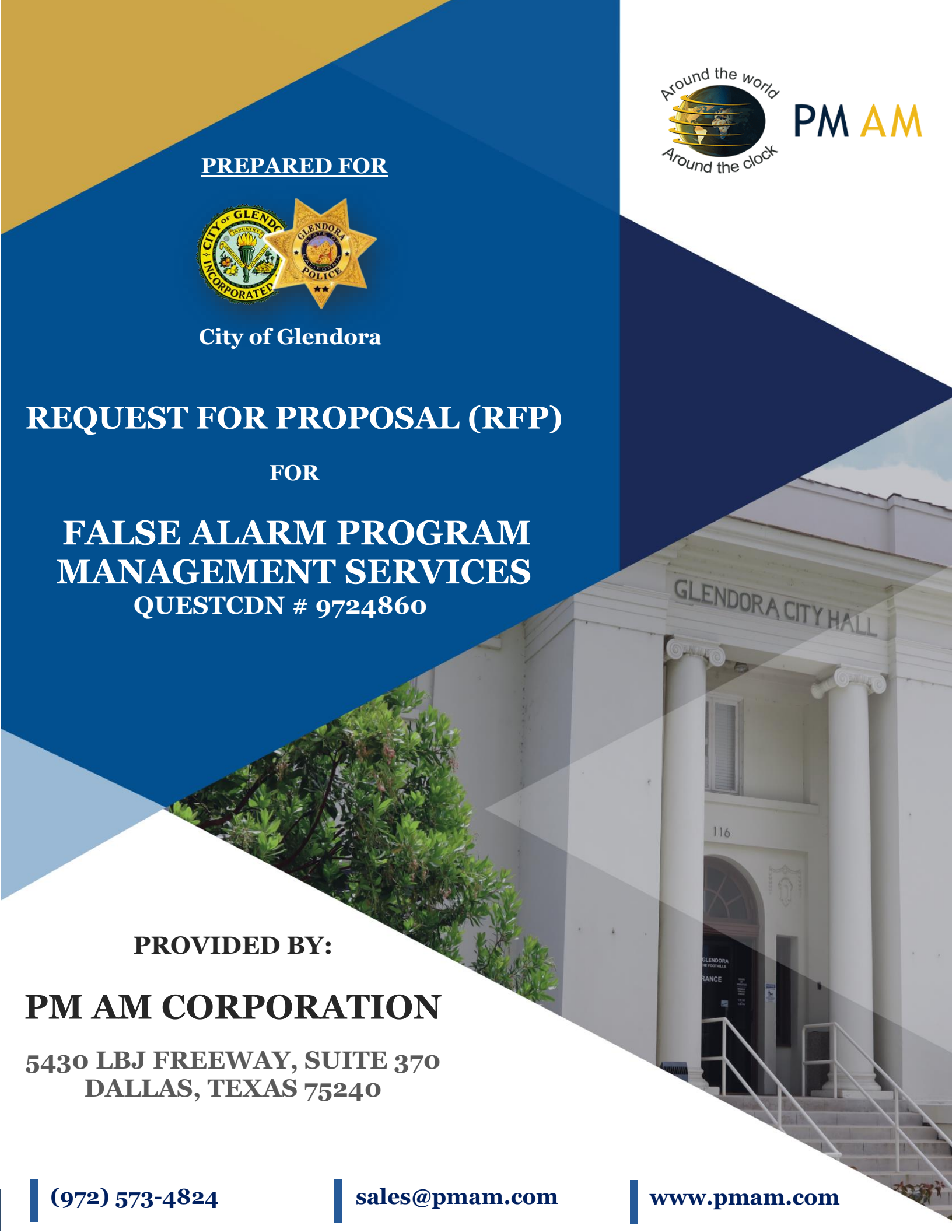
City of Glendora

REQUEST FOR PROPOSAL (RFP)

FOR

FALSE ALARM PROGRAM MANAGEMENT SERVICES

QUESTCDN # 9724860



PROVIDED BY:

PM AM CORPORATION

5430 LBJ FREEWAY, SUITE 370
DALLAS, TEXAS 75240

(972) 573-4824 | **sales@pmam.com** | **www.pmam.com**

COVER Letter

July 24th, 2025

Julie Linger
Business Services Manager
City of Glendora
150 S. Glendora Ave
Glendora, CA 91741

For: Proposal for False Alarm Program Management, QuestCDN # 9724860

To Whom It May Concern,

We, **PM AM Corporation**, are delighted to submit our response to the **City of Glendora**' (hereinafter the "City") Request For Proposals, **False Alarm Program Management Services** to perform all necessary and incidental work to provide a **False Alarm Management Solution;** including managing alarm system permits, including issuance and tracking, as well as the financial aspects of registration and false alarm fees (monthly billing and revenue collection, including delinquent accounts**.**

We bring decades of experience in delivering and managing false alarm programs across the nation. We look forward to sharing insights into our proven track record, advanced technology platform, and industry-leading best practices—all of which are designed to ensure the success of your false alarm program.

Since taking over management of the **False Alarm Program** in **August 2021**, PM AM Corporation has delivered **measurable improvements** and established a high-impact partnership with the City of Glendora. Key accomplishments include:

- **Significant Reduction in False Alarm Calls:** PM AM has reduced false alarm incidents by **17%—from 1,004 in calendar year 2022 to 834 in calendar year 2024**. This decline has saved Glendora approximately **$46,000 in avoided response costs through December 2024**, while improving officer readiness and operational efficiency. **Further reductions in 2025 are expected to yield additional savings.**
- **Strong Revenue Collection and Program Sustainability: Collection rates improved from 75% in Year 1 to 84% by the end of 2024**. **Total gross revenue through December 2024 exceeded $353,000**, reflecting balanced enforcement, effective customer engagement, and sustainable program performance. **Additional revenue was also generated in 2025 as the program continued to perform effectively.**
- **Improved Operational Efficiency and Reduced Administrative Burden:** By automating permitting, billing, and outreach through the FAMS™ platform, PM AM enabled Glendora staff to focus on higher-priority initiatives with a leaner administrative workload.

- **Glendora CAD System: Alarm Data Ingestion:** Alarm data from Glendora's CAD system is ingested via FTP on a weekly basis. This means the data arrives in a ready-to-use format, eliminating the need for any pre-analysis, data mapping, or knowledge transfer. This streamlined approach ensures you can quickly move forward with accurate billing, real-time reporting, and timely ordinance enforcement without any additional setup or data preparation.

PM AM Corporation serves over 600 municipal and county jurisdictions across the U.S. and Canada, contributing to the development and revision of more than 150 alarm ordinances and policies. Our diverse client portfolio includes major cities such as Houston, TX; San Antonio, TX; Irving, TX; Oakland, CA; Dixon, CA; as well as large Canadian municipalities like Calgary and Edmonton. In **California** alone, we provide alarm management services **to 40 cities—including Oakland, Chula Vista, and Huntington Beach**—delivering our FAMS™ platform designed to seamlessly integrate with local regulations and ensure full compliance. This extensive national and international presence underscores PM AM's commitment to delivering high-quality, tailored solutions that meet the unique needs of each jurisdiction.

This proposal shall remain **valid for 120 calendar days** from the date of proposal opening. **PM AM confirms** that there are **no conflicts of interest** in submitting this proposal. Additionally, there has been **no civil litigation, arbitration, or alternative dispute resolution** involving PM AM in the past year. We further acknowledge our obligation to **disclose any new filings within 30 days** of occurrence, as required.

Primary Contact of PM AM Corporation for City of Glendora:

Name & Designation	:	James McReynolds (Director of Sales)
Email Address	:	JamesM@PMAM.com
Phone Number	:	972-573-4824

Since PM AM is proposing a **special revenue-share service**, which usually is a unique service offering therefore we have provided a contract to cover terms that are specific to these kind of services; a **sample PM AM Service Agreement** is being submitted for the City's review as **Appendix A** and if awarded **we will negotiate in good faith**.

We look forward to building a long-term working relationship with the city.

Please, do not hesitate to contact me if you have any questions regarding this response.

Sincerely,



Pankaj Kumar - Chief Executive Officer
PM AM Corporation
972-831-7401 - PankajK@pmam.com

Confidentiality **NOTICE**

Please be informed that the present proposal, offering the requested services on behalf of the City of Glendora, includes specific proprietary and confidential information belonging to PM AM Corporation. This information is being shared in utmost confidence, with the sole intention of enabling the City of Glendora, along with its authorized employees, counsel, and representatives, to carefully assess and evaluate our proposal's suitability for acceptance.

In the event that the City of Glendora receives a request from a third party under the relevant open records act, freedom of information act, or similar statute or ordinance, seeking a copy of our proposal, we sincerely ask that the City abstains from disclosing it. Instead, we urge the City to promptly notify PM AM Corporation, about the request. This will enable us to respond appropriately and in a timely manner to such disclosure with the appropriate authority. Consequently, the authority can then assess whether our proposal, in its entirety or in part (with redactions, if necessary), should be disclosed to the requesting party.

Regarding this matter, we wish to highlight that PM AM has acquired opinions from a State's Attorney General. These opinions affirm that the disclosure of specific proprietary information, akin to the proprietary information presented in the following Proposal, is exempt from disclosure under Section 552.104(a) of the Texas Government Code. The exemption is based on the circumstances of those cases, as revealing such information would provide a competitive advantage to a competitor of PM AM.

Thank you for your consideration of our proposal.

© 2025. PM AM. All rights reserved.

All PM AM documents included	Trade Secret- Proprietary Information (Not for disclosure)

Table Of **CONTENTS**

EXECUTIVE SUMMARY 7

COMPANY INFORMATION 15

- State Of The Art Call Centers | Protection Against Disasters 22
- PM AM Advantages 23
- Awards and Certification 26

RESUMES 28

CONTACT INFORMATION 40

QUALIFICATIONS AND EXPERIENCES 41

- FAMS Customer Success – City of Houston, TX ARA Department 42
- FAMS Customer Success – Oakland Police Department, CA 44

PROFESSIONAL REFERENCES 45

STATEMENT OF UNDERSTANDING AND APPROACH 46

- Scope of Services 46
- Narrative of Approach 52
- Proposed Approach 53
- Detailed Functional Overview of FAMS™ Solution 59
  - Alarm Permitting And Renewal 60
  - Permit Renewal 63
  - Continually Updated Permitting Renewal Payment Information 63
  - Additional Permitting Processes 64
  - False Alarm Tracking And Invoicing 64
  - Interfaces 66
  - Hearing And Appeals Support 67
  - Collections 69
  - Reporting 73
  - Customer Service 79
  - False Alarm Reduction Processes 87
  - Marketing And Public Service Information 88
  - Data Security | Reliability 91
  - PM AM IT Processes 94
  - Structured Implementation Framework 97

Ongoing Support & System Availability 98
Technology & Infrastructure Overview Architecture 99

COST PROPOSAL 104
ATTACHMENT A: PROPOSAL CERTIFICATION 106
ATTACHMENT B: TECHINCAL PROPOSAL 109
ATTACHMENT C: COST PROPOSAL 111
ATTACHMENT D: PREVIOUS CUSTOMER REFERENCE WORKSHEET 113
APPENDIX A: SAMPLE PM AM SERVICE AGREEMENT TEMPLATE 114

Executive Summary

PM AM Corporation (C-Corp) is pleased to present this proposal in response to **Request For Proposals, False Alarm Program Management Services** for the **City of Glendora**.

PM AM is a privately-owned minority and woman-owned enterprise incorporated in 1999 in the **State of Texas**. Company **headquarters are located in Dallas, TX** with additional offices in **Houston, TX**. All **FAMS** services are provided from these two centers located in the United States. PM AM has been providing alarm management services since **2004** and the majority of the company's revenue is derived from **false alarm management solutions**.

For over **20 years**, PM AM has provided a **software solution deployed in 150+ cities**, offering effective **turnkey services** for **alarm billing and tracking** with **excellent customer service**.

Evolution of a Successful Partnership

Overview

PM AM Corporation (PM AM) is proud to highlight our trusted partnership with the City of Glendora since August 2021 in administering the City's False Alarm Program. Over the past several years, this collaboration has produced measurable outcomes in reducing false alarms, streamlining administrative processes, and enhancing community satisfaction.

The City of Glendora has directly benefited from PM AM's national expertise, robust technology platform (FAMS™), and our long-standing strategy of incremental innovation—delivering continuous improvements in service delivery, transparency, and responsiveness. Today, PM AM supports over 150 jurisdictions across North America, making us the industry's leading provider of false alarm management services.

Our dedicated team—including specialists in software development, data integration, customer service, and public safety operations—has worked closely with Glendora stakeholders to adapt and evolve the program for local needs. Whether through improved reporting, real-time dashboards, or customer self-service portals, PM AM has delivered solutions that reduce administrative workload while improving public safety outcomes.

PM AM has delivered measurable improvements across multiple key performance areas:

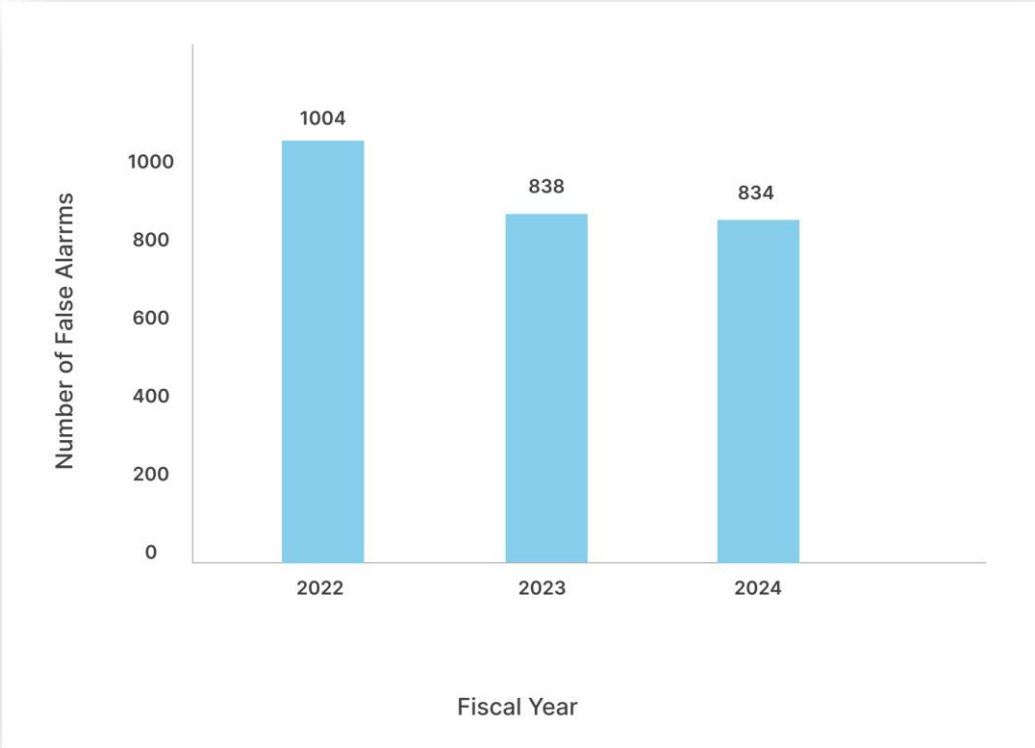
1. **Reducing False Alarm Service Calls**
   Since taking over Glendora's False Alarm Program in August 2021, PM AM has implemented targeted education, automated notifications, and optimized enforcement practices that have resulted in a **17% reduction in false alarm incidents through December 2024**—from **1,004 false alarms in Year 1 to 834 in the most recent full-year period**. This significant reduction has translated into fewer unnecessary dispatches, improved police

readiness, and **cost savings estimated at around $46,000 in avoided response effort through the end of 2024**. Additional savings are expected to have occurred in 2025 as false alarm reductions have continued.

2. **Maintaining Strong Collections and Program Sustainability**
   Despite fluctuations in billing volume, PM AM has maintained consistently strong revenue collection rates for Glendora. From **75% collection efficiency in Year 1**, the City saw a steady increase to **84% by the end of December 2024**, reflecting PM AM's effective account management, resident communication, and follow-up procedures. **Total gross revenue generated through December 2024 exceeded $353,000**, balancing enforcement and customer support to ensure long-term program health. **Additional revenue has been generated in 2025 as the program continues to perform strongly.**
3. **Improving Program Efficiency and Reducing Administrative Burden**
   By automating permitting, billing, and citizen engagement processes through the FAMS platform, PM AM has **significantly reduced the City's administrative workload**, enabling staff to focus on higher-priority public safety initiatives.
4. **Streamlined Access to CAD Data from Glendora**
   PM AM receives alarm incident data files from the City's CAD system on a weekly basis. Since no pre-analysis or complex data understanding is required, we can begin processing the data from day 1. This approach ensures incidents are not missed or delayed, supporting timely billing, accurate reporting, and improved ordinance enforcement.
5. **Enhancing the Customer Experience for Residents and Businesses**
   Our user-friendly web portals, multilingual customer service team, and proactive outreach initiatives have transformed the resident experience. The number of billing disputes and manual adjustments has decreased notably, reflecting smoother engagement and improved satisfaction.
6. **Enabling Data-Driven Oversight and Transparency**
   PM AM has provided Glendora with real-time dashboards, monthly closing statements, and robust analytics that support better decision-making and ensure full program transparency and compliance.

Reduction in False Alarms

PM AM Corporation has effectively addressed the persistent challenge of reducing costly false alarms that require police response. Since assuming management of Glendora's False Alarm Program in 2021, PM AM has implemented a series of targeted strategies that have consistently driven down the number of false alarms across the City.



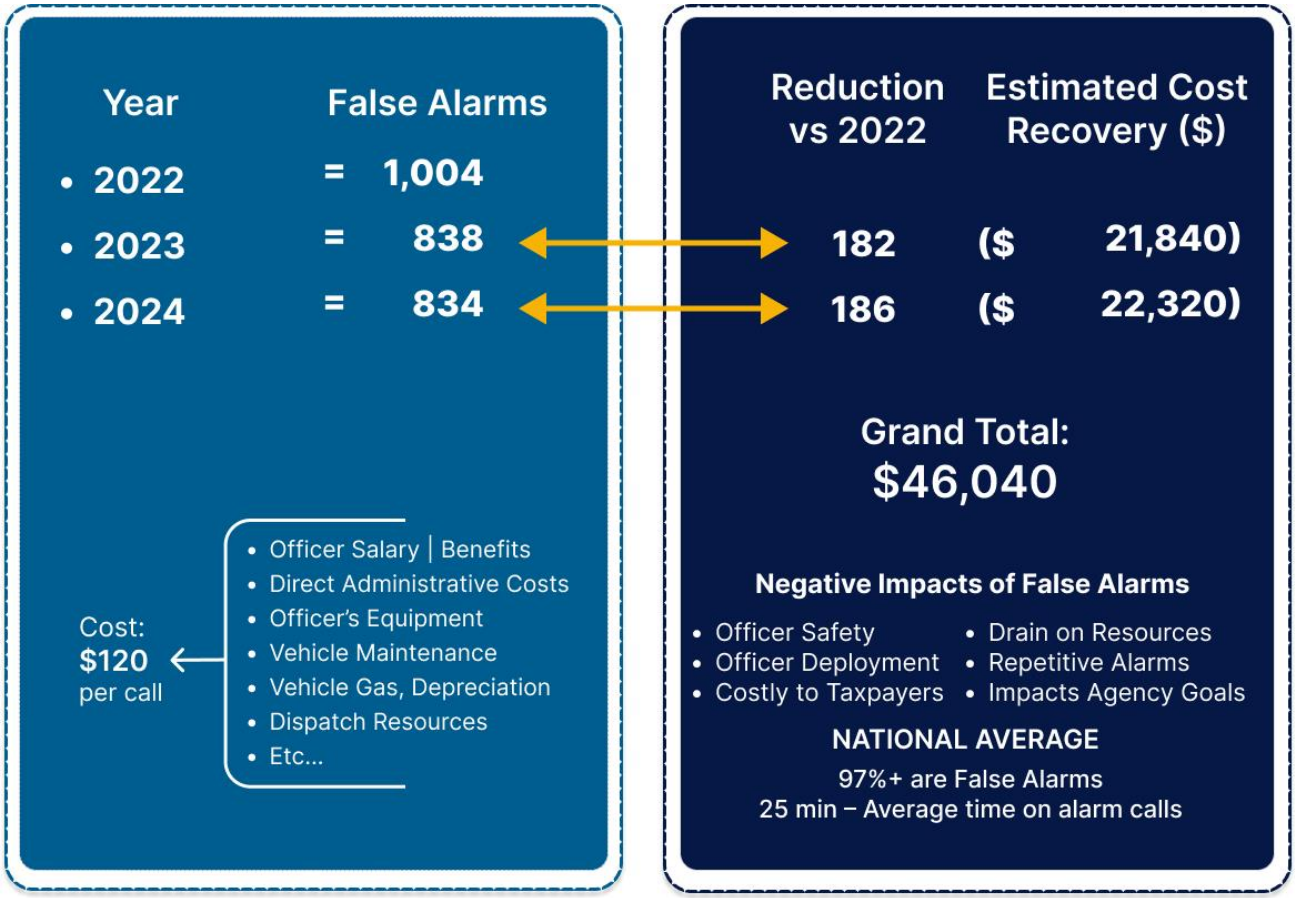
In **calendar year 2022**, the City of Glendora recorded **1,004 false alarms**. By the end of **calendar year 2024**, that number had dropped to just **834 false alarms**, representing a **17% reduction** over this period. This steady decline has translated into enhanced operational efficiency, smarter resource allocation, and improved officer safety.

The significance of this reduction extends beyond logistics. Using the industry-standard estimate of **$120 per false alarm response**, Glendora has realized an **estimated cost recovery of around $46,000 through December 2024**. These savings factor in essential operational costs such as officer salary and benefits, administrative time, vehicle usage and depreciation, dispatch coordination, and equipment wear and tear. **Additional savings are expected to be realized in 2025 as false alarm incidents continued to decline.**

Beyond the direct cost savings, the benefits of reduced false alarms touch on critical aspects of community well-being and law enforcement readiness:

- Improved public safety due to faster availability of officers for real emergencies
- Reduced workload for emergency dispatchers and administrative staff
- Lower stress and disruption for responding officers
- A more balanced financial burden on residents and businesses

The marked decrease in false alarm incidents is a clear reflection of the effectiveness of PM AM's proactive enforcement, automation tools, and educational outreach. It also underscores the City of Glendora's commitment to optimizing public safety resources and enhancing service to the community.



National statistics show that over 97% of alarm calls are false, with each false dispatch consuming approximately 25 minutes of valuable police response time. In the City of Glendora, PM AM's strategic management of the False Alarm Program has led to the **elimination of 170 unnecessary alarm dispatches between calendar years 2022 and 2024**, translating to a total of approximately **4,250 minutes—or over 70 hours—of saved police response time**. **Even greater time savings are anticipated as the program continues into 2025.**

By cutting back on avoidable dispatches, PM AM's **FAMS™ platform** has significantly improved Glendora's operational efficiency. These hours saved mean officers are more readily available for true emergencies, enhancing community safety while also reducing stress, fuel use, and equipment wear. This achievement underscores the City's success in implementing a data-driven, cost-effective, and citizen-friendly alarm management solution that aligns with broader law enforcement performance goals and public service priorities.

Our solution helps enforce **alarm ordinances**, leading to reduced false alarms. It covers billing, mailings, false alarm processing, coordination with alarm companies, hearing and appeals support, reporting, and more, meeting all the requirements of the **City of Glendora' alarm ordinance**.

Excessive false alarms in many U.S. cities and counties drain law enforcement resources and waste taxpayer dollars if left unchecked.

PM AM launched its web-based solution in 2004 and has evolved by introducing device and platform-independent digital initiatives in 2020/2021. Now, citizens, businesses, and City officials can access services from any device, such as smartphones, laptops, or tablets. Citizens can apply for permits, make payments, and update contact info through the City's PM AM-managed website or via personal social media (e.g., Facebook) without needing to remember website URLs.

PM AM's **20-year experience** with FAMS highlights its dedication to aligning with user behavior and leveraging advanced technology to help cities reduce false alarms and improve ordinance compliance. ***PM AM built its solution from scratch and has constantly upgraded the offering to leverage advancements in technology.***

PM AM's results have not only been measurable in terms of revenue generation and compliance improvement but also in operational efficiency and customer service. With proprietary tools, deep domain expertise, and scalable infrastructure, we have consistently delivered outstanding results in large municipalities.

PM AM is committed to maintaining industry certifications, ensuring its FAMS platform follows the latest "Best Practices." The company has earned several awards, including the prestigious ***"CJIS Ready"*** certification, a source of great accomplishment.

Though the FAMS solution may seem simple, PM AM has added over ***100 real-time, data-driven reporting functions*** based on city and county requests. PM AM values user feedback and continuously adapts the program to reduce false alarms and increase revenue. Innovations are quickly integrated into FAMS at no additional cost to customers, reflecting PM AM's strong partnership with its user community.

PM AM has created several innovative processes that could be patented, but the company's focus on continuous technological advancement makes patents unnecessary. We choose not to file for patents to avoid offering outdated solutions.

In this section, we wish to state and demonstrate with examples of how PM AM's dollars are invested in continuous improvements/ innovations that result in achieving four key result areas that our partner community places a significant importance on:



FALSE ALARM REDUCTION
- through education and awareness



HIGHER COLLECTION RATES
- through ultra-modern skip tracking techniques



REVENUE GROWTH
- through state-of-the-art collection compliance techniques



CITY PERSONNEL
- personnel involvement

FAMS™ | False Alarm Reduction

The cities that **partner with PM AM** to manage their alarm programs have seen a **significant yearly decrease in false alarm calls**. This reduction **improves efficiency**, **promotes proper alarm system use,** and encourages alarm companies and users to maintain **reliability, reducing false alarm** dispatches.

False alarm reduction is a key focus for PM AM's **partner cities** so PM AM provides **resources**, including manpower and education, to work with repeat offenders. While progress may be slow initially, **consistent** outreach over 12 to 18 months helps **violators address false alarm issues**. Additionally ongoing support is provided throughout the program. More details can be found in the "**False Alarm Reduction Processes**" section of this RFP.

Below are a few examples of **cities and counties** that, through our consistent outreach engagement model, have **achieved significant reductions in false alarms** — a common **priority for our partner cities.**

City Names (Population)	False Alarms Count At The Start Of The Program	False Alarms Count	% False Alarms Reduction
Houston, TX (2,302,878)	**73,107**	**49,875**	**32%**
Cobb County, GA (766,149)	10,561	3,313	**69%**
Oakland, CA (430,553)	11,405	2,742	**76%**
Chula Vista, CA (279,170)	4,300	1,005	**77%**
Richardson, TX (118,802)	5,451	3,490	**36%**
Rowlett, TX (65,113)	2,044	1,270	**38%**

Higher Collection Rates: PM AM targets up to **85%+ collection rates** and in most cases, it is successful in collecting **90% plus**. This higher collection rate is attributed to a workflow that is proprietary to PM AM. These sophisticated collection methods that analyze the payment trends and the preferred payment platforms used by the citizens to make payments help PM AM's CSR's in outreach to citizens with unpaid invoices. We have compared these proprietary workflow outreach methods with the typical conventional outreach efforts of others and our findings are that our collection rates are 10% to 12% higher using the proprietary workflow.

FAMS™ | Revenue Growth: In almost **100% of cases**, PM AM achieves increased **baseline revenue** when it takes charge of a city's alarm program. While it grows baseline revenue, PM AM always faces the hurdle of reduced false alarms, which results in reduced billing and collections for

the false alarms, which were eliminated through PM AM's false alarm reduction approaches. PM AM deploys multiple time-proven internal processes to identify non-compliant businesses/residents in an engagement strategy that almost always results in higher compliance (permitting), driving baseline revenue to grow substantially for our partner cities. These strategies are discussed in detail in later parts of this RFP response.

PM AM has been able to increase the revenue for the cities in spite of the fact that there has been a consistent reduction in false alarms. PM AM has **efficient collection rates** in the **90%** range that have significantly helped cities that have had poor collection rates previously.

Below the examples illustrate where unique FAMS techniques resulted in **higher revenue growth**. In some cases, **PM AM's initial share is *"paid for"* by this increase in revenue**, making PM AM services **free from the second year onward.**

City Names (Population)	**Revenue During First Year Of Implementation**	**Revenue For Year 2024**	**% Revenue Increase 2024**
Houston, TX (2,302,878)	**$ 6,400,000**	**$10,833,353**	**69%**
Richardson, TX (118,802)	$ 191,175	$272,023	**42%**
Rialto, CA (103,545)	$ 56,906	$190,103	**234%**
San Marcos, TX (70,301)	$ 30,290	$84,616	**179%**
Little Elm, TX (55,357)	$ 37,729	$80,843	**114%**
Lincoln, CA (52,534)	$ 30,765	$50,636	**65%**
Middle Township, NJ (18,302)	$ 30,995	$52,976	**71%**

City - Personnel involvement: The FAMS portal allows easy access for all stakeholders, supported by CSRs in Dallas and Houston. This integration of technology and human support boosts customer satisfaction and reduces the time cities spend on alarm management.
Furthermore, we have been presented 22 opportunities to introduce the FAMS solution to the following municipalities, all of whom were previously using our competitor's product:

1 PEMBROKE PINES, FL

2 PINELLAS COUNTY, FL

12 LAS CRUCES, NM

13 DAVIE, FL

3	COBB COUNTY, GA	14	VALLEJO, CA
4	DURHAM, NC	15	COLUMBUS, OH
5	PROVIDENCE, RI	16	IRVING, TX*
6	NORTH MIAMI BEACH, FL	17	ROSEVILLE, CA*
7	MORGAN HILL, CA	18	GLENDORA, CA*
8	DOUGLAS COUNTY, CO	19	TOMS RIVER, NJ*
9	HIGHLAND VILLAGE, TX	20	CALGARY, CANADA
10	EDMONTON, CANADA	21	YUMA, AZ
11	NEW CASTLE CO., DE	22	MEMPHIS, TN

These agencies were utilizing the services of our competitors, **APS, or CentralSquare Technologies' CryWolf**, for their alarm management needs. However, they expressed interest in exploring other available alarm management offerings in the market. This presented an excellent opportunity for PM AM to present our solution.

Although many agencies were satisfied with their existing vendors, they were impressed by PM AM's customer service and innovative solutions. After comparing both options, the advantages of PM AM's processes became clear, **leading all 22 agencies to switch to PM AM for alarm program management**. All are current clients and several have remained loyal customers for years since.

In summary, PM AM would like to offer…

In summary, PM AM is pleased to offer its extensive expertise and proven solutions to the City of Glendora. Drawing from our broad experience working with some of the nation's most demanding municipal environments, our leadership in industry innovation, and our ongoing successful partnership with Glendora since 2021, we believe PM AM is uniquely positioned to provide unparalleled technological advancements and managed services in continued support of the City's False Alarm Program.

We look forward to the opportunity to build upon this strong foundation and help Glendora achieve even greater success in its alarm management efforts for years to come.

Company Information

Organizational Structure

PM AM's structure is designed for scalability, agility, and specialized service delivery. The organization is comprised of the following key operational divisions:

1 Executive Leadership

Responsible for strategic planning, governance, client relations, and regulatory compliance. The executive team ensures alignment with client goals and oversees the entire service delivery lifecycle.

2 Program Management Office (PMO)

Led by a dedicated **Program Manager**, the PMO coordinates client implementations, ensures service delivery excellence, and manages ongoing city support. The PMO is the primary liaison with city officials and is accountable for contractual compliance and performance metrics.

3 Software Engineering & Product Development

This team is responsible for building and maintaining the **FAMS™ platform**, including ongoing product innovation, system integration (e.g., with CAD), and user experience enhancements. All system development is done in-house, ensuring full control, rapid innovation, and customized solutions for client cities.

4 Customer Support Services

PM AM operates professional customer service centers in **Dallas and Houston**, staffed by trained **Customer Service Representatives (CSRs)** who handle citizen inquiries, permit applications, billing support, and alarm company coordination. The support team also offers **multilingual assistance** and monitors KPIs for quality assurance.

5 Data & Analytics

This unit manages real-time dashboards, custom reports, and monthly performance summaries that provide Glendora and other clients with actionable insights. The team also handles audit logs, data security, and system uptime monitoring.

6 Quality Control and Compliance

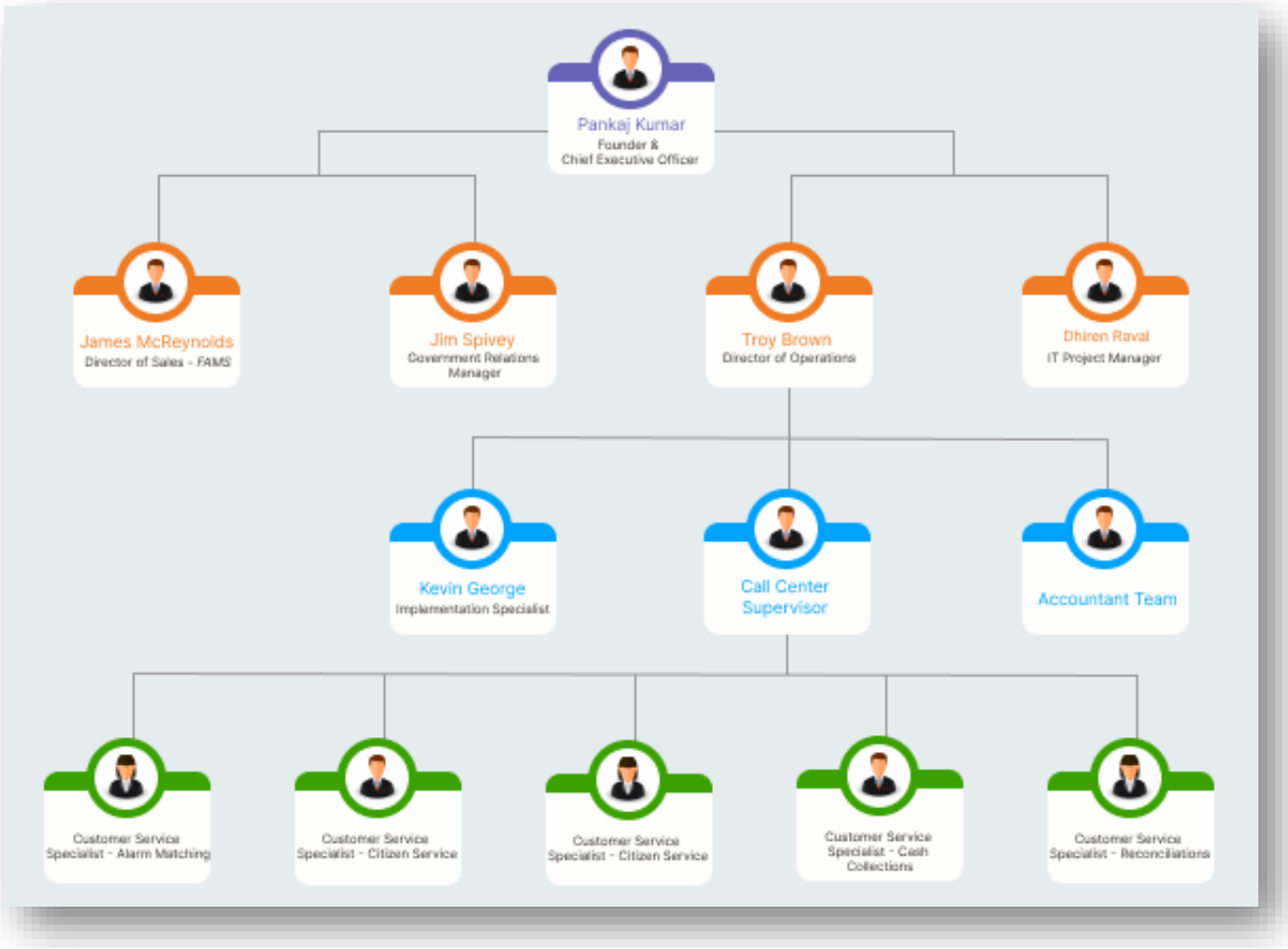
Oversees internal audits, training standards, regulatory compliance (including **CJIS Readiness**), and incident response protocols. This function ensures adherence to city-specific ordinances and public safety mandates.

Key Personnel Committed To PROJECT

PM AM has adequate staffing of ~40 employees in 2 call centers. All our staff goes through a rigorous hiring process that includes drug & background screenings and I-9 verification. Each team member also goes through an extensive **training process through an AI tool Vai (a must-see during**

interviews). The quality of our well-trained staff is a primary factor in the many accolades our client municipalities have bestowed on PM AM since 2004.

PM AM has a dedicated staff of customer support representatives, our trained staff respond to customers' phone calls thru a dedicated toll-free number in real time **(100% calls are audited)** and emails the same day, emails that are received late are responded to the next day, 99%+ responses include comprehensive details based on the question and are resolved with a single response. PM AM has the Same Day Call Back Policy in place for any voice messages left after office hours, this results in a high level of customer satisfaction.



Below is a list of key PM AM Managers that will be involved in managing the City's Program:

Executive Leadership

Pankaj Kumar

Chief Executive Officer | Executive Project Sponsor
PankajK@pmam.com

As a Project Sponsor, Mr. Kumar ensures that all roles and responsibilities are aligned to the commitment PM AM made in terms of quality and speed of carrying out all alarm administration service processes. He is also available to you to resolve issues and constraints that are noticed by you or your citizens during the entire life of the project.

Cops helping Cops Program

PM AM's "Cops Helping Cops" initiative bridges the gap between technology and real-world policing. We've engaged 10 former police chiefs who actively guide our solution development, ensuring our products stay modern, relevant, and aligned with law enforcement needs.

These chiefs serve not only as strategic advisors but are also **available to the City of Glendora** for consultation and support throughout the engagement, reinforcing our commitment to practical, officer-driven innovation.

Jimmy L Spivey (ex-Dallas Lt. and Chief of Police, Richardson, Ret.)

Vice President of Sales | Public Safety Division
JimmyS@pmam.com

Jimmy Spivey recently retired as Chief of the Richardson Texas Police Department. Chief Spivey spent many decades in Law Enforcement in Dallas and Richardson with over 10+ years as Police Chief. The Richardson Police Department was the first FAMS partner in 2004 with PM AM and Chief Spivey was instrumental in providing key inputs to bring down false alarms for the public safety organizations.

Chris Leusner (Chief of Police, Middle TWP, NJ, Ret.)

Consultant
ChrisL@pmam.com

Christopher Leusner was Chief of Police in Middle Township, New Jersey. With over 24 years of experience in law enforcement, He spent 12 years as Chief of Police. He is a past President of the New Jersey State Association of Chiefs of Police. He is a past State President of the FBI National Academy Associates New Jersey Chapter and past President of the Cape May County Chiefs of Police Association.

Bret Crook (Commissioner, Woodway, Texas, Ret.)
Consultant
BretC@pmam.com

Woodway Public Safety Director Bret Crook was with the City of Woodway for 27 years, coming to Woodway in 1996. Director Crook served as the Fire and Police Chief of Woodway. Director Crook is a 1994 Baylor graduate with a Bachelor of Science degree in Education with minor work in computer science.

Roco Dina (Chief of Police, Buffalo, NY, Ret.)
Consultant
RoccoD@pmam.com

Buffalo Police Commissioner from 1998-2005, After retiring from BPD he has remained close to police chiefs providing whatever support they may need.

Robert Haigh (Chief of Police, Greenfield, MA, Ret.)
Consultant
RobertH@pmam.com

Led the Greenfield, MA police force from 2013-2024. He had previously served as Orange's police chief and began his career in law enforcement as a patrolman in Greenfield in 1999. He achieved numerous accomplishments with the department during his tenure, which includes state accreditation. He also served as the former president of the Western Massachusetts Chiefs of Police Association and was a recipient of the Phil Hano Award in 2019, which recognizes exceptional community support and service.

William Gordon (Deputy Chief of Police, Greenfield, MA, Ret.)
Consultant
WilliamG@pmam.com

Joined the Greenfield, MA police department in 1993 and was promoted to Chief in 2024, spent 31 years with the department

Thomas Preiser (Chief of Police, Harvey Cedars, NJ, Ret.)
Consultant
ThomasP@pmam.com

He graduated from Kutztown State College in Pennsylvania and got a job as a special officer at Harvey Cedars in 1981. He worked at Bernards Township from 1983 to 1988, then returned to Harvey Cedars. He was chief from 2008 to 2020.

Albert Garcia (Chief of Police, Levelland , Texas, Ret.)
Consultant
AlbertG@pmam.com

He graduated from SPC with an associate degree in law enforcement technology in 1992. He later worked as a police officer on the SPC Levelland campus for a few years before becoming an officer at the Levelland Police Department. He worked for the Amarillo Police Department for a little over a year before returning to the LPD. Chief Garcia was Awarded the Medal of Valor through the Texas Commission of Law Enforcement for his involvement in an active shooter event on July 15, 2021.

Pat Morgan (Colonel, Kenton County Sheriff Office, KY, Ret.)
Consultant
PatM@pmam.com

During his 33 plus years in law enforcement, Col. Morgan has earned the respect of co-workers and Sheriffs throughout the Commonwealth. He has been a big help to the Kentucky Sheriff's Association by overseeing the annual conference registration process, assisting with the logistics for training and hospitality, instructing classes for new Sheriff's, and simply being a problem solver. In 2019, Kentucky Sheriff's Association President Award winner.

Brandon Barnhill (Chief of Police, Paducah, KY, Ret.)
Consultant
BrandonB@pmam.com

Voted Kentucky Association of Chiefs of Police "Top Chief" in 2016. Started his law enforcement career in 1995 in Murray, KY before heading to Paducah. Barnhill became Paducah's chief in 2013 and retired in 2018.

Operations Team

Troy Brown

Director Customer Service

TroyB@pmam.com

As the director over Customer Service, Troy oversees the day-to-day operations of the call centers and the data entry teams. He is also the primary point of contact through the duration of the implementation process and over the lifetime of the program. Troy brings 25+ years of call center management experience. He is responsible for managing the call center and Back office processes of 35-40 employees.

Michael Watts

Call Center Team Lead

MichaelW@pmam.com

Michael would be the Program Lead for the City of Dallas and assist with requests and develop new campaigns and content to engage citizens to increase their awareness about the City's alarm ordinance. This role and his initiatives are the key to customer engagement through mailings, email and voicemail communications, and marketing campaign materials.

Madhura Kotkar

Payment Specialist

MadhuraK@pmam.com

Madhura works diligently to process daily Lockbox files and carries out manual research for the payments that did not come with coupons. She is responsible for keeping Lockboxes and FAMS™ reconciled at all times.

Olga Salazar

Alarm Incident Matching & Training Specialist

OlgaS@pmam.com

Olga reviews, updates, and corrects CAD alarm files to ensure accurate incident data matching with permits and maintaining communication with city contacts for incident issues. She also tracks incident data for timely, accurate billing. As a training specialist, she supports onboarding new agents and trains them on PM AM policies. As a senior agent, she handles customer engagement via mail, email, voicemail, and escalations.

Priscilla Ceballos

New Installations, Cancellations and Payment Specialist

PriscillaC@pmam.com

Priscilla is responsible for updating permits when PM AM receives notification from the alarm companies of a change of status to their permit holders. She is also responsible for the deposits of cities that are not on a bank operated Lockbox.

Antonia Rodriguez

Mail Processing Specialist

AntoniaR@pmam.com

Antonia is responsible for the scanning and batching of all correspondence received through the lockboxes. This process is vital to PM AM to maintain time-bound standards for payment processing. She also ensures that any collateral sent to the permit holders on behalf of the city are printed and sent within the designated timeframes.

Implementation Team

Kevin George -

Implementation Specialist/City liaison

KevinG@pmam.com

Kevin brings 30 years of customer service and 25 years of technical experience. He previously worked at PX Technology as an Implementation Engineer and Support Analyst, handling custom application installations and collaborating with medical staff. Kevin has held various roles, from leading call center teams to earning Microsoft certifications in server and CRM support. He also has QA experience with PL SQL and Oracle databases.

At PM AM, Kevin will work closely with the City's and Police Department's project managers to develop a detailed project plan, covering key phases such as system setup, testing, and training. He will lead weekly meetings, providing progress updates, addressing schedule deviations, and ensuring the project stays on track.

Dhiren Raval

IT Program Manager

DhirenR@pmam.com

With a history of over 20 years in the IT and Program/Project Management field, Dhiren is a seasoned IT specialist with PMP Certification excelling in system design, implementation, training, documentation, and support. Boasting robust communication skills, he adeptly bridges client requirements with developers and clarifies developer inquiries to clients.

Entrusted with the **technical realm of FAMS™**, Dhiren ensures seamless administrative, back-office operations, assist onboarding new clients onto the FAMS™ platform and supervising the applications technical support among other duties.

In addition to these **key individuals**, PM AM has **two call centers** that are fully staffed with trained call takers, back-office personnel in Dallas and in Houston. To support the operations, PM AM rents large spaces in class A buildings for these two call centers, Dallas Headquarters is located at 5430 LBJ freeway, Dallas TX (Lincoln Center at the **Dallas North Tollway and 635)**.
Commitment to Innovation and Technology: PM AM invests heavily in research and development, ensuring our FAMS™ platform remains at the forefront of municipal technology. Innovations are implemented incrementally, with enhancements based on real-time user feedback, ordinance changes, and new operational needs. To date, FAMS includes over 100 real-time, customizable reports tailored to the specific data needs of cities and counties.

In addition to customer-facing enhancements, PM AM has developed advanced backend capabilities, including custom interfaces with Computer Aided Dispatch (CAD) systems.

Glendora: A Model for Successful Partnerships Since 2021, the City of Glendora has been a prime example of a successful partnership with PM AM. Through streamlined access to CAD data, high collection rates, and a remarkable 41% reduction in false alarms, Glendora showcases how our FAMS™ solution delivers both operational efficiency and enhanced public safety outcomes.

Our collaboration with Glendora goes beyond a client-vendor relationship; it's a true partnership built on long-term success. We are fully committed to meeting Glendora's evolving needs through continuous innovation, responsive support, and results-oriented service delivery.

State Of The Art Call Centers | Protection Against Disasters

PM AM is committed to delivering uninterrupted alarm administration services for the City of Dallas, operating primarily from our **Dallas, TX** office location.

We have strategically established two distinct processing and call center service sites in Dallas, TX and Houston, TX, ensuring redundancy and resilience in our operations. While the likelihood of physical or man-made disasters is remote, we are well-prepared to handle such eventualities. PM AM maintains a complete mirror-image backup of all processes, equipment, and essential personnel across locations. If one site were to be incapacitated, **we could restore service to the city within 30 minutes at an alternate site.**



DALLAS, TX



HOUSTON, TX

PM AM has made significant investments in **strategic planning, infrastructure, and technology** to establish **state-of-the-art customer care centers** in both **Dallas, TX and Houston, TX**. Our **call support network** is **intelligently engineered** to allow for **seamless call redirection** between the two locations. This robust setup ensures **continuous, uninterrupted service** to our partner cities, even during unexpected disruptions or emergencies.

Example: Hurricane Harvey – August 28 to September 1, 2017
During Hurricane Harvey, the City of Houston experienced severe flooding and torrential rains. In response, the Mayor's Office declared a closure of all City administrative offices. Simultaneously, PM AM's Houston support office was also closed due to flooding in the building.

Despite these challenges, PM AM's cloud-based phone system was reconfigured within 30 minutes to seamlessly re-route all inbound calls from Houston to our Dallas support center. This ensured that even while City offices were closed, Houston citizens could still speak with PM AM Customer Service Representatives (CSRs) regarding their alarm-related inquiries.

PM AM is unique in the industry for offering an after-hours voicemail option. Callers can leave a message outside of normal business hours, and under PM AM's standard Service Level Agreement (SLA), these messages are returned the next business day.

By contrast, other vendors managing alarm programs do not provide voicemail capabilities after hours. Their callers are simply instructed to call back during regular business hours, leading to missed opportunities and potential frustration for citizens

PM AM Advantages

PM AM's strength lies in its dedication to **"incremental innovation"**, practiced on a **continuous basis**. Each year, PM AM identifies **two to three key areas** for targeted **innovation and modernization** and allocates a **dedicated R&D budget** to advance these goals—ensuring our **partner cities** benefit from a solution that remains **modern and forward-thinking**.

This **strategic approach** guarantees that cities always have access to a system that is **relevant, adaptive, and aligned** with the latest **challenges**, **technologies**, and **demographic trends**, including the unique needs of **millennials**, **baby boomers**, and the **aging population** within their communities.



The following are a *few* examples:

- **Innovative Compliance Algorithm (2020):** PM AM introduced an **algorithm** designed to enhance **ordinance compliance** by analyzing **socio-economic demographics** based on **residence location**.

- **FAMS iOS & Android App (2018):** PM AM launched a **smartphone app** offering **8 key functions**, such as **payment processing**, **ordinance review**, **key holder updates**, along with **push notifications** and **educational resources** to help citizens **prevent false alarms**.

- **Scan to Pay (2017):** A **cutting-edge solution** that allows citizens to easily **pay invoices** by scanning them with their **smartphones**, catering specifically to **mobile-first users**.

- **USPS Mail Tracking (2014):** PM AM developed a **tracking system** to monitor **invoice** and **notice deliveries**, providing **partner cities** with **delivery details** for **customer inquiries** and **appeals**, integrated with **USPS tracking**.

- **Business/Franchise Engagement (2013):** PM AM introduced a **web-based service** that improved the **collection of unpaid invoices** from **businesses/franchises**, leading to an increase in payments from this group.

- **Citizen Experience via Videos (2009):** PM AM was the first to offer **instructional videos**, helping citizens navigate the **permit** and **payment processes**, ensuring **easy access to information**.

- **Integrated Document Printing (2008):** In partnership with **Pitney Bowes**, PM AM developed a solution that ensures **error-free invoicing** using advanced **printing technology**, which supported rapid growth and eliminated **media issues**.

- **GIS-based Address Matching (2004):** To enhance **data integrity** and improve **enforcement accuracy**, FAMS utilizes **GIS-enabled address matching**. This guarantees precise alignment between **alarm locations** and official **city records**, minimizing mismatches and facilitating better **ordinance compliance tracking**.

- **Alarm Company Collaboration (2005):** PM AM partnered with **alarm companies** and **municipalities** to create a **secure, self-service platform** that addressed critical **alarm management** needs of all stakeholders.

- **Multi-Factor Authentication (2022):** PM AM significantly enhanced **security** by implementing **multi-factor authentication** for **FAMS™**, ensuring only authorized access and strengthening **cybersecurity**.

- **100% Cloud-Based FAMS (2004):** PM AM introduced a fully **web-based portal** for both citizen and administrative **alarm permit management**, accessible from any browser. This model continues to evolve with regular updates and **innovations**.

- **24/7 Citizen Support via Chatbots (2020):** FAMS integrated intelligent **chatbots** to provide continuous assistance to citizens. These bots quickly answer **frequently asked questions**, guide users through the **permit** and **appeals** processes, and help with common **ordinance-related inquiries**, reducing call volumes and enhancing **citizen satisfaction**.

- **Automation & RPA (2023): Robotic Process Automation (RPA)** was implemented to handle complex, repetitive tasks—such as **data processing**, **violation workflows**, and **notification generation**—in minutes. This boosts **speed**, **accuracy**, and **consistency**, reduces **human error**, and frees up staff to focus on more valuable tasks.

- **VAI – Conversational Intelligence (2024):** Our proprietary **AI platform**, **VAI**, elevates agent performance through real-time **conversation guidance**, **post-call coaching**, and **AI-driven quality checks**. It ensures agents are equipped with in-depth **ordinance knowledge**, improving their interactions with citizens, enhancing **compliance**, and driving better **collection outcomes**.

- **Secure Access with Azure AD Single Sign-On (2025):** FAMS™ now supports **Single Sign-On (SSO)** through **Microsoft Azure Active Directory**, enabling City staff to access the system securely using their existing **credentials**. This improves **security**, simplifies **login management**, and supports **multi-factor authentication** for additional protection.

Awards and Certification

PM AM has earned several IT Awards and certifications.

CJIS Ready

SSAE-16 SOC 1 – Type II

PCI | DSS Compliant

Microsoft "Sequel 2005 Front Runner Status" – Only 185 companies worldwide

Microsoft "Sequel 2008 Front Runner Status"

Microsoft Gold Certified Partner

Microsoft ISV (Independent System Vendor) - Under 12 % of Microsoft partners have achieved this level

Microsoft Custom Development Solutions Competency Certification

UiPath Automation Excellence Awards 2022 - Finance and Accounting Process Automation

- PM AM is proud to be **CJIS Ready**, having undergone a **rigorous system audit** to achieve this prestigious certification for our **FAMS™ platform**.

- Our **payment processing** operations are **SOC 1 – SSAE 16 Type II certified**, ensuring cities can trust the **integrity of our financial controls**.

- PM AM maintains **full compliance** with **PCI DSS Standards**, safeguarding all payment-related transactions.

- As a **Microsoft Gold Certified Partner**, PM AM leverages top-tier consultation and tools to ensure the **FAMS™ system remains innovative, secure, and dependable**.

- We are also recognized as a **Microsoft ISV Partner**, a distinction held by **fewer than 12% of partners**, highlighting our commitment to **best practices and high-quality software development**.

- PM AM received the **UiPath Automation Excellence Award (2022)** for our groundbreaking work in **automating billing and month-end processes**, delivering a **streamlined solution** now used by over **150 clients** to simplify complex operations.

Resumes

PM AM Corporation has a dedicated team of highly skilled professionals assigned to perform the required services. Below is the list of their discipline:

Here is the structured table with Name, Discipline, and Job Title for the PM AM assigned staff:

Name	Discipline	Job Title
Kevin George	Implementation & Project Management	Implementation Specialist / City Liaison
Dhiren Raval	IT & Program Management	IT Program Manager
Pankaj Kumar	Executive Leadership	Chief Executive Officer / Executive Project Sponsor
Jimmy L Spivey	Public Safety & Law Enforcement	Vice President of Sales / Public Safety Division
Troy Brown	Customer Service Management	Director of Customer Service
Michael Watts	Call Center Operations	Call Center Supervisor
Madhura Kotkar	Payment Processing	Payment Specialist
Olga Salazar	Incident Management & Training	Alarm Incident Matching & Training Specialist
Priscilla Ceballos	Permit & Payment Processing	New Installations, Cancellations & Payment Specialist
Antonia Rodriguez	Mail & Document Management	Mail Processing Specialist

This table provides a clear overview of the assigned personnel, their areas of expertise, and their job. PM AM has a scalable workforce and the capacity to deploy additional personnel as needed to accommodate increased service demands or special projects. Our talent pool allows us to quickly onboard additional customer service representatives, technical staff, and billing specialists to ensure uninterrupted and efficient operations for the City.

PM AM has a dedicated staff of customer support representatives, these trained staff respond to customers phone calls thru a dedicated toll-free number in real time and emails the same day, emails that are received late are responded to next day, 99%+ responses include comprehensive details based on the question and resolved with a single response. PM AM has the Same Day Call Back Policy in place for any voice messages left after office hours, this results into high level of customer satisfaction.

Pankaj Kumar
Chief Executive Officer | Executive Project Sponsor
PankajK@pmam.com

Pankaj Kumar is a seasoned executive leader with extensive experience in technology-driven service solutions, municipal partnerships, and program execution. As the Chief Executive Officer of PM AM Corporation, he has led the company's growth and innovation in false alarm management, public safety technology, and municipal operations support. His strategic vision ensures that all aspects of the alarm administration service process align with industry best practices, efficiency, and compliance.

With over 40 years of leadership experience, Mr. Kumar has successfully overseen the implementation of false alarm management solutions in over 600 municipal and county jurisdictions, ensuring that cities achieve maximum ordinance compliance, reduced false alarms, and improved revenue collection.

Role & Responsibilities in the Project

As the Executive Project Sponsor, Mr. Kumar ensures:

- Strategic Oversight: Aligns all project roles and responsibilities with PM AM's commitment to quality, efficiency, and customer satisfaction.
- Project Execution Assurance: Monitors service delivery, system implementation, and operational success, ensuring alignment with the City's requirements.
- Issue Resolution & Stakeholder Support: Acts as an escalation point for resolving challenges, constraints, or concerns raised by City officials, law enforcement, or alarm users.
- Continuous Improvement & Innovation: Identifies opportunities for process enhancements, policy adjustments, and advanced system capabilities to improve service effectiveness.
- Client-Centric Engagement: Engages with City leadership and law enforcement officials to ensure their needs, feedback, and compliance priorities are effectively addressed.

Commitment to the City

Mr. Kumar is fully committed to supporting the City throughout the entire project lifecycle, from implementation to ongoing management. With his proven leadership, extensive experience, and client-focused approach, Mr. Kumar will ensure that the City's alarm management program operates smoothly, meets all compliance requirements, and delivers measurable benefits to the community.

Jimmy L Spivey
Vice President of Sales | Public Safety Division
JimmyS@pmam.com

Jimmy L. Spivey is a highly respected law enforcement leader with over three decades of experience in public safety, crime prevention, and municipal operations. Having served over 10 years as Police Chief of the Richardson, Texas Police Department, he has a deep understanding of law enforcement challenges, false alarm impacts, and the importance of effective alarm management systems.

Chief Spivey played a pivotal role in reducing false alarms and improving alarm compliance enforcement policies, leading to enhanced public safety, optimized emergency response times, and reduced operational burdens on law enforcement agencies. His contributions have helped shape the national approach to alarm administration and enforcement strategies.

Role & Responsibilities in the Project

As the Vice President of Sales | Public Safety Division, Chief Spivey brings firsthand law enforcement expertise to ensure that PM AM's False Alarm Management System (FAMS) aligns with the public safety priorities of the City. His responsibilities include:

- Law Enforcement Liaison: Acts as a bridge between law enforcement agencies and PM AM, ensuring that alarm management processes support police operational efficiency.
- False Alarm Reduction Strategy Advisor: Provides expert guidance on strategies to reduce false alarms, improve compliance with alarm ordinances, and enhance public safety outcomes.
- Training & Policy Development: Assists in developing alarm user education programs, officer training, and enforcement best practices tailored to the City's alarm management goals.

Kevin George
Implementation Specialist/City liaison
KevinG@pmam.com

Kevin joined PM AM in May 2023, with 30 years of outstanding customer service experience and 25 years of technical experience. Kevin has proven himself as an essential employee ready to do what it takes to deliver outstanding service all his customers.

Prior to working for PM AM Kevin worked for PX Technology as an Implementation Engineer and Support Analyst. Providing installations and configuration for their customers' custom applications and working closely with medical staff to ensure satisfaction with the deployment of their product.

In his time in the industry, Kevin has served in many roles from leading a team of agents in a call center to obtaining Microsoft certifications for supporting servers and Microsoft CRM. Kevin has also proven himself as a QA resource using PL SQL to confirm the accuracy to changes in Oracle database and testing ETL jobs.

Role & Responsibilities in the Project

- Collaborate with city and police department project managers to develop comprehensive project plans, outlining key phases from kick-off to ongoing support.
- Lead and facilitate weekly project meetings, providing thorough communication, status updates, and detailed meeting minutes with action item tracking.
- Ensure projects remain on schedule by monitoring progress, addressing deviations, and managing resource allocation.
- Provide installations and configurations for custom applications, ensuring customer satisfaction with product deployment.
- Utilize PL/SQL for QA resource functions, confirming accuracy of Oracle database changes and testing ETL jobs.
- Draw upon 30 years of customer service and 25 years of technical experience to deliver outstanding service to all customers.
- Leverage expertise in call center team leadership and Microsoft certifications for server and CRM support.

Troy Brown
Director Customer Service
TroyB@pmam.com

As the Director of Customer Service, Troy Brown plays a pivotal role in overseeing the daily operations of the call centers and data entry teams. His leadership ensures that these teams function efficiently, providing exceptional customer support and maintaining high levels of service quality. Troy's responsibilities extend beyond just managing personnel; he actively works to optimize workflows, implement best practices, and enhance the overall customer experience. His hands-on approach allows him to stay attuned to challenges in customer interactions and implement effective solutions to drive customer satisfaction and operational success.

Bringing over 25 years of call center management experience, Troy leads a team of 35-40 employees with a focus on efficiency, employee engagement, and continuous improvement. His expertise in workforce management, performance monitoring, and process optimization allows him to create a productive and motivated work environment. Under his leadership, the call centers and back-office teams operate cohesively, meeting customer needs with professionalism and efficiency. Troy's commitment to excellence ensures that the organization remains competitive in delivering high-quality customer service solutions.

Role & Responsibilities in the Project

- Oversee daily operations of call centers and data entry teams, ensuring efficiency and high service quality.
- Optimize workflows, implement best practices, and enhance the overall customer experience.
- Serve as primary point of contact for implementation and program lifecycle, collaborating with clients for smooth transitions.
- Lead a team of 35-40 employees, focusing on efficiency, employee engagement, and continuous improvement.
- Drive customer satisfaction and operational success through hands-on problem-solving and effective solutions.
- Manage workforce, monitor performance, and optimize processes to create a productive and motivated work environment.
- Ensure customer service initiatives are executed seamlessly, consistently meeting or exceeding performance benchmarks.
- Foster strong relationships with clients and internal teams to align business objectives with customer service strategies.

Dhiren Raval
IT Program Manager
DhirenR@pmam.com

With an impressive career spanning over 20 years in IT and Program/Project Management, Dhiren is a seasoned IT specialist with a PMP certification, demonstrating expertise in system design, implementation, training, documentation, and support. His extensive experience allows him to efficiently navigate complex technical landscapes while ensuring seamless integration of systems and processes. Dhiren's strong analytical and problem-solving skills enable him to drive technological advancements, improve system efficiencies, and enhance overall operational effectiveness. His ability to manage multiple facets of IT solutions makes him an invaluable asset in delivering high-quality results.

A key strength of Dhiren lies in his ability to facilitate clear and effective communication between clients and development teams. With strong interpersonal skills, he acts as a crucial bridge, translating client requirements into technical specifications for developers while also simplifying complex technical concepts for clients. His ability to anticipate challenges, provide strategic insights, and address concerns proactively ensures that projects stay on track and meet business objectives. This expertise not only enhances collaboration but also fosters trust and transparency between all stakeholders involved in the process.

Role & Responsibilities in the Project

- System Oversight & Platform Management: Leads the technical management of the FAMS™ platform, ensuring stable, secure, and high-performing operations.
- Client Onboarding & Integration: Manages technical onboarding for new clients, overseeing data migration, system setup, and CAD integration.
- Stakeholder Communication & Support: Acts as the bridge between clients and developers, translating requirements and resolving technical issues efficiently.
- Application Support Supervision: Oversees the technical support team to ensure timely issue resolution and maintains application integrity.
- Continuous Improvement & Innovation: Identifies opportunities for technical enhancements to improve functionality, efficiency, and user experience.

Michael Watts
Call Center Team Lead
MichaelW@pmam.com

Michael Watts is a highly experienced customer service professional with a strong background in call center operations, customer engagement, and program management. As Call Center Team Lead at PM AM, he plays a key role in managing customer interactions, overseeing communication strategies, and ensuring efficient alarm ordinance enforcement. With a proven ability to develop and execute citizen outreach programs, Michael ensures that the City's residents are well-informed about alarm regulations, compliance requirements, and program updates.

His expertise in call center leadership, digital communications, and community outreach enables him to provide top-tier customer service while improving public awareness and compliance with alarm ordinances.

Role & Responsibilities in the Project

As the Call Center Team Lead, Michael will be responsible for overseeing customer support, outreach initiatives, and program engagement strategies. His key responsibilities include:

- Customer Engagement & Awareness Campaigns: Develops new campaigns, outreach materials, and communication strategies to educate citizens on alarm ordinance requirements and compliance processes.
- Multi-Channel Communication Management: Oversees citizen engagement efforts through mailings, email, voicemail, and marketing campaigns, ensuring that all alarm users are informed and compliant.
- Call Center Operations & Team Supervision: Manages customer service representatives, ensuring they provide timely and accurate assistance to alarm users.
- Dispute Resolution & Permit Assistance: Ensures that false alarm disputes, permit inquiries, and billing questions are handled efficiently, maintaining high customer satisfaction levels.
- Data-Driven Customer Support Improvements: Uses call analytics and feedback reports to refine customer service operations and enhance the overall user experience.

Madhura Kotkar
Payment Specialist
MadhuraK@pmam.com

Madhura Kotkar is a dedicated financial operations professional with expertise in payment processing, reconciliation, and financial accuracy. As a Payment Specialist at PM AM, she plays a critical role in managing daily transactions, ensuring accuracy in financial records, and maintaining seamless reconciliation between the Lockbox system and the False Alarm Management System (FAMS™).

With a strong background in banking operations, manual payment verification, and financial data management, Madhura ensures that all payments are processed efficiently, reducing delays and errors in financial reconciliation.

Role & Responsibilities in the Project

As the Payment Specialist, Madhura will be responsible for handling all financial transactions related to alarm permit payments, billing, and reconciliations. Her key responsibilities include:

- Daily Payment Processing & Lockbox Management: Ensures timely and accurate processing of daily transactions through the Lockbox system.
- Manual Payment Research & Verification: Investigates payments received without proper documentation (e.g., missing coupons, incorrect references) to ensure they are correctly applied.
- Financial Reconciliation: Maintains continuous synchronization between Lockbox and FAMS™, ensuring that all payments are recorded accurately.
- Error Resolution & Payment Discrepancy Handling: Identifies and corrects discrepancies in transactions, preventing financial inconsistencies.
- Coordination with Finance & Customer Support Teams: Works closely with customer service representatives and the finance department to address citizen inquiries related to billing, payments, and refunds.

Olga Salazar
Alarm Incident Matching & Training Specialist
OlgaS@pmam.com

Olga Salazar is a highly skilled specialist in alarm incident data management and training, with extensive experience in alarm file processing, incident tracking, and customer engagement. As an Alarm Incident Matching & Training Specialist at PM AM, she plays a crucial role in ensuring the accuracy of alarm incident records, improving data integrity, and facilitating seamless billing operations.

In addition to her technical expertise in data validation and permit matching, Olga is also responsible for training and onboarding new agents, ensuring that all customer service representatives are well-versed in PM AM's policies, procedures, and best practices. With her strong communication skills, she also handles citizen engagement, issue resolution, and escalation management, making her a vital resource in both operational accuracy and customer satisfaction.

Role & Responsibilities in the Project

As the Alarm Incident Matching & Training Specialist, Olga will be responsible for maintaining the accuracy of alarm incident records, training new employees, and ensuring high-quality customer engagement. Her key responsibilities include:

- Incident Data Review & Correction: Audits, updates, and corrects alarm files to ensure accurate matching with alarm permits.
- Billing Accuracy & Data Integrity: Tracks alarm incident data to ensure timely and precise billing, preventing errors in violation notices and collections.
- Coordination with City Officials: Maintains regular communication with city contacts to resolve alarm data discrepancies and compliance issues.
- Employee Training & Onboarding: Supports the onboarding of new agents, providing training on PM AM policies, incident handling, and customer service protocols.
- Compliance & Quality Assurance: Ensures that all alarm-related data adheres to city regulations, reducing disputes and improving enforcement efficiency.

Priscilla Ceballos
New Installations, Cancellations and Payment Specialist
PriscillaC@pmam.com

Priscilla Ceballos is a detail-oriented specialist with expertise in alarm permit management, payment processing, and account updates. As the New Installations, Cancellations, and Payment Specialist at PM AM, she plays a crucial role in ensuring accurate permit records, processing payments, and maintaining seamless coordination with alarm companies.

Priscilla ensures that alarm permits are properly updated, and payments are efficiently processed to support the City's alarm management program.

Role & Responsibilities in the Project

Priscilla will be responsible for handling permit status updates, financial transactions, and coordination with alarm companies. Her key responsibilities include:

- Permit Updates & Status Changes: Ensures that all alarm permit records are accurately updated upon receiving notifications of status changes from alarm companies or residents.
- Cancellations & Revocations: Manages permit cancellations, ensuring proper documentation and system updates to reflect the change in status.
- Payment Processing & Reconciliation: Handles deposit transactions for cities not using bank-operated Lockbox systems, ensuring timely and accurate processing.
- Coordination with Alarm Companies: Works directly with alarm service providers to maintain up-to-date records of permit holders and ensure seamless data synchronization.

Priscilla is fully committed to ensuring the accuracy and efficiency of the City of San Bernardino's alarm permit system. By maintaining up-to-date permit records, processing payments efficiently, and coordinating with alarm companies, she ensures that the City's alarm management program operates smoothly and compliantly.

Antonia Rodriguez
Mail Processing Specialist
AntoniaR@pmam.com

Antonia Rodriguez is a highly skilled mail processing and document management specialist with extensive experience in handling high-volume correspondence, payment processing support, and document distribution. As a Mail Processing Specialist at PM AM, she plays a crucial role in ensuring the timely scanning, batching, and distribution of all correspondence received through lockboxes. Her meticulous approach ensures that all payments, permit documents, and city-issued notices are processed efficiently, meeting strict deadlines and regulatory requirements.

With a strong focus on accuracy, efficiency, and compliance, Antonia is instrumental in maintaining streamlined mail operations that support the City's alarm management program.

Role & Responsibilities in the Project

As the Mail Processing Specialist, Antonia is responsible for handling critical mail and document processing tasks to ensure the efficient functioning of the City's alarm permit and billing system. Her key responsibilities include:

- Scanning & Batching Correspondence: Processes and organizes incoming mail received through the lockbox system, ensuring that all documents are digitized, categorized, and stored accurately.
- Payment Processing Support: Works closely with the billing and finance team to ensure that all payment-related documents are processed on time, maintaining the City's strict payment reconciliation timelines.
- Permit & Billing Documentation Management: Ensures that all alarm permit applications, notices, and correspondence are properly scanned, sorted, and forwarded to the appropriate department.
- Printing & Mailing of City Correspondence: Oversees the printing and timely distribution of all collateral sent to alarm permit holders, ensuring that all notices, reminders, and city communications reach recipients within the designated timeframe.
- Time-Sensitive Document Handling: Maintains strict deadlines for document distribution, ensuring compliance with permit renewal notices, enforcement letters, and payment reminders.
- Collaboration with Other Teams: Works closely with customer service, finance, and compliance teams to ensure that all documents are accurately recorded, processed, and stored.

Furthermore, PM AM would like to mention that we use “Pitney Bowes Inc.”, a company with 100+ years of operational history and $2.3 billion in annual revenue, as a subcontractor to meet our mailing needs of 2,000,000 USPS mails with their innovative mailing solutions including, their skip trace methods to track delivery of USPS mails.

Pitney Bowes Inc.		**Joy Andrews**
Mailing Address	:	3001 Summer Street, Stamford, CT 06926
Email	:	joy.andrews@pb.com
Telephone	:	419-343-5449

Contact Information

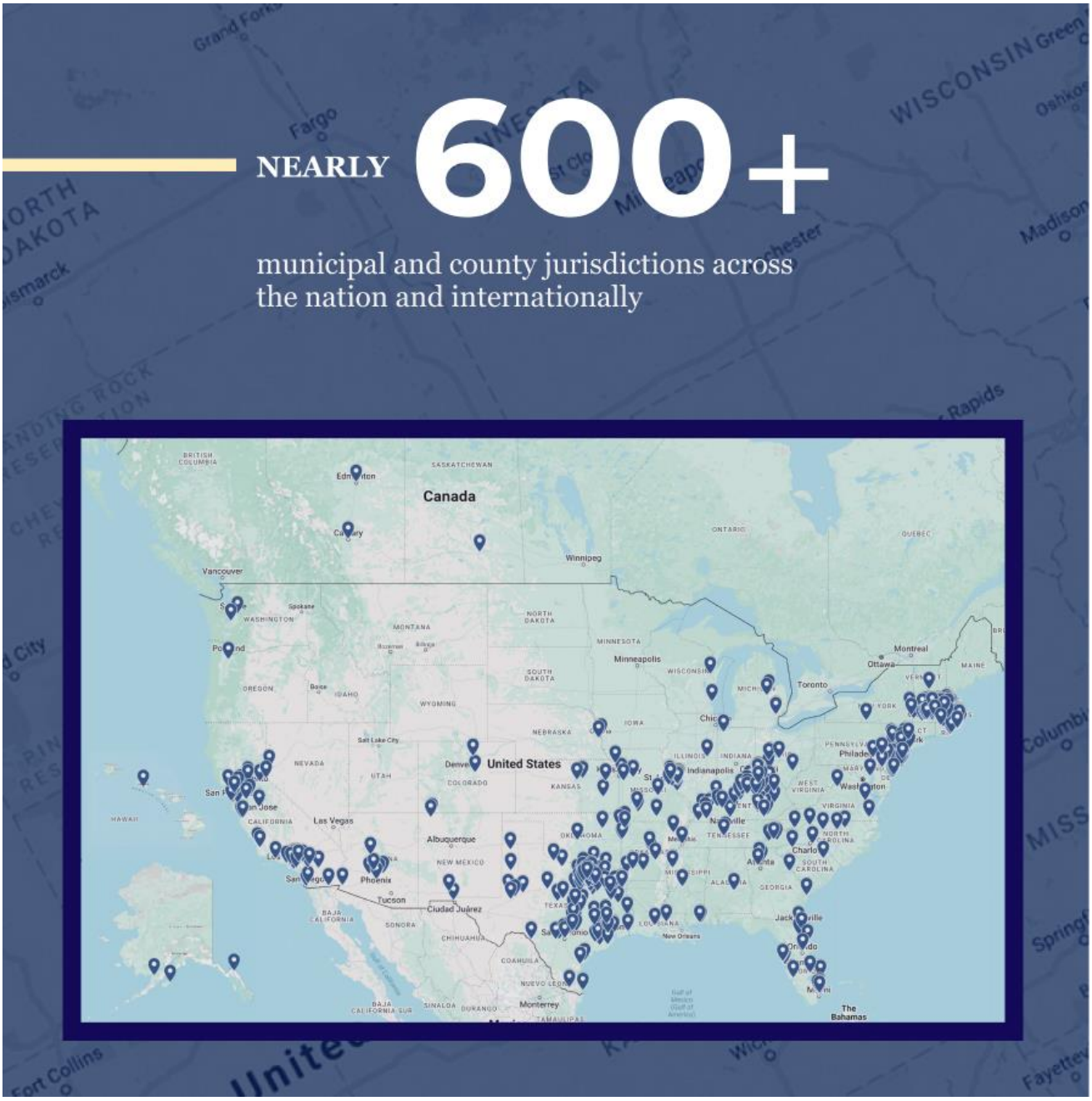
PM AM Corporation - Head office
5430 LBJ Freeway, Suite 370
Dallas, TX 75240
Phone: (972) 831-7400
Website: www.pmam.com
Email: sales@pmam.com

PM AM Corporation – Branch office
4615 Southwest Fwy,
Houston, TX 77027,
Phone: (713) 581-7415

Primary Contact for this Proposal
Name: James McReynolds
Title: Director of Sales
Organization: PM AM Corporation
Address: 5430 LBJ Freeway, Suite 370, Dallas, TX 75240
Phone: (972) 573-4824
Email: JamesM@pmam.com

Qualifications and Experiences

PM AM serves a current client universe of 600+ municipal and county jurisdictions across the country with the various solutions we have developed specifically for the law enforcement and public safety industry.



Since **2004, PM AM** has been a **trusted provider of false alarm management services**, partnering with municipalities across the country to deliver **reliable, result-driven solutions**.

FAMS Customer Success – City of Houston, TX ARA Department



In **2009**, the **City of Houston** transitioned its Burglar Alarm Administration Services from **EDS to PM AM Corporation**. From the outset, this strategic shift delivered immediate efficiencies, including a notable reduction in the need for **City administrative staff** and **contracted personnel**.

Since then, PM AM has consistently driven **year-over-year improvements through innovative**, **compliance-focused strategies.** These efforts have increased alarm **permit issuance and renewals, improved fine collections**, and significantly enhanced overall **program performance**.

Substantial Revenue Growth and Expanded Program Impact

$6.4 million

2009-Starting Revenue

PM AM began managing the program when it was generating $6.4 million annually.

$11.1 million

By 2022

By 2022, revenue grew to $11.1 million through smart automation and data-driven strategies

73%

Growth, Fewer False Alarms

Revenue rose by **73%**, even as false alarms dropped—showing true operational efficiency.

At the start of **PM AM's administration**, the program generated approximately **$6.4 million annually**. By 2022, that figure had grown to **$11.1 million—a 73% increase**—in thanks to targeted outreach, automated compliance workflows, and data-driven revenue optimization. Importantly, this growth was achieved even as false alarms declined, demonstrating the effectiveness of PM AM's approach.

Today, **PM AM supports over 150 jurisdictions nationwide**, including 39 in Texas, growing from just **16 clients in 2009**. This expansion underscores the scalability and reliability of PM AM's solutions across **diverse municipalities**.

False Alarm Reduction and Citywide Cost Savings

A key outcome of the program has been a **31% reduction in false alarms**—from **73,107 incidents in 2010 to 50,671 in 2022**. With each false alarm costing the City roughly **$120**, this reduction has saved Houston an estimated **$12.8 million**. Beyond financial impact, these savings translate into improved public safety by allowing law enforcement to focus on **actual emergencies**.

Contract Renewals and Strategic Initiatives

Houston's continued partnership with PM AM reflects the **City's confidence in our results, innovation, and long-term value**. Following the initial **2009 contract award**, PM AM was again selected in **2017** through a competitive **RFP process**. In **2024**, the City reaffirmed its trust by awarding PM AM the contract for a third consecutive term—marking a **15 year uninterrupted**, performance-driven partnership.

Looking ahead, new initiatives such as the **Real Estate Value Compliance Algorithm** and enhanced **Alarm Company Engagement campaigns** are forecasted to generate an additional $17.5 million in revenue over the next seven years.

Focus on Customer Service and Operational Resilience

Customer experience has remained a **top priority**. PM AM has implemented **self-service portals** in **multiple languages, live chat, mobile app access, tutorial videos, and customer satisfaction surveys**—all designed to empower users and reduce the need for live support. Over 95% of issues are now **resolved on the first call**.

Notably, **PM AM demonstrated exceptional operational resilience during Hurricane Harvey**, maintaining uninterrupted services and delivering emergency notifications to at-risk facilities—highlighting our **reliability under pressure**.

Client Name	City of Houston, TX
Description of Services	Burglar Alarm Administration
Population	2,314,157
Contact Name	Toya C. Ramirez
Contact Phone	832-394-9076
Contact Email	Toya.Ramirez@houstontx.gov
Effective Date of Contract	Since 2009 – till date

FAMS Customer Success – Oakland Police Department, CA



Since **2008**, PM AM has had the pleasure of working with **four different city Project Mangers**. We have made **on-site visits** with each person and worked **to create relationships** with each individual.

PM AM assisted Oakland in implementing their **new alarm ordinance in 2009**. Oakland's goal for the new ordinance was to **reduce the number of false alarms, increase the number of paid alarm permit holders** and reduce the **amount of administrative** time spent operating their alarm program.

The **numbers speak for themselves**. **Permit holders** have more than doubled, from under **13,000 in 2009- 2010** to more than **26,000 today**. The number of alarms has continued to fall from a high of **24,000 in 2009 – 2010 to under 15,000 today**.

Additional assistance provided to the City of Oakland by PM AM includes:

- **Onsite training** provided to the **Alarm Program Manager** on alarm equipment and its operation.
- **Consultations on alarm response** issues as well as **answers to ordinance questions** are immediately provided when requested by the Alarm Program Manager.
- **Continually updating** the Alarm Program Manager on major changes in the alarm industry and technological advancements.
- The **Oakland School District** has taken advantage of PMAM technology.
- The **Oakland Alarm Program Manager** has requested our **expertise in drafting new revisions to the present alarm ordinance**. As such PM AM will leverage our vast knowledge of alarm ordinance **best practices** and **administrative experience** to assist the city in the development of the alarm ordinance.

Client Name	City of Oakland, CA
Description of Services	False Alarm Reduction Program
Population	440,646
Contact Name	Juanita Velasquez
Contact Phone	510-238-6680
Contact Email	jvelasquez@oaklandca.gov
Effective Date of Contract	Since 2010 – till date

Professional References

PM AM has been providing false alarm management services to 150+ cities in the last 20 years and has extensive experience in working with jurisdictions throughout the country. It is with considerable pride that out of the 150+ cities that PM AM currently serves we present to you the following three references.

Client Name	Ventura, CA
Description of Services	False Alarm Program
Population	50,000
Contact Name	Nona Palmer
Contact Phone	805.339.4392
Contact Email	NPalmer@cityofventura.ca.gov

Client Name	Newark, CA, Police Department
Description of Services	False Alarm Program
Population	47,000
Contact Name	Captain Jonathan Arguello
Contact Phone	510.578.4375
Contact Email	jonathan.arguello@newark.org

Client Name	Rowlett, TX, Police Department
Description of Services	False Alarm Program
Population	66,813
Contact Name	Belinda Montoya
Contact Phone	972.412.6298
Contact Email	bmontoya@rowlett.com

PM AM Corporation has a strong presence and extensive experience in alarm management services across 40 cities in California. We have successfully implemented our False Alarm Management System (FAMS) in various California jurisdictions, including Oakland, Chula Vista, Huntington Beach, Dixon, and Vacaville, among others. Our deep understanding of California's municipal regulations, alarm ordinances, and compliance requirements enables us to tailor our services to meet the specific needs of California cities.

Statement of Understanding and Approach

Scope of Services

After a comprehensive review of Glendora's false alarm management services and objectives, PM AM affirms its full understanding of and compliance with the overall scope of the project. In alignment with the City's request, PM AM has highlighted in green any areas where it offers enhanced or additional services beyond those outlined in the Scope of Services.

Glendora Scope of Services	
Requirement	**Response**
The City of Glendora is seeking a vendor that can provide a turnkey false alarm billing and management system under the provisions of the City's ordinance to include tracking of alarm permits, assessing and collecting false alarm service fees, and collecting delinquent accounts. The City is interested in a vendor that can provide these services to the City with no upfront costs or financial risk on the part of the City. The City envisions that the successful vendor will retain a certain percentage of all false alarm-related revenue collected and remit the remaining percentage of all permit and false alarm-related revenue collected to the City. The overall objective of the City is to obtain the services of a false alarm contractor handling alarm registrations, tracking and billing. The responsibilities below describe the City's general expectations and anticipated work to be performed. The City encourages all vendors to include in their proposal any services they recommend in order to achieve those objectives that are not specifically requested herein.	As the City requested, PM AM has been highlighted in green areas where we provide services that go beyond the initial Scope of Services.
CONTRACTOR RESPONSIBILITIES	

1. At the beginning of the project, electronic conversion/import to the vendor's computer server(s) of the any City alarm program records required to support Contractor Services. These records may contain any historical City alarm business alarm system locations, responsible party and other alarm data previously developed by or for the City of Glendora. The vendor shall extract this data from over 13,000 electronic-based permits.	Compliant: As the current vendor, PM AM has successfully integrated all necessary City alarm program records into our system. This includes GIS data, existing permitting, false alarm, and billing records, along with business license and water utility information. This comprehensive data set ensures accurate contact details for permit verification, false alarm notifications, and billing purposes.
2. The vendor shall be responsible for working with the alarm companies to ensure that alarm permits are acquired for existing and new alarm holders.	Compliant
3. Create and host a dedicated, secure (SSL encrypted) Alarm Program website for City residents and businesses to obtain false alarm reduction educational materials, review the Alarm Ordinance and appeal requirements, access and update the alarm account information, and afford on-line payment of alarm fees if preferred. Making online payments shall be available to the alarm holder when accessing the website on a desktop, laptop, or any mobile device. This website may be linked by the City to the City website if desired.	Compliant : Our website already features demo videos that guide users on effectively managing their accounts through the online portal, providing clear instructions and enhancing the user experience.
4. Register, renew and bill the registration of alarm systems in accordance with the Ordinance. Registrations and renewals may be processed by the mail, email, telephone and/or online. Notice related to registration and renewal may be sent by email or mail based on the alarm user contract information.	Compliant
5. Ensure that only alarm systems within the City's jurisdiction are registered.	Compliant
6. Appoint a Customer Service Representative who will be primary point of contact between the City and the vendor.	Compliant: The Customer Service Representative for the City will be Troy Brown, Director - Operations. troyb@pman.com

7. Update alarm business, alarm system location and responsible party information in accordance with the City Alarm Ordinance. Updated information may be processed by mail, email and/or online.	Compliant
8. Import bi-weekly or monthly into the vendors alarm billing system, alarm incident data extracted by the City from the City's CAD System.	Compliant: As the existing vendor, PM AM already efficiently imports alarm incident data from the City's CAD System into our billing system. This process occurs at regular intervals, ensuring timely and accurate record-keeping.
9. Track false alarm responses as provided by the City and alarm registration status (such as active or revoked) using the database.	Compliant
10. Make registration, false alarm, and registration status data available for import and export to and from the City and alarm companies in a Microsoft Excel compatible format.	Compliant: Data can be exported from the platform in Excel, PDF, or CSV formats.
11. Initialize, maintain, secure and back-up program databases including alarm business, alarm system location and incident data, alarm related financial transactions and account receivable information. The vendor will comply with the provisions of the Alarm Ordinance, and update program business rules to comply with Alarm Ordinance changes as supported by the vendor's software.	Compliant
12. Process false alarm incident data, including the matching of false alarm incidents with the alarm system location in the database maintained by the vendor. When new accounts are created based on a false alarm activation, the vendor shall verify if the address is correct and within the City's jurisdiction and ensure that no duplicate accounts are created.	Compliant

13. Provide a toll-free citizen customer support telephone line. Such services shall not be outsourced and shall be conducted by the selected vendor. Customer service personnel must have experience in handling the administration aspects (including tracking and billing) of the program and the service must be able to support any citizen's inquiries about the City's alarm ordinance, registrations, fines, etc. This support line shall be available Monday through Friday during business hours, excluding holidays.	Compliant
14. Bill and correspond with alarm businesses and alarm users in accordance with the Alarm Ordinance provisions. This will include but may not be limited to clear and easy to understand invoices and delinquent payment notices. A warning notice will be sent to each alarm user as soon as practical after the alarm user's first false alarm and each subsequent false alarm preceding the first chargeable incident. Warning notices may be sent by mail, email, or other electronic method based on the alarm user's accepted contact method.	Compliant
15. Process fee/penalty payments by mail, online or from other payment channels, as agreed on by the vendor and the City, and apply these payments to alarm accounts.	Compliant
16. Support alarm hearings and appeals by notifying the City of any such appeals within 7 business days of receiving them. The vendor shall inform the alarm holder of the appeal process and ensure that all supporting documentation is sent to the City's Alarm Program Representative. The vendor shall update the system with the disposition of any hearing results and send a notification with the appeal decision to the requestor by mail or email.	Compliant
17. The vendor shall collect and process the information on the required biannual	Compliant

customer lists from the Alarm companies who are doing business in Glendora.	
18. Provide the City secure (SSL encrypted), online, on demand access to alarm management information and reports including, but not limited to, alarm account transaction history, alarm system information, invoices, and financial transactions/balances with format and content specified by the vendor alarm management system and the designated bank, and agreed on between the City and the vendor.	Compliant: Currently, the platform offers over 100 reports, allowing the Alarm Administrator to access and generate reports on any data stored within the system.
19. Perform special collection functions as directed and authorized by the City such as retaining a third-party collection agency by providing delinquent account information to other City Agencies. To the extent permitted by local law, third-party collection fees will be added to the delinquent amounts.	Compliant: PM AM provides collection services for all 150 full-service customers, maintaining a collection rate that exceeds 90% of total program billings.
20. Provide and maintain computer equipment, software, mailing equipment and furniture at the vendor's processing facilities.	Compliant
21. For the provisions of all services outlined in the RFP, we require the vendor be compensated exclusively from the collected revenues generated by the City's False Alarm Program. The vendor should be able to reconcile all amounts collected during the previous month and provide the City with an invoice showing the fee calculation and supporting payment reconciliation or have a process substantially similar to this requirement. Once the invoice is approved by the City, electronic transfers would be authorized to the City of Glendora and to the vendor for the proposed revenue share amounts. In addition, based on your delineated costs of tasks, as well as the hourly rates for all staff devoted to this contract, we	Compliant

ask that you include a breakdown of the revenue sharing percentage.	
The vendor is responsible for all costs of carrying out these responsibilities including, but not limited to, the cost of staff, facilities, equipment, consumable supplies, and first-class postage. Only third- party bank and credit card fees, and third-party collection costs (if any) e.g. collection agency fee, and citizen overpayments, if any, will be shared by the parties through payment from gross collections	Compliant
CITY OF GLENDORA'S RESPONSIBILITIES	
1. Appoint a City Alarm Administrator and backup administrator who will be the primary points of contact between the vendor and the City. The Administrator is responsible for overseeing the vendor's operation of the False Alarm Management Services Program, and accessing program information, as needed, via the vendor's provided online access.	Agreed
2. Requesting or supporting the vendor's requests of Alarm Companies, as needed, to provide system information.	Agreed: PM AM efficiently ingests alarm and disposition data from Glendora's CAD system via FTP on a regular basis. This proven method ensures the data arrives in a ready-to-use format, eliminating the need for any pre-analysis, data mapping, or knowledge transfer. This streamlined approach allows for prompt, accurate billing, real-time reporting, and timely ordinance enforcement.

3. Making any and all decisions about the alarm call response, determining whether calls are false alarms, providing any on-scene communication of alarm related information to alarm users, and for entering any alarm related information within the City CAD system.	Agreed
4. Extracting false alarm incident data from the CAD system and transferring this data electronically to the vendor. The data extraction format will be provided by the vendor and the vendor may provide the City additional software for automating the transfer of false alarm data.	Exception: Our system already efficiently ingests alarm and disposition data from Glendora's CAD system via FTP on a regular basis. This proven method ensures the data arrives in a ready-to-use format, eliminating the need for any pre-analysis, data mapping, or knowledge transfer.
5. Scheduling, conducting and making appeal decisions for any false alarm hearings.	Agreed
6. Conducting any general public education programs on false alarms.	Agreed
7. Transferring any and all financial information from the program generated alarm reports to other Glendora financial systems, as needed.	Agreed

Narrative of Approach

PM AM Corporation understands the City of Glendora's priorities for its False Alarm Program: reducing false alarms, maximizing compliance and collections, and providing a high level of service to citizens and public safety stakeholders. As the City's current vendor since 2021, we bring a deeply embedded understanding of Glendora's operations, challenges, and goals — and we offer a fully functional, optimized, and continuously evolving solution already in place.

No learning curve. No implementation. No downtime.

Our current platform is performing at a high level and already aligned with Glendora's ordinance and operational needs. We remain committed to ensuring that the City experiences a frictionless continuation of service—while evolving the program to meet new goals and technology standards.

Proposed Approach

PM AM's proposed approach for the continued operation of the City of Glendora's False Alarm Program centers around the following five pillars:

Stability and Continuity

- PM AM will continue to operate the existing FAMS™ platform with no disruption or transition period required.
- All implementation to Glendora's CAD, payment, and communications systems are already functional and supported.

Responsiveness and Customer Focus

- Citizens and alarm companies will continue to have access to bilingual support through our dedicated contact center.
- Our "Same Day Callback" policy ensures timely resolution of inquiries and reduces complaint backlogs.

Data-Driven Decision Making

- Glendora staff will continue to receive monthly and on-demand reporting via FAMS dashboards.
- Reports include permit stats, alarm trends, collections performance, and exception notices to support compliance enforcement.

Continuous Improvement

- PM AM dedicates annual resources to enhancing the FAMS platform based on client feedback.

Partnership and Transparency

- PM AM remains committed to co-developing solutions that reflect the City's evolving policy, legal, and community priorities.

Our approach is not theoretical—it is working in Glendora right now. This proposal reaffirms our commitment to maintaining and expanding the results already achieved for the City.

The following narrative outlines our current operational approach, our commitment to continuous improvement, and how we will build upon the strong foundation already in place.

The main highlights of these services are provided here under, a more descriptive process is outlined immediately after this synopsis. This cloud-based software solution meets all the specifications of the ordinance, and it has functions and features better geared to meet any future requirements that the ordinance may present should it undergo any changes to incorporate more stringent ordinance provisions.

For the past 20 years, PM AM has managed 150+ city ordinances, offering a comprehensive set of reports, customized letters, invoices, and account histories tailored by consultation with each city. Ordinance-specific business rules, such as hearings, appeals, receivables, and management reports, are developed, showcased, and deployed based on each city's needs.

PM AM's entire FAMS platform is secured and made available to the city and its designated employees for searches. All the searches are online in real time, and are role based. Permits and other information can be searched through different criteria like name, address, phone numbers, even partial searches are allowed and will display the best matches to quickly locate permits.

PM AM FAMS platform is highly secure, it has never been compromised in 20+ years and PM AM does not share any information with the outside vendors.

The Pricing section describes the revenue split and beyond the price provided in the pricing section no other charges are required to be paid by the city to PM AM for the maintenance and support.

As provided in this response, Citizens are given several options to carry out the functions of permitting and payments on platforms that are available 24/7 with the exception of phone calls that are available during regular business hours.

FAMS is a cloud-based solution therefore there is no hardware and peripherals that are required to be maintained by the city, PM AM maintains 2 call centers that are redundant and in the event one center goes down due to natural or man-made disasters all the calls can be transferred to the second call center. PM AM witnessed this situation during a hurricane when our Houston call center was impacted however all call center operations were transitioned to the Dallas call center within 30 minutes.

PM AM places special importance on training and investing substantial dollars in its employees, all our staff goes through a rigorous hiring process that includes drug & background screenings and I-9 verification.



Customer Service

PM AM has a **dedicated staff** of customer success representatives, **our trained staff** respond to customer phone calls through a **dedicated toll-free number** in real time and emails on the same day, emails that are received late are responded to the next day, over **99%** of the time. Responses include comprehensive details based on the question and are resolved in a single response.

Michael Watts under **Troy Brown's leadership**, leads a **dedicated team** of customer support and data entry specialists who handle permit entries, payments, and appeals, typically within 24 hours. This ensures timely access to information for Michael and the CSRs to assist City staff and citizens. We view responding to the **City of Glendora' requests** with the utmost

importance, on the same day if possible or within 24 hours, with Michael serving as the **single point of contact** for the city's Alarm Administrator.

The **efficiencies** in all department's result in **95% plus single called resolution** being achieved for the City's citizens whereas the industry average is under 60% for first call resolution.

FAMS enhances citizen care with a **24/7 self-service portal** accessible via the City's website. Citizens can apply for permits, pay fees, update contact info in real-time, and access video tutorials for easy navigation. The portal also offers educational content and a false alarm academy with best practices to reduce false alarms.

Additional tools and access points like **Mobile Apps, Live Chat, Chat bots and FAMS integrations with Facebook Messenger** provide more platforms and avenues for citizens to carry out their alarm ordinance responsibilities effortlessly within their timetable.

Permitting



PM AM's **False Alarm Management Solution (FAMS)** supports the permitting process for citizens choosing to register their permit, we maintain the **permit status** throughout the age of the permit along with any annual updates like Contacts etc. as well as built-in **innovative processes** to identify non-compliant locations:

- Identify and engage locations with **False alarms** that are not registered
- Engage with alarm companies to identify **non-permitted locations** based on the alarm company's subscriber listings
- Verifying each permit holder's address is within the city's **jurisdiction** by utilizing up to date GIS files

Permit information is kept up to date throughout the contract and can be searched by;

- **Permit Holder name**
- **Key Holder information**
- Phone numbers
- Billing address if different from permitted address
- Email addresses of all contacts

FAMS has implemented a built-in function to **validate the permit address** with City's GIS in real time whether a permit is applied for online, if it is received by a paper form at the lock box, or if it is being entered by our data entry specialist.

FAMS provides multiple ways for your citizens to apply for a permit:

- **Traditional mail-in** application process
- **Interactive self-service web portal** application
- iPhone and Android app, chat bot and Facebook messenger to apply for a permit

The processes are already implemented for the city and no assistance is required from the city to manage this process.

FAMS can **interface with various CAD systems** to transfer permit details. We've successfully integrated with systems such as **Central Square's One Solution for Midland, TX**, and Suffolk, VA, and Motorola's PremierOne CAD for the Jacksonville Sheriff's Department, FL, as well as Northrop Grumman CAD for the City of Houston in the past.

Alarm Tracking, Billing and Accounting



FAMS can be set up to **import the City of Glendora' alarm incidents** from the City's CAD and generate notifications and invoices as required by the ordinance.

FAMS includes **integrated billing and accounting software**. Unlike working with external accounting applications like Quick Books, all **billing, collections, account** receivables are a part of the FAMS™ solution. The invoices are generated and sent on the **City's letterhead** with the proper remittance information for the lockbox, this section of the invoice can be simply detached by the permit holder and sent along with the payment.

The software deployed to the City is equipped with the necessary **checks and balances** to reconcile all the permit and false alarm data that has been invoiced, payments that are received, **refunds** that are issued, and any adjustments there are carried out in FAMS.

A detailed **Month-end accounting statement** is sent out to the City every month that self-reconciles to the previous month's balances and provides **a transaction level detail** along with the summary for all the new accounting activities that took place in the current month.

PM AM maintains **SOC-1 audits**, which ensures full transparency, so all necessary documentation is available for city audits. Online payments are routed through **PCI-compliant payment gateways for security** as well. These certifications result from PM AM's processes, which reconcile accounts daily, weekly, and monthly, providing fully reconciled statements to the city.

Collections



PM AM allows citizens to make payment by **check** as well as through the **online portal**. PM AM sends three reminders after 30, 60, and 90 days for outstanding invoices along with follow-up telephone calls and conducts skip tracing on delinquent accounts. PM AM continuously engages with account holders to recover **outstanding balance beyond 180 days**. PM AM follows **prescribed ethical methods for the collection process**.

PM AM has established a good workflow for the collection services, however, should the City desire to engage a **third-party collection agency**, PM AM is willing to **integrate the data exchange** and cooperate to work with the third-party collection agency at **no extra cost**.

Please keep in mind that any collections made by a third-party, PM AM will still receive **it's share of those revenues collected**.

As such, **City personnel** are provided with **online real-time access** to view all account statuses at any time. This integrated approach saves **time and money** and improves data accuracy since all the information is integrated as part of one system.

PM AM follows up with a process **to make direct calls** to citizens/companies late in making payments.

Also, PM AM has introduced a **detailed return mail handling process**:

1. We collect all **return mails from PO Box** daily.
2. Then we scan all collected return mails in the **OPEX System** as "Return Mail" instead of as "Daily Mail".
3. After scanning is done, our internal **automated process identifies** the associated City and Permit using the scanned remittance slip.
4. Lastly, we **tag all the identified permits** as "Stop Correspondence", to avoid sending mails to those permit addresses again.

Should the city desire, PM AM works with the **city appointed 3rd party** for unpaid fees.

Reporting

The **City of Glendora** will have complete insight into all functions of the False Alarm Management Services on a **real-time basis** through various reports, ad-hoc queries, and **drillable dashboards**. This includes reports on **unpaid aging accounts** 30, 60, 90, 120 days and beyond. FAMS has more than **100 reports** that can be generated based on variable parameters. Most of these reports can be **exported in PDF or Microsoft Excel formats**. Such reports are very helpful for the City of **Glendora Police, Finance**, and other officials to review the progress of the program. PM AM believes that these types of applications need to be supported by a **cloud-based solution with SSL Certificates**, providing the best in encryption and security. **A**ll information is provided in a readily available form; this is in addition to any need City staff may have to engage PM AM's **award-winning support** staff like Kevin or Michael. All reports are available to the City's staff as requested.

Citizen Education

PM AM offers several features like a **proprietary phone app with Push notifications, online academy,** bill inserts, high violator's identification, etc. at **no additional cost** to City of Glendora which helps in engaging citizens and provides them important information to **reduce false alarms** and increase ordinance compliance. PM AM is currently working on building a **texting engine** to engage citizens to further reduce false alarms.

PM AM deploys a set of processes that are responsible for bringing down **false alarms**. These

processes have been responsible for reducing the false alarms in the **150+ cities** we serve today. PM AM feels confident that these processes can continue to **substantially reduce** the false alarms for City of Glendora over the term of this Program.

The **online alarm Academy** Provided by PM AM has proven very insightful for the citizens. As a result, citizens are informed about the reasons **false alarms** occur and take preventive measures that help reduce the false alarms in the future. Training materials are available in **English and other languages** as well.

Hearing and Appeals Support

FAMS stores, updates, and maintains the complete **documentation required for appeal hearings**. This allows cities to conduct appeal hearings using PM AM's **unique portal** or dedicated administrative staff that work under **Kevin George and Michael Watts**.

The new **FAMS intuitive appeals module** provides flexibility to the hearing officers to review the **complete historical information** in real-time along with the requested Appeal information. This enables them to make informed decisions in a timely manner. Once the reviewer makes the decision in FAMS regarding the appeal, should the reviewer approve the appeal, FAMS automatically sends a notification to the permit holder that the appeal is approved. Should the reviewer deny the appeal, FAMS **automatically generates a new invoice** for the amount that was being appealed. This process is compliant with the **City's False Alarm Programs Appeals Policy.**

Detailed Functional Overview of FAMS™ Solution

After a thorough analysis of the City's specific false alarm program requirements and objectives as listed in the RFP's "IV. SCOPE OF WORK" PM AM FAMS 100% web-based solution will be comprised of 10 core processes to deliver upon the City's program expectations.

PM AM will perform the following functions and processes as outlined in the RFP:

1	**Alarm Permitting & Renewal**	24x7 permit portal, automated renewals, GIS validation, multilingual support
2	**False Alarm Tracking and Billing**	Statute-based billing rules, automated incident import, flexible invoicing
3	**Interfaces**	Seamless sync with industry-standard CAD and Accounting systems
4	**Hearing & Appeals Support**	Appeals via web, mail, or in-person; automated hearing schedules
5	**Collections**	Real-time AR tracking, online/mail payments, audit-ready statements
6	**Reporting | Analytics**	100+ reports, live dashboards, Excel/PDF exports
7	**Customer Service**	Self-service portals, mobile apps, citizen engagement tools
8	**False Alarm Reduction Processes**	Educational outreach, online training, violator identification
9	**Marketing and Public Service Information**	Outreach via newsletters, inserts, media, and community campaigns
10	**Data Security and Reliability**	256-bit SSL, secure hosting, 99.99% uptime, multi-layer protection

Alarm Permitting And Renewal

PM AM maintains the **alarm permit database** for the City in real time. Citizens and businesses can apply online for permit registration or can use traditional **paper applications**. PM AM will continue to use the City's current **numbering system** to issue permits.

FAMS customer service staff are always available during business hours to handle questions and provide assistance to your citizens/businesses. Messages left **after-hours** are returned the next business day. Our Customer Service Specialists are trained to provide **step-by-step guidance** to callers for completing the permit application. This service is available in **English, Spanish** and **175 plus other languages** as required by the caller.

PM AM's **document specialist** will review the existing alarm permit registration form and work with the City's alarm administrator to finalize the permit registration form that incorporates the requirements of the City's ordinance and the best practices that PM AM suggests, this results in City officials having the accurate and complete information about the **permit location** that is readily available to **dispatch, police officers, fire responders, emergency personnel, alarm administrator and PM AM CSRs**.

All the addresses that are entered into **FAMS**, whether online or by PM AM's back-office data entry team, are first verified with the City's **GIS database** before a permit is created. This process ensures that the permitting and alarm management service is offered only to **City residents**. PM AM has followed this process since **2004** and has been successful in eliminating the problem for the residents who do not live in the City limits who, for some reason, apply for a permit, and on an occurrence of an alarm do not get a **police** or **fire** response and later try to create problems for the City for issuing the permit and failing to respond. It is PM AM's commitment to follow **100% accurate information** with complete **transparency** and full access to City officials.

PM AM's proven **web-based citizen self-service** portal is integrated with the City's existing website striving to create a **safe, transparent, and risk-free environment** to the City's community. The citizen portal is designed to make the alarm permit application process easy and accurate. The application module is designed to capture all relevant citizen and alarm company data proven to be necessary to support a successful alarm program through the use of **pre-requisite fields** along with **address validation** of the alarm site. All data is presented to the citizen for review prior to submission. This process ensures that all information submitted in the permit application is **complete** and **accurate**.

Immediately upon logging on to the City website, your citizens are provided a **video demonstration** to complete the permit application. Your citizens are confident in completing this process after learning the **step-by-step instructions** provided in the video demonstration. This sophisticated **web-portal** informs your citizens regarding the receipt of application and notifies them of the **acceptance/denial** of the application. Your citizens discover that in just a few minutes, the permit is accepted, with a copy of the **permit emailed** to them. PM AM has

invested a great deal of time, money and resources in maturing these sophisticated processes. These processes ensure that all information is **cross referenced** and **verified** and is **100% accurate and up to date**. PM AM references City databases like GIS, utilities etc. to enforce the accuracy of the information. Our partner cities and counties constantly express the **positive feedback** they receive from their citizens and staff.

Once a permit is registered in **FAMS** database, then all subsequent **alarms** that happen at the permit location are assigned to the permit. City staff and PM AM staff are able to see the **permit status**, invoices, **payments**, and all past incidents including the number of incidents in the last **12 months in real time**. FAMS maintains the original registration issue date, date of each false alarm including incident count (true/false), historical information on registration issuance and current registration status (active, expired, suspended, no-response etc.) information on a real time basis. Your citizens, City's alarm administrator and PM AM's CSRs, all have the ability to maintain the key holder information in **real time** through **FAMS administrative** and citizen portal. PM AM will continue to conduct all aspects of alarm permitting including but not limited to **registration**, annual updates and maintaining the **alarm permit status**.

FAMS maintains the following required information for permits:

Permit Number	Permit Issue date | Expiration/Renewal date.
Permit name, alarm site address with apt/suite #, phone number, and email address of the person responsible for proper maintenance.	Type of property (residential | commercial | exempt).
Permit Type: Permit Holder | non-permit holder	Permit Status: Active | Inactive | Cancelled | Suspended etc.
Billing name, address and contact information (if different).	Holder name, address and contact information (if different).
Name, address and contact information for the alarm company responsible for installing the alarm system.	Name, address and contact information for the alarm company responsible for maintaining/ monitoring the alarm system
Type of alarm system	Date of installation
Names and phone numbers for four contacts.	Date of 1st and subsequent suspensions
Date of reinstatement etc.	

FAMS provides an online fully web-based portal with ***unlimited simultaneous*** access to City staff, dispatchers and officers allowing them to search or cross reference permit information by multiple partial, wild card and ASCII search options including but not limited to permit holder name, address and three other search criteria to view the account history and other alarm enforcement actions. This portal further allows the City staff to review and audit all data associated with the permits and run ad hoc reports as needed.

Since FAMS is **100% web based**, the City officials, including the alarm administrator, will continue to have full privileges and complete access to FAMS in real time including local access to make any changes like billing address update, name and phone number of the emergency contact etc.

FAMS can interact with various **Computer-Aided Dispatch (CAD) Systems**, enabling the transfer of necessary alarm permit information to the City's dedicated FTP location in a plain text CSV format. This information encompasses details such as the **Permit Number, Permit Name, Alarm Site Address, Permit Status, Issue and Expiry Dates, Special Conditions, Pet Information, among others,** in alignment with the agreements established with the City's CAD systems. We have successfully integrated our system with several CAD platforms, including **Motorola's Premier One CAD**, utilized by agencies like Jacksonville Sheriff's Department in Florida and in Coppell, Texas, as well as the **Central Square One Solution, adopted by Midland, Texas**, and Suffolk, Virginia.

Permit Renewal

PM AM's FAMS has a **business rules-based**, automatic **billing process**; this eliminates errors and provides accurate information. PM AM has several reports that are executed by the **Customer Service Billing Specialist** to ensure all **permit renewal notifications** have been processed. As required by the City's Alarm Ordinance, FAMS has detailed and well-defined processes to generate letters, invoices and electronic notifications to residences and businesses on **City letterhead**. The content for invoices, correspondence etc. has been approved by the city during the **implementation phase** and can be revised by the city at any time at **no cost.**

FAMS permitting and **permit renewal** processes include:

- Monitoring the **issue date** and **expiration date** of permits, thus identifying the permits due to expire in the next 30 days.
- Permits requiring renewal in the upcoming month are **automatically generated** and a **permit renewal notice** is sent. This provides the permit holder with sufficient time to always remain compliant with the City's Ordinance.
- FAMS utilizes business rules to send **non-compliant notices** and **permit applications** to all alarm holders that have reported false alarm incidents but do not have a valid alarm permit. Your citizens thus apply for the permit, which results in additional **revenue** rightfully due to the City, as well as up to date key holder information to dispatch and police officers.
- If residents and businesses do not complete alarm permits after receiving the non-compliant notice, FAMS automatically generates a report for PM AM processes to engage these non-compliant citizens through **phone contact** to reapply for a permit.

Continually Updated Permitting Renewal Payment Information

PM AM provides citizens an opportunity to update the **responsible party** and key holder information in real time in the citizen portal or by informing PM AM through phone calls or

written correspondence. Such best practices result in **responsible party** and **key holder information** being accurate and always available to the responding law enforcement officers.

Additional Permitting Processes

PM AM has outlined several key **permitting processes** within this section. There are additional processes within **PM AM's Billing, Security Company, Citizen Web Portal, and Customer Service programs** that also enhance permitting compliance. **PM AM's permitting goal** is to greatly increase alarm permit compliance and in turn, significantly increase **City revenue** from the permitting process. We have consistently increased permitting revenue between **100 – 300%** for our partner cities.



False Alarm Tracking And Invoicing

FAMS, a ***100% web-based solution*** is a **business rules-based solution** and our **false alarm billing process** has been set up to incorporate the **City's alarm ordinance**. FAMS has the **flexibility** to modify **alarm ordinance** attributes to reflect new changes in the alarm ordinance as needed. This allows our customers to make changes or adopt revisions to their ordinance from time to time without worrying about **PM AM's ability** to incorporate these changes.

Based on this **customizable rule-based solution**, **FAMS** adopts the **billing criteria** and all associated fees including **false alarms charges** on a one-year permit period that is billable based on the location type (residential, commercial, exempt) **false alarm** count, and the total **fine** for each location.

FAMS tracks the **false alarm data, alarm activations** and maintains the complete **account history** in real-time. FAMS is designed to receive a **data set** on a daily basis from the City's **CAD/RMS** system identifying all alarm calls including the false alarms (along with accompanying final disposition codes) for the previous calendar date. FAMS maintains the incident count (true and false) for each location and provides the ability to track alarms not reported by the alarm monitoring companies.

PM AM has created a **utility** that interfaces with the multiple **CAD platform**, enabling the **automatic extraction** and transfer of necessary **alarm incident data** from the City's **CAD system** to **PM AM's FAMS** every day. This process does not require any intervention from **City staff**. Several agencies, like **Tustin and Antioch in California, Richland Hills, Abilene, and Montgomery County in Texas**, are already using this interface.

Notifications and **invoices** are sent to the citizens to inform them of any **violations of the alarm ordinance on a frequency specified by the city**. The invoices provide historic false alarm details and fines so the recipient is able to cross reference the invoice with the City's municipal code requirements.

This provides your citizens the confidence in the **alarm program,** and they **pay their invoices on time**. Invoices are sent with the following information:

- **Account number, Invoice number and Invoice date**
- New **incidents for false alarm**. All incidents are verified by **FAMS business rules** that are initially set and tested in accordance with the **City ordinance**
- **Time, date, type, sequence number,** and **response fee** for each new incident including "**Waived calls**"
- **Amounts paid**, adjustments
- **Amount of previously unpaid or delinquent response fees outstanding**
- **Procedure to appeal** a response fee
- **History of incidents** etc.

The **FAMS billing process** is **robust** and well defined, resulting in **accurate billing**. **FAMS** meets **billing objectives** by using several **reports** to check the accuracy of the billing to ensure bills are correct and received in a timely manner.

All **correspondence** including **invoices, delinquent notices, email notifications, permit applications etc**. that are sent to the citizens are **customized** and provided to the **City officials** for their approval. All invoices are printed on **City color letterhead** with logo and mailed in City logo envelopes. All **stationary expenses** are paid by **PM AM**.

All **correspondences** identify **PM AM's payment receiving address** along with the **toll-free number** to assist your citizens and businesses to address any questions related to the administration or billing of the alarm program. All **invoice formats** for **false alarms, penalties** etc. provide a remittance stub to be sent along with the payments. All payments are posted within **24 hours.**

PM AM invoices those customers whose checks were returned by the bank for **insufficient funds. PM AM staff** creates the additional **NSF invoice** and sends this new invoice along with all previous outstanding charges to the **permit holder.**

FAMS will continue to utilize the City's **ordinance business rules** including but not limited to **invoicing registered** as well as **unregistered locations**, notifying citizens of every **false alarm occurrence** or when they are close to exceeding false alarm limits, notifying citizens delinquent by **30 days** and **60 days** along with the verbiage informing them of **enforcement action**, notifying the City regarding locations being placed or removed from **no-response** etc. Similar rules are already incorporated into the **FAMS system** for other municipalities. Additionally, FAMS can track **organizations** that have filed for **Chapter 11 status**; business rules within FAMS prevent billing these organizations.

Interfaces

CAD Interface

PM AM interfaces with many leading ***"industry-standard"*** **Computer Aided Dispatch (CAD)** systems.

PM AM will establish **Data Exchange Communications** for the **City of Glendora' CAD** to accomplish two primary goals during the start of the program, or at any time during the contract period:

- **Export alarm incidents** from the City's **CAD system** when installation is complete into **FAMS database** at a **city-determined frequency, daily or weekly**.

- **Transfer alarm permit data** to the City's **CAD**, allowing **Emergency Communications (911) dispatchers** to view permit status, emergency contacts, site condition, and other relevant information of the permit, as required by City. This data transfer will happen at a frequency determined by the City.



FAMS™ | CAD Communication Interfaces

PM AM has accomplished the **data exchange** with **CAD vendor's cooperation** and without CAD vendor's active participation where cities directed PM AM to do so. Out of **100+ clients** that PM AM serves, in only **5%** of these programs the **CAD vendor provided the interface**. In the other **95% of the programs PM AM built the data exchange** routine on its own with City IT input.

If required, PM AM will make modifications to its secure **Application Programming Interface (API)** to accomplish this integration by **Coordinating with the City's IT team**.



Hearing And Appeals Support

PM AM offers its **FAMS managed service** as a complete ***100% web-based*** solution to store, update and maintain all documentation required for **appeal hearings**.

FAMS has an **intuitive appeals function** that contains all the **requisite information** for a hearing officer to make a decision from the office or while using a **mobile device.**

Citizens receiving an **invoice for false alarm fees** may choose to contest their false alarms through the alarm hearing.

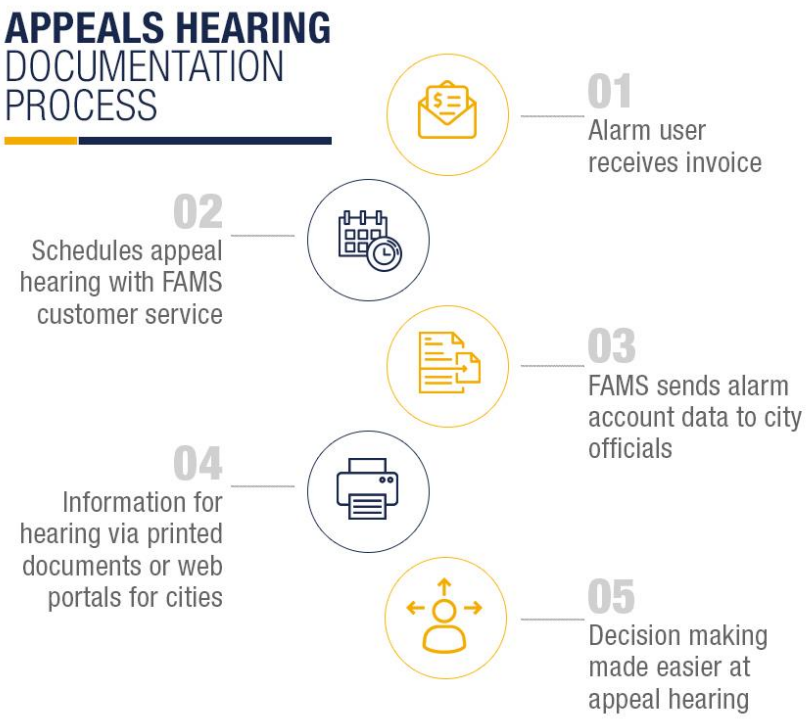
PM AM is happy to share the following approaches to handle the appeal hearing and shall work with the City in development of the appeal process consistent with the City's ordinance.

In Person Hearings

When a citizen elects the option to have an **in-person hearing**, the **invoice will direct** him or her to **call FAMS Customer Support** or fill out a form and submit it by mail to schedule the hearing.

Alternatively, in cases where the permit may have been revoked due to excessive false alarms, a revocation notice is mailed to the citizen along with the instructions to **request an appeal hearing**. The **FAMS solution provides** a function for scheduling appeal hearings that allows the City to schedule the requested hearing in the time slots that the hearing officer has notified FAMS that he or she is available.

In the event that all the available time slots are taken, the City designee will enter the appeal request into a queue that will be called to **schedule as soon as a new time slot** becomes available. Hence, all appeal requests are handled in the order received. The **hearing officer** is provided with the complete account history enabling him/her to make the **decision in an efficient manner**.



Alternative Process for Appeals by Mail

When a citizen elects to **appeal by mail**, the **CSR** who takes the information by **phone or by mail** will submit the appeal request with all the relevant **permit account details** for the **hearing officer** to review at his or her convenience.

In the case of both **in-person hearings** and **appeals by mail**, the hearing officer can enter the **appeal decision** and any corresponding notes into the **FAMS solution**. Once this information has been provided, a **FAMS CSR** will generate a notice to the contestant providing the details of the appeal decision that was made, and make any accounting adjustments like **waiving a fine** or creating a new invoice for an existing fine to the **citizen's account**.

> *Appeals - Hearings, as simple as holding them from your local Starbucks*

Collections

PM AM has evolved to be the **industry-leading service provider**, realizing the **highest collection rates** for our **partner cities.**

The **FAMS accounts receivable solution** is a **complete integrated solution** which maintains all **invoices, payment details, statements, and financial accounting** details and is available to the City officials on a real-time basis. Additionally, PM AM provides a **monthly financial report** including but not limited to invoices, payments, adjustments, refunds etc.

FAMS has a **proven proprietary integrated billing and accounting software** that guarantees **accurate accounting**. This solution is **feature rich** with multiple choices to empower you by presenting accurate information in the most flexible way to support your **day-to-day needs**, analysis, and decision support.

City officials are provided with **online real-time access**; this enables them to make decisions with zero downtime and with no dependence on **PM AM's staff**.

Collection of Funds

PM AM will provide a **nearby program mailing address** where **Citizens** can submit payments related to registration, violation, miscellaneous charges.

PM AM collects all **payments** and **correspondence mail daily** from this **remittance address**. We then scan all collected mail into the **OPEX System**. Once scanning is completed, our **proprietary process** identifies the associated permit and its invoice using the scanned **remittance slip** and **automatically applies** to most payments. Subsequently, our **payment processing** team addresses all remaining exceptions, applying them to the permits to ensure that accounts are reconciled on a **daily, weekly, and monthly basis**. All fees collected through the alarm program are deposited into the City's dedicated bank account, which PM AM owns. Funds are dispersed to the City after monthly reconciliation, based on a percentage of the revenues collected, as per the **agreed-upon contract**.

Citizens can pay by sending their **payments through USPS mail** or **pay online**. They will also have an option to **visit the City** and pay for their **outstanding invoices**. The City will have the option of **forwarding all these payments** in an envelope to this dedicated remittance address. Alternatively, the City can deposit these payments into the City's bank account and enter the payment information into FAMS from the convenience of their office. FAMS will t**rack all the payments** received at the City and provide the summary and transaction details in the monthly financial report.

PM AM at its own expense, **regularly performs** an audit of its **financial controls**, **data security and alarm management services** through an independently- certified firm and shall be delighted to share its latest ***SSAE- 16 SOC I*** report, as needed by the **City**.

Secured Payment Processing Gateway

PM AM has integrated necessary **payment gateways** to support **ACH, debit**, and **credit card transactions online**, imposing a minimal convenience charge of $3.00 for each transaction. This integration guarantees that payments are processed successfully at the same time, and no information regarding the credit card is stored in FAMS. This process results in **no liability** on the part of PM AM or the City. Since **FAMS captures all the information in real time, accounts are reconciled** on an **ongoing basis.**

PM AM partners with **Authorize.Net** and **EVO Merchant Services** as a payment gateway hosted software application on PM AM's server which authorizes credit card payments between the self-service website and each credit card processor. Information such as **credit card numbers**, amounts, and customer's name are encrypted and passed to the credit card processor, who then processes the payment through the Visa/MasterCard network. ***All payments are made in compliance with PCI.***

Collections Processing

The processing of all funds associated within the FAMS environment is thorough and complete.

The FAMS collections system includes the ability to:

- Input cash receipts indicating which charges/fees to apply payment
- Apply partial payments
- Process payments the same day
- Process and record returned checks
- Accept credit card payments transactions online and via phone
- Accept bank routing information for online e-payment transactions

Adjustments

FAMS allows **adjustments** that the **City officials** may deem necessary on the **invoices** that were sent out. An example of this is an **alarm** that was disposed as **false** and later it was determined to be **true** but the information of the alarm being true was not communicated to **PM AM**. In such events FAMS allows a functionality to enter the true alarm for a prior date. This aids in the documentation for any **adjustments/cancellations** that are requested by the **City**.

Refunds

Alarm Companies/citizens at times may send **overpayments, PM AM** has a **transparent process** through which all **refund requests** go through two levels of **authorization** and are submitted to the City for taking appropriate action. Once payments are received from the **City, PM AM** will remit a refund check to the **individual/business account** and or alarm companies.

Meeting Collection Goals

PM AM's ability to meet up to **90%+ collections goal** is based on utilizing **FAMS collection processes** as outlined in this section and supported by the other program process areas. **FAMS** uses **scientific processes** and **payment trend analysis** to identify which **outstanding collections** require attention. Additionally, **PM AM's ability** to deliver superior service from its **Customer Care Center** will create a great customer experience for the **City's citizens. PM AM** has utilized these processes to deliver the highest collection percentages possible with current partners.

Collection Business Processes | Workflow

PM AM collection efforts are based on a **scientific process** by utilizing **trend analysis**. These **trend analyses** give collection specialists detailed knowledge to set-up and execute **debtor callback patterns** using a scientific process that generates a call list.

PM AM utilizes these customized **trend analysis reports** as part of their collection efforts. This exclusive list that is **unique** for each city does magic in **collection efforts** that are fast, and consistent resulting in **sky rocketing collection rates**. This way **PM AM** deploys the most effective collection process that is most suitable for each of its partner cities. PM AM has come to understand that every **City/County** is unique and has mastered the science of managing the collection processes.

PM AM also provides information of **alarm holders** where **false alarm service fees** are delinquent, which allows the City to make **collection efforts.**

PM AM's fully integrated approach also allows it to partner and integrate with any **debt collection service** chosen by the City.

Return Mail and Collections Through Skip Tracing

PM AM employs a **proactive and reactive skip tracing** processes to process **return mail** and track **alarm users** to clear **outstanding balances** in a timely fashion by tracking their **contact information changes**. Our most effective **skip tracing process** is a **proprietary database** that is **number one in the nation** and is routinely used by law enforcement agencies as well. This service comes at a **high cost**, but **PM AM** invests in such services and tools to ensure our leadership in the industry.

We also use the following methods for **skip tracing**:

Forwarding Addresses

PM AM has identified processes and **software** that is updated every **10 days** by **USPS** and provides **forwarding address information** to **PM AM**. This enables **PM AM** to track and reach out to **debtors** and forward outstanding **invoice information** to the correct addresses.

Integration With City's Water/Utilities Database

PM AM has established processes to perform **skip tracing** by accessing **water and utility databases** across various cities. These databases provide the most current **address** and **phone number** details for citizens. By leveraging this **accurate** and **up-to-date information**, **PM AM** is able to identify and engage with individuals who have relocated within the city but have yet to settle their **outstanding charges**.

Other Skip Tracing Methods

PM AM has also developed processes to perform skip tracing utilizing several other informational databases. These databases include:

Online Criss-Cross Directories
Google
Contacting the alarm customer
Yellow Pages

The depth and breadth of PM AM skip tracing abilities ensures our Customer Service Specialists have the processes to track down missing persons for billing and collections.

Increased City Alarm Program Margins

PM AM has constantly been innovating **processes** and looking at modern **solutions** that are required to fulfill the large **mail processing requirements** that a partner **City** brings. **PM AM's relationship** with industry leader, **Pitney Bowes** is almost a decade old. During this period, both sides have collaborated to create **unique processes** that fulfill the current demand of **accuracy** and **speed** with which large volumes of **postal mail** needs to be sent out every month.

PM AM utilizes the current **mailing technologies** that qualify its **mail** for **bulk mail discounts**, this will deliver additional **costs savings** to the City.

Undeliverable Mail

USPS national studies suggest that **17 percent** of consumers and almost **20 percent** of businesses **move** every year and the cost of handling "**Undeliverable as Addressed**" **(UAA)** mail is estimated at **$2 billion** annually. **Advanced technology solutions** are now available that constantly update the most current address information into the United States Postal Service database. In the absence of such solutions, US consumers stand to lose billions of dollars.

PM AM estimates that the **17% inaccurate mailings** could cost the **City** a substantial amount of the **false alarm revenue**. This otherwise **unrecoverable revenue** is easily collected by **PM AM** as we use processes for eliminating **mailing errors** for our partner **cities** and **counties** include using the **forwarding information** for alarm holders to reduce incorrect addresses, **wasted mailings** and utilizing latest industry leading solutions to obtain updated and current address information prior to mailing, in real time over the Internet, available 24 x 7. This service is available to **PM AM** through its **business partners**.

Integrated Document Printing

The **partnership** with **Pitney Bowes** has brought many **best practices** to **PM AM** and its **customers**. One such benefit is **Integrated Document Printing**. This innovation provides **PM AM** and its customers an assured **solution** where documents of any length are **customized** during the implementation phase for invoices, and other **citizen outreach** purposes without ever worrying if the **mail pieces** will have any problems sorting through this complicated document printing process. **PM AM** sends out **accurate mailings** that are guaranteed by the **time proven processes** matured by industry players like Pitney Bowes over several decades of their research and development in this area and their willingness to co-develop processes with their customers like **PM AM.**



Reporting

Reporting and Data Management

FAMS delivers a **robust reporting infrastructure**, offering over **100 comprehensive reports** accessible to the **City of Glendora Alarm Administrator** and designated officials. As a fully **web-based system**, FAMS ensures that all reports available to **PM AM personnel** are equally accessible to City staff through any standard **web browser**.

All reports are available on a **24/7** basis, ensuring uninterrupted access to **accurate, real-time information.** These reports are designed with **flexibility** in mind—most can be exported in both **PDF** and **Microsoft Excel formats**. Users can configure reports as standard or ad-hoc, with customizable filters including date ranges, account statuses, and additional parameters.

These extensive **reporting capabilities** are provided to the **City** at **no additional cost**. **FAMS's transparent** and **detail-rich reporting** supports **audit compliance** by supplying **complete records** and documentation required for routine or special audits, including independent **certified audits** covering **financials, service delivery, controls, and billing processes.**

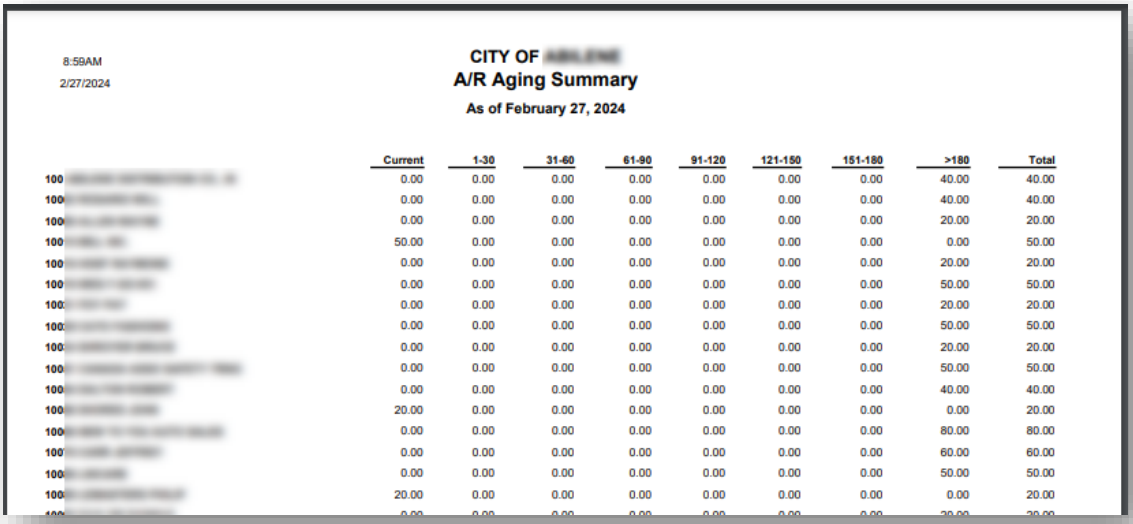
Additionally, **FAMS's reporting tools** promote a **collaborative** and **proactive environment** for **periodic performance reviews** with the **City**. These reviews may address **service quality, customer service practices, business operations, issue resolution**, and future strategies, and may be conducted in person or via **teleconference**.

To illustrate the breadth and depth of **FAMS's reporting system**, a selection of key reports includes:

- Multi-criteria account search functionality.
- Listings of alarm users by permit number, name, address, or affiliated alarm company.
- Accounts Receivable Aging Report showing outstanding balances segmented by aging periods (e.g., 30, 60, 90+ days).

- Ledger Report detailing all revenue transactions, including adjustments, refunds, and returned checks, filterable by day or custom date range.
- Payment Report summarizing receipts by invoice type and payment date.
- Detailed alarm activity history for each user, including appeal records.
- False Alarm Rate Analysis by alarm user.
- "Top Offenders" report, filterable by hour, day, or month.
- Reports identifying non-responsive or suspended accounts with full account details.
- Account listings categorized by current status.
- Custom reports generated upon request by the City's Alarm Administrator.

Below are screenshots of selected sample reports:

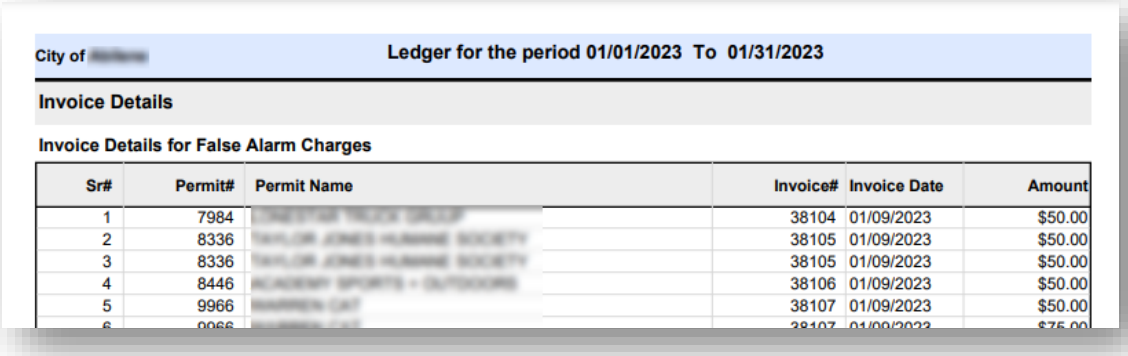


8:59AM
2/27/2024

CITY OF [redacted]
A/R Aging Summary
As of February 27, 2024

	Current	1-30	31-60	61-90	91-120	121-150	151-180	>180	Total
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	40.00	40.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	40.00	40.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00	20.00
100 [redacted]	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00	20.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	50.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00	20.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	50.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00	20.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	50.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	40.00	40.00
100 [redacted]	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	80.00	80.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	60.00	60.00
100 [redacted]	0.00	0.00	0.00	0.00	0.00	0.00	0.00	50.00	50.00
100 [redacted]	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.00

Account Receivable Aging Summary Report



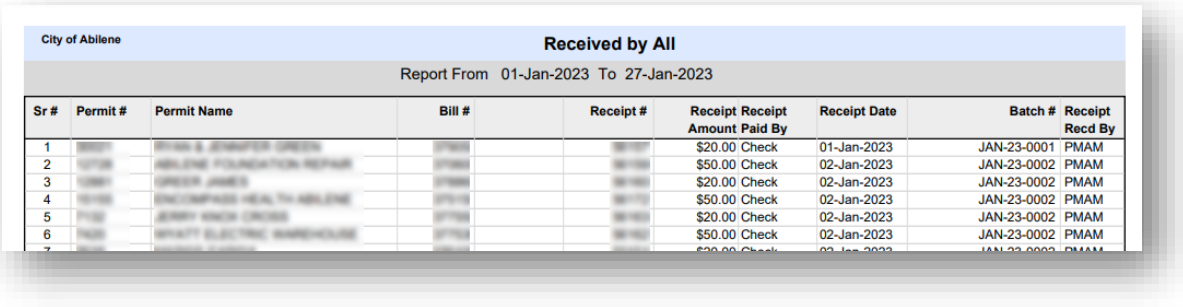
City of [redacted] Ledger for the period 01/01/2023 To 01/31/2023

Invoice Details

Invoice Details for False Alarm Charges

Sr#	Permit#	Permit Name	Invoice#	Invoice Date	Amount
1	7984	[redacted]	38104	01/09/2023	$50.00
2	8336	[redacted]	38105	01/09/2023	$50.00
3	8336	[redacted]	38105	01/09/2023	$50.00
4	8446	[redacted]	38106	01/09/2023	$50.00
5	9966	[redacted]	38107	01/09/2023	$50.00
6	9966	[redacted]	38107	01/09/2023	$75.00

Ledger Report



City of Abilene

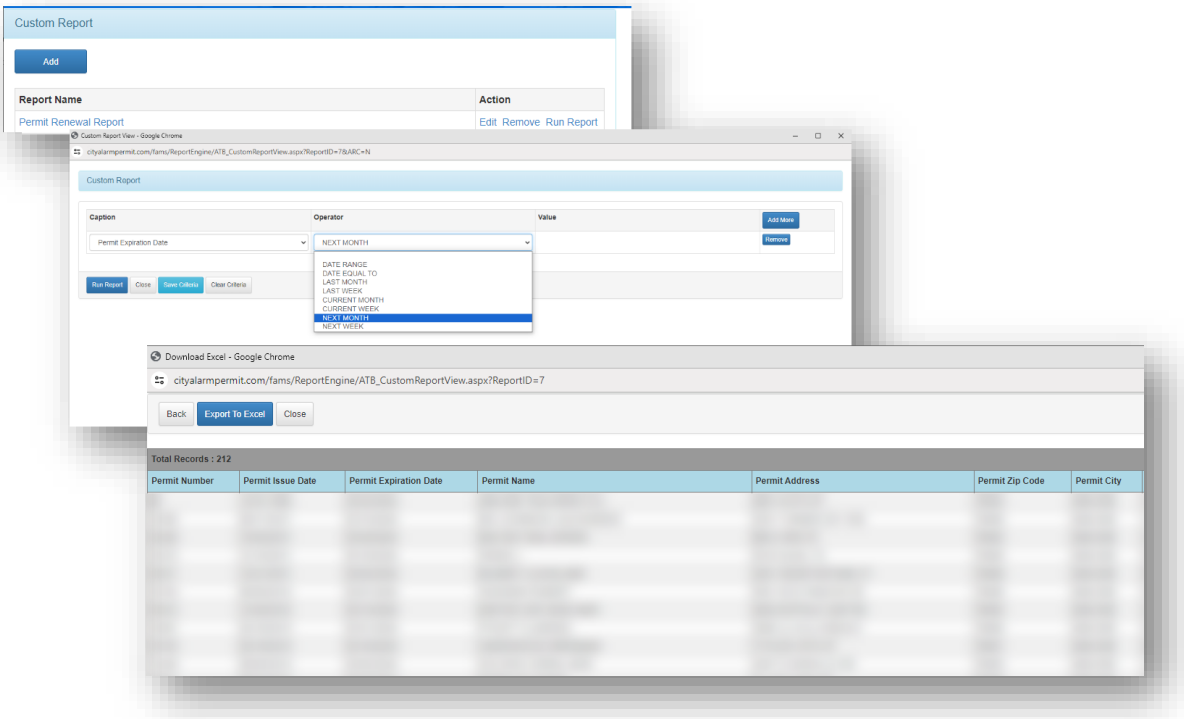
Received by All

Report From 01-Jan-2023 To 27-Jan-2023

Sr #	Permit #	Permit Name	Bill #		Receipt #	Receipt Amount	Receipt Paid By	Receipt Date	Batch #	Receipt Recd By
1	[redacted]	[redacted]	[redacted]		[redacted]	$20.00	Check	01-Jan-2023	JAN-23-0001	PMAM
2	[redacted]	[redacted]	[redacted]		[redacted]	$50.00	Check	02-Jan-2023	JAN-23-0002	PMAM
3	[redacted]	[redacted]	[redacted]		[redacted]	$20.00	Check	02-Jan-2023	JAN-23-0002	PMAM
4	[redacted]	[redacted]	[redacted]		[redacted]	$50.00	Check	02-Jan-2023	JAN-23-0002	PMAM
5	[redacted]	[redacted]	[redacted]		[redacted]	$20.00	Check	02-Jan-2023	JAN-23-0002	PMAM
6	[redacted]	[redacted]	[redacted]		[redacted]	$50.00	Check	02-Jan-2023	JAN-23-0002	PMAM

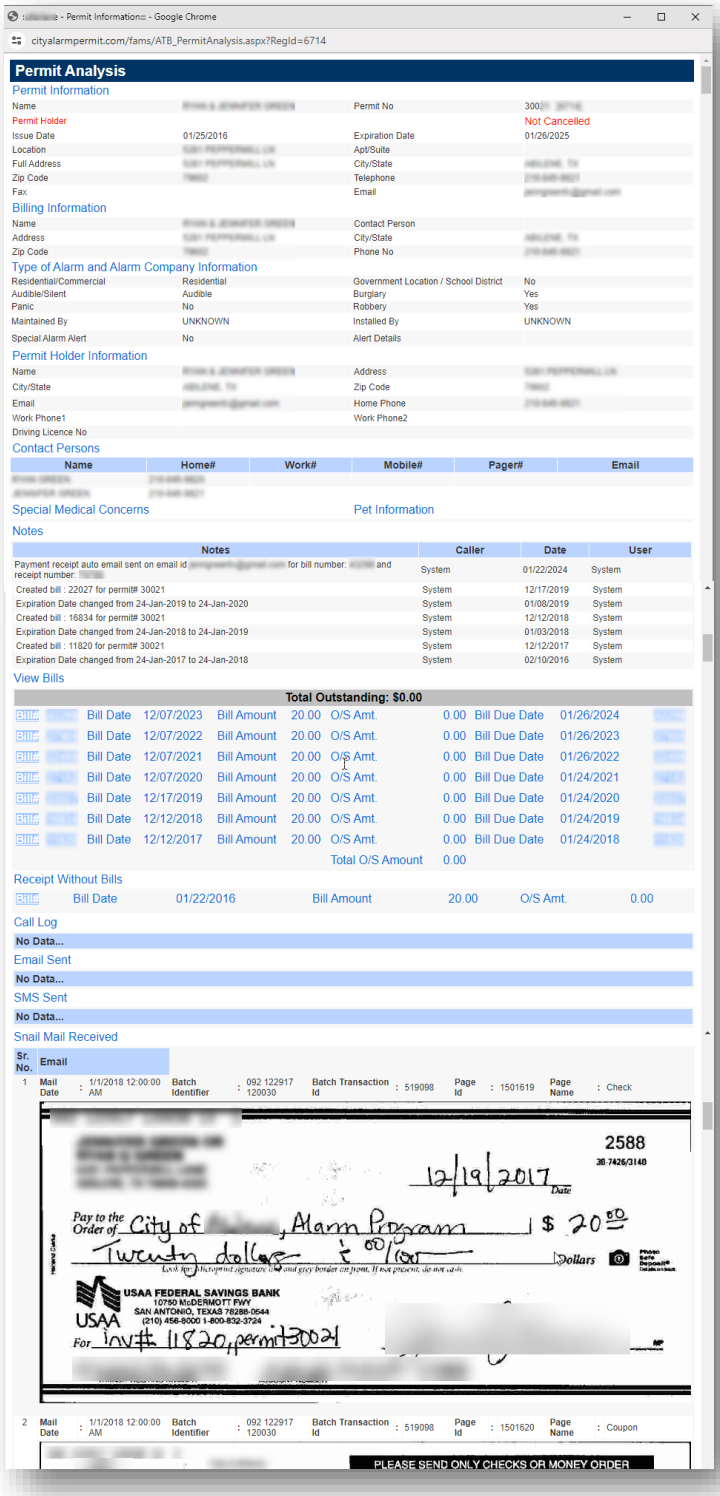
Payment Received Report

Additionally, PM AM has developed a feature that allows City users to create ad-hoc (custom) reports, with the ability to save custom report templates for easy regeneration as needed.



Custom Report

City officials will have access to the "**Permit Analysis**" feature, which delivers **accurate, real-time data**. This includes **detailed permit histories** with a full **audit trail** of all **system transactions**, tracking every **action, invoice, payment**, and all forms of communication with customers, such as text messages, traditional mail, and emails. Furthermore, this feature provides visibility into all correspondence related to the **City's alarm program**, including images of mailed items like permit applications, checks, or appeal documents sent to the designated P.O. Box.



- Permit Information= - Google Chrome

cityalarmpermit.com/fams/ATB_PermitAnalysis.aspx?RegId=6714

Permit Analysis

Permit Information

Name	[redacted]	Permit No	300[redacted]
Permit Holder			Not Cancelled
Issue Date	01/25/2016	Expiration Date	01/26/2025
Location	[redacted]	Apt/Suite	
Full Address	[redacted]	City/State	[redacted]
Zip Code	[redacted]	Telephone	[redacted]
Fax		Email	[redacted]

Billing Information

Name	[redacted]	Contact Person	
Address	[redacted]	City/State	[redacted]
Zip Code	[redacted]	Phone No	[redacted]

Type of Alarm and Alarm Company Information

Residential/Commercial	Residential	Government Location / School District	No
Audible/Silent	Audible	Burglary	Yes
Panic	No	Robbery	Yes
Maintained By	UNKNOWN	Installed By	UNKNOWN
Special Alarm Alert	No	Alert Details	

Permit Holder Information

Name	[redacted]	Address	[redacted]
City/State	[redacted]	Zip Code	[redacted]
Email	[redacted]	Home Phone	[redacted]
Work Phone1		Work Phone2	
Driving Licence No			

Contact Persons

Name	Home#	Work#	Mobile#	Pager#	Email
[redacted]	[redacted]				
[redacted]	[redacted]				

Special Medical Concerns — Pet Information

Notes

Notes	Caller	Date	User
Payment receipt auto email sent on email id [redacted] for bill number: [redacted] and receipt number: [redacted]	System	01/22/2024	System
Created bill : 22027 for permit# 30021	System	12/17/2019	System
Expiration Date changed from 24-Jan-2019 to 24-Jan-2020	System	01/08/2019	System
Created bill : 16834 for permit# 30021	System	12/12/2018	System
Expiration Date changed from 24-Jan-2018 to 24-Jan-2019	System	01/03/2018	System
Created bill : 11820 for permit# 30021	System	12/12/2017	System
Expiration Date changed from 24-Jan-2017 to 24-Jan-2018	System	02/10/2016	System

View Bills

Total Outstanding: $0.00

Bill# [redacted]	Bill Date	12/07/2023	Bill Amount	20.00	O/S Amt.	0.00	Bill Due Date 01/26/2024
Bill# [redacted]	Bill Date	12/07/2022	Bill Amount	20.00	O/S Amt.	0.00	Bill Due Date 01/26/2023
Bill# [redacted]	Bill Date	12/07/2021	Bill Amount	20.00	O/S Amt.	0.00	Bill Due Date 01/26/2022
Bill# [redacted]	Bill Date	12/07/2020	Bill Amount	20.00	O/S Amt.	0.00	Bill Due Date 01/24/2021
Bill# [redacted]	Bill Date	12/17/2019	Bill Amount	20.00	O/S Amt.	0.00	Bill Due Date 01/24/2020
Bill# [redacted]	Bill Date	12/12/2018	Bill Amount	20.00	O/S Amt.	0.00	Bill Due Date 01/24/2019
Bill# [redacted]	Bill Date	12/12/2017	Bill Amount	20.00	O/S Amt.	0.00	Bill Due Date 01/24/2018
					Total O/S Amount	0.00	

Receipt Without Bills

Bill# [redacted]	Bill Date	01/22/2016	Bill Amount	20.00	O/S Amt.	0.00

Call Log

No Data...

Email Sent

No Data...

SMS Sent

No Data...

Snail Mail Received

Sr. No.	Email

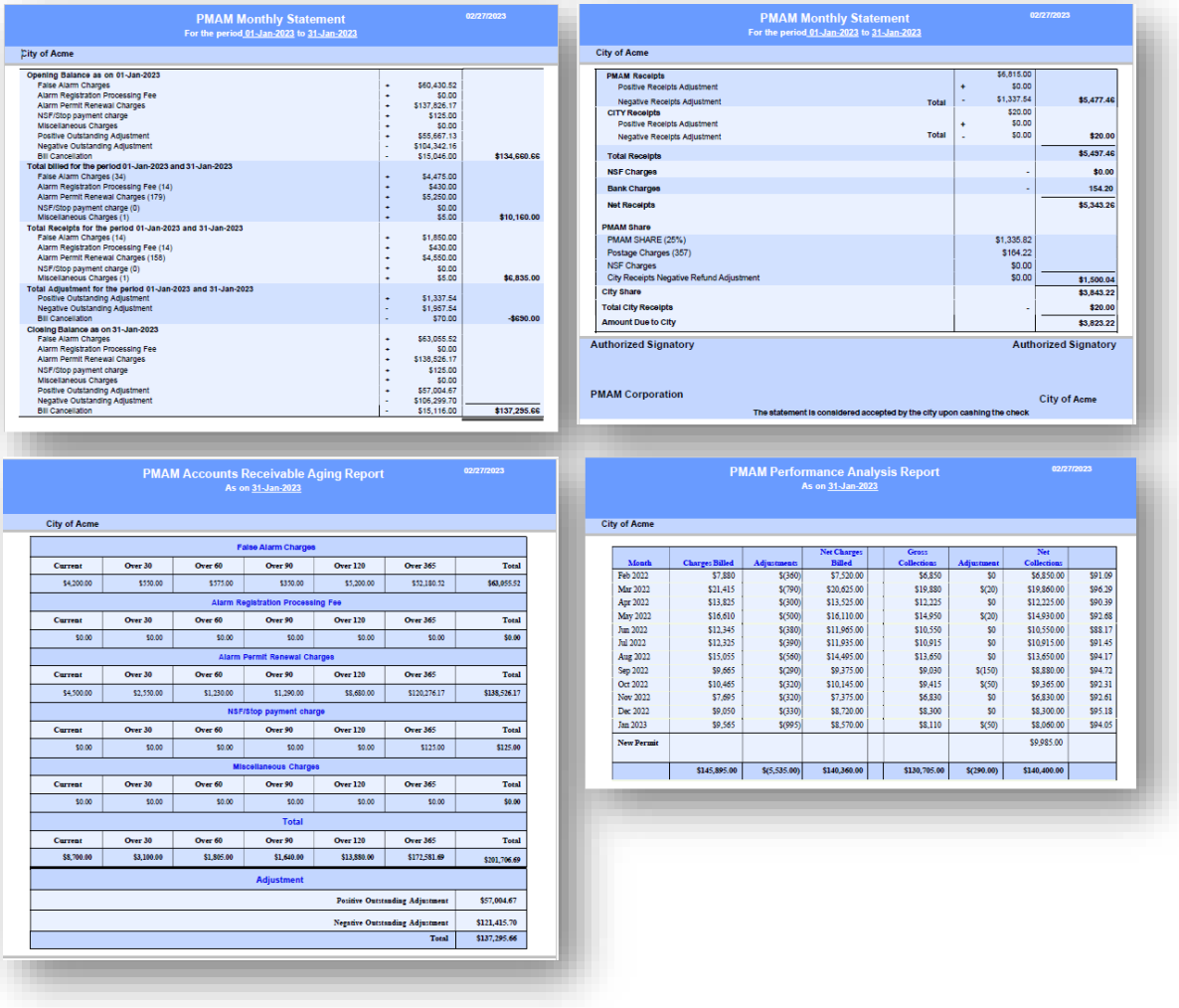
1 Mail Date : 1/1/2018 12:00:00 AM | Batch Identifier : 092 122917 120030 | Batch Transaction Id : 519098 | Page Id : 1501619 | Page Name : Check

2 Mail Date : 1/1/2018 12:00:00 AM | Batch Identifier : 092 122917 120030 | Batch Transaction Id : 519098 | Page Id : 1501620 | Page Name : Coupon

PLEASE SEND ONLY CHECKS OR MONEY ORDER

Permit Analysis

Monthly Closing Statement Overview



PMAM Monthly Statement
For the period 01-Jan-2023 to 31-Jan-2023
02/27/2023

City of Acme

Opening Balance as on 01-Jan-2023			
False Alarm Charges	+	$60,430.52	
Alarm Registration Processing Fee	+	$0.00	
Alarm Permit Renewal Charges	+	$137,526.17	
NSF/Stop payment charge	+	$125.00	
Miscellaneous Charges	+	$0.00	
Positive Outstanding Adjustment	+	$55,667.13	
Negative Outstanding Adjustment	-	$104,342.16	
Bill Cancellation	-	$15,046.00	$134,660.66
Total billed for the period 01-Jan-2023 and 31-Jan-2023			
False Alarm Charges (34)	+	$4,475.00	
Alarm Registration Processing Fee (14)	+	$430.00	
Alarm Permit Renewal Charges (179)	+	$5,250.00	
NSF/Stop payment charge (0)	+	$0.00	
Miscellaneous Charges (1)	+	$5.00	$10,160.00
Total Receipts for the period 01-Jan-2023 and 31-Jan-2023			
False Alarm Charges (14)	+	$1,650.00	
Alarm Registration Processing Fee (14)	+	$430.00	
Alarm Permit Renewal Charges (158)	+	$4,550.00	
NSF/Stop payment charge (0)	+	$0.00	
Miscellaneous Charges (1)	+	$5.00	$6,835.00
Total Adjustment for the period 01-Jan-2023 and 31-Jan-2023			
Positive Outstanding Adjustment	+	$1,337.54	
Negative Outstanding Adjustment	-	$1,957.54	
Bill Cancellation	-	$70.00	-$690.00
Closing Balance as on 31-Jan-2023			
False Alarm Charges	+	$63,055.52	
Alarm Registration Processing Fee	+	$0.00	
Alarm Permit Renewal Charges	+	$138,526.17	
NSF/Stop payment charge	+	$125.00	
Miscellaneous Charges	+	$0.00	
Positive Outstanding Adjustment	+	$57,004.67	
Negative Outstanding Adjustment	-	$106,299.70	
Bill Cancellation	-	$15,116.00	$137,295.66

PMAM Monthly Statement
For the period 01-Jan-2023 to 31-Jan-2023
02/27/2023

City of Acme

PMAM Receipts		$6,815.00	
Positive Receipts Adjustment	+	$0.00	
Negative Receipts Adjustment	Total -	$1,337.54	$5,477.46
CITY Receipts		$20.00	
Positive Receipts Adjustment	+	$0.00	
Negative Receipts Adjustment	Total -	$0.00	$20.00
Total Receipts			$5,497.46
NSF Charges		-	$0.00
Bank Charges		-	154.20
Net Receipts			$5,343.26
PMAM Share			
PMAM SHARE (25%)		$1,335.82	
Postage Charges (357)		$164.22	
NSF Charges		$0.00	
City Receipts Negative Refund Adjustment		$0.00	$1,500.04
City Share			$3,843.22
Total City Receipts		-	$20.00
Amount Due to City			$3,823.22

Authorized Signatory — Authorized Signatory

PMAM Corporation — City of Acme

The statement is considered accepted by the city upon cashing the check

PMAM Accounts Receivable Aging Report
As on 31-Jan-2023
02/27/2023

City of Acme

False Alarm Charges						
Current	Over 30	Over 60	Over 90	Over 120	Over 365	Total
$4,200.00	$350.00	$375.00	$350.00	$5,200.00	$52,180.52	$63,055.52
Alarm Registration Processing Fee						
Current	Over 30	Over 60	Over 90	Over 120	Over 365	Total
$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Alarm Permit Renewal Charges						
Current	Over 30	Over 60	Over 90	Over 120	Over 365	Total
$4,500.00	$2,550.00	$1,230.00	$1,290.00	$8,680.00	$120,276.17	$138,526.17
NSF/Stop payment charge						
Current	Over 30	Over 60	Over 90	Over 120	Over 365	Total
$0.00	$0.00	$0.00	$0.00	$0.00	$125.00	$125.00
Miscellaneous Charges						
Current	Over 30	Over 60	Over 90	Over 120	Over 365	Total
$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total						
Current	Over 30	Over 60	Over 90	Over 120	Over 365	Total
$8,700.00	$3,100.00	$1,805.00	$1,640.00	$13,880.00	$172,581.69	$201,706.69

Adjustment	
Positive Outstanding Adjustment	$57,004.67
Negative Outstanding Adjustment	$121,415.70
Total	$137,295.66

PMAM Performance Analysis Report
As on 31-Jan-2023
02/27/2023

City of Acme

Month	Charges Billed	Adjustment	Net Charges Billed	Gross Collections	Adjustment	Net Collections	
Feb 2022	$7,880	$(360)	$7,520.00	$6,850	$0	$6,850.00	$91.09
Mar 2022	$21,415	$(790)	$20,625.00	$19,880	$(20)	$19,860.00	$96.29
Apr 2022	$13,825	$(300)	$13,525.00	$12,225	$0	$12,225.00	$90.39
May 2022	$16,610	$(500)	$16,110.00	$14,950	$(20)	$14,930.00	$92.68
Jun 2022	$12,345	$(380)	$11,965.00	$10,550	$0	$10,550.00	$88.17
Jul 2022	$12,325	$(390)	$11,935.00	$10,915	$0	$10,915.00	$91.45
Aug 2022	$15,055	$(560)	$14,495.00	$13,650	$0	$13,650.00	$94.17
Sep 2022	$9,665	$(290)	$9,375.00	$9,030	$(150)	$8,880.00	$94.72
Oct 2022	$10,465	$(320)	$10,145.00	$9,415	$(50)	$9,365.00	$92.31
Nov 2022	$7,695	$(320)	$7,375.00	$6,830	$0	$6,830.00	$92.61
Dec 2022	$9,050	$(330)	$8,720.00	$8,300	$0	$8,300.00	$95.18
Jan 2023	$9,565	$(995)	$8,570.00	$8,110	$(50)	$8,060.00	$94.05
New Permit						$9,985.00	
	$145,895.00	$(5,535.00)	$140,360.00	$130,705.00	$(290.00)	$140,400.00	

Monthly Reconciliation Statement Report

We provide the **City** with a comprehensive **monthly closing statement** that fully complies with the required standards. This statement includes all the necessary details for **reconciliation** and approval of **payment disbursements** within the specified **30-day period**. It contains the following key information:

- The **name** and **address** of the city department receiving services
- The **date range** covered by the statement
- A **detailed breakdown** of all **collections** and **deposits** made to the designated **bank account** during the period
- A clear, **itemized explanation** of **fees** and **payments** collected from billing accounts
- The total amount of deposits and the **closing bank balance**

In addition to the standard requirements, our monthly statement also includes:

- **Opening** and **closing account balances**

- **Total billed receipts** for the period
- A summary of any **adjustments** made, along with their **justifications**
- A breakdown of **revenue splits**
- Detailed **transaction records** supporting all reported figures

This structured format ensures that the **City** receives complete documentation to support **internal accounting processes**, simplify **reconciliation**, and facilitate timely **payment disbursements**.
To further aid the City's **accounting review**, our reports proactively address common questions such as:

- Are **revenue splits** calculated according to **contract terms**?
- What **adjustments** were made, and what are the **justifications** for each?
- Do **billed receipts** align with **deposits** and **collections**?
- How do **beginning** and **ending balances** compare to previous statements?
- Is the **transaction-level detail** sufficient to support **summary figures** and audit requirements?

We are committed to maintaining **transparency, accuracy,** and **responsive communication**. Any additional **documentation** or **clarifications** are readily available upon request.

Dashboards and Analytics Reports

FAMS is an **industry-leading alarm management solution** that offers **City decision-makers secure, web-based access** to **real-time statistical dashboards** and **analytical reports.** This enables City officials to instantly monitor false alarms, billing, and collections at any time.

In addition, **PM AM** pioneered the use of **"Drillable Reports"** as early as 2003. This feature allows users to click on data points within **dashboards** and **reports** to drill down into detailed, unit-level information directly through the FAMS interface.

Customer Service

Citizen Self- Service Web Portal

PM AM's FAMS provides a **secure** and **dependable self-service web portal**, specifically tailored for the City's **citizens**. Through this portal, citizens can make **online payments**, access information on **false alarms** and related **education**, and complete the **alarm awareness online class**. Offering a **24/7 self-service option** is essential, as today's **tech-savvy users** are more inclined to utilize a **web-based, self-enrollment platform** over traditional mail-in or call center methods. The portal will be conveniently accessible via a link on the City's official website.

The City's citizen web portal will achieve the following processes and objectives:

Alarm & Billing History

Citizens can log into **FAMS™ secured area** to check all historical **False Alarms history, unpaid bills**, and **contact information**. **Citizens** can access such information at **no additional cost or fee**. Most importantly, citizens are able to update their contact information online. This will enable first responders to have the most **accurate data** for each **alarm location**.

Bill Payment

Citizens can conveniently pay their bills from home using the **FAMS™ user-friendly, reliable, and hassle-free portal**. The FAMS™ citizen portal is secured with 256-bit encryption and adheres to PCI compliance standards, **ensuring safe and secure transactions.**

Citizen Education & Awareness

Citizens can access **educational materials** aimed at reducing false alarms and participate in the **false alarm prevention** class through the portal. For those with limited internet access or familiarity, the same educational content can be provided via **USPS**. Additionally, citizens can review important information related to the State's Alarm Statute, including the **fine schedule, police response protocols, appeal procedures, and more**.

Email Notifications

Citizens receive **email alerts** for outstanding bills, payment confirmations, and other important updates. Additionally, they have the option to opt-in for **notifications** that include **educational**

materials on false alarms and **helpful tips** for minimizing false alarm incidents.

Permit holders also have the flexibility to make payments via **USPS mail or in person at the City Cashier's office**. PM AM supports **all major payment methods**, including payments by phone. Payments sent through USPS are directed to a financial institution designated by the City.

PM AM was the **first in the industry** to introduce an **enhanced user experience** through **customized citizen portals**. Upon logging into the **City's website**, citizens are guided **step-by-step** through the **false alarm payment process** using a video tutorial. These instructional videos empower users to easily navigate tasks such as **reviewing ordinances, paying outstanding bills, updating contact information, and viewing account or false alarm history.** This innovative module was introduced by PM AM eight years ago, setting a new standard in the **False Alarm Management industry**—one that has since been imitated but not matched.

PM AM's implementation team employs **creative design strategies** to tailor each portal to reflect the unique identity of its partner **city or county**, ensuring **consistency** with the overall theme, look, and feel of the City's official website. The portal is fully encrypted and secure, safeguarding all user data and submitted information. Access is provided via a dedicated link on the City's website, and **all payment transactions are processed in full compliance with PCI standards.**

Security Companies Self Service Web Portal

While **alarm security companies** can traditionally be contacted through a **time-consuming phone process,** PM AM has proactively invested in **research** to understand the **City's needs** and has developed a self-service web portal specifically designed to **streamline engagement** with alarm companies.

- **Compliance Monitoring** – Alarm security companies can use the portal to verify whether their customers are following the **City's ordinance**, helping ensure that both existing and new alarm users have obtained the **necessary permits.**

- **Non-Compliance Identification – PM AM** encourages alarm companies to **upload their customer lists to the portal,** enabling FAMS to identify non-compliant users and prompt companies to assist their customers in completing the permitting process through the same **self-service platform.**

- **False Alarm Reduction – PM AM** provides alarm companies with **reports** highlighting the **City's top false alarm violators**, requesting confirmation that their **systems are functioning properly.** This proactive approach helps **reduce unnecessary false alarm calls**.

- **Self-Service Access** – The portal includes a variety of **reports** that allow alarm companies to conveniently review and manage their **customer lists independently**.

PM AM maintains **detailed and up-to-date records** on all registered alarm companies.

The **Security Company Portal** represents a **major initiative** by **PM AM** to promote compliance with alarm regulations among both **security companies** and their customers. This **proactive approach** has proven effective in reducing instances of noncompliance and **minimizing false alarms** by actively involving and leveraging the **resources of security providers.**

Corporate Portal for Managing Multiple Accounts

FAMS features an **integrated portal** designed specifically for **businesses operating across multiple locations**. This **centralized platform** allows **corporate users** to view **alarm histories, track outstanding invoices**, and manage account details for all locations from a single dashboard. The portal supports batch invoice payments and easy updates to account information.

Tailored for companies with **centralized accounts payable departments**, the portal streamlines financial management by enabling users to cross-reference and link all their sites under one login. This **efficient setup** allows teams to access and pay current or new invoices with **ease and convenience.**

Mobile Strategy

PM AM is the only service provider in the marketplace which provides citizen web-portal accessibility through mobile applications for **iOS and Android devices.** Currently the FAMS **apps for iOS and Android** enable users to log into the Citizen portal to read the City's False Alarm Ordinance, make payments, view and update their account information for alarm user, billing, and on-site emergency contacts. Citizens can receive push notifications for false alarm incidents, invoices, past due bills etc. They can also access a variety of education materials to help them prevent future false alarms.



Easily make payments on mobile devices...

Customer Service Center

The City has been provided with a **dedicated toll-free phone number** for citizens to contact the **service center**, which is based in the **United States**. PM AM employs a cloud-based dialer that allows the service center to efficiently route calls to any of our **three U.S.-based customer care teams**, seamlessly integrating call data with FAMS customer and alarm records.

Our **customer service strategy** ensures that the City's citizens have **fast, friendly**, and **convenient access** to a wide range of **support services**. These services include help with **permit applications, account inquiries,** understanding the **City's ordinance**, and immediate assistance from **customer care representatives** on topics such as **permits, billing, payments, and alarm regulations**. The toll-free number is available during regular business hours. PM AM's Customer Support Group offers services in English, Spanish, and provides translation support in over **175 languages.**

PM AM's **Support Center**, located in **Dallas, Texas**, employs **skilled representatives** and utilizes cutting-edge call center technology to deliver **exceptional service** to our **partner cities**. **All customer service processes**, and documentation will be managed from PM AM's Dallas, TX office. Additionally, we have another center in **Houston, TX**, which may also provide **support services** if needed.

PM AM Corporation is an **equal opportunity employer**. We are committed to a policy of non-discrimination based on **race, sex, age, religion, national origin, disability, marital status, or veteran status.** Our goal is to ensure that equal employment opportunities apply to all **terms and conditions of employment** at PM AM Corporation. Both the **CEO** and all **managerial staff** are dedicated to upholding and enforcing this policy.

PM AM Corporation maintains a **zero-tolerance policy** regarding **illegal drugs** or the **misuse of legal drugs** in the workplace. The **possession, distribution, sale, or use of controlled substances,** including **drugs or alcohol**, is strictly prohibited while on duty, on **PM AM Corporation's premises**, or while operating PM AM Corporation's equipment or vehicles. Drug testing is part of the employment process, and employees agree to submit **random drug tests** during their **tenure** with PM AM.

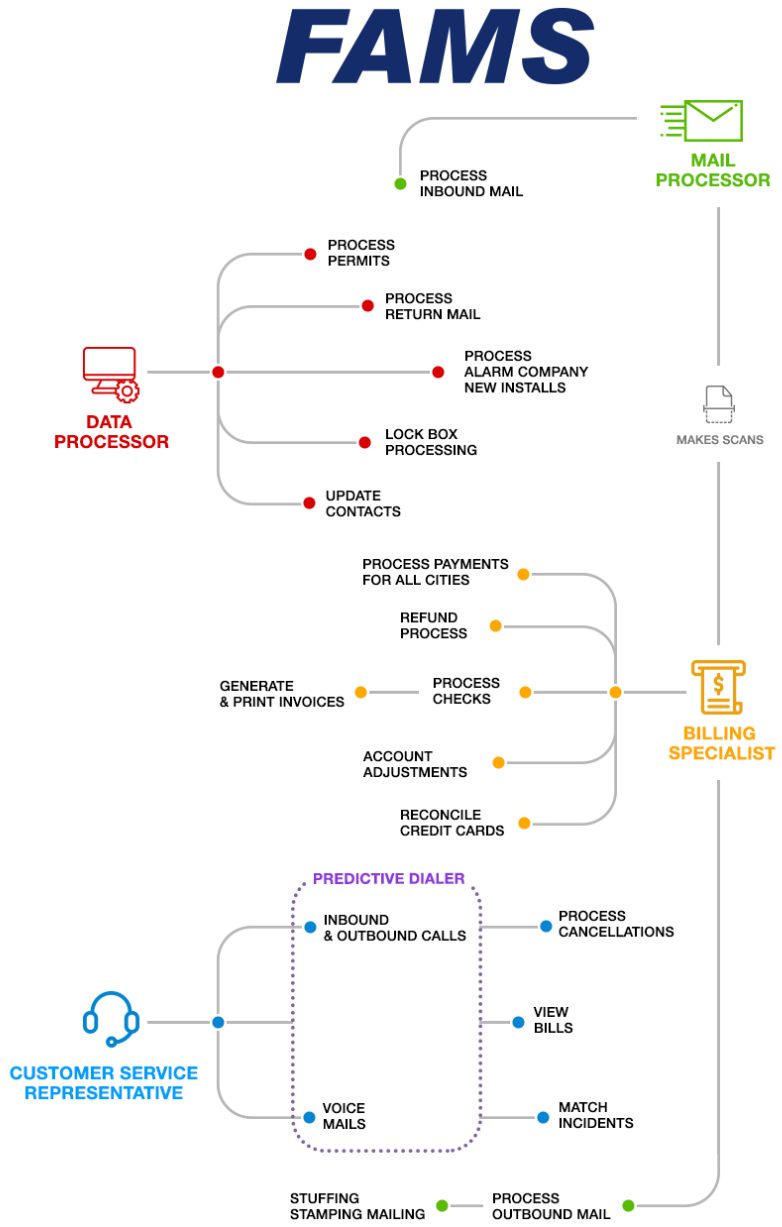
Our **Customer Care Representatives** are trained to handle all **questions and concerns** from **alarm users.** Based on our experience, more than **95% of issues** are successfully resolved during the first call, excluding appeals processes where decisions are made by **City Officials.**

Citizen Service Representative Team

PM AM has a dedicated citizen service team consisting of Customer Care Specialists and Customer Care Representatives.

The alarm administration team includes specific roles and specialists:

- Alarm Matching Specialist
- Billing and Payment Specialist
- Customer Care Specialist
- Document Specialist



Utilizing FAMS to Create a Superior Customer Experience

Customer Care Specialists are able to access all permit information in a single FAMS customer service view. This view allows Customer Care Specialists the ability to instantly access all **invoices, alarm incidents, receivables**, and **collections data**, which empowers them to have very **meaningful dialogue** instantly with each customer.

For example, **Customer Care Specialists** can access customer **invoices** as they were issued. This enables **Customer Care Specialists** to speak confidently, knowing they are discussing the exact documentation each citizen has received. If the citizen requires **invoices** to be resent to them, **Customer Care Specialists** can immediately resend **invoices** by email or fax so that customers can receive them in near real time.

- Emails are instantly sent by FAMS's integrated email engine
- Faxes are instantly sent by FAMS's integrated fax service

Customer Care Call Center

PM AM maintains **high standards** for each **Customer Care Specialist**. Our **proprietary web-based call center application program** monitors all interactions between citizens and our Customer Care Specialist. The Call Log records each call made or received by our **Customer Care Specialists.** This includes the telephone number, the duration of the call and the date and time the calls were made.

PM AM has a **state-of-the-art phone** predictive dialer that is capable of handling voice and data seamlessly. This feature helps create a **positive experience** for the callers and educates callers on alarm reduction efforts while they are on hold.

PM AM works with a single goal of "Single call resolution" to be 90%+.

Having a **Same Day Call Back Policy** in place for any voice messages ensures a high level of customer service is achieved.

Customer service metrics are available to supervisors in real-time. **Customer Care supervisors** are able to listen into live service calls and provide meaningful inputs if required, ensuring the **customer service team** is providing superior customer service. Our supervisors spend considerable time monitoring conversations to confirm the quality of citizen service is being provided by the customer care department. Supervisors are mandated to undertake **Call Quality Audits** on a regular basis and document the quality in a predefined questionnaire. These audits are reviewed and become the basis for conducting coaching and training sessions to continually improve each **Customer Care Specialist's** performance.

The City will benefit from our **cloud-based solution** and from happy and satisfied citizens who call our **customer service representatives**. PM AM utilizes **call center best practices** to ensure most calls are resolved during the first interaction.

All calls are **recorded** and available for **later review**. In the rare case of a **customer complaint**, PM AM is able **to review the call recording** for full knowledge of the interaction and take any necessary action to resolve the issue. This practice has been very helpful for the **partner cities** and PM AM to mutually review any feedback provided by the citizen about the **false alarm management services.**

Due to this the **average call time** for our customer service representatives is **less than 15 seconds.** In the current year, they have processed an **average of 48 calls per hour**. Furthermore, nearly **100% of all calls/issues** are resolved during the initial phone call.

The **Revenue Enhancement Program** ensures that the **Service Center** identifies **high value account collections** in their outbound calls for collections. The **predictive dialer** calls for high outstanding false alarms charges and **Customer Care Representatives** contact customers with follow-up reminders for customers whose accounts include an **agreed to pay notation** on a specific date.

These **policies** as part of the overall **FAMS solution** produce **measurable results**. The **City of Houston** received a **$3.8 million dollar increase in revenue** collected from false alarms within the first two years of adopting the **FAMS solution**. According to Alfred Moran, Director of Administration and **Regulatory Affairs Department** for the City of Houston, statistics indicate that revenue collected from false alarms will continue to rise.

Additionally, the redundancy provided by PM AM of having similar Call Centers located at ***Dallas, TX***, and ***Houston, TX*** shall be a huge benefit for the City in the event of an Act of God striking one of the centers.

Customer Representative Service Philosophy

PM AM understands that the City has **high customer service expectations**. PM AM seeks the **highest degree of professionalism and courtesy** in our service representatives and provides extensive customer service training to each employee before they start making **live calls**.

The following chart contains the **highlights of our service guidelines**.

Courtesy and Professionalism Standards

- Remember the difference between **customer service** and **citizen service**. You are **representing the City** and the person you are calling expects their **government to be very responsive.**
- **Answer the phone pleasantly** and maintain a **pleasant demeanor** while on the phone.
- Always be **sincere**. People will sense **insincerity** on the phone even though they cannot see your **facial expressions** or other **non-verbal communication** clues such as hand gestures, head nods and body posture.
- **Know the ordinance** and all information regarding its compliance.
- **Return all phone calls within the same day**.
- Keep **remarks of the contacts** you make in the **FAMS notes section**. These notes are crucial for future contact of when city officials wish to check on an alarm user citizen account. **Note dates for follow-up**.

- **Listen and respond** to the person on the other end of the line. When you focus on them rather than on what you are going to say next, the phone call becomes much more **conversational**.
- **Know what you want to say** before making an important call.
- Do not do things such as **open mail**, **do paperwork** while on the phone. The person you are talking with will know you are **distracted**.
- Meeting **weekly goals** requires setting and meeting **daily goals**. Record you progress on a daily basis.
- Always use **introductory or follow-up letters**, **FAMS informational fliers** or other educational materials to further the goal of alarm reduction.
- Focus to **resolve calls in a timely fashion with politeness**. If it becomes evident that the person is not the one needed to resolve the issue. Obtain the correct information and then contact that person.
- Before disconnecting the call, one should recap the reason for the call, the resolution provided and that the **expectation has been met** and **caller is satisfied.**

Customer Messaging Standards

- Clearly **identify yourself**, the **nature of the call** and what **action is required** of the alarm user.
- Provide a **call back telephone number**.
- Speak with **confidence and authority**.
- When you connect with a **secretary or an assistant** to the person responsible for payments, **ask about a convenient time** that might be best to call back.
- When finding it difficult to get **business alarm users**, try to call **early in the morning or later in the evening** when more time may be available.

VAI – Conversational Intelligence:

Central to our strategy is **VAI**, our AI-powered platform that elevates contact center performance and boosts **collection outcomes**.

VAI empowers agents with **Conversational Intelligence**, delivering real-time guidance, post-call improvement suggestions, and **100% AI-driven Quality Checks**. It also prepares agents to confidently navigate the **complexities of city alarm ordinances**, with training tailored to ordinance understanding, violation handling, and citizen compliance conversations, which are often the most challenging areas for new recruits.

Agents benefit from:

- **Role-play simulations** of **real customer queries** to ensure readiness.
- Access to a **library of best and poor-performing calls**, creating a shared learning culture.
- **City ordinance-specific training modules** to ensure compliance and response accuracy even before agents handle live calls.



False Alarm Reduction Processes

It is the intent of all **Police departments** to significantly reduce **false alarms**. **PM AM** commits to invest sizeable resources, time, and money in developing an array of processes and methods to address the issue of **false alarms** and engage your citizens through multiple outreach efforts that are proven to consistently deliver sustained decreases in **false alarms** for our partner cities and counties.

We are providing some of the methods that consistently produce positive results in reducing **false alarms**.

Repetitive False Alarm Violators Identification

FAMS has meaningful reports, but more importantly, **FAMS** also presents **decision support tools** like **dashboards** and **scorecards**. These tools systematically identify **repeat offenders** who cause a high number of false alarms, even though these repeat violators are limited in number. These highly intelligent, analytical reports are then utilized by **PM AM's Customer Care service** to deploy meaningful outreach efforts. This usually encourages repeat violators to take **corrective actions**, preventing further false alarms from happening.

Educational Material

In **2007**, **PM AM** started providing **educational material** in the form of **CDs**, a modern and innovative approach. Since its launch, this strategy has been adopted by industry, and it is now offered by almost all industry players. These materials educate alarm users about the **impact of false alarms** on police resources and how such calls take limited police resources away from true emergencies. The educational materials are available in both **English** and **Spanish** languages.

Online False Alarm Academy

The **False Alarm Academy** is an online platform that enables citizens to learn false alarm prevention strategies and complete a test to understand how to prevent future incidents. The Academy is especially effective when used as part of the **alarm permit reinstatement process** for users whose permits have been suspended due to a high number of false alarms, in cases where the City's alarm ordinance mandates such a provision as an option for **first false alarm offenses** as required by the City.

The Academy can be set up as part of an online process with a **secure login/password**. **PM AM** will assist the City in developing a detailed curriculum and test questions/answers that are tailored to the City's **False Alarm Ordinance**.

This **add-on benefit** service is included in the **FAMS package** at no additional cost to the City and its citizens, aiming to further educate them and reduce false alarms. As a direct result of increased citizen awareness, cities and counties see a significant reduction in false alarms.

Marketing And Public Service Information

PM AM's **document specialist** will collaborate closely with City staff to finalize all outgoing alarm billing documents, forms, communications, and website portal content intended for citizens or program partners. This phase will also ensure the preparation of all **citizen outreach marketing materials**.

The finalized documents and communication content will include:

- **Citizen communication plan**
- **Security company communication plan**
- **Alarm permit layout finalization**
- **Invoice layout finalization**
- **Citizen outreach for noncompliance** (for those operating alarms without a valid permit)
- **Citizen self-service portal website content**
- **Security company self-service website content**
- **Customer Care center call greetings and IVR scripts**
- **Email content for false alarm reduction** sent to citizens
- **Voice mail message content** delivered by the auto dialer

Public Relations

The **PM AM outreach team** will develop a comprehensive **marketing and public relations plan** in collaboration with City staff to promote the alarm ordinance program to City residents and businesses through various channels. The plan will include the following components:

- **Public announcements** in community newspapers
- **Water bill inserts**
- Finalizing content for the **animated, multi-media education CD**
- Content for the **False Alarm Reduction Academy**
- **Newsletter updates** and **website content**


FALSE
ALARM CALLS
ARE A SERIOUS
PROBLEM
97-99%
ALARM CALLS RECEIVED ARE FALSE
All alarm users in required to register their alarms with the and operate their alarms in an efficient manner.
Reduce
false alarm calls by operating your system properly
Register
your alarm and get the permit renewed every year
Improve
the efficiency of public safety agencies
Website:
https://famspermit.com/
Mailing Address:
P.O. Box



All homeowners and business owners within [redacted], are required by Resolution #XX-XXXX to register their home and / or business alarm systems.

The annual registration fee for a Residential burglary alarm system without a panic alarm system is $XX and is $XX with a panic alarm system.

The annual registration fee for a non-residential burglary alarm system without a panic alarm system is $XX and $XX for a hold-up or panic alarm system.

Failure to register the alarm system can result in a misdemeanor with fine of up to $XX.

To avoid penalty, register your alarm system with Township of Middle, by using one of the following options:

ONLINE
REGISTER AND PAY

http://famspermit.com/[redacted]

OR

MAIL
CHECK TO

[redacted] Alarm Program
P.O. Box [redacted]



Data Security | Reliability

Maintenance Agreements and Requirements

PM AM offers a hosted **False Alarm Management Solution (FAMS)**, with hosting provided by **Rackspace Hosting**, a leading dedicated hosting company based in the United States.

FAMS hosting environment is designed to ensure **24/7/365 availability**, delivering continuous service to both city officials and citizens.

The availability and responsiveness of the **FAMS system** are directly linked to **Rackspace's** expertise in providing top-tier data center and application hosting services. Since 2004, **FAMS** has maintained an impeccable record with **no downtime incidents**.

All **system updates and upgrades** are handled by **PM AM** staff and are included in the program, with **no additional costs** to the city.

Disaster Recovery Plan

PM AM maintains a comprehensive **IT Disaster Recovery** and **Business Continuity** plan designed to ensure a **24-hour recovery point objective (RPO)**. The disaster recovery plan specifically addresses critical risk factors that may impact the project, along with a detailed action plan to mitigate such risks. **Multi-location redundancy** and **system and data backups** ensure that operations are restored and functional within 24 hours.

The **PM AM Business Continuity Management** policy ensures that all identified configurable items are documented. A **risk assessment** is performed on each configurable item to assess vulnerabilities, which informs the development of a suitable **mitigation and contingency plan**. A designated resource is assigned to each configurable item within the plan. The **data management plan** outlines the lifecycle of each configurable item, from creation to closure.

The disaster recovery plan is regularly updated, and **mock drills** are conducted periodically to assess and improve the efficiency of the plan.

Data Back-up and Storage

PM AM has established a comprehensive **IT Disaster Recovery** and **Business Continuity** plan, which guarantees **daily backups** of critical application data to meet a **24-hour recovery point objective (RPO)**.

This plan includes both onsite data storage and an additional **off-site copy** to ensure resilience and data security.

IT Policies, Processes and Systems

PM AM's **False Alarm Management Solution (FAMS)** is developed and deployed with a robust, time-tested **256-bit Secure Socket Layer (SSL)** encryption. SSL ensures an encrypted connection between the server and client, using **256-bit encryption** to securely transfer data. Additionally, FAMS includes a mechanism to support legacy browsers with **128-bit SSL encryption** for compatibility with older systems.

Access to sensitive menus such as **billing** and **payment processing** is restricted to **approved IP addresses**. This access control prevents intrusions from unauthorized IP addresses.

Access to the FAMS application is strictly controlled through **authenticated login credentials**, ensuring that only authorized users can log in. User access is determined by **role-based authentication**, which controls the menus and options available to each user. All passwords are encrypted using **Microsoft-certified techniques** before they are stored in the database, ensuring that passwords remain secure even if the database is accessed.

PM AM implements robust **data integrity** measures, with regular validation processes to ensure the consistency and accuracy of the database. This includes checking tables, objects, data components, and stored procedures.

PM AM adheres to **referential integrity** through foreign keys, ensuring that data remains consistent with parent tables. Critical attributes, such as **addresses**, are verified against the city's **GIS system** to maintain compliance with **Normalization forms**, ensuring data accuracy throughout the FAMS application.

The servers supporting FAMS are hosted by **Rackspace**, with **dedicated servers** providing **limited access** to approved IP addresses and implementing standard security measures such as **firewalls** to further safeguard data.

Data Security Practices

PM AM hosts its servers with **Rackspace**, the world's leading **managed cloud provider**. The following **security measures** are implemented by Rackspace to protect PM AM's servers, which host both the **application** and **database**:

Physical Security

- **Data center access** is restricted solely to **Rackspace data center technicians**
- **Biometric scanning** is used for **controlled data center access**, ensuring only authorized personnel can enter
- **Security camera monitoring** is implemented across all data center locations for surveillance
- **24/7 onsite staff** are present to provide an additional layer of protection against unauthorized entry
- **Unmarked facilities** help maintain a **low profile**, ensuring discretion
- **Physical security is independently audited** by a third-party firm to ensure effectiveness

System Security

- **System installations** are performed using **hardened, patched operating systems**
- **Ongoing system patching** is configured by Rackspace to provide continuous protection from exploits
- **Dedicated firewall and VPN services** are employed to block unauthorized system access
- **Data protection is ensured** with **Rackspace-managed backup solutions**
- Optional, **dedicated intrusion detection devices** add an extra layer of protection against unauthorized system access
- **Distributed Denial of Service (DDoS) mitigation services** are powered by Rackspace's proprietary **PreventTier™ system**
- **Risk assessment and security consultation** services are offered by Rackspace's professional services teams

Operational Security – Rackspace Infrastructure

- **ISO 17799-based policies and procedures**, regularly reviewed as part of our **SAS 70 Type II audit process**
- **Comprehensive training for all employees** in information security and privacy procedures
- **Access to confidential information is strictly controlled**, granted only to authorized personnel according to documented protocols
- **System access is logged and tracked**, supporting auditability and accountability
- **Secure document destruction** policies are in place to safely dispose of all sensitive information
- **Fully documented management procedures** ensure consistency and transparency in handling system updates
- **Independently audited disaster recovery** and **business continuity plans** are established for Rackspace headquarters and support services

Operational Security – Customer's Application Environment

- **Best practices** employed for the random generation of initial passwords
- **All passwords are encrypted**, both during transmission and while stored at Rackspace
- **Secure media handling** and **destruction procedures** are followed for all customer data
- **Rackspace Security Services** can provide expertise in developing security processes for compliance programs

PM AM IT Processes

Hosting Environment

PM AM provides a **hosted False Alarm Management (FAMS) solution** to the City, leveraging the robust infrastructure of **Rackspace Hosting**. Rackspace, a former **NYSE-listed company with a market cap of $4.05 billion**, has recently transitioned to private ownership.

Rackspace Hosting

Rackspace delivers **world-class dedicated server hosting** for PM AM. The **uptime and responsiveness** of the FAMS system are directly tied to Rackspace's **leadership in data center and application hosting services**. Since the system's launch in **2004**, **FAMS has maintained continuous uptime without a single downtime incident**—a testament to Rackspace's reliability.

Physical Security

• **Keycard access, biometric scanning, and 24/7 surveillance** secure every Rackspace data center.
• **Only authorized personnel** with valid credentials can access the data centers. Entry into production areas requires **prior clearance and escort protocols**.
• **All data center employees undergo rigorous background checks** before employment, ensuring the highest standards of trust and security.

Precision Environment

• **N+1 Redundant HVAC Systems**: Each data center is equipped with an **N+1 redundant HVAC system**, ensuring immediate backup activation in case of failure maintaining uninterrupted temperature and climate control.
• **Air Filtration Every 90 Seconds**: The entire air volume within the data centers is **circulated and filtered every 90 seconds**, removing dust and contaminants to protect sensitive equipment.

• **Advanced Fire Suppression**: Rackspace utilizes **state-of-the-art fire suppression systems** engineered to detect and stop fires from spreading in the highly unlikely event of an incident.
• **Optimized Cable Management**: All cabling is **securely tied and routed through overhead cable racks**, with **dual routing paths** to ensure redundancy and reduce risk of failure.

Conditioned Power

• **Uninterrupted Power Supply**: In the event of a complete utility power failure, **Rackspace data centers are engineered to operate seamlessly**, ensuring every server continues to receive **conditioned UPS (Uninterruptible Power Supply) power** without interruption.
• **Redundant Power Systems**: The **UPS subsystem is configured with N+1 redundancy**, enabling **instantaneous failover** to backup systems if the primary UPS encounters a fault.
• **Extended Power Outage Preparedness**: For longer outages, **on-site diesel generators—routinely tested and maintained—are capable of running indefinitely**, ensuring continuous operation of critical systems.

Core Routing Equipment

• **Secure, Redundant Infrastructure**: All core routing equipment is **housed in a highly secure core routing room**, powered by a **dedicated, redundant power supply** to ensure uninterrupted performance.
• **Disparate Fiber Entry Points**: Fiber carriers **enter the data centers at multiple, strategically separated points**, minimizing the risk of service disruptions due to localized failures.

Network Technicians

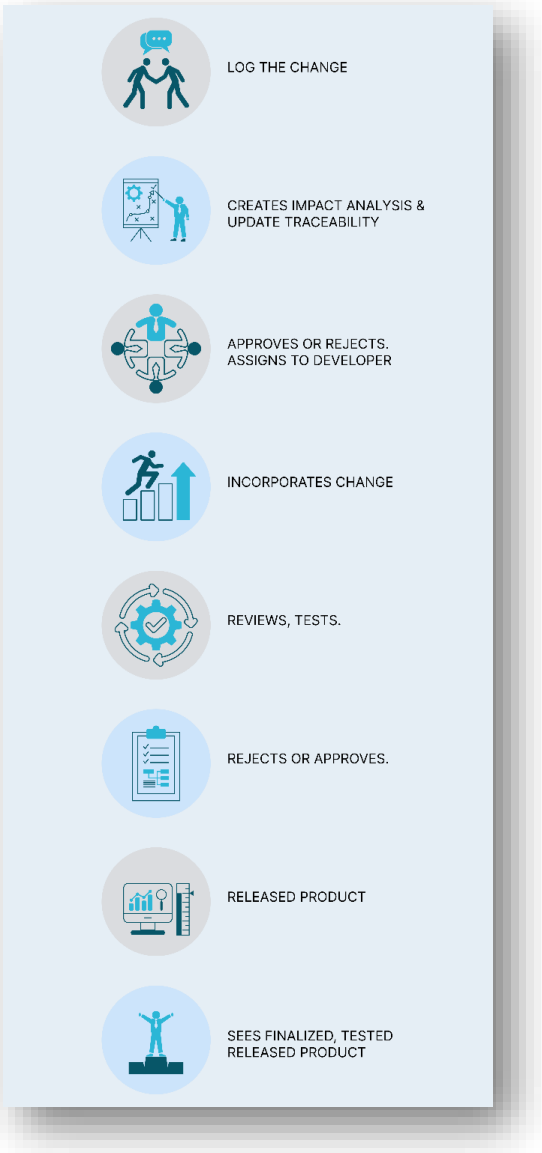
• **Certified Network Professionals**: Rackspace mandates that all personnel in its networking and security teams are **certified experts**, with proven experience in managing and monitoring **enterprise-level network environments**.
• **Industry-Leading Training**: **Rackspace Certified Network Technicians** undergo rigorous training and are held to **the highest standards in the industry**, ensuring top-tier operational excellence.

Change Management and Product Enhancements

PM AM follows a benchmarked and structured change management process to ensure smooth implementation and communication of all software and system changes. Changes are classified based on the time required for development and deployment:

- **Minor Changes** – Implemented within **48 hours**
- **Standard Changes** – Completed within **48 to 72 hours**
- **Major Changes** – Requiring **more than 72 hours**, which follow the full change management lifecycle

All major changes go through a formalized process that includes planning, testing, approval, and deployment. Throughout this lifecycle, **PM AM ensures continuous communication with all stakeholders**, keeping them informed of progress, timelines, and any potential impact.



Structured Implementation Framework

One of the key advantages PM AM offers the City of Glendora is the ability to **avoid the complexities of a new implementation process**. As PM AM is already managing Glendora's alarm program, we can quickly operationalize any updates or enhancements, **minimizing disruption** and ensuring continuity. There is **no need to transition** to a new system or vendor, thereby avoiding the risks and delays associated with onboarding a new alarm program provider.

Any new business processes required to meet the expanded objectives outlined in this solicitation can be **easily integrated** by **updating the existing Standard Operating Procedures (SOP)** through an addendum. This approach enables rapid adaptation while maintaining consistency and control.

Implementation Plan Overview

In 2021, PM AM developed a **comprehensive implementation plan** to establish best practices for configuring, testing, and launching the support systems and administrative processes for Glendora's alarm ordinance. This plan was successfully executed and has since resulted in the **robust alarm program environment** currently in place.

Project Implementation Timelines

To provide clarity, PM AM has outlined the project deliverables, implementation timelines, and the level of effort required from both City of Glendora staff and PM AM personnel. This ensures a **transparent and efficient rollout** of PM AM's False Alarm Management Services for any updates or enhancements.

Deliverables	Project Milestones	Responsibility	Projected Timeline
1	Authorization Letters Sign off	Glendora	Currently Operational
2	Creation of Standard Operating Procedures (SOP) and Sign-off	PM AM and Glendora	Currently Operational
3	Sharing of all program data requirements with the Glendora	PM AM	Currently Operational
4	Content for Invoices and correspondence creation and approval	PM AM and Glendora	Currently Operational
5	Data Import	PM AM	Currently Operational
6	Training to Glendora Users	PM AM and Glendora	Currently Operational
7	Citizen website and FAMS program implementation GO LIVE	PM AM	Currently Operational

PM AM will conduct training **remotely in multiple sessions**, as needed, and will provide **comprehensive training documentation** for both end users and system administrators. Tailored training schedules will be developed for key personnel — including system administrators, finance staff, and sworn or civilian staff — to ensure all users are well-equipped to manage and utilize the system effectively.

The **City of Glendora retains full ownership of all data** associated with its alarm permits. Upon conclusion of the contract, PM AM will return all data — including records, files, databases, and related materials — in a **mutually agreed-upon format**.

Throughout the duration of the agreement, **all intellectual property and data belonging to the City of Glendora will remain accessible** for download or transfer at no additional cost. This may be facilitated via **file export, SFTP, or secure FTPS**, ensuring secure and efficient data handling.

PM AM also confirms that it **strictly adheres to a no-sharing policy**: we will not share, distribute, or use any data for reporting, analysis, or demonstration purposes **without prior written consent** from the City of Glendora. We are fully committed to maintaining the confidentiality, integrity, and security of all data, in strict compliance with your directives.

Ongoing Support & System Availability

PM AM provides highly secure, reliable FAMS Services, delivering **99.9% uptime** availability backed by a clearly defined support framework:

- **Support Helpdesk**: Available to up to three (3) designated City officials, accessible via CRM Portal, email, and phone (Business Days | 8:30 a.m. – 5:30 p.m. CST). Emergency numbers are also provided for critical incidents like cybersecurity threats.
- **Resolution Commitment**:
    - **Priority 1**: Critical vulnerabilities resolved within **1 hour**
    - **Priority 2**: System-wide or process showstoppers resolved within **4 hours (80% of the time)**
    - **Priority 3**: Non-critical issues addressed within 8 hours to **3 business days (80% of the time)**
    - **Priority 4:** Non-critical minor problems not affecting the result.
      For example, Performance-related issues - At PM AM's discretion

City obligations include maintaining up-to-date contact personnel, internet bandwidth, antivirus, and timely issue reporting — all at no cost to PM AM.

We maintain **strict data security policies**, giving the City full ownership and control over its data throughout the agreement. All data is securely transferred via SFTP or FTPS at no cost, and under no circumstances is City data used without prior written consent.

PM AM's implementation plan isn't just about deployment, it's about enabling long-term operational success, agent empowerment, and continuous performance improvement.

Technology & Infrastructure Overview Architecture

PM AM's FAMS is a 100% cloud-native, SaaS-based, multi-tenant solution designed to meet the City's need for a **24/7, real-time, browser-based platform**—ensuring seamless accessibility for both administrators and citizens. This solution **requires no foreign devices or third-party software**, maintaining full alignment with the City's existing technological footprint.

- **System Architecture:**
  FAMS leverages a **modular, scalable design** with integrated core modules such as Permitting, Billing, and Reporting. A **centralized database** and **real-time monitoring tools** ensure operational efficiency, visibility, and **smooth integration with external systems** like CAD and Lockbox. Secure APIs and portals enable real-time collaboration among stakeholders and support interoperability with internal City systems.
- **Platform Architecture:**
  Built on a **secure and high-availability cloud infrastructure**, FAMS includes dedicated firewalls, hardened servers, and robust database management. Real-time monitoring, proactive system health checks, and offsite backups always ensure business continuity and data protection.

Infrastructure Services

PM AM's FAMS is hosted on **a dedicated server within Rackspace's secure data center** in Richardson, TX. To ensure resilience, **a full Bare Metal Recovery (BMR) image** is regularly captured and securely stored at an offsite location in Dallas, TX, enabling rapid failover in the event of disruption.

A **physical firewall** protects the dedicated environment by filtering unauthorized traffic, reinforcing the platform's security posture. The solution is continuously monitored for **uptime, performance, and computing metrics** through multiple trusted third-party monitoring services, ensuring **high availability and system reliability.**

IT Service Management

PM AM's FAMS follows a **policy-driven IT Service Management framework** aligned with industry's best practices. The platform incorporates **real-time monitoring and automated alerting** to ensure proactive issue detection and resolution.

A structured **change management process** classifies all changes based on implementation timelines: under 48 hours, 48–72 hours, or 72+ hours. Changes requiring 72+ hours undergo a **full change lifecycle**, with continuous stakeholder communication throughout.

FAMS adheres to **defined SLAs** and utilizes **continuous performance monitoring** to maintain high availability, optimize system performance, and deliver **rapid incident response**.

Security Assurance

FAMS enforces a **secure User-Based Access Control (UBAC) model**, leveraging an in-house RDBMS to manage user authentication and authorization with precision.

All **Personally Identifiable Information (PII)** and sensitive data are **encrypted at rest**, while **256-bit SSL encryption** ensures secure data transmission.

For advanced threat detection and vulnerability management, FAMS integrate with **Armor Anywhere**, enabling **continuous monitoring**, **intrusion detection**, and **real-time alerting** across the platform.

FAMS undergoes **periodic penetration testing** to identify and remediate potential vulnerabilities. These assessments are part of a **proactive security strategy** designed to ensure the platform's resilience against evolving threats.

Privacy

FAMS adheres to industry-standard data protection practices, including **encryption, strict access control, and detailed audit logging** to safeguard **Personally Identifiable Information (PII)** and other sensitive data.

Data Services

FAMS provides **secure, cloud-based data storage** with **automated daily backups**, maintained both **onsite and offsite** to ensure data resilience and recovery.

Data is **classified by sensitivity**, with **fine-grained access controls** enforcing the **principle of least privilege**—ensuring users access only the data they are authorized to view.

The platform also offers **API-based access**, enabling seamless **integration with the City's internal systems** for enhanced data exchange and interoperability.

Mobility & Integrity Safeguards

FAMS offers **secure mobile access** via its dedicated **FAMS-ALARM apps** for iOS and Android, available since 2016. These apps ensure **real-time connectivity and data integrity** for users accessing the platform on the go.

Facility & Physical Safeguards

FAMS is hosted on **Rackspace**, a globally recognized managed cloud provider known for its **triple-layered security model**—encompassing **physical, operational, and system-level safeguards**.

Physical Security

Rackspace data centers feature:

- **Biometric scanning** and **controlled access** limited to certified Rackspace technicians
- **24x7 onsite staff** and **security camera monitoring**
- **Unmarked facilities** to reduce visibility and physical risk
- Regular **independent audits**

System Security

FAMS benefits from:

- **Hardened and patched operating systems**
- **Dedicated firewalls and VPN services** for access control
- **DDoS mitigation** via Rackspace's proprietary PrevenTier™ system
- **Intrusion detection systems** for advanced threat monitoring
- **Managed backup solutions** for secure data recovery

Operational Security

Rackspace enforces:

- **ISO 17799-based policies** and **SAS70 Type II audit-compliant procedures**
- **Strict access controls** to confidential information
- **Documented change-management**, access logging, and audit tracking
- **Disaster recovery and business continuity plans**, independently audited

Together, these measures ensure FAMS is hosted in an environment with **end-to-end physical, infrastructure, and operational security**, offering maximum protection for the City's data and systems.

Disaster Recovery

FAMS follows an **industry-aligned Disaster Recovery (DR) strategy**, ensuring a **24-hour Recovery Point Objective (RPO)** and **Recovery Time Objective (RTO)** through **multi-location redundancy** and **daily system backups**.

The DR plan includes **risk identification**, **mitigation strategies**, and **clearly documented ownership** for all critical system components. **Regular mock drills and simulations** are conducted to validate readiness and ensure **rapid service restoration** in the event of disruption.

Business Continuity

PM AM maintains a **comprehensive Business Continuity Plan (BCP)** to ensure **uninterrupted delivery of critical FAMS functions** during unforeseen events.

The BCP is **regularly reviewed, tested**, and closely aligned with the Disaster Recovery strategy to ensure **operational preparedness** and **rapid recovery** with minimal service disruption.

Accessibility

FAMS is designed with **accessibility in mind**, and is **largely compliant with Web Content Accessibility Guidelines (WCAG) Levels A and AA**, as well as **Section 508** standards. This ensures the platform is usable by individuals with diverse abilities, promoting **equal access and an inclusive user experience** for all citizens and City personnel.

FAMS Quality Certification Process

To ensure the **highest level of software quality and operational readiness**, PM AM conducts a structured **FAMS Certification Testing process** prior to launch. This multi-phase certification plan validates that the platform is fully functional, integrated, and aligned with the City's requirements.

The certification process includes the following core testing phases:

Testing Phase	Test Approach Description
Integration Testing	Conducted after initial verification, this phase ensures that all **application modules and interfaces work seamlessly** together following any customizations for the City.
External Function Testing	Confirms the **functionality of all external systems** integrated with FAMS. Test cases are designed to **simulate real user interactions** and verify that results align with expected outcomes.

System Testing	A **more rigorous version of external testing**, executed in an environment that **mirrors the City's production setup**. This phase evaluates **performance, security, and fault tolerance** under near-live conditions.
User Acceptance Testing	Conducted jointly by **City staff and PM AM team members**, this phase involves testing **real-world scenarios using live data** to ensure the system aligns with operational expectations prior to go-live.
Regression Testing	Performed **after deployment**, this final validation confirms that all **system processes remain stable and accurate** in the live production environment.

In addition to the above, PM AM's **full testing suite includes 27 distinct types of tests**, detailed in **Exhibit B**, designed to **uncover defects across functionality, performance, security, and integration layers**.

This comprehensive certification ensures **FAMS is production-ready**, tested to meet the highest standards of performance, reliability, and user satisfaction.

Documentation

FAMS delivers a **user-friendly experience** for citizens through **intuitive portal design** supported by **video walkthroughs** that guide users through key tasks like false alarm payments, account updates, and viewing alarm history.

To keep stakeholders informed, **important updates and release notes** are shared in advance via email, ensuring **transparency and smooth adoption** of new features.

Digital Services

FAMS provides **seamless x** through **custom-built APIs**, allowing the City to easily connect core modules with existing systems. Data received from alarm companies or city sources via **email or FTP** is **automatically ingested** using **predefined workflow automation**.

To enhance citizen engagement and reduce manual workload, FAMS offers **self-service features** including **AI-powered chatbots** and **IVR-based options**, enabling users to complete common

permit-related tasks **quickly and independently**.

Cost Proposal

Revenue Share Model – No Cost to the City

PM AM proposes to continue delivering full turnkey False Alarm Program Management services under a **revenue-sharing model**, ensuring **no upfront or recurring cost** to the City of Glendora. All program expenses—including technology, labor, operations, customer support, and education—are covered under this model.

City of Glendora	PM AM
83%	**17%**

Under this structure, PM AM will retain a pre-agreed percentage of the revenue collected from alarm-related program fees (permits, renewals, fines, civil penalties, etc.). The **City will receive the remaining revenue monthly**, with full transparency and supporting financial documentation.

PM AM's **share of revenue shall be paid from the monthly total collected**, after the deduction of direct program costs such as postage and banking fees.

PM AM's Experience with Glendora – A Proven Foundation

PM AM has proudly served the **City of Glendora since 2021**. Our deep familiarity with the City's operations, stakeholders, ordinance requirements, and CAD data interfaces positions us to **seamlessly continue program management** without disruption or additional implementation work.

All key systems, integrations, and workflows have already been completed—including ingesting of the CAD data, streamlined permitting and billing automation, and a multilingual customer service framework. This maturity allows us to focus on continued innovation, optimization, and collection improvement.

Scope of Services Covered Under PM AM's Retained Share
PM AM's retained revenue share covers all operational and technical costs associated with:

- **FAMS™ Platform** (100% cloud-based, browser-accessible, no foreign device requirements)
- Alarm permit processing (new, renewals, suspensions, revocations)
- False alarm billing and collections
- Reconciliation and financial reporting
- Dedicated customer service centers (live phone, email, web support)
- Hearing and appeals support
- CAD data ingestion (already in place)
- Community education & outreach
- Monthly dashboards, analytics, compliance reports
- Secure data hosting, backups, and system maintenance
- Ongoing system enhancements and ordinance changes

Included at No Additional Cost

- No Implementation Fees
- No Annual License Renewal Fees
- No Data Conversion Fees
- No Post-Implementation Support Fees
- No Equipment Charges (hosting, servers, software, etc.)
- No Educational Material or Marketing Collateral Costs
- No Staff Training Fees
- No Portal Access Fees for Citizens or Alarm Companies

Focused Collection Team – Maximizing Recovery

PM AM has consistently delivered strong collection performance for the City of Glendora, **increasing collection rates from 75% in Year 1 to 84% by the end of 2024**. This improvement is driven by our embedded Focused Collection Team, leveraging proprietary workflows, skip-tracing tools, USPS/utility data, and law enforcement-grade databases. **Additional gains have continued into 2025 as our proven processes remain in place.**

Our process includes 30-, 60-, and 90-day reminders, followed by phone calls and skip-tracing, ensuring consistent, high-touch outreach. These efforts have helped generate over $429,000 in gross revenue across four fiscal periods, supporting long-term program sustainability.

Support for Third-Party Collections

If Glendora chooses to engage a third-party collection agency, PM AM will fully support the effort with data exports, system access, and reconciliation—at no extra cost. Recovered revenue will continue under the agreed revenue-sharing model.

Transparency & Remittance

PM AM reconciles collections monthly. The City receives full reports and bank documentation. Upon approval, funds are remitted via ACH. Glendora has view-only access to the program account and receives a month-end statement with transaction-level details and summaries.

Attachment A: Proposal Certification

ATTACHMENT A

Proposal Certification

Proposing Firm Name:	PMAM Corporation
Address:	5420 LBJ Frwy. Ste. 370 Dallas, TX 75240
Telephone:	972-573-4824
Facsimile:	
E-mail:	jamesm@pmam.com
Contact person name and title:	James McReynolds Director of Sales

PROPOSER REPRESENTATIONS

1. Acknowledgement of Receipt of 0 Addendum Initial
2. Proposer did not, in any way, collude, conspire or agree, directly or indirectly, with any person, firm, corporation or other Proposer in regard to the amount, terms, or conditions of this proposal.
3. Proposer additionally certifies that neither Proposer nor its principals are presently disbarred, suspended, proposed for disbarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency, any California State agency, or any local governmental agency.
4. Proposer acknowledges that all requests for deviations, exceptions, and approved equals are enclosed herein and that only those deviations, exceptions, and approved equals included in the RFP document or permitted by formal addenda are accepted by the City.
5. Proposer did not receive unauthorized information from any City staff member or City Consultant during the Proposal period except as provided for in the Request for Qualifications package, formal addenda issued by the City, or the pre-proposal conference.
6. As suppliers of goods or services to the City of Glendora, Proposer and individuals listed below certify that they do not discriminate in employment of any person because of race, sex, color, religion, religious creed, national origin, ancestry, age, gender, marital status, physical disability, mental disability, medical condition, genetic information, sexual orientation, gender expression, gender identity, military and veteran status, or ethnic background; and that they are in compliance with all Federal, State and local laws, directives and executive orders regarding nondiscrimination in employment.
7. Proposer hereby certifies that the information contained in the proposal and all

accompanying documents is true and correct.

8. Please check the appropriate box below:

☐ If the proposal is submitted by an individual, it shall be signed by him or her, and if he or she is doing business under a fictitious name, the proposal shall so state.

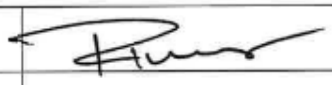
☐ If the proposal is submitted by a partnership, the full names and addresses of all members and the address of the partnership shall be stated and the proposal shall be signed for all members by one or more members thereof.

☒ If the proposal is submitted by a corporation, it shall be signed in the corporate name by an authorized officer or officers.

☐ If the proposal is submitted by a limited liability company, it shall be signed in the corporate name by an authorized officer or officers.

☐ If the proposal is submitted by a joint venture, the full names and addresses of all members of the joint venture shall be stated and it shall be signed by each individual.

By signing below, the submission of a proposal with all accompanying documents shall be deemed a representation and certification by the Proposer that they have investigated all aspects of the RFP, that they are aware of the applicable facts pertaining to the RFP process, its procedures and requirements, and that they have read and understand the RFP.

Authorized Representative Signature:	
Authorized Representative Print name:	Pankaj Kumar
Authorized Representative Title (Print title):	Chief Executive Officer
Complete additional signatures below as required per # 8 above	
Authorized Representative Signature:	
Authorized Representative Print name:	
Authorized Representative Title (Print title):	
Authorized Representative Signature:	
Authorized Representative Print name:	
Authorized Representative Title (Print title):	

Attachment B: Techincal Proposal

This document includes technical details from page 46 through page 103.

ATTACHMENT B

TECHNICAL Proposal – Phase 1

Technical Proposal shall include a company overview and project approach as outlined in the RFP.

Attachment C: Cost Proposal

ATTACHMENT C

COST Proposal – Phase 1

Pricing shall be not to exceed pricing and inclusive of all expenses including but not limited to labor, travel, per diem, and related expenses, sales tax, overhead, and profit.

Please provide a high level breakdown of the labor by discipline (eg program manager, designer, etc.) the estimated number of hours, and hourly and extended rates.

All-inclusive not to exceed Contract Price as described above: $Revenue Share

Attachment D: Previous Customer Reference Worksheet

Reference 1	
Name of Customer:	**City of Oakland, CA**
Customer Address	1 Frank H Ogawa Plaza, Oakland, CA 94612
Customer Contact Name(s)	Juanita Velasquez
Customer Contact Phone Number(s)	**510-238-6680,** jvelasquez@oaklandca.gov
Brief description of work performed for this client (use additional sheets if necessary and include is reference is for broker, claims or administrative services): We are managing their False Alarm Reduction Program since 2008, the details are shared on page 49.	

Reference 2	
Name of Customer:	**City of Houston, TX**
Customer Address	901 Bagby Houston, TX, 77002
Customer Contact Name(s)	Toya C. Ramirez
Customer Contact Phone Number(s)	832-394-9076, Toya.Ramirez@houstontx.gov
Brief description of work performed for this client (use additional sheets if necessary and include is reference is for broker, claims or administrative services): We are managing their False Alarm Reduction Program since 2009, the details are shared on page 47 and 48.	

APPENDIX A: Sample PM AM Service Agreement Template

AGREEMENT FOR ALARM PROGRAM ADMINISTRATION SERVICES

This Agreement for Alarm Program Administration Services (the "**Agreement**") is made and entered into in Dallas County, Texas by and between PMAM Corporation, a Texas corporation whose address is 5430 LBJ Freeway, Suite 370 Dallas, TX 75240, (the "**PM AM**") and the City of _____, State of _____ (the "**City**") to be effective upon the date of execution of this Agreement by the City Manager or the City's authorized designee as set forth on the Signature Page hereto (the "**Effective Date**").

Recitals

WHEREAS, the City desires to engage the services of PM AM to provide certain installation, conversion, operation and service of a False Alarm Management Program including the collection services in accordance with the City's alarm ordinances in accordance with the terms of this Agreement (as hereinafter defined) (collectively, the "**Services**"); and

NOW THEREFORE, in exchange for the mutual covenants set forth herein and other valuable consideration, the sufficiency and receipt of which are hereby acknowledged, the parties agree as follows:

Article 1
Scope of Services

1.1 The parties agree that PM AM shall perform the Services in accordance with the terms and conditions of the City's alarm ordinance and this Agreement. The parties' agreement consists of this Agreement and the following Exhibits**,** which are incorporated herein and made a part hereof by this reference thereto:

Scope of Work and Contract Requirements – Exhibit A
Pricing and Receipt of Collections - Exhibit B

In the event of a conflict in interpretation, the documents shall control in the following order: (ii) the Agreement, (ii) Exhibit A, and (iii) Exhibit B, as further modified by the written agreement by the parties as a result of software implemented and deployed by the parties.

Article 2
Terms of Agreement

2.1 The initial term of this Agreement shall be for a period of three (3) years commencing on the Contract Implementation Date (as hereinafter defined) and ending on the day immediately preceding the third anniversary of the Contract Implementation Date (the '**Initial Term**"), subject to earlier termination as set forth in Article 6 hereof. Upon the expiration of the Initial Term, this Agreement shall be subject to automatic extension from year to year thereafter (each an "**Extended Term**") on the same terms and conditions as set forth herein, unless either party notifies the other in writing at least sixty (60) days prior to the expiration of the Initial Term or the Extended Term, as applicable, that such party will not further extend the term of this Agreement. As used herein, the term "**Contract Implementation Date**" shall mean the first day of the calendar month for which PM AM commences billing for its Services to the City hereunder following the installation of the False Alarm Management Program.

2.2 PM AM shall receive compensation, including authorized reimbursements including reimbursement for any City fees paid by PM AM to the City to permit PM AM to provide the Services or Special Services hereunder, for all Services rendered under this Agreement at the rates set forth in pricing included in this Agreement as Exhibit "B". The compensation is based on a revenue sharing model. In order to facilitate the sharing of revenues as set forth in Exhibit "B" hereto, the City authorizes PM AM to open a P.O. Box and bank account on the City's behalf.

2.3 At any time during the term of this Agreement, the City may request that PM AM perform Special Services for additional compensation to be agreed upon by the City and PM AM prior to the performance of any Special Services by PM AM. As used herein, Special Services means any work which is determined by the City to be necessary for this Agreement, but which the parties did not reasonably anticipate would be necessary at the execution of this Agreement and which PM AM agrees to perform. If the City and PM AM reach an agreement on the performance of Special Services, PM AM shall undertake such Special Services after receiving the authorization from the City.

2.4 The City acknowledges and agrees that PM AM reserves the right to offer, and may offer, similar services to other government agencies under similar terms and conditions as stated herein except that the revenue share percentage allocated to PM AM and the other government agency may be negotiated between PM AM and such other agency based on the specific revenue expectations, agency reimbursed costs, the exact scope of services to be provided by PM AM, and other agency requirements. PM AM acknowledges and agrees that the City shall have no responsibility or liability whatsoever hereunder with respect to any agreement entered into between PM AM and such other government agency.

Article 3
PM AM's Responsibilities

3.1 Subject to the limitations hereinafter set forth, PM AM agrees to and shall defend, indemnify and hold harmless the City, its officers, and management employees from and against all claims, damages, losses and expenses, including reasonable attorney's fees, litigation costs and expenses, arising out of the performance of the Services or Special Services, caused solely

by any grossly negligent act or omission of PM AM, or any subcontractor of PM AM. Lack of insurance coverage does not negate PM AM's obligation under this paragraph of this Agreement.

3.2 At all times during the term of this Agreement, PM AM shall be independent contractor and shall not be an employee of the City. The City shall have the right to control Contactor only insofar as the results of PM AM's services rendered pursuant to this Agreement. The City shall not have the right to control the means by which PM AM accomplishes services rendered pursuant to this Agreement.

3.3 Notwithstanding any other provision of this Agreement to the contrary, in no event whatsoever shall PM AM be liable for damages attributable to its actions or inactions, or its subcontractor's actions or inactions, with respect to the Services or Special Services provided hereunder, whether for indemnification or otherwise, in excess of the sum of: (i) any insurance proceeds actually received by PM AM, or paid by PM AM's insurance carrier to the City, with respect to the claim for indemnification by the City hereunder, and (ii) the amount of fees actually retained by PM AM under this Agreement as its fee during the six (6) months immediately preceding the act or omission that generated PM AM's indemnification obligation hereunder; provided, however, the limitations on the indemnification obligations of PM AM set forth in this Section shall not apply to the obligation of PM AM to pay the City its share of the collected revenues as set forth in this Agreement.

3.4 Notwithstanding any other obligation of PM AM hereunder, in no event shall PM AM be liable for any indirect, incidental, special, consequential or punitive damages, including loss of fees, profits or income, arising directly or indirectly out of the provision or non-provision of Services or Special Services hereunder, whether or not PM AM had any knowledge that such damages might be incurred.

3.5 If PM AM is required to indemnify the City hereunder, PM AM may assume the defense of the City with counsel reasonably acceptable to the City at the expense of PM AM. In addition, the City may engage its own counsel to participate in any defense in any such proceeding at the City's expense.

Article 4
The City's Responsibility

4.1 The City shall cooperate with and assist PM AM by, among other things, making available, as reasonably requested by PM AM, management decisions, personnel, information, approvals, IT assistance and acceptance that are needed by PM AM to carry out its obligation under this agreement.

Article 5
Insurance Requirements

5.1 At the current time, PM AM does not maintain any offices in the State in which the City is located, nor does PM AM maintain any employees in such State. All Services required to be performed by PM AM hereunder shall be performed by PM AM at its offices in the State of Texas or elsewhere outside the State in which the City is located. PM AM shall, at its own

expense, purchase, maintain and keep in force during the term of this Agreement such insurance as set forth below. PM AM shall not commence work under this Agreement until it has obtained all the insurance required under this Agreement and such insurance has been approved by the City, nor shall PM AM allow any subcontractor to commence work on its subcontract until all similar insurance of the subcontractor has been obtained and approved. The insurance requirements shall remain in effect throughout the term of this Agreement. PM AM, at PM AM's sole cost, shall purchase and maintain, during the term of this Agreement, insurance coverage providing not less than the following:

5.1.1 Comprehensive or Commercial General Liability: $500,000 combined single limit per occurrence for bodily injury, personal injury or death and property damage. The coverage's under this policy shall include those found in the Comprehensive General Liability Broad Form endorsement. This policy shall have no standard coverage removed by exclusions, unless approved by the City.

5.1.2 Automobile Liability: $500,000 combined single limit per accident for bodily injury and property damage. Coverage should be provided as a "Code 1," any auto.

5.1.3 Workers' Compensation and Employers' Liability: Statutory. Employers Liability policy limits of $100,000 for each accident, $500,000 policy limit- Disease. The insurer shall agree to waive all rights of subrogation against the City, its officials, employees, and volunteers for losses arising from the activities under this Agreement.

5. 2 All insurance policies, other than Professional Liability, provided under this Agreement shall be written on an occurrence basis.

5.3 The City shall be named as additional insured on the General Liability and Automobile Liability insurance policies. These insurance policies shall contain the appropriate additional insured endorsement signed by a person authorized by that insurer to bind coverage on its behalf. If PM AM, for any reason, fails to maintain insurance coverage which is required under this agreement, the failure shall be deemed a material breach of contract. The City, at its sole option, may terminate this Agreement.

5.4 Each insurance policy shall be endorsed to state that coverage shall not be canceled, reduced in coverage or in limits except after thirty (30) days prior written notice has been provided to the City, or in the event of cancellation because of nonpayment of premium, that the insurer shall give written notice to the City not later than ten (10) days following cancellation.

5.5 Insurance is to be placed with insurers with a Best rating of no less than A:VII. Insurers must be duly authorized to transact business in the State of Texas.

5.6 Certificates of Insurance, if requested shall be submitted on the Accord form only. Certificates and endorsements effecting coverage required by this clause shall be forwarded to the City's Purchasing Department.

Article 6
Termination of Agreement

6.1 Grounds for Termination

6.1.1 The City shall inform PM AM in writing if PM AM fails to perform its duties under this Agreement with a ninety (90) days window to correct the problem. PM AM shall remedy the problem within ninety (90) days from the receipt of such notice. Should PM AM fail to remedy the problem within ninety (90) days, the City may terminate this Agreement.

6.1.2 PM AM's Fee Schedule and pricing for any and all Services to be provided by PM AM to the City under this Agreement have been set, established, and agreed to be based upon the current provisions of applicable City ordinances relating to alarms. Should said ordinances change at any time during the term of this Agreement to reduce the applicable fee, fines, and charges, then PM AM reserves the express right to enter into good faith negotiations with the City to modify the Fee Schedule and pricing accordingly. If, within thirty (30) days of notice from PM AM to the City of its desire to so renegotiate, the parties are unable to reach an agreement mutually acceptable to both parties, then PM AM reserves the right to terminate this Agreement. Said termination shall not be deemed to be a default by PM AM under this Agreement, PM AM shall be paid all fees and costs due and owing PM AM as of the date of said termination.

6.1.3 PM AM may terminate this Agreement upon written notice to the City if the City misuses or attempts to appropriate the proprietary software of PM AM.

6.2 Effect of Termination

6.2.1 If this Agreement is terminated as provided herein, the City may require PM AM to provide all finished and/or unfinished data and other information of any kind possessed by PM AM in connection with the performance of Services under this Agreement. PM AM shall be required to provide such information within a reasonable period of time of receipt of the request not to exceed thirty (30) days. Specifically, in the event the City shall terminate this Agreement:

6.2.1a All data relating to alarm permits shall be owned by the City. Upon termination of this Agreement, PM AM shall promptly deliver to the City all data in MS-SQL format.

6.2.1b. PM AM retains all right and title to the Application software, including but not limited to, all publication rights, all development rights, all reproductions rights, and all rights that may follow from the commercial development of the software. The City does not acquire any ownership rights to the Application software. The Software is protected in favor of PM AM, as well as any future registered trademarks, are trademarks of PM AM.

6.2.1c. The proprietary software is considered loaned to the City during the duration of this Agreement as laid out in this Agreement and the City will not have any access to PM AM's proprietary software after the conclusion of the Agreement.

6.2.1d. The City shall pay PM AM all fees and costs due and owing PM AM as of

the date of said termination.

6.2.1e. The provisions of this Section shall survive the termination of this Agreement.

Article 7
Confidentiality of Information

7.1 At all times, PM AM shall recognize the City's sole and exclusive ownership of all information provided by the City, and the sole and exclusive right and jurisdiction of the City to control the use of this information. Similarly, the City recognizes that the proprietary software described in Section 6.2.1c. above is owned by PM AM and the City has no rights or claim thereto.

7.2 Each party agrees that neither it, nor its employees, subsidiaries, subcontractors, or agents shall disclose confidential information of the other party, to any person or to anyone except as necessary to perform its obligations under this Agreement, without the expressed written permission of the other party or unless required to do so by law. **City shall promptly inform PM AM if City receives a public records request for information designated by PM AM as confidential so as to provide PM AM an opportunity to object.**

7.3 Each party further agrees that in the event that any documents containing confidential information of the other party should be improperly used or removed in any way from the possession or control of the other party by a party, the breaching party shall immediately notify the other party orally and in writing, and shall join with the other party at their request in taking such reasonable steps as the owner of the confidential information may deem advisable to enjoin the misuse and regain possession of such confidential information, or steps otherwise necessary for the protection of the owner's rights and the confidentiality of the information.

7.4 PM AM agrees to return any and all data furnished and information derived hereunder promptly upon a request by the City and its authorized designee.

Article 8
General Provisions

8.1 This Agreement and its attachments constitute the sole and only agreement between the parties and supersede any prior understandings written or oral agreements between the parties with respect to this subject matter.

8.2 Except as otherwise provided herein, neither this Agreement nor any of the rights, interests or obligations hereunder may be assigned by any of the parties hereto without the prior written consent of the other party; provided that PM AM may assign this Agreement to its successor without consent by the City by giving written notice to the City. This Agreement shall be binding on and inure to the benefit of the parties to it and their respective heirs, executors, administrators, legal representatives, successors, and assigns.

8.3 This Agreement shall be governed by the laws of the State of Texas; and venue for any action concerning this Agreement shall be in Dallas County, Texas.

8.4 This Agreement may be amended by the mutual written agreement of the parties.

8.5 In the event 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 effect any other provisions, and the Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained in it.

8.6 Any notice required or permitted to be delivered hereunder may be sent by first class mail or overnight courier to the address specified below, or to such other party or address as either party may designate in writing, and shall be deemed received three (3) days after delivery set forth herein:

City of _____,___: _____
_____
_____
_____

PM AM: PMAM Corporation
Attn: Mr. Pankaj Kumar, President
5430 LBJ Freeway, Suite 370
Dallas, TX 75240

8.7 This Agreement may be signed in counterparts, each of which shall constitute an original.

(Signature Page Follows on Next Page)

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the

_____ day of _____ in the year _____.

City of _____

By: _____

Name: _____

Title: _____

PMAM Corporation

By:

PANKAJ KUMAR,
Chief Executive Officer

Attest:

By: _____

Name: _____

Title: _____

Attest:

By:

Name:

Title:

Exhibit A

Scope of Work and Requirements

Scope of Work:

It will be PM AM's responsibility to provide, install, and operate the Professional Services Alarm Management Services Program based on a "False Alarm Management Solution" system hereafter referred to as a FAMS system and all other necessary equipment and services on a "software as a service" basis. PM AM shall accurately convert all pertinent data downloaded from the City's current primary alarm and accounts/receivable databases to populate the FAMS system. Effective interfaces shall ensure that all parties share and benefit from the most current and accurate information.

PM AM shall provide appropriate supplies and services including but not limited to;

1. Single point of contact and daily resident assistance
2. Maintenance of databases:
    a. Alarm permits
    b. Permit Holders
    c. Permit Holders with outstanding charges
    d. Non-permitted locations with outstanding charges
    e. Address verification database
3. Collection of payments in accordance with the rates established by the alarm ordinance, and any implementing resolutions or orders, as may be amended from time to time by the City.
4. Performance of all the billing in accordance with the City's alarm ordinance, as may be amended from time to time by the City.
5. Generation of the following reports including but not limited to:
    a. New alarm permits issued and fees collected
    b. Annual permit renewals billed and fees collected
    c. Permits inactivated or revoked and reason for inactivation or revocation
    d. Permits reinstated and reason for reinstatement
    e. Number of false burglar alarms
    f. Number of false burglar alarms billed and fees collected
    g. Number of false robbery alarms
    h. Number of false robbery alarms billed and fees collected
    i. Number of reinstatement fees billed and fees collected
    j. False burglary and/or robbery alarms for permit owners
    k. False burglary and/or robbery alarms for non-permitted owners
    l. Suspension or revocation Report for permit holders as per ordinance, if applicable

6. System functionality to capture the following information:
    a. Permit number
    b. Permit issue date
    c. Permit expiration date
    d. Permit type (residential / commercial)
    e. Name of business or residential permit holder
    f. Site
        1) Street address and zip code of property
        2) Type of property (residential / commercial)
        3) Telephone numbers
        4) Contact persons (minimum of 2) and phone number(s)
        5) Type of alarm system installed (burglary, panic, robbery)
    g. Billing
        1) Name
        2) Full mailing address (includes zip code)
        3) Contact person and phone number(s)
    h. Permit Holder Responsible for Alarm
        1) Name
        2) Complete mailing address
        3) Phone numbers
    i. Name and telephone number of alarm monitoring company
    j. Name and telephone number of company that installed the alarm system
    k. Special Medical Concerns
    l. Pet Information
7. System functionality to generate notices to alarm users without permits.
8. Transfer online and/or via magnetic media a skeleton version of entire registration database from FAMS system to RMS including the following:
        1) Permit number (or non-permitted identifier)
        2) Name of permit holder
        3) Location of permit holder
        4) Permit status
        5) Expiration date
        6) Last false alarm incident date and time
        7) Alarm type (i.e., burglar, panic, etc.)
        8) False alarm incident count
9. Transfer online and/or via magnetic media incident records from RMS to FAMS including:
        1) Incident number
        2) Priority
        3) Call code
        4) Disposition

5) Date
6) Time:
   (a) Received
   (b) Dispatched
   (c) Arrived
   (d) Cleared
7) Remarks
8) Site name and address
9) Reportee name, address, phone number
10) Dispatcher- employee number and terminal
11) Phone clerk - employee number and terminal
12) Cleared code and disposition (true/false)
13) Officer number
14) Unit(s) assigned.

Collection requirements and provisions:

PM AM will design, implement, and maintain a system to serve as the billing and collections agent and accounts receivable (A/R) manager for the City Alarm Program Administration and Collection Service. PM AM will provide all hardware, software, materials, supplies, space, and staff resources as required. The system will meet the following collection specifications:

1. Bill format will provide stub or appropriate remittance form to accompany payment.
2. Bill format, permit forms, envelopes and related correspondence will identify the location of a PM AM staffed and maintained office so the customer may have the ability to obtain direct answers to questions about their bills and related false alarm system information.
3. All bills, correspondence and related matters will be approved by the City.
4. Bills will be due in timelines specified in the ordinance and or rules and regulations as appropriate.
5. Records of bills will be retained by PM AM to apply to Account Receivable system (A/R) to be maintained by PM AM.
6. PM AM will develop an A/R file, which the City will have access to review at any time.
7. System functionality for the City to print a bill for customers wishing to make payments at the walk-in cashier location(s) of the City and to provide on-line information to PM AM regarding such payments so that PM AM can maintain A/R file.
8. PM AM will provide the ability for customer to pay on-line, by mail and via walk-in cashier.
9. Payments made by mail will be directed to a P.O. Box address in Texas maintained and managed by PM AM, unless and until the City directs that such payments be directed to a lock box address established by the City.
10. PM AM system will track NSF or insufficient fund check occurrences and occurrences where customer stop payments have been ordered.
11. PM AM will provide system for billing the customer for the appropriate NSF or insufficient fund check fee charges and charges for stop payment situations.
12. Notwithstanding the foregoing, the Services provided hereunder do not extend to any debt

collection activities in the event the property owner does not pay the amount of the invoice submitted by PM AM. Any such debt collection activities shall be performed by an independent contractor selected either by (i) PM AM with the prior written consent of the City or its designee, or (ii) the City or its designee or agent upon written notice to PM AM.

Processing:

PM AM shall provide the services covered under this Agreement and Scope from its offices in Texas and make available hardware and software and services necessary to establish and provide the Alarm Program Administration and Collection Service.

PM AM's Obligation:

In addition to the above, PM AM shall:

1. Maintain the proposed equipment, hardware, and software, documentation, and support services for the equipment installed, including the timely incorporation of all engineering changes.
2. Supply the City with an interface document describing the type, size, location, and medium of transfer from the City RMS.
3. Defer to the City regarding the waiver of any false alarm fee incurred where there is question about the validity of any response or action taken by an employee(s) of the City regarding a specified alarm call.
4. When possible, reports shall be produced based on the entry of variable parameters. Threshold fields shall allow a specific date range or other criteria. When possible, all report searches, shall allow for multiple parameters.

Training

1. PM AM shall provide training for the City and Police employees. Training shall be conducted in several sessions on an as needed basis.

System Coordination

1. PM AM shall coordinate with the City's Finance Department, Information Services, and the City Police Department to develop a system that will allow walk-in payments under the Agreement.

2. PM AM shall provide during the life of the Agreement on-going computer hardware, software support and maintenance to ensure uninterrupted operation. In the unlikely event of interruption, PM AM will make best efforts to restore service within seventy-two (72) hours.

3. PM AM under this Agreement shall establish and provide public education, awareness, and information regarding the City's Alarm Management Program.

City Licensing Fees

1. The City acknowledges and agrees that PM AM shall be exempt from any applicable City license fees in performing its services hereunder.

Exhibit "B"

Pricing and Receipt of Collections

This is a revenue sharing contract. PM AM shall retain the percentages and amounts listed in the table below of all collections and remit the percentage balance and amounts listed in the table below to the City for the total of the actual revenues generated and collected for the City during the life of this Agreement including all adjustments for:

a. Alarm permit and renewal fees;
b. False alarms violation fee above a mandated limit;
c. Reinstatement fees;
d. Late fee for false alarms, permit fees and renewal fees
e. Other charges imposed by the City in relation to the City's
f. Alarm Program Management and Collection Services (except for criminal penalties).

PM AM Corporation	City of _____, ___
XX%	XX%

The City and PM AM shall share the revenue generated from fees, fines, and penalties as described above; provided that all bank charges and mailing cost incurred in connection with the Services rendered under this Agreement by PM AM shall be paid by the program before the foregoing split of fees.

The City shall pay PM AM a $10 processing fee for each refund check processed by PM AM through the Program (the "**Processing Fee")** promptly upon receipt of an invoice from PM AM for such Processing Fee.

PM AM reserves the right to renegotiate this pricing should the City change the fee schedule for the false alarm ordinance.

The City acknowledges that PM AM is installing the Program at no cost the City. Consequently, in the event the City terminates this Agreement within 12 months from the Effective Date for any reason other than the failure of PM AM to perform its Services hereunder that has not been cured by PM AM within 30 days of receipt of written notice of the problem, PM AM shall be entitled to receive, and the City shall pay to PM AM, the fees that PM AM would have received hereunder for a period of 12 months less the number of months, if any, that PM AM was paid its fees hereunder prior to the termination of this Agreement (the "**Guaranteed Period**"). If this Agreement is terminated after the Contract Implementation Date, the amount of the fees to be paid to PM AM shall be the average of the monthly fees retained by PM AM prior to termination of this Agreement multiplied by the number of months remaining in the Guaranteed Period. If this Agreement is terminated prior to the Contract Implementation Date, the amount of fees to be paid to PM AM shall be the amount of the fees projected by the parties to be retained by PM AM during the Guaranteed Period at the time this Agreement was executed. The amount of any fees payable to PM AM pursuant to the provisions of this paragraph shall be paid by the City upon termination this Agreement unless the parties agree to have such amount paid in equal monthly installments over an agreed period of time. The provisions of this paragraph shall survive the termination of this Agreement.

In addition, in recognition of the fact that PM AM's Services under the Agreement and the expenses incurred by PM AM in performing such Services are incurred in advance of PM AM receiving a

percentage of the fees collected under this Agreement and that the City shall have the benefit of such work as may have been completed up to the time of such termination, City agrees to continue to pay PM AM its percentage of fees collected for a period of 90 days after the termination of this Agreement on fees collected during such period that are attributable to amounts billed by PM AM to permit holders prior to the date of termination of this Agreement. This provision shall survive the termination of this Agreement.

The share of the revenues payable to PM AM and the City in accordance with the provisions of this Exhibit B shall be determined and paid monthly within 15 days after the end of each calendar month during the Term hereof based upon the amount of collections during the immediately preceding calendar month, adjusted for any outstanding authorized reimbursements or expenses payable to PM AM in accordance with the terms of this Agreement.



Headquartered in Dallas, Texas, PM AM Corporation is a leading Information Technology and Consulting company that delivers cutting-edge technology solutions to enable its clients to do business better. Our experts are driven to deliver meaningful technology solutions and winning business outcomes. At PM AM, we have deep industry experience, technical excellence, and 360-degree view of business technology that help us to make our clients future-ready. Our flexible delivery models and agile methodologies have enabled us to devise and execute solutions ensuring our clients' success.

PM AM Corporation

5430 Lyndon B Johnson Fwy #370, Dallas, TX 75240

Phone : 972-831-7400

Fax : 972-831-7499

Email : sales@pmam.com

Website: www.pmam.com

Around the world Around the clock

PM AM

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

AGREEMENT FOR CONTRACT SERVICES

By and Between

CITY OF GLENDORA

and

PMAM CORPORATION

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

AGREEMENT FOR CONTRACT SERVICES BETWEEN THE CITY OF GLENDORA AND PMAM CORPORATION

THIS AGREEMENT FOR CONTRACT SERVICES (herein "Agreement") is made and entered into this _____ day of _____, 2025 by and between the City of Glendora, a California municipal corporation ("City") and PMAM CORPORATION, a Texas corporation ("Consultant"). City and Consultant may be referred to, individually or collectively, as "Party" or "Parties."

RECITALS

A. City has sought, by issuance of a Request for Proposals or Invitation for Bids, the performance of the services defined and described particularly in Article 1 of this Agreement.

B. Consultant, following submission of a proposal or bid for the performance of the services defined and described particularly in Article 1 of this Agreement, was selected by the City to perform those services.

C. Pursuant to the City of Glendora's Municipal Code, City has authority to enter into and execute this Agreement.

D. The Parties desire to formalize the selection of Consultant for performance of those services defined and described particularly in Article 1 of this Agreement and desire that the terms of that performance be as particularly defined and described herein.

OPERATIVE PROVISIONS

NOW, THEREFORE, in consideration of the mutual promises and covenants made by the Parties and contained herein and other consideration, the value and adequacy of which are hereby acknowledged, the Parties agree as follows:

ARTICLE 1. SERVICES OF CONSULTANT

1.1 Scope of Services.

In compliance with all terms and conditions of this Agreement, the Consultant shall provide those services specified in the "Scope of Services" attached hereto as Exhibit "A" and incorporated herein by this reference, which may be referred to herein as the "services" or "work" hereunder. As a material inducement to the City entering into this Agreement, Consultant represents and warrants that it has the qualifications, experience, and facilities necessary to properly perform the services required under this Agreement in a thorough, competent, and professional manner, and is experienced in performing the work and services contemplated herein. Consultant shall at all times faithfully, competently and to the best of its ability, experience and talent, perform all services described herein. Consultant covenants that it shall follow the highest professional standards in performing the work and services required hereunder and that all materials will be both of good quality as well as fit for the purpose intended. For purposes of this Agreement, the phrase "highest professional standards" shall mean those standards of practice recognized by one or more first-class firms performing similar work under similar circumstances.

1.2 Consultant's Proposal.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

The Scope of Services shall include the Consultant's scope of work or bid which shall be incorporated herein by this reference as though fully set forth herein. In the event of any inconsistency between the terms of such proposal and this Agreement, the terms of this Agreement shall govern.

1.3 Compliance with Law.

Consultant shall keep itself informed concerning, and shall render all services hereunder in accordance with, all ordinances, resolutions, statutes, rules, and regulations of the City and any Federal, State or local governmental entity having jurisdiction in effect at the time service is rendered.

1.4 California Labor Law.

If the Scope of Services includes any "public work" or "maintenance work," as those terms are defined in California Labor Code section 1720 *et seq.* and California Code of Regulations, Title 8, Section 16000 *et seq.*, and if the total compensation is $1,000 or more, Consultant shall pay prevailing wages for such work and comply with the requirements in California Labor Code section 1770 *et seq.* and 1810 *et seq*., and all other applicable laws, including the following requirements:

(a) Public Work. The Parties acknowledge that some or all of the work to be performed under this Agreement is a "public work" as defined in Labor Code Section 1720 and that this Agreement is therefore subject to the requirements of Division 2, Part 7, Chapter 1 (commencing with Section 1720) of the California Labor Code relating to public works contracts and the rules and regulations established by the Department of Industrial Relations ("DIR") implementing such statutes. The work performed under this Agreement is subject to compliance monitoring and enforcement by the DIR. Consultant shall post job site notices, as prescribed by regulation.

(b) Prevailing Wages. Consultant shall pay prevailing wages to the extent required by Labor Code Section 1771. Pursuant to Labor Code Section 1773.2, copies of the prevailing rate of per diem wages are on file at City Hall and will be made available to any interested party on request. By initiating any work under this Agreement, Consultant acknowledges receipt of a copy of the Department of Industrial Relations (DIR) determination of the prevailing rate of per diem wages, and Consultant shall post a copy of the same at each job site where work is performed under this Agreement.

(c) Penalty for Failure to Pay Prevailing Wages. Consultant shall comply with and be bound by the provisions of Labor Code Sections 1774 and 1775 concerning the payment of prevailing rates of wages to workers and the penalties for failure to pay prevailing wages. The Consultant shall, as a penalty to the City, forfeit two hundred dollars ($200) for each calendar day, or portion thereof, for each worker paid less than the prevailing rates as determined by the DIR for the work or craft in which the worker is employed for any public work done pursuant to this Agreement by Consultant or by any subcontractor.

(d) Payroll Records. Consultant shall comply with and be bound by the provisions of Labor Code Section 1776, which requires Consultant and each subconsultant to: keep accurate payroll records and verify such records in writing under penalty of perjury, as specified in Section 1776; certify and make such payroll records available for inspection as provided by Section 1776; and inform the City of the location of the records.

(e) Apprentices. Consultant shall comply with and be bound by the provisions of Labor Code Sections 1777.5, 1777.6, and 1777.7 and California Code of Regulations Title 8, Section 200 *et seq.* concerning the employment of apprentices on public works projects. Consultant shall be responsible for compliance with these aforementioned Sections for all apprenticeable occupations. Prior to commencing work under this Agreement, Consultant shall provide City with a copy of the information submitted to any applicable apprenticeship program. Within sixty (60) days after concluding work pursuant to this Agreement, Consultant

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

and each of its subconsultants shall submit to the City a verified statement of the journeyman and apprentice hours performed under this Agreement.

(f) Eight-Hour Work Day. Consultant acknowledges that eight (8) hours labor constitutes a legal day's work. Consultant shall comply with and be bound by Labor Code Section 1810.

(g) Penalties for Excess Hours. Consultant shall comply with and be bound by the provisions of Labor Code Section 1813 concerning penalties for workers who work excess hours. The Consultant shall, as a penalty to the City, forfeit twenty-five dollars ($25) for each worker employed in the performance of this Agreement by the Consultant or by any subcontractor for each calendar day during which such worker is required or permitted to work more than eight (8) hours in any one calendar day and forty (40) hours in any one calendar week in violation of the provisions of Division 2, Part 7, Chapter 1, Article 3 of the Labor Code. Pursuant to Labor Code section 1815, work performed by employees of Consultant in excess of eight (8) hours per day, and forty (40) hours during any one week shall be permitted upon public work upon compensation for all hours worked in excess of 8 hours per day at not less than one and one-half (1½) times the basic rate of pay.

(h) Workers' Compensation. California Labor Code Sections 1860 and 3700 provide that every employer will be required to secure the payment of compensation to its employees if it has employees. In accordance with the provisions of California Labor Code Section 1861, Consultant certifies as follows:

> "I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract."

Consultant's Authorized Initials DS PK

Pankaj Kumar, Chief Executive Officer

(i) Consultant's Responsibility for Subcontractors. For every subcontractor who will perform work under this Agreement, Consultant shall be responsible for such subcontractor's compliance with Division 2, Part 7, Chapter 1 (commencing with Section 1720) of the California Labor Code, and shall make such compliance a requirement in any contract with any subcontractor for work under this Agreement. Consultant shall be required to take all actions necessary to enforce such contractual provisions and ensure subcontractor's compliance, including without limitation, conducting a review of the certified payroll records of the subcontractor on a periodic basis or upon becoming aware of the failure of the subcontractor to pay his or her workers the specified prevailing rate of wages. Consultant shall diligently take corrective action to halt or rectify any such failure by any subcontractor.

1.5 Licenses, Permits, Fees and Assessments.

Consultant shall obtain at its sole cost and expense such licenses, permits and approvals as may be required by law for the performance of the services required by this Agreement. Consultant shall have the sole obligation to pay for any fees, assessments and taxes, plus applicable penalties and interest, which may be imposed by law and arise from or are necessary for the Consultant's performance of the services required by this Agreement, and shall indemnify, defend and hold harmless City, its officers, employees or agents of City, against any such fees, assessments, taxes, penalties or interest levied, assessed or imposed against City hereunder.

1.6 Familiarity with Work.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

By executing this Agreement, Consultant warrants that Consultant (i) has thoroughly investigated and considered the scope of services to be performed, (ii) has carefully considered how the services should be performed, and (iii) fully understands the facilities, difficulties and restrictions attending performance of the services under this Agreement. If the services involve work upon any site, Consultant warrants that Consultant has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services hereunder. Should the Consultant discover any latent or unknown conditions, which will materially affect the performance of the services hereunder, Consultant shall immediately inform the City of such fact and shall not proceed except at Consultant's risk until written instructions are received from the Contract Officer.

1.7 Care of Work.

The Consultant shall adopt reasonable methods during the life of this Agreement to furnish continuous protection to the work, and the equipment, materials, papers, documents, plans, studies and/or other components thereof to prevent losses or damages, and shall be responsible for all such damages, to persons or property, until acceptance of the work by City, except such losses or damages as may be caused by City's own negligence.

1.8 Further Responsibilities of Parties.

Both Parties agree to use reasonable care and diligence to perform their respective obligations under this Agreement. Both Parties agree to act in good faith to execute all instruments, prepare all documents and take all actions as may be reasonably necessary to carry out the purposes of this Agreement. Unless hereafter specified, neither Party shall be responsible for the service of the other.

1.9 Additional Services.

City shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to or deducting from said work. No such extra work may be undertaken unless a written order is first given by the Contract Officer (as defined below) to the Consultant, incorporating therein any adjustment in (i) the Contract Sum (or a portion of the compensation due to Consultant) for the actual costs of the extra work, and/or (ii) the time to perform this Agreement, which said adjustments are subject to the written approval of the Consultant. Any increase in compensation of up to ten percent (10%) of the Contract Sum or $50,000, whichever is less; or, in the time to perform of up to one hundred eighty (180) days, may be approved by the Contract Officer. Any greater increases, taken either separately or cumulatively, must be approved by the City Council. It is expressly understood by Consultant that the provisions of this Section shall not apply to services specifically set forth in the Scope of Services. Consultant hereby acknowledges that it accepts the risk that the services to be provided pursuant to the Scope of Services may be more costly or time consuming than Consultant anticipates and that Consultant shall not be entitled to additional compensation therefor. City may in its sole and absolute discretion have similar work done by other Consultants. No claims for an increase in the Contract Sum or time for performance shall be valid unless the procedures established in this Section are followed.

1.10 Special Requirements.

Additional terms and conditions of this Agreement, if any, which are made a part hereof are set forth in the "Special Requirements" attached hereto as Exhibit "B" and incorporated herein by this reference. In the event of a conflict between the provisions of Exhibit "B" and any other provisions of this Agreement, the provisions of Exhibit "B" shall govern.

ARTICLE 2. COMPENSATION AND METHOD OF PAYMENT.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

2.1 Contract Sum.

Subject to any limitations set forth in this Agreement, City agrees to pay Consultant the amounts specified in the "Schedule of Compensation" attached hereto as Exhibit "C" and incorporated herein by this reference. The total compensation, including reimbursement for actual expenses, shall not exceed _____ _____ Dollars ($_____) (the "Contract Sum"), unless additional compensation is approved pursuant to Section 1.9.

2.2 Method of Compensation.

The method of compensation may include: (i) a lump sum payment upon completion; (ii) payment in accordance with specified tasks or the percentage of completion of the services, less contract retention; (iii) payment for time and materials based upon the Consultant's rates as specified in the Schedule of Compensation, provided that (a) time estimates are provided for the performance of sub tasks, (b) contract retention is maintained, and (c) the Contract Sum is not exceeded; or (iv) such other methods as may be specified in the Schedule of Compensation.

2.3 Reimbursable Expenses.

Compensation may include reimbursement for actual and necessary expenditures for reproduction costs, telephone expenses, and travel expenses approved by the Contract Officer in advance, or actual subcontractor expenses of an approved subcontractor pursuant to Section 4.5, and only if specified in the Schedule of Compensation. The Contract Sum shall include the attendance of Consultant at all project meetings reasonably deemed necessary by the City. Coordination of the performance of the work with City is a critical component of the services. If Consultant is required to attend additional meetings to facilitate such coordination, Consultant shall not be entitled to any additional compensation for attending said meetings.

2.4 Invoices.

Each month Consultant shall furnish to City an original invoice for all work performed and expenses incurred during the preceding month in a form approved by City's Director of Finance. By submitting an invoice for payment under this Agreement, Consultant shall be deemed to have certify compliance with all provisions of this Agreement. The invoice shall contain all information specified in Exhibit "C", and shall detail charges for all necessary and actual expenses by the following categories: labor (by sub-category), travel, materials, equipment, supplies, and sub-contractor contracts. Sub-contractor charges shall also be detailed by such categories. Consultant shall not invoice City for any duplicate services performed by more than one person.

City shall independently review each invoice submitted by the Consultant to determine whether the work performed and expenses incurred are in compliance with the provisions of this Agreement. Except as to any charges for work performed or expenses incurred by Consultant which are disputed by City, or as provided in Section 7.3, City will use its best efforts to cause Consultant to be paid within forty-five (45) days of receipt of Consultant's correct and undisputed invoice; however, Consultant acknowledges and agrees that due to City warrant run procedures, the City cannot guarantee that payment will occur within this time period. In the event any charges or expenses are disputed by City, the original invoice shall be returned by City to Consultant for correction and resubmission. Review and payment by City for any invoice provided by the Consultant shall not constitute a waiver of any rights or remedies provided herein or any applicable law.

2.5 Waiver.

Payment to Consultant for work performed pursuant to this Agreement shall not be deemed to waive any defects in work performed by Consultant.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

ARTICLE 3. PERFORMANCE SCHEDULE

3.1 Time of Essence.

Time is of the essence in the performance of this Agreement.

3.2 Schedule of Performance.

Consultant shall commence the services pursuant to this Agreement upon receipt of a written notice to proceed and shall perform all services within the time period(s) established in the "Schedule of Performance" attached hereto as Exhibit "D" and incorporated herein by this reference. When requested by the Consultant, extensions to the time period(s) specified in the Schedule of Performance may be approved in writing by the Contract Officer but not exceeding one hundred eighty (180) days cumulatively.

3.3 Force Majeure.

The time period(s) specified in the Schedule of Performance for performance of the services rendered pursuant to this Agreement shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of the Consultant, including, but not restricted to, acts of God or of the public enemy, unusually severe weather, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any governmental agency, including the City, if the Consultant shall within ten (10) days of the commencement of such delay notify the Contract Officer in writing of the causes of the delay. The Contract Officer shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the enforced delay when and if in the judgment of the Contract Officer such delay is justified. The Contract Officer's determination shall be final and conclusive upon the Parties to this Agreement. In no event shall Consultant be entitled to recover damages against the City for any delay in the performance of this Agreement, however caused, Consultant's sole remedy being extension of this Agreement pursuant to this Section.

3.4 Term.

Unless earlier terminated in accordance with Article 7 of this Agreement, this Agreement shall continue in full force and effect until completion of the services but not exceeding three (3) years from the date hereof ("Term"), except as otherwise provided in the Schedule of Performance (as shown on Exhibit "D" attached hereto). The City Manager may, at his/her sole discretion, extend the Term for two (2) additional one-year terms.

ARTICLE 4. COORDINATION OF WORK

4.1 Representatives and Personnel of Consultant.

The following principals of Consultant ("Principals") are hereby designated as being the principals and representatives of Consultant authorized to act in its behalf with respect to the work specified herein and make all decisions in connection therewith:

Pankaj Kumar, Chief Executive Officer

It is expressly understood that the experience, knowledge, capability and reputation of the foregoing principals were a substantial inducement for City to enter into this Agreement. Therefore, the foregoing principals shall be responsible during the Term of this Agreement for directing all activities of Consultant and devoting sufficient time to personally supervise the services hereunder. All personnel of Consultant, and any authorized agents, shall at all times be under the exclusive direction and control of the Principals. For purposes of this

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

Agreement, the foregoing Principals may not be replaced nor may their responsibilities be substantially reduced by Consultant without the express written approval of City. Additionally, Consultant shall utilize only competent personnel to perform services pursuant to this Agreement. Consultant shall make every reasonable effort to maintain the stability and continuity of Consultant's staff and subcontractors, if any, assigned to perform the services required under this Agreement. Consultant shall notify City of any changes in Consultant's staff and subcontractors, if any, assigned to perform the services required under this Agreement, prior to and during any such performance.

4.2 Status of Consultant.

Consultant shall have no authority to bind City in any manner, or to incur any obligation, debt or liability of any kind on behalf of or against City, whether by contract or otherwise, unless such authority is expressly conferred under this Agreement or is otherwise expressly conferred in writing by City. Consultant shall not at any time or in any manner represent that Consultant or any of Consultant's officers, employees, or agents are in any manner officials, officers, employees or agents of City. Neither Consultant, nor any of Consultant's officers, employees or agents, shall obtain any rights to retirement, health care or any other benefits which may otherwise accrue to City's employees. Consultant expressly waives any claim Consultant may have to any such rights.

4.3 Contract Officer.

The Contract Officer shall be the Glendora Police Department Business Services Manager or such person as may be designated by the City Manager. It shall be the Consultant's responsibility to assure that the Contract Officer is kept informed of the progress of the performance of the services and the Consultant shall refer any decisions which must be made by City to the Contract Officer. Unless otherwise specified herein, any approval of City required hereunder shall mean the approval of the Contract Officer. The Contract Officer shall have authority, if specified in writing by the City Manager, to sign all documents on behalf of the City required hereunder to carry out the terms of this Agreement.

4.4 Independent Consultant.

Neither the City nor any of its employees shall have any control over the manner, mode or means by which Consultant, its agents or employees, perform the services required herein, except as otherwise set forth herein. City shall have no voice in the selection, discharge, supervision or control of Consultant's employees, servants, representatives or agents, or in fixing their number, compensation or hours of service. Consultant shall perform all services required herein as an independent contractor of City and shall remain at all times as to City a wholly independent contractor with only such obligations as are consistent with that role. Consultant shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of City. City shall not in any way or for any purpose become or be deemed to be a partner of Consultant in its business or otherwise or a joint venturer or a member of any joint enterprise with Consultant.

4.5 Prohibition Against Subcontracting or Assignment.

The experience, knowledge, capability and reputation of Consultant, its principals and employees were a substantial inducement for the City to enter into this Agreement. Therefore, Consultant shall not contract with any other entity to perform in whole or in part the services required hereunder without the express written approval of the City. In addition, neither this Agreement nor any interest herein may be transferred, assigned, conveyed, hypothecated or encumbered voluntarily or by operation of law, whether for the benefit of creditors or otherwise, without the prior written approval of City. Transfers restricted hereunder shall include the transfer to any person or group of persons acting in concert of more than twenty five percent (25%) of the present ownership and/or control of Consultant, taking all transfers into account on a cumulative basis. In the event of any such unapproved

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

transfer, including any bankruptcy proceeding, this Agreement shall be void. No approved transfer shall release the Consultant or any surety of Consultant of any liability hereunder without the express consent of City.

ARTICLE 5. INSURANCE AND INDEMNIFICATION

5.1 Insurance Coverages.

Without limiting Consultant's indemnification of City, and prior to commencement of any services under this Agreement, Consultant shall obtain, provide and maintain at its sole cost and expense during the Term of this Agreement, policies of insurance of the type and amounts described below and in a form satisfactory to City.

(a) General Liability Insurance. Consultant shall maintain commercial general liability insurance with coverage at least as broad as Insurance Services Office form CG 00 01, in an amount not less than $1,000,000 per occurrence, $2,000,000 general aggregate, for bodily injury, personal injury, and property damage, including without limitation, blanket contractual liability. The policy must include contractual liability that has not been amended. Any endorsement restricting standard ISO "insured contract" language will not be accepted.

(b) Automobile Liability Insurance. Consultant shall maintain automobile insurance at least as broad as Insurance Services Office form CA 00 01 covering bodily injury and property damage for all activities of the Consultant arising out of or in connection with the services to be performed under this Agreement, including coverage for any owned, hired, non-owned or rented vehicles, in an amount not less than $1,000,000 combined single limit for each accident.

(c) Professional Liability (errors & omissions) Insurance. Consultant shall maintain professional liability insurance that covers the Services to be performed in connection with this Agreement, in the minimum amount of $1,000,000 per claim and in the aggregate. Any policy inception date, continuity date, or retroactive date must be before the effective date of this Agreement and Consultant agrees to maintain continuous coverage through a period no less than three (3) years after completion of the services required by this Agreement.

(d) Workers' Compensation Insurance. Consultant shall maintain Workers' Compensation Insurance (Statutory Limits) and Employer's Liability Insurance (with limits of at least $1,000,000).

(e) Subcontractors. Consultant shall include all subcontractors as insureds under its policies or shall furnish separate certificates and certified endorsements for each subcontractor. All coverages for subcontractors shall include all of the requirements stated herein.

(f) Additional Insurance. Policies of such other insurance, as may be required in the Special Requirements in Exhibit "B".

5.2 General Insurance Requirements.

(a) Proof of Insurance. Consultant shall provide certificates of insurance to City as evidence of the insurance coverage required herein, along with a waiver of subrogation endorsement for workers' compensation. Insurance certificates and endorsements must be approved by City's Risk Manager prior to commencement of performance. Current certification of insurance shall be kept on file with City at all times during the Term of this Agreement. City reserves the right to require complete, certified copies of all required insurance policies, at any time.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

(b) Duration of Coverage. Consultant shall procure and maintain for the duration of this Agreement insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the Services hereunder by Consultant, its agents, representatives, employees or subconsultants.

(c) Primary/Noncontributing. Coverage provided by Consultant shall be primary and any insurance or self-insurance procured or maintained by City shall not be required to contribute with it. The limits of insurance required herein may be satisfied by a combination of primary and umbrella or excess insurance. Any umbrella or excess insurance shall contain or be endorsed to contain a provision that such coverage shall also apply on a primary and non-contributory basis for the benefit of City before the City's own insurance or self-insurance shall be called upon to protect it as a named insured.

(d) City's Rights of Enforcement. In the event any policy of insurance required under this Agreement does not comply with these specifications or is canceled and not replaced, City has the right but not the duty to obtain the insurance it deems necessary and any premium paid by City will be promptly reimbursed by Consultant or City will withhold amounts sufficient to pay premium from Consultant payments. In the alternative, City may cancel this Agreement.

(e) Acceptable Insurers. All insurance policies shall be issued by an insurance company currently authorized by the Insurance Commissioner to transact business of insurance or that is on the List of Approved Surplus Line Insurers in the State of California, with an assigned policyholders' Rating of A- (or higher) and Financial Size Category Class VI (or larger) in accordance with the latest edition of Best's Key Rating Guide, unless otherwise approved by the City's Risk Manager.

(f) Waiver of Subrogation. All insurance coverage maintained or procured pursuant to this agreement shall be endorsed to waive subrogation against City, its elected or appointed officers, agents, officials, employees and volunteers or shall specifically allow Consultant or others providing insurance evidence in compliance with these specifications to waive their right of recovery prior to a loss. Consultant hereby waives its own right of recovery against City, and shall require similar written express waivers and insurance clauses from each of its subconsultants.

(g) Enforcement of Contract Provisions (non-estoppel). Consultant acknowledges and agrees that any actual or alleged failure on the part of the City to inform Consultant of non-compliance with any requirement imposes no additional obligations on the City nor does it waive any rights hereunder.

(h) Requirements not Limiting. Requirements of specific coverage features or limits contained in this section are not intended as a limitation on coverage, limits or other requirements, or a waiver of any coverage normally provided by any insurance. Specific reference to a given coverage feature is for purposes of clarification only as it pertains to a given issue and is not intended by any party or insured to be all inclusive, or to the exclusion of other coverage, or a waiver of any type. If the Consultant maintains higher limits than the minimums shown above, the City requires and shall be entitled to coverage for the higher limits maintained by the Consultant. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City.

(i) Notice of Cancellation. Consultant agrees to oblige its insurance agent or broker and insurers to provide to City with a thirty (30) day notice of cancellation (except for nonpayment for which a ten (10) day notice is required) or nonrenewal of coverage for each required coverage.

(j) Additional Insured Status. General liability and automobile policies shall provide or be endorsed to provide that City and its officers, officials, employees, and agents, and volunteers shall be additional insureds under such policies. This provision shall also apply to any excess/umbrella liability policies.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

(k) Prohibition of Undisclosed Coverage Limitations. None of the coverages required herein will be in compliance with these requirements if they include any limiting endorsement of any kind that has not been first submitted to City and approved by the City in writing.

(l) Separation of Insureds. A severability of interests provision must apply for all additional insureds ensuring that Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the insurer's limits of liability. The policy(ies) shall not contain any cross-liability exclusions.

(m) Pass Through Clause. Consultant agrees to ensure that its subconsultants, subcontractors, and any other party involved with the services who is brought onto or involved in the services by Consultant, provide the same minimum insurance coverage and endorsements required of Consultant. Consultant agrees to monitor and review all such coverage and assumes all responsibility for ensuring that such coverage is provided in conformity with the requirements of this section. Consultant agrees that upon request, all agreements with consultants, subcontractors, and others engaged in the services will be submitted to City for review.

(n) City's Right to Revise Specifications. The City reserves the right at any time during the Term of this Agreement to change the amounts and types of insurance required by giving the Consultant ninety (90) days advance written notice of such change. If such change results in substantial additional cost to the Consultant, the City and Consultant may renegotiate Consultant's compensation.

(o) Deductibles / Self-insured Retentions. Any deductibles and self-insured retentions must be declared to and approved by City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions with respect to the City, it officers, officials, employees, agents and volunteers, or the Consultant shall provide a financial guarantee satisfactory to the city guaranteeing payment of losses and related investigations, claims administration and defense expense.

(p) Timely Notice of Claims. Consultant shall give City prompt and timely notice of claims made or suits instituted that arise out of or result from Consultant's performance under this Agreement, and that involve or may involve coverage under any of the required liability policies.

(q) Additional Insurance. Consultant shall also procure and maintain, at its own cost and expense, any additional kinds of insurance, which in its own judgment may be necessary for its proper protection and prosecution of the work.

5.3 Indemnification.

To the full extent permitted by law, Consultant agrees to indemnify, defend and hold harmless the City, its officers, employees and agents ("Indemnified Parties") against, and will hold and save them and each of them harmless from, any and all actions, either judicial, administrative, arbitration or regulatory claims, damages to persons or property, losses, costs, penalties, obligations, errors, omissions or liabilities whether actual or threatened (herein "claims or liabilities") that may be asserted or claimed by any person, firm or entity arising out of or in connection with the negligent performance of the work, operations or activities provided herein of Consultant, its officers, employees, agents, subcontractors, or invitees, or any individual or entity for which Consultant is legally liable ("indemnitors"), or arising from Consultant's or indemnitors' reckless or willful misconduct, or arising from Consultant's or indemnitors' negligent performance of or failure to perform any term, provision, covenant or condition of this Agreement, and in connection therewith:

(a) Consultant will defend any action or actions filed in connection with any of said claims or liabilities and will pay all costs and expenses, including legal costs and attorneys' fees incurred in connection therewith;

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

(b) Consultant will promptly pay any judgment rendered against the City, its officers, agents or employees for any such claims or liabilities arising out of or in connection with the negligent performance of or failure to perform such work, operations or activities of Consultant hereunder; and Consultant agrees to save and hold the City, its officers, agents, and employees harmless therefrom;

(c) In the event the City, its officers, agents or employees is made a party to any action or proceeding filed or prosecuted against Consultant for such damages or other claims arising out of or in connection with the negligent performance of or failure to perform the work, operation or activities of Consultant hereunder, Consultant agrees to pay to the City, its officers, agents or employees, any and all costs and expenses incurred by the City, its officers, agents or employees in such action or proceeding, including but not limited to, legal costs and attorneys' fees.

(d) Consultant shall incorporate similar indemnity agreements with its subcontractors and if it fails to do so Consultant shall be fully responsible to indemnify City hereunder therefore, and failure of City to monitor compliance with these provisions shall not be a waiver hereof. This indemnification includes claims or liabilities arising from any negligent or wrongful act, error or omission, or reckless or willful misconduct of Consultant in the performance of professional services hereunder. The provisions of this Section do not apply to claims or liabilities occurring as a result of City's sole negligence or willful acts or omissions, but, to the fullest extent permitted by law, shall apply to claims and liabilities resulting in part from City's negligence, except that design professionals' indemnity hereunder shall be limited to claims and liabilities arising out of the negligence, recklessness or willful misconduct of the design professional. The indemnity obligation shall be binding on successors and assigns of Consultant and shall survive termination of this Agreement.

ARTICLE 6. RECORDS, REPORTS, AND RELEASE OF INFORMATION

6.1 Records.

Consultant shall keep, and require subcontractors to keep, such ledgers, books of accounts, invoices, vouchers, canceled checks, reports, studies or other documents relating to the disbursements charged to City and services performed hereunder (the "books and records"), as shall be necessary to perform the services required by this Agreement and enable the Contract Officer to evaluate the performance of such services. Any and all such documents shall be maintained in accordance with generally accepted accounting principles and shall be complete and detailed. The Contract Officer shall have full and free access to such books and records at all times during normal business hours of City, including the right to inspect, copy, audit and make records and transcripts from such records. Such records shall be maintained for a period of three (3) years following completion of the services hereunder, and the City shall have access to such records in the event any audit is required. In the event of dissolution of Consultant's business, custody of the books and records may be given to City, and access shall be provided by Consultant's successor in interest. Notwithstanding the above, the Consultant shall fully cooperate with the City in providing access to the books and records if a public records request is made and disclosure is required by law including but not limited to the California Public Records Act.

6.2 Reports.

Consultant shall periodically prepare and submit to the Contract Officer such reports concerning the performance of the services required by this Agreement as the Contract Officer shall require. Consultant hereby acknowledges that the City is greatly concerned about the cost of work and services to be performed pursuant to this Agreement. For this reason, Consultant agrees that if Consultant becomes aware of any facts, circumstances, techniques, or events that may or will materially increase or decrease the cost of the work or services contemplated herein or, if Consultant is providing design services, the cost of the project being designed, Consultant shall

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

promptly notify the Contract Officer of said fact, circumstance, technique or event and the estimated increased or decreased cost related thereto and, if Consultant is providing design services, the estimated increased or decreased cost estimate for the project being designed.

6.3 Ownership of Documents.

All drawings, specifications, maps, designs, photographs, studies, surveys, data, notes, computer files, reports, records, documents and other materials (the "documents and materials") prepared by Consultant, its employees, subcontractors and agents in the performance of this Agreement (but not including Consultant's proprietary computer programs or its intellectual property [Consultant's Property"]) shall be the property of City and shall be delivered to City upon request of the Contract Officer or upon the termination of this Agreement, and Consultant shall have no claim for further employment or additional compensation as a result of the exercise by City of its full rights of ownership use, reuse, or assignment of the documents and materials hereunder. Any use, reuse or assignment of such completed documents for other projects and/or use of uncompleted documents without specific written authorization by the Consultant will be at the City's sole risk and without liability to Consultant, and Consultant's guarantee and warranties shall not extend to such use, reuse or assignment. Consultant may retain copies of such documents for its own use. Consultant shall have the right to use the concepts embodied therein. All subcontractors shall provide for assignment to City of any documents or materials prepared by them, and in the event Consultant fails to secure such assignment, Consultant shall indemnify City for all damages resulting therefrom. Moreover, Consultant with respect to any documents and materials that may qualify as "works made for hire" as defined in 17 U.S.C. § 101, such documents and materials are hereby deemed "works made for hire" for the City.

6.4 Confidentiality and Release of Information.

(a) All information gained or work product produced by Consultant in performance of this Agreement shall be considered confidential, unless such information is in the public domain or already known to Consultant. Consultant shall not release or disclose any such information or work product to persons or entities other than City without prior written authorization from the Contract Officer.

(b) Consultant, its officers, employees, agents or subcontractors, shall not, without prior written authorization from the Contract Officer or unless requested by the City Attorney, voluntarily provide documents, declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement. Response to a subpoena or court order shall not be considered "voluntary" provided Consultant gives City notice of such court order or subpoena.

(c) If Consultant, or any officer, employee, agent or subcontractor of Consultant, provides any information or work product in violation of this Agreement, then City shall have the right to reimbursement and indemnity from Consultant for any damages, costs and fees, including attorney's fees, caused by or incurred as a result of Consultant's conduct.

(d) Consultant shall promptly notify City should Consultant, its officers, employees, agents or subcontractors be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed there under. City retains the right, but has no obligation, to represent Consultant or be present at any deposition, hearing or similar proceeding. Consultant agrees to cooperate fully with City and to provide City with the opportunity to review any response to discovery requests provided by Consultant. However, this right to review any such response does not imply or mean the right by City to control, direct, or rewrite said response.

ARTICLE 7. ENFORCEMENT OF AGREEMENT AND TERMINATION

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

7.1 California Law.

This Agreement shall be interpreted, construed and governed both as to validity and to performance of the Parties in accordance with the laws of the State of California. Legal actions concerning any dispute, claim or matter arising out of or in relation to this Agreement shall be instituted in the Superior Court of the County of Los Angeles, State of California, or any other appropriate court in such county, and Consultant covenants and agrees to submit to the personal jurisdiction of such court in the event of such action. In the event of litigation in a U.S. District Court, venue shall lie exclusively in the Central District of California, in the County of Los Angeles, State of California.

7.2 Disputes; Default.

In the event that Consultant is in default under the terms of this Agreement, the City shall not have any obligation or duty to continue compensating Consultant for any work performed after the date of default. Instead, the City may give notice to Consultant of the default and the reasons for the default. The notice shall include the timeframe in which Consultant may cure the default. This timeframe is presumptively thirty (30) days, but may be extended, though not reduced, if circumstances warrant, as determined by the Contract Officer. The cure period may run concurrently with the termination period as provided in Section 7.7, if the option to cure in the alternative to termination. During the period of time that Consultant is in default, the City shall hold all invoices and shall, when the default is cured, proceed with payment on the invoices. In the alternative, the City may, in its sole discretion, elect to pay some or all of the outstanding invoices during the period of default. If Consultant does not cure the default, the City may take necessary steps to terminate this Agreement under this Article. Any failure on the part of the City to give notice of the Consultant's default shall not be deemed to result in a waiver of the City's legal rights or any rights arising out of any provision of this Agreement.

7.3 Retention of Funds.

Consultant hereby authorizes City to deduct from any amount payable to Consultant (whether or not arising out of this Agreement) (i) any amounts the payment of which may be in dispute hereunder or which are necessary to compensate City for any losses, costs, liabilities, or damages suffered by City, and (ii) all amounts for which City may be liable to third parties, by reason of Consultant's acts or omissions in performing or failing to perform Consultant's obligation under this Agreement. In the event that any claim is made by a third party, the amount or validity of which is disputed by Consultant, or any indebtedness shall exist which shall appear to be the basis for a claim of lien, City may withhold from any payment due, without liability for interest because of such withholding, an amount sufficient to cover such claim. The failure of City to exercise such right to deduct or to withhold shall not, however, affect the obligations of the Consultant to insure, indemnify, and protect City as elsewhere provided herein.

7.4 Waiver.

Waiver by any Party to this Agreement of any term, condition, or covenant of this Agreement shall not constitute a waiver of any other term, condition, or covenant. Waiver by any Party of any breach of the provisions of this Agreement shall not constitute a waiver of any other provision or a waiver of any subsequent breach or violation of any provision of this Agreement. Acceptance by City of any work or services by Consultant shall not constitute a waiver of any of the provisions of this Agreement. No delay or omission in the exercise of any right or remedy by a non-defaulting Party on any default shall impair such right or remedy or be construed as a waiver. Any waiver by either Party of any default must be in writing and shall not be a waiver of any other default concerning the same or any other provision of this Agreement.

7.5 Rights and Remedies are Cumulative.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

Except with respect to rights and remedies expressly declared to be exclusive in this Agreement, the rights and remedies of the Parties are cumulative and the exercise by either Party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same default or any other default by the other Party.

7.6 Legal Action.

In addition to any other rights or remedies, either Party may take legal action, in law or in equity, to cure, correct or remedy any default, to recover damages for any default, to compel specific performance of this Agreement, to obtain declaratory or injunctive relief, or to obtain any other remedy consistent with the purposes of this Agreement. Notwithstanding any contrary provision herein, Consultant shall file a statutory claim pursuant to Government Code Sections 905 et seq. and 910 et seq., in order to pursue a legal action under this Agreement.

7.7 Termination Prior to Expiration of Term.

This Section shall govern any termination of this Agreement except as specifically provided in the following Section for termination for cause. The City reserves the right to terminate this Agreement at any time, with or without cause, upon thirty (30) days' written notice to Consultant, except that where termination is due to the fault of the Consultant, the period of notice may be such shorter time as may be determined by the Contract Officer. In addition, the Consultant reserves the right to terminate this Agreement at any time, with or without cause, upon sixty (60) days' written notice to City, except that where termination is due to the fault of the City, the period of notice may be such shorter time as the Consultant may determine. Upon receipt of any notice of termination, Consultant shall immediately cease all services hereunder except such as may be specifically approved by the Contract Officer. Except where the Consultant has initiated termination, the Consultant shall be entitled to compensation for all services rendered prior to the effective date of the notice of termination and for any services authorized by the Contract Officer thereafter in accordance with the Schedule of Compensation or such as may be approved by the Contract Officer, except as provided in Section 7.3. In the event the Consultant has initiated termination, the Consultant shall be entitled to compensation only for the reasonable value of the work product actually produced hereunder. In the event of termination without cause pursuant to this Section, the terminating party need not provide the non-terminating party with the opportunity to cure pursuant to Section 7.2.

7.8 Termination for Default of Consultant.

If termination is due to the failure of the Consultant to fulfill its obligations under this Agreement, City may, after compliance with the provisions of Section 7.2, take over the work and prosecute the same to completion by contract or otherwise, and the Consultant shall be liable to the extent that the total cost for completion of the services required hereunder exceeds the compensation herein stipulated (provided that the City shall use reasonable efforts to mitigate such damages), and City may withhold any payments to the Consultant for the purpose of set-off or partial payment of the amounts owed the City as previously stated.

7.9 Attorneys' Fees.

If either Party to this Agreement is required to initiate or defend or made a party to any action or proceeding in any way connected with this Agreement, the prevailing party in such action or proceeding, in addition to any other relief which may be granted, whether legal or equitable, shall be entitled to reasonable attorney's fees. Attorney's fees shall include attorneys' fees on any appeal, and in addition a Party entitled to attorneys' fees shall be entitled to all other reasonable costs for investigating such action, taking depositions and discovery and all other necessary costs the court allows which are incurred in such litigation. All such fees shall be deemed to have accrued on commencement of such action and shall be enforceable whether or not such action is prosecuted to judgment.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

ARTICLE 8. CITY OFFICERS AND EMPLOYEES: NON-DISCRIMINATION

8.1 Non-liability of City Officers and Employees.

No officer or employee of the City shall be personally liable to the Consultant, or any successor in interest, in the event of any default or breach by the City or for any amount which may become due to the Consultant or to its successor, or for breach of any obligation of the terms of this Agreement.

8.2 Conflict of Interest.

Consultant covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, which would conflict in any manner with the interests of City or which would in any way hinder Consultant's performance of services under this Agreement. Consultant further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor without the express written consent of the Contract Officer. Consultant agrees to at all times avoid conflicts of interest or the appearance of any conflicts of interest with the interests of City in the performance of this Agreement.

No officer or employee of the City shall have any financial interest, direct or indirect, in this Agreement nor shall any such officer or employee participate in any decision relating to this Agreement which affects her/his financial interest or the financial interest of any corporation, partnership or association in which (s)he is, directly or indirectly, interested, in violation of any State statute or regulation. The Consultant warrants that it has not paid or given and will not pay or give any third party any money or other consideration for obtaining this Agreement.

8.3 Covenant Against Discrimination.

Consultant covenants that, by and for itself, its heirs, executors, assigns, and all persons claiming under or through them, that there shall be no discrimination against or segregation of, any person or group of persons on account of race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry or other protected class in the performance of this Agreement. Consultant shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry or other protected class.

8.4 Unauthorized Aliens.

Consultant hereby promises and agrees to comply with all of the provisions of the Federal Immigration and Nationality Act, 8 U.S.C. § 1101 *et seq.*, as amended, and in connection therewith, shall not employ unauthorized aliens as defined therein. Should Consultant so employ such unauthorized aliens for the performance of work and/or services covered by this Agreement, and should any liability or sanctions be imposed against City for such use of unauthorized aliens, Consultant hereby agrees to and shall reimburse City for the cost of all such liabilities or sanctions imposed, together with any and all costs, including attorneys' fees, incurred by City.

ARTICLE 9. MISCELLANEOUS PROVISIONS

9.1 Notices.

Any notice, demand, request, document, consent, approval, or communication either Party desires or is required to give to the other Party or any other person shall be in writing and either served personally or sent by prepaid, first-class mail, in the case of the City, to the City Manager and to the attention of the Contract Officer (with her/his name and City title), City of Glendora, 116 E. Foothill Blvd., Glendora, California 91741-3380, and

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

in the case of the Consultant, to the person(s) at the address designated on the execution page of this Agreement, together with the following email notice addresses: sales@pmam.com; and jamesm@pmam.com Either Party may change its address by notifying the other Party of the change of address in writing. Notice shall be deemed communicated at the time personally delivered or in seventy-two (72) hours from the time of mailing if mailed as provided in this Section.

9.2 Interpretation.

The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either Party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply.

9.3 Counterparts.

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, and such counterparts shall constitute one and the same instrument. Each of the parties intend to be bound by the signatures on any telecopied, .pdf or other electronically delivered document, and are aware that the other party will rely on the telecopied, .pdf or other electronically delivered signatures, and hereby waive any defenses to the enforcement of the terms of this Agreement based on the form of signature.

9.4 Integration; Amendment.

This Agreement including the attachments hereto is the entire, complete and exclusive expression of the understanding of the Parties. It is understood that there are no oral agreements between the Parties hereto affecting this Agreement and this Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements and understandings, if any, between the Parties, and none shall be used to interpret this Agreement. No amendment to or modification of this Agreement shall be valid unless made in writing and approved by the Consultant and by the City Council. The Parties agree that this requirement for written modifications cannot be waived and that any attempted waiver shall be void.

9.5 Severability.

In the event that any one or more of the phrases, sentences, clauses, paragraphs, or sections contained in this Agreement shall be declared invalid or unenforceable by a valid judgment or decree of a court of competent jurisdiction, such invalidity or unenforceability shall not affect any of the remaining phrases, sentences, clauses, paragraphs, or sections of this Agreement which are hereby declared as severable and shall be interpreted to carry out the intent of the Parties hereunder unless the invalid provision is so material that its invalidity deprives either Party of the basic benefit of their bargain or renders this Agreement meaningless.

9.6 Warranty & Representation of Non-Collusion.

No official, officer, or employee of City has any financial interest, direct or indirect, in this Agreement, nor shall any official, officer, or employee of City participate in any decision relating to this Agreement which may affect his/her financial interest or the financial interest of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any State or municipal statute or regulation. The determination of "financial interest" shall be consistent with State law and shall not include interests found to be "remote" or "noninterests" pursuant to Government Code Sections 1091 or 1091.5. Consultant warrants and represents that it has not paid or given, and will not pay or give, to any third party including, but not limited to, any City official, officer, or employee, any money, consideration, or other thing of value as a result or consequence of obtaining or being awarded any agreement. Consultant further warrants and represents that (s)he/it has not

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

engaged in any act(s), omission(s), or other conduct or collusion that would result in the payment of any money, consideration, or other thing of value to any third party including, but not limited to, any City official, officer, or employee, as a result of consequence of obtaining or being awarded any agreement. Consultant is aware of and understands that any such act(s), omission(s) or other conduct resulting in such payment of money, consideration, or other thing of value will render this Agreement void and of no force or effect.

Consultant's Authorized Initials DS PK

Pankaj Kumar, Chief Executive Officer

9.7 Authority.

The persons executing this Agreement on behalf of the Parties hereto warrant that (i) such Party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said Party, (iii) by so executing this Agreement, such Party is formally bound to the provisions of this Agreement, and (iv) that entering into this Agreement does not violate any provision of any other agreement to which said Party is bound. This Agreement shall be binding upon the heirs, executors, administrators, successors and assigns of the Parties.

[SIGNATURES APPEAR ON THE FOLLOWING PAGE]

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement on the date and year first-above written.

CITY:
CITY OF GLENDORA, a municipal corporation

Adam Raymond
City Manager

APPROVED AS TO FORM:
ALESHIRE & WYNDER, LLP

DocuSigned by:
Danny Aleshire
0D5924B7E6ED4A5...
Danny Aleshire
City Attorney

CERTIFY AVAILABILITY OF FUNDS:

DocuSigned by:
Kyle Johnson
CACE701662584A4...
Kyle Johnson
Finance Director/City Treasurer

ATTEST:

Kathleen R. Sessman
City Clerk/Communications Director

CONSULTANT:
PMAM CORPORATION, a Texas corporation

DocuSigned by:
PANKAJ KUMAR
3416D80AF70A491...
Name: Pankaj Kumar
Title: Chief Executive Officer
Email Address: PankajK@PMAM.com
Sep 17, 2025 | 12:43 PM PDT

Signed by:
James McReynolds
56822D925414431...
Name: James McReynolds
Title: FAMS Director of Sales
Email Address: JamesM@PMAM.com
Sep 17, 2025 | 6:49 AM PDT
Address: 5430 LBJ Freeway, Suite 370, Dallas, TX 75240

Two corporate officer signatures required when Consultant is a corporation, with one signature required from each of the following groups: 1) Chairman of the Board, President or any Vice President; and 2) Secretary, any Assistant Secretary, Chief Financial Officer or any Assistant Treasurer.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

EXHIBIT "A"

SCOPE OF SERVICES

I. Consultant's services hereunder are described as follows:

Consultant shall provide a turnkey false alarm billing and management system under the provisions of the Glendora Municipal Code, Chapter 5.34 Alarm Systems ("alarm ordinance"), to include tracking of alarm permits, assessing and collecting false alarm service fees, and collecting delinquent accounts, with no upfront costs or financial risk on the part of the City.

Consultant shall operate a Professional Services Alarm Management Services Program based on a "False Alarm Management Solution" system hereafter referred to as a "FAMS system" and all other necessary equipment and services on a "software as a service" basis. Consultant shall accurately convert all pertinent data downloaded from the City's current primary alarm and accounts/receivable databases to populate the FAMS system. Effective interfaces shall ensure that all Parties share and benefit from the most current and accurate information.

Consultant shall provide appropriate supplies and services including but not limited to, the following:

1. Single point of contact and daily resident assistance
2. Maintenance of databases:
    a. Alarm permits
    b. Permit Holders
    c. Permit Holders with outstanding charges
    d. Non-permitted locations with outstanding charges
    e. Address verification database
3. Collection of payments in accordance with the rates established by the alarm ordinance, and any implementing resolutions or orders, as may be amended from time to time by the City.
4. Performance of all the billing in accordance with the City's alarm ordinance, as may be amended from time to time by the City.
5. Generation of reports, shall include but not be limited to the following:
    a. New alarm permits issued and fees collected
    b. Annual permit renewals billed and fees collected
    c. Permits inactivated or revoked and reason for inactivation or revocation
    d. Permits reinstated and reason for reinstatement
    e. Number of false burglar alarms
    f. Number of false burglar alarms billed and fees collected
    g. Number of false robbery alarms
    h. Number of false robbery alarms billed and fees collected

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

i. Number of reinstatement fees billed and fees collected

j. False burglary and/or robbery alarms for permit owners

k. False burglary and/or robbery alarms for non-permitted owners

l. Suspension or revocation Report for permit holders as per ordinance, if applicable.

6. System functionality to capture the following information:
    a. Permit number
    b. Permit issue date
    c. Permit expiration date
    d. Permit type (residential / commercial)
    e. Name of business or residential permit holder
    f. Site
        1) Street address and zip code of property
        2) Type of property (residential / commercial)
        3) Telephone numbers
        4) Contact persons (minimum of 2) and phone number(s)
        5) Type of alarm system installed (burglary, panic, robbery)
    g. Billing
        1) Name
        2) Full mailing address (includes zip code)
        3) Contact person and phone number(s)
    h. Permit Holder Responsible for Alarm
        1) Name
        2) Complete mailing address
        3) Phone numbers
    i. Name and telephone number of alarm monitoring company
    j. Name and telephone number of company that installed the alarm system
    k. Special Medical Concerns
    l. Pet Information
7. System functionality to generate notices to alarm users without permits.
8. Transfer online and/or via magnetic media a skeleton version of entire registration database from the FAMS system to RMS including the following:
        1) Permit number (or non-permitted identifier)
        2) Name of permit holder
        3) Location of permit holder
        4) Permit status
        5) Expiration date
        6) Last false alarm incident date and time

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

7) Alarm type (i.e., burglar, panic, etc.)
8) False alarm incident count

9. Transfer online and/or via magnetic media incident records from RMS to FAMS including:
   1) Incident number
   2) Priority
   3) Call code
   4) Disposition
   5) Date
   6) Time:
      (a) Received
      (b) Dispatched
      (c) Arrived
      (d) Cleared
   7) Remarks
   8) Site name and address
   9) Reportee name, address, phone number
   10) Dispatcher- employee number and terminal
   11) Phone clerk - employee number and terminal
   12) Cleared code and disposition (true/false)
   13) Officer number
   14) Unit(s) assigned.

Collection requirements and provisions:

Consultant will design, implement, and maintain a system to serve as the billing and collections agent and accounts receivable (A/R) manager for the City. Consultant will provide all hardware, software, materials, supplies, space, and staff resources as required. The system will meet the following collection specifications:

1. Bill format will provide stub or appropriate remittance form to accompany payment.
2. Bill format, permit forms, envelopes and related correspondence will identify the location of all staff and applicable offices so the customer may have the ability to obtain direct answers to questions about their bills and related false alarm system information.
3. All bills, correspondence and related matters will be approved by the City.
4. Bills will be due in timelines specified in the ordinance and or rules and regulations as appropriate.
5. Records of bills will be retained by Consultant to apply to Account Receivable system (A/R) to be maintained by Consultant.
6. Consultant will develop an A/R file, which the City will have access to review at any time.
7. System functionality for the City to print a bill for customers wishing to make payments at the walk-in cashier location(s) of the City and to provide on-line information to Consultant regarding such payments so that Consultant can maintain A/R file.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

8. Consultant will provide the ability for customers to pay on-line, by mail and via walk-in cashier.

9. Payments made by mail will be directed to a P.O. Box address in Texas maintained and managed by Consultant unless and until the City directs that such payments be directed to a lock box address established by the City.

10. The Consultant system will track NSF or insufficient fund check occurrences and occurrences where customer stop payments have been ordered.

11. Consultant will provide a system for billing the customer for the appropriate NSF or insufficient fund check fee charges and charges for stop payment situations.

12. Notwithstanding the foregoing, the services provided hereunder do not extend to any debt collection activities in the event the property owner does not pay the amount of the invoice submitted by Consultant. Any such debt collection activities shall be performed by an independent contractor selected either by (i) Consultant with the prior written consent of the City or its designee, or (ii) the City or its designee or agent upon written notice to Consultant.

Processing:

Consultant shall provide the services covered under this Agreement from its offices in Texas and make available any program data necessary to establish and provide the Alarm Program Administration and Collection Service.

Additional Consultant Obligation:

In addition to the above, Consultant shall:

1. Maintain the proposed equipment, hardware, and software, documentation, and support services for the equipment installed, including the timely incorporation of all engineering changes.
2. Supply the City with an interface document describing the type, size, location, and medium of transfer from the City RMS.
3. Defer to the City regarding the waiver of any false alarm fee incurred where there is question about the validity of any response or action taken by an employee(s) of the City regarding a specified alarm call.
4. When possible, reports shall be produced based on the entry of variable parameters. Threshold fields shall allow a specific date range or other criteria. When possible, all report searches, shall allow for multiple parameters.

Training

1. Consultant shall provide training for all applicable City staff and Police employees. Training shall be conducted in several sessions on an as needed basis.

System Coordination

1. Consultant shall coordinate its services, billings, and remittances to the City with the City's Finance Department.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

2. Consultant shall provide during the Term of the Agreement on-going computer hardware, software support and maintenance to ensure uninterrupted operation. In the unlikely event of interruption, Consultant will make best efforts to restore service within seventy-two (72) hours.

3. Consultant shall establish and provide public education, awareness, and information regarding the City's Alarm Management Program.

City Licensing Fees

I. The City acknowledges and agrees that Consultant shall be exempt from any applicable City license fees in performing its services hereunder.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

II. In addition to the requirements of Section 6.2, during performance of the services, Consultant will keep the City appraised of the status of performance by delivering the following status reports:

a. Regular telephonic and email updates as and when required by the Contract Officer or other City personnel.

III. All work product is subject to review and acceptance by the City, and must be revised by the Consultant without additional charge to the City until found satisfactory and accepted by City.

IV. Consultant will utilize the following personnel to accomplish the services:

a. Pankaj Kumar

b. Jimmy Spivey

c. Kevin George

d. Dhirhen Raval

e. Troy Brown

f. Michael Watts

g. Madhura Kotkar

h. Olga Salazar

i. Priscilla Ceballos

j. Antonio Rodriguez

k. Such other personnel of Consultant approved by the City to perform the services.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

EXHIBIT "B"

SPECIAL REQUIREMENTS

(Superseding Contract Boilerplate)

Added text is indicated in ***bold italics***, deleted text is indicated in ~~strikethrough~~.

I. Sections 2.1, 2.2, and 2.4 of the Agreement shall be deleted and replaced as follows, and the first sentence of Section 5.3 shall be revised as follows, and a new Section 5.3(e) shall be added as follows:

2.1 Contract Sum.

"Subject to any limitations set forth in this Agreement, City agrees to pay Consultant the amounts specified in the "Schedule of Compensation" attached hereto as Exhibit "C" and incorporated herein by this reference. Consultant and City shall split the revenue derived from Consultant's services according to the following formula: City to receive 83% of revenues collected by Consultant in the performance of its services under this Agreement; Consultant to receive 17% of revenues collected. The term "revenue" shall include total permit fees, renewal fees, false alarm fines, reinstatement fees, civil penalties, late fees, alarm company civil penalties and any other fines or fees, but shall not include postage fees and bank fees incurred by the Consultant."

2.2 Method of Compensation.

"The amount of revenue shall be determined and paid monthly by Consultant within fifteen (15) days after the end of each calendar month during the Term of this Agreement, or by such other method(s) as may be agreed to by City and Consultant in writing."

2.4 Invoices.

"Each month the Consultant shall furnish to the City an original invoice showing the services performed and expenses incurred during the proceeding month and revenue to be shared in a form approved by the City's Director of Finance. By submitting an invoice under this Agreement, the Consultant is certifying compliance with all provisions of the Agreement. The City shall independently review each invoice submitted by the Consultant to determine whether the services performed, expenses incurred, and revenue shared, are in compliance with the provisions of this Agreement."

5.3 Indemnification.

~~"To the full extent permitted by law,~~ ***Subject to the express limitations set forth herein***, Consultant agrees to indemnify, defend and hold harmless the City, its officers, employees and agents ("Indemnified Parties") against, and will hold and save them and each of them harmless from, any and all actions, either judicial, administrative, arbitration or regulatory claims, damages to persons or property, losses, costs, penalties, obligations, errors, omissions or liabilities whether actual or threatened (herein "claims or liabilities") that may

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

be asserted or claimed by any person, firm or entity arising out of or in connection with the negligent performance of the work, operations or activities provided herein of Consultant, its officers, employees, agents, subcontractors, or invitees, or any individual or entity for which Consultant is legally liable ("indemnitors"), or arising from Consultant's or indemnitors' reckless or willful misconduct, or arising from Consultant's or indemnitors' negligent performance of or failure to perform any term, provision, covenant or condition of this Agreement, and in connection therewith."

"(e) ***Notwithstanding any other provision of this Agreement to the contrary, in no event whatsoever shall the Consultant be liable for damages attributable to its actions or inactions, or its subcontractor's actions or inactions, with respect to the services provided hereunder in excess of the sum of: (i) any insurance proceeds actually received by the Consultant, or paid by the Consultant's insurance carrier to the City, with respect to the claim for indemnification by the City hereunder, and (ii) the amount of any and all fees received by the Consultant under this Agreement during the six (6) month period immediately preceding the act or omission that generated the Consultant's indemnification obligation hereunder; provided, however, the limitations on the indemnification obligations of the Consultant set forth in this Section shall not apply to the obligation of the Consultant to pay the City its share of the collected revenues as set forth in this Agreement. In addition, notwithstanding any other obligation of the Consultant hereunder, in no event shall Consultant be liable for any special, consequential or punitive damages, arising directly or indirectly out of the services rendered by Consultant hereunder.***"

II. The first sentence of Section 6.3 shall be revised as follows:

"All drawings, specifications, maps, designs, photographs, studies, surveys, data, notes, computer files, reports, records, documents and other materials (the "documents and materials") prepared by Consultant, its employees, subcontractors and agents in the performance of this Agreement ***(but not including Consultant's proprietary computer programs or its intellectual property)*** shall be the property of City and shall be delivered to City upon request of the Contract Officer or upon the termination of this Agreement, and Consultant shall have no claim for further employment or additional compensation as a result of the exercise by City of its full rights of ownership use, reuse, or assignment of the documents and materials hereunder."

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

EXHIBIT "C"

SCHEDULE OF COMPENSATION

I. The Parties shall share revenue derived from this Agreement as follows: Consultant shall retain the percentages and amounts listed in the table below of all collections and remit the percentage balance and amounts listed in the table below to the City for the total of the actual revenues generated and collected for the City during the Term of this Agreement, including all adjustments for:

A. Alarm permit and renewal fees;

B. False alarm violation fee above a mandated limit;

C. Reinstatement fees;

D. Late fees for false alarms, permit fees, and renewal fees; and

E. Other charges imposed by the City in relation to the City's Alarm Program Management and Collection Services (except for criminal penalties).

City of Glendora, CA	PM AM Corporation
83%	17%

II. The City and Consultant shall share the revenue generated from fees, fines, and penalties described above; provided that all bank charges incurred in connection with the services rendered under this Agreement by Consultant shall be paid by the program before the foregoing split of fees. In addition, all postage expense incurred by the Professional Services Alarm Management Services Program will be deducted from the Program monthly before the sharing of monthly revenues.

Docusign Envelope ID: A6F3890B-04DA-4301-AD16-EE3277C22A35

EXHIBIT "D"

SCHEDULE OF PERFORMANCE

I. Consultant shall commence the performance of the Scope of Services herein upon receipt of the written notice to proceed from the Contract Officer and shall continuously engage in the performance of the services during the entire Term or any extensions to the Term of this Agreement.

FALSE ALARM MANAGEMENT PROGRAM

POLICE

COUNCIL MEETING

OCTOBER 14, 2025

JULIE LINGER, BUSINESS SERVICES MANAGER

BACKGROUND

- On January 14th, 2020, the City Council amended the Glendora Municipal code Section 5.34 Alarm Systems and updated the Master Fee schedule.
- On October 27, 2020, the City entered an agreement with the PM AM Corporation to manage the City's False Alarm Program.
- The initial three-year contract and has been extended for the maximum of (2) 1-year terms and is due to expire on 10/27/25.
- Requests for Proposals (RFP) opened on June 19, 2025. PM AM and four other vendors submitted proposals.

REQUESTS FOR PROPOSAL

REQUIREMENTS FROM VENDOR

PROVIDE A TURNKEY FALSE ALARM MANAGEMENT SYSTEM

- Issue and track alarm system permits
- Bill monthly for false alarm fees
- Collect revenues from permits and false alarms
- Collect revenue from delinquent alarm holders
- Be responsible for all costs associated with the program
- Be compensated through a revenue sharing model



PM AM

- Uses a proprietary False Alarm Management System (FAMS)
- Offers a customer assistance through a toll-free number and email
- Issues and tracks alarm permits
- Bills for permits and false alarms
- Varying payment options
- Collects all fees associated with permits, false alarms, and delinquent accounts



PM AM

- Includes all costs associated with billing and the entire program
- Offers revenue sharing split of 83/17%
- Possesses Criminal Justice Information Services (CJIS) certificate
- Currently used by several San Gabriel Valley agencies
- Is compatible with current Records Management System.
- Current contract with the City.

CURRENT PERFORMANCE - PM AM

- Increase in registered permits
- Decrease in false alarms
- Increase in collection rate
- Responsive
- Satisfied with current service
- Current vendor, no down time

Alarm Count			
Year	2022	2023	2024
Alarms Registered	748	1,185	1,194
False Alarm Activations	1,004	838	834

Year	Billed	Collection	% Collection
2022	$151,055.00	$113,346.00	75%
2023	$153,195.00	$122,349.73	80%
2024	$144,485.00	$121,344.55	84%
2025	$65,740.00	$65,520.72	100%

RECOMMENDATIONS

- Award a contract service agreement to the PM AM Corporation for a 17% revenue share for the management of the City's False Alarm Program;

- Authorize the City Manager to Execute the agreement.

STAFF REPORT

TO:	**Mayor and Council Members**	**DATE:**	**October 14, 2025**
FROM:	**Human Resources**	**DISTRICT(S):**	**Not Applicable**

SUBJECT: **Memorandum of Understanding between the City of Glendora and Glendora American Federation of State, County, and Municipal Employees (AFSCME Local 3915) for the three-year term of September 1, 2025, through June 30, 2028**

RECOMMENDATION
That the City Council:

1. Waive full reading, read by title only and adopt a City Council Resolution entitled, "A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GLENDORA, CALIFORNIA, APPROVING A 2025-2028 MEMORANDUM OF UNDERSTANDING (MOU) WITH THE AMERICAN FEDERATION OF STATE, COUNTY, AND MUNICIPAL EMPLOYEES;" and
2. Authorize the City Manager to execute the agreement and any and all non-substantive changes to the draft Memorandum of Understanding.

STRATEGIC FOCUS AREAS
Goal 3: Enhance Employee Development and Retention (EEDR) Option

LEGISLATIVE HISTORY / PREVIOUS ACTIONS
On February 14, 2023, the City Council approved a Memorandum of Understanding with the American Federation of State, County, and Municipal Employees (AFSCME Local 3915) for a three-year term ending January 1, 2026. In compliance with the Myers-Milias-Brown Act (MMBA), representatives from the City and AFSCME commenced negotiations toward a successor MOU by opening the contract early. Both parties were able to come to a tentative successor agreement what will cover the period from September 1, 2025, through June 30, 2028. A summary of the negotiated changes is listed below.

AFSCME informed the City on September 24, 2025, that their membership had voted to accept the proposed terms. This action tonight seeks City Council approval of those terms and conditions negotiated.

DISCUSSION
The following summarizes the changes to the provisions of the negotiated tentative agreement:

1. Contract Term

- Three (3) year contract term: September 1, 2025, through June 30,2028.

2. Wages

- Effective the first full pay period commencing on or after:
  - July 1, 2026, base salaries to be increased by three percent (3%)
  - July 1, 2027, base salaries to be increased by three percent (3%)

- July 1, 2028, base salaries to be increased by three percent (3%)

3. Cafeteria Plan

- Effective the first full pay period commencing on or after:
  - September 1, 2025, $1,350 per month maximum.
  - January 1, 2026, $1,400 per month maximum.
  - January 1, 2027, $1,500 per month maximum.
  - January 1, 2028, $1,600 per month maximum.
- Employees hired into this unit after January 1, 2026, may not opt out of city provided group medical coverage.

4. Deferred Compensation

- Begin first full pay period after September 1, 2025, the City will match up to $50 per paycheck ($1,200 annual maximum)

5. Uniform

- Begin first full pay period after September 1, 2025 (Pays in December), Property and Evidence Technician and Court Liaison will be added as eligible for Uniform Pay.

6. Longevity

- Effective the first full pay period commencing on or after January 1, 2026, longevity will be paid as follows:
  - 5 years - $1,500
  - 10 years - $2,000
  - 15 years - $2,500

7. Training Pay (PD only)

- Effective the first full pay period commencing on or after January 1, 2026, Training Pay will be $200 per month. Training pay shall be paid only for the pay periods during which an employee is actually designated as the trainer.

FISCAL IMPACT

The total cost of the proposed MOU is projected at $1,618,002 for the increases in the salary and benefits for American Federation of State, County, and Municipal Employees (AFSCME Local 3915) employees over the three-year term.

The projected annual cost of implementation is as follows:

Description	Detail	Year 1	Year 2	Year 3	Total
		FY 2026	FY 2027	FY 2028	
Net Change Salary YoY	Dollars	$434,874	$392,002	$348,855	**$1,175,731**
	Percent	6%	5%	4%	
Net Change Benefits YoY	Dollars	$149,593	$192,313	$100,364	**$442,271**
	Percent	5%	6%	3%	

Net Change YoY	Dollars	$584,468	$584,315	$449,219	**$1,618,002**
	Percent	6%	5%	4%	**14.9%**
Overall Costs	Year 1	$584,468	$584,468	$584,468	
	Year 2		$584,315	$584,315	
	Year 3			$449,219	
	Total	**$584,468**	**$1,168,783**	**$1,618,002**	**$3,371,252**

ENVIRONMENTAL DETERMINATION

There are no CEQA impacts associated with the recommendations in this report.

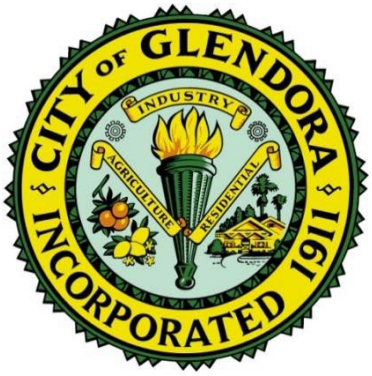
Prepared By:	Jaclyn Brown , Human Resources Analyst
Concurs With:	Not Applicable
Reviewed By:	Marie Ricci, Deputy City Manager
Certified to Availability of Funds:	Kyle Johnson, Finance Director/City Treasurer
Approved By:	Adam Raymond, City Manager
Legal Review:	Danny Aleshire, City Attorney
CEQA Review:	Not Applicable

Attachments

A. AFSCME MOU 2025-2028

B. AFSCME Salary Tables All Years.pdf

C_Resolution.pdf



MEMORANDUM OF UNDERSTANDING

BETWEEN

AMERICAN FEDERATION OF STATE, COUNTY, AND MUNICIPAL EMPLOYEES, LOCAL 3915 (AFSCME)

AND

THE CITY OF GLENDORA

SEPTEMBER 1, 2025 – JUNE 30, 2028

Approved by the Glendora City Council
on _____, 20

Resolution CC 25-_____

TABLE OF CONTENTS FOR
AFSCME MOU

ARTICLE/SUBJECT **PAGE**

Contents

1

ARTICLE 1 - PURPOSE 1

ARTICLE 2 - RECOGNITION 1

ARTICLE 3 - TERM 1

ARTICLE 4 - CITY FACILITIES 1

ARTICLE 5 - DUES DEDUCTION 2

ARTICLE 6 - WAGES 2

ARTICLE 7 - BILINGUAL PAY 2

ARTICLE 8 - COURT APPEARANCE 2

ARTICLE 9 – LONGEVITY PAY 2

ARTICLE 10 - MECHANICS' TOOL ALLOWANCE 3

ARTICLE 11 – ON-CALL/CALL OUT/STANDBY/BEEPER SCHEDULE COMPENSATION 3

ARTICLE 12 - OVERTIME AND COMPENSATORY TIME 5

ARTICLE 13 - PUBLIC WORKS CERTIFICATES 6

ARTICLE 14 – SHIFT DIFFERENTIAL 7

ARTICLE 15 - TEMPORARY ASSIGNMENT COMPENSATION 7

ARTICLE 16 - TRAINING PAY 7

ARTICLE 17 - UNIFORM ALLOWANCE 7

ARTICLE 19 - VEHICLE ALLOWANCE 8

ARTICLE 20 - WATER CERTIFICATES 8

ARTICLE 21- WELDING CERTIFICATION PAY 9
ARTICLE 22 – ALTERNATIVE WORK SCHEDULE 9
ARTICLE 23 - BENEFIT PLAN/HEALTH INSURANCE 9
ARTICLE 24 – DEFERRED COMPENSATION 12
ARTICLE 25 - EMPLOYEE ASSISTANCE PLAN 12
ARTICLE 26 - IRS SECTION 125 AND 129 12
ARTICLE 27 - LIFE INSURANCE 13
ARTICLE 28 - MEDICARE DEDUCTION 13
ARTICLE 29 - PERS RETIREMENT 13
ARTICLE 30 - PERS CONTRACT AMENDMENTS 14
ARTICLE 31 - RETIREE MEDICAL INSURANCE CONTRIBUTION 14
ARTICLE 32 - TUITION REIMBURSEMENT 15
ARTICLE 33 - BEREAVEMENT LEAVE 16
ARTICLE 34 - DISABILITY INSURANCE/PAID FAMILY LEAVE 17
ARTICLE 35 – FMLA POLICY 17
ARTICLE 36 - HOLIDAYS 17
ARTICLE 37 - JURY DUTY 17
ARTICLE 38 - PERSONAL EMERGENCY AND FAMILY ILLNESS LEAVE 18
ARTICLE 39 - PREGNANCY LEAVE 18
ARTICLE 40 - SICK LEAVE ACCRUAL 18
ARTICLE 41 - VACATION LEAVE ACCUMULATION 18
ARTICLE 42 - VACATION LEAVE SCHEDULE 18
ARTICLE 43 - MEAL RECEIPTS 19
ARTICLE 44 - MILEAGE REIMBURSEMENT 19
ARTICLE 45 - TRAINING AND TRAVEL 20
ARTICLE 46 - BARGAINING UNIT LITERATURE 20

ARTICLE 47 - CITY RIGHTS 21

ARTICLE 48 - DISCIPLINE AND GRIEVANCE 21

ARTICLE 49 - EMPLOYEE RELEASE TIME 22

ARTICLE 50 - JOB SHARING 22

ARTICLE 51 - NO STRIKE 23

ARTICLE 52 – PERSONNEL RULE 4.5(2) 23

ARTICLE 53 – PROMOTIONS 24

ARTICLE 54 - REOPENER ON PERFORMANCE STANDARDS AND CONTRACTING OUT OF WORK 24

ARTICLE 55 - RESIDENCY REQUIREMENT 24

ARTICLE 56 - SAVINGS CLAUSE 24

ARTICLE 57- TRAINEE APPOINTMENTS 24

ARTICLE 58 - WAIVER OF BARGAINING DURING THE TERM OF THIS AGREEMENT 25

EXHIBIT A - AFSCME EMPLOYEES 27

EXHIBIT B - THIRD PARTY ADVISORY PROCESS FOR DISCIPLINARY APPEALS 29

EXHIBIT C – SALARY SCHEDULE 33

MEMORANDUM OF UNDERSTANDING
BETWEEN

AMERICAN FEDERATION OF STATE, COUNTY, AND MUNICIPAL

EMPLOYEES, LOCAL 3915 (AFSCME)

AND THE CITY OF GLENDORA

September 1, 2025 – June 30, 2028

ARTICLE 1 - PURPOSE

Representatives of the American Federation of State, County, and Municipal Employees Local 3915 (AFSCME) and the City of Glendora have met and conferred in good faith relative to wages, hours and other terms and conditions of employment of the employees covered herein. It is the purpose of the Memorandum of Understanding to set forth the full and entire understanding of the parties reached as a result of good faith negotiation, which understanding the parties intend jointly to submit and recommend for approval and implementation to the Glendora City Council. It is agreed that this Memorandum of Understanding shall not be binding upon the parties unless and until said Glendora City Council acts, by majority vote, formally to approve said Memorandum of Understanding.

ARTICLE 2 - RECOGNITION

Pursuant to the provisions of the City's Employee Relations Resolution, the City of Glendora hereby recognizes the American Federation of State, County and Municipal Employees Local 3915 (AFSCME) as the certified bargaining representative for the members of the Bargaining Unit listed in Exhibit A.

ARTICLE 3 - TERM

The term of this Memorandum of Understanding (“MOU”) shall commence on September 1, 2025, which is deemed the “effective date” of the MOU and shall conclude on June 30, 2028, and shall supersede any other agreements in effect at that time. Unless otherwise provided herein, all of the provisions of this Memorandum of Understanding will remain in effect until amended.

ARTICLE 4 - CITY FACILITIES

The Bargaining Unit shall have use of City facilities for membership meetings and conferences upon reasonable advance notice to the appropriate City official, subject to applicable City regulations and availability. No Bargaining Unit meetings to interview and/or to endorse political candidates will be held within the Glendora City Hall building, including the City Council Chambers. Bargaining Unit

may book and use other City facilities subject to the required facility use and insurance rules, and City will waive any applicable rental fees.

ARTICLE 5 - DUES DEDUCTION

Upon written authorization by AFSCME, the City shall, on behalf of the Bargaining Unit, deduct monthly Bargaining Unit dues from the Members' salary. AFSCME agrees to indemnify the City and to hold the City harmless against any and all claims, demands, suits or other forms of liability that may arise out of, or by reason of, any action taken by the City for the purposes of complying with the provisions of this article.

ARTICLE 6 - WAGES

A. Effective the first payroll period commencing on or after July 1, 2026, all full-time AFSCME members shall receive a 3% base salary increase.

B. Effective the first payroll period commencing on or after July 1, 2027, all full-time AFSCME members shall receive a 3% base salary increase.

C. Effective the first payroll period commencing on or after July 1, 2028, all full-time AFSCME members shall receive a 3% base salary increase.

ARTICLE 7 - BILINGUAL PAY

The City has the sole and exclusive right to determine which employees, and how many employees, are eligible to receive bilingual pay of $150.00 per month. Designated employees will be required to speak and/or write fluent Spanish or other languages as designated by the City based on community needs.

The City shall administer a competency test to certify fluency in the designated language. Such certification shall be a condition prior to qualifying for bilingual pay.

ARTICLE 8 - COURT APPEARANCE

(Minimum: 1-hour travel plus actual court time)

This Article applies to employees who are required during off duty time to make an appearance in court at the request or instruction of the City of Glendora. It is the responsibility of each employee to inform their supervisor of the actual time involved to make such court appearances. It is not necessary for the off-duty employee to start from the police department and/ or other city facility or to return to a city facility immediately upon leaving court.

ARTICLE 9 – LONGEVITY PAY

A Longevity Pay benefit shall be paid effective the first full payroll period commencing on or after September 1, 2025, in addition to normal compensation,

when a full-time employee with a job classification that is part of the bargaining unit covered by this Agreement completes 5, 10, or 15 full years of continuous and uninterrupted employment with the City, part-time employment may be included as long as there was no separation from the City. Such benefit shall be subject to applicable payroll deductions. The Longevity Pay benefit will be implemented based on the following formula and paid on regular paydays:

Completed Years of Continuous Service	Amount Per Year	Amount Per Pay Period
5 – 9 Years	$1,500	$57.70
10 – 14 Years	$2,000	$76.93
15+ Years	$2,500	$96.16

ARTICLE 10 - MECHANICS' TOOL ALLOWANCE

Public Works mechanics will receive $500.00 per year tool allowance on a reimbursement basis and upon approval of the Director of Public Works for appropriate tools.

ARTICLE 11 – ON-CALL/CALL OUT/STANDBY/BEEPER SCHEDULE COMPENSATION

A. On-Call Compensation

On-Call pay is designed to compensate employees for being required to be available to return to duty with limited notice. There are two types of On-Call Pay: 1) On-Call Duty Pay and 2) Court On-Call Pay. Assignment and approval of On-Call assignments shall be at the discretion of the City based on business needs.

1. On-Call Duty Pay:

Eligible employees who are pre-assigned or scheduled to be available during non-working hours to respond to unscheduled calls shall be compensated at $30 per day for non-work hours on scheduled workdays and $60 per day for full non-workdays.

Employees assigned to On-Call Duty should have sufficient working knowledge, skills, and abilities to address any unscheduled work. Employees in a training or initial probationary capacity are generally not eligible for On-Call Duty. On-Call Duty will generally be assigned for a consecutive 7-day period.

Employees shall not receive On-Call pay during hours they are scheduled to, and are, working, or during meal/break periods.

An Employee assigned to On-Call Duty who becomes ill or has an emergency preventing them from carrying out their On-Call Duty assignment shall be responsible for immediately notifying their supervisor or manager. Prior to returning to scheduled On-Call Duty, the employee

must first notify their supervisor or manager to determine whether they are needed or required to resume such duty.

2. Court On-Call Pay:

Employees who have been subpoenaed to appear in Court on a City of Glendora case, and who are not on duty, who are in an "on-call" status, shall receive two hours CTO for all time spent in Court on-call prior to 12:30 p.m., and two hours CTO for all time spent on call after 12:30 p.m. Employees who are on paid working time during any portion of the morning or afternoon when they are called into Court shall not be eligible for Court on-call compensation.

B. Call-Out Compensation:

Call-Out pay is provided when an employee returns to work at the request of the City after the employee has been released from duty and left the worksite. An employee need not be assigned to On-Call Duty to be eligible to receive Call-Out Pay.

All call-out duty time, either scheduled or non-scheduled, will be compensated by time-and-one-half pay in accordance with the following schedule:

1. Preassigned or scheduled field responsibilities or assignments (e.g., checking telemetering and engines, checking barricades or excavations, etc.) on non-workdays will be compensated at a (2) two-hour minimum at a pay rate of time-and-one-half, and all time in excess of (2) two-hour minimum will be compensated at time-and-one-half for actual time worked.

2. Unscheduled call out duty will be compensated at a (2) two-hour minimum at a pay rate of time-and-one-half, and all time in excess of the (2) two-hour minimum will be compensated at time-and-one-half for actual hours worked.

3. Multiple call-outs will not be considered as separate call-outs if they occur within the same minimum compensated period.

4. Compensated Work Time exceeding minimums will be computed as half-hour intervals as follows:

Actual Time Worked	***Reporting Time***
1 - 30 Minutes	*30 Minutes*
31 - 60 Minutes	*1 Hour*

ARTICLE 12 - OVERTIME AND COMPENSATORY TIME

(Complies with FLSA and current City practices)

When it is in the best interest of the City, either the City Manager or the department head, or their designee may require an employee to be employed beyond the employee's regular hours of employment. Daily work period and weekly work period shall be determined by the department head. All overtime shall be computed in increments of one-quarter hour.

1. OVERTIME FOR HOURS WORKED IN EXCESS OF 40 HOURS DURING THE WORK WEEK. When required by law, overtime worked in excess of 40 hours per work week (excluding leave, holidays and compensatory time off), shall be compensated at one and one-half times the regular rate of pay. If not required by law,such overtime shall be compensated in accordance with Paragraph 2 following.

2. OVERTIME FOR HOURS WORKED NOT EXCEEDING 40 HOURS DURING THE WORK WEEK. Overtime for hours worked and earned in excess of 40 hours per work week (with paid leave, holidays and compensatory time off counted as hours earned), and overtime for hours worked in excess of the regularly scheduled daily work period, but not in excess of 40 hours during the work week, shall be compensated by comp time off or reimbursement as agreed to by the department head and the employee. Scheduled Paragraph 2 overtime shall be compensated as straight time. Non-scheduled Paragraph 2 overtime, which is overtime not scheduled more than 24 hours in advance, shall be compensated at one and one-half times the regular rate. All accrued compensatory time in excess of 85 hours shall be reimbursed at the current rate. Upon termination, employees shall be paid for accumulated compensatory time at the current rate.

Utilization of compensatory time off (CTO) shall be subject to the following terms and conditions:

a) All requests to use CTO must be made in writing by completing a Request for Time Off form and submitting the form to the requestor’s supervisor.

b) The request for CTO shall be approved or denied by the supervisor as soon as possible after being submitted.

   i. The request for CTO shall be approved on a first come, first served basis, provided the request does not result in a drop below the minimum staffing levels deemed appropriate by the applicable supervisor.

   ii. In order to allow the use of CTO, the City shall not be

required to pay another employee on an overtime basis in order to prevent a drop below minimum staffing levels.

iii. If the CTO request is denied, the employee shall be given the option of scheduling an alternate date to use CTO within 60 calendar days of the date the request was to be effective. If a date is not available within the 60-day period, the employee may choose, at his or her option, to receive cash compensation for the hours requested off.

iv. The City has established a 60-calendar-day rule as being reasonable for granting an alternative day off or for providing cash compensation. This clause is included to comply with the FLSA and the case of Mortensen v. County of Sacramento.

a. If the department is unable to schedule and grant use of the requested CTO within one year, cash payment shall be made in lieu of compensating time.

3. Work performed on call-back shall be compensated in the same manner as overtime. Standby duty, which does not constitute time worked, shall be compensated in a manner prescribed in writing by the City Manager.

4. Work performed on a City-observed holiday, during the regularly scheduled daily work period(s), shall be additionally compensated with eight hours pay or eight hours of comp time within the pay period it occurs or within 60 days after the holiday, with approval of Division Supervisor.

5. Work performed on a City-observed holiday which is not a regularly scheduled daily work period, shall constitute overtime, which shall be paid at one and one-half times the regular rate of pay, in addition to holiday pay earned for that holiday.

ARTICLE 13 - PUBLIC WORKS CERTIFICATES

Unit members in the Public Works Department who obtain a Public Works Certificate issued by Citrus College (or an equivalent institution) shall receive a one-time payment of $80.00 for each certificate obtained (up to a maximum of two certificates). The City will not compensate employees for certificates which are, or become, minimum qualifications for the employee's job classifications.

ARTICLE 14 – SHIFT DIFFERENTIAL

Non-sworn members will receive an additional 5% of base pay when working the following shifts:

- 3:00 p.m. to 3:20 a.m. shift
- 5:10 p.m. to 5:30 a.m. shift.

ARTICLE 15 - TEMPORARY ASSIGNMENT COMPENSATION

A temporary increase shall be given to all employees in the AFSCME Bargaining Unit, who have been temporarily assigned to a higher-level position. The temporarily-assigned employee will be compensated at Step 1 of the higher-level position or receive a five percent (5%) increase, whichever is greater. The temporary placement is at the discretion of the department head and the pay increase shall be effective beginning the first full workday of each assignment; provided, however, that such temporary increase shall not be given in the case of vacation relief.

An employee who has been temporarily assigned to a higher-level position for six (6) months during any consecutive 12-month period shall be promoted to the higher-level classification where: a) there is no incumbent; b) where the assigned employee meets the minimum qualifications; and c) it is a budgeted vacant position. Vacancy assessment and any resulting reorganization may impact position qualifications but shall not be used for the purposes of avoiding promotion. Should there be multiple employees qualifying for an acting assignment, it may be made on a rotating basis, but shall not be rotated for the purpose of avoiding compensation under this section.

ARTICLE 16 - TRAINING PAY

The City has the sole and exclusive right to determine which non-sworn police employees, and how many employees, are eligible to receive training pay of $200.00 per month. Training pay shall be paid only during those pay periods during which an employee is actually designated as the trainer.

ARTICLE 17 - UNIFORM ALLOWANCE

A. Community Preservation Officers, Sr. Community Service Officers, Community Service Officers, Court Liaison, Jailers, Police Service Representatives, and Police Records Specialists, Property and Evidence Technician (hereafter referred to as “Defined Uniformed Employees”):

1. Newly hired full-time Defined Uniformed Employees receive initial uniform issue as specified by the Police Chief in Police Departmental Orders.

2. An annual uniform allowance of $650.00 will be paid to full-time Defined Uniformed Employees.

3. Eligibility for annual uniform allowance begins 12 months after the original date of continuous employment in that classification, provided each employee purchases and maintains uniforms as directed by the Police Chief. The uniform allowance will be paid annually by the first pay period in December. The amount of the annual uniform allowance is subject to the employees' cost sharing provisions of PERS as specified in Article No. 16.

4. Subject to the review and approval of the Chief of Police or designee, City will replace or repair damaged uniforms (not including boots) for field personnel or others having contact with prisoners, damaged in the “line of duty”.

B. Parks and Public Works Field Personnel:

Parks and Public Works field personnel will receive nine sets of rental uniforms per month.

ARTICLE 18 - VOLUNTARY SAFETY SHOE POLICY

The City shall provide two-hundred and fifty dollars ($250) per fiscal year through the payroll process each July for full-time employees required to wear designated safety footwear pursuant to City Policy. Employees shall follow City safety policies/regulations and wear safety footwear to work and purchase such footwear at least annually. Employees, on an annual basis, pursuant to the City’s Personnel Policies, will self-certify that their footwear conforms to the City’s safety policy.

ARTICLE 19 - VEHICLE ALLOWANCE

A $200.00 monthly vehicle allowance is provided to Plans Examiners.

ARTICLE 20 - WATER CERTIFICATES

The City shall provide Water Certification Pay for eligible employees in the following classifications who obtain a California State Water Certificates beyond what is required by the employee’s classification:

- Water Utility Worker II
- Water Production Operator II
- Water Utility Leadworker

Eligible employees shall receive $80 monthly, paid in biweekly installments (over 26 pay periods per year), for certification above what is minimally required for the employee’s classification and shall be limited to a maximum of two (2) certificates (maximum of $160 monthly). The City will not compensate employees for water certificates which are, or become, minimum qualifications for the employee’s job classification.

ARTICLE 21- WELDING CERTIFICATION PAY

The City shall provide Welding Certification Pay in the amount of $200 monthly, paid in biweekly installments (over 26 pay periods per year), for eligible employees in the following designated classifications:

- Maintenance Worker
- Maintenance Leadworker
- Mechanic
- Water Utility Worker I/II
- Water Utility Leadworker

The number of employees required to perform welding tasks during the normal course and scope of their duties, and therefore eligible to receive this certification pay, is at the discretion of the City. The number of employees selected shall not be subject to appeal or the grievance procedure.

ARTICLE 22 – ALTERNATIVE WORK SCHEDULE

Alternative work schedules may be provided to AFSCME employees. The City's intent regarding the alternative work schedules is to consider employee requests for such schedules whenever operationally feasible and to permit employees currently on such alternative work schedules to remain on their approved work schedule. Operational needs of the department will affect scheduling decisions, and may necessitate the end of such schedules.

Available alternative work schedules may include the 9/80, 4/10, 3/12, variants; along with the traditional 5/8 schedule. Employees on alternative schedules will accrue paid time off based on the number of hours they work per workweek, in the same manner as do employees working a 5/8 schedule.

Approved time off taken will be charged based on the schedule worked (e.g. 10 hours of vacation charged for each vacation day on a 4/10 schedule).

Approval of any alternative schedules will be determined by the department head with the approval of the City Manager. Such requests shall not be unreasonably denied. Every effort shall be made to honor alternative work schedules for those employees currently on them. Any movement of employees to and from AWS shall be done in accordance with applicable Personnel Rules, Administrative Policies and or Procedures.

ARTICLE 23 - BENEFIT PLAN/HEALTH INSURANCE

A. Health, Dental & Vision Insurance:

(1) Medical Insurance

(a) Plans Offered: The City will maintain its contract with PERS to provide coverage under the Public Employees' Medical and Hospital

Care Act. Annuitants may participate at their cost subject to PERS regulations.

(b) Circumstances Under Which an Employee May Opt Out of City Coverage:

- Employees hired into the unit before January 1, 2026, are required to carry one of the City's designated medical plans unless they opt out. An employee may opt out of the City's designated medical plans during the annual open enrollment period by signing a written waiver each year. If the employee provides a written waiver and documentation confirming that they are enrolled in an alternative group health plan that satisfies the Patient Protection and Affordable Care Act's (ACA) group health plan mandates, that employee will also be entitled to the flexible benefit described below in Section B. Any employee who opts out of the City's offered health insurance may use the flexible benefit amount as described in Section B below as long as they have opted out and provided proof of enrollment in an alternative group health plan.

- Employees hired into the unit after January 1, 2026 are required to enroll in on of the City's designated medical plans and do not have the option to opt out.

(2) Dental Insurance: It is mandatory for employees to enroll in the City's designated dental plan and pay the premium unless, during the annual open enrollment period, the employee provides a written waiver and documentation confirming that they are enrolled in an alternative dental health plan. Dependent coverage is optional and at the employee's cost.

(3) Vision Insurance: It is mandatory for employees to enroll in the City's designated vision plan. The City will pay the employee's portion of the Vision Plan cost. Dependent coverage is optional and at the employee's cost.

B. Flexible Benefits:

- Effective the first full payroll period commencing on or after September 1, 2025, AFSCME members will be allotted a flexible benefit of one thousand three hundred and fifty dollars ($1,350) per month.

- Effective the first full payroll period commencing on or after January 1, 2026, AFSCME members will be allotted a flexible benefit of one thousand four hundred dollars ($1,400) per month.

- Effective the first full payroll period commencing on or after January 1, 2027, AFSCME members will be allotted a flexible benefit of one thousand five hundred dollars ($1,500) per month.

- Effective the first full payroll period commencing on or after January 1, 2028, AFSCME members will be allotted a flexible benefit of one thousand six hundred dollars ($1,600) per month.

  (1) Flexible Benefit for Employees hired before January 1, 2017: Employees hired before January 1, 2017, allotted flexible benefit amount may be allocated as described in Section B(3) below.
      a. no more than $850 per month may be convertible to cash as set forth in Section B(3), subsection (e) below.

  (2) Flexible Benefit for Employees hired on or after January 1, 2017: AFSCME employees hired on or after January 1, 2017, allotted flexible benefit amount may be allocated as described in Section B(3) below, subject to the following provisions:

      (a) no more than $425 per month may be allocated to deferred compensation as set forth in Section B(3), subsection (d) below; and

      (b) none of the flexible benefit amount is convertible to cash as set forth in Section B(3), subsection (e) below.

  (3) Allocation of Flexible Benefit Amounts: The employee will designate how the flexible benefit amount will be allocated for medical insurance, dental insurance, dependent vision coverage, cash (which is taxable), deferred compensation (Medicare taxable) or additional life insurance, subject to the following provisions:

      (a) Employees may direct flexible benefit amounts to City designated medical plans. To the extent any premium exceeds the flexible benefit amount, the employee will pay the additional cost.

      (b) Employees may use flexible benefit amounts to purchase coverage for City dental and/or vision plans. If the premium exceeds the flexible benefit amount, the employee will pay the additional cost.

      (c) Employees may use flexible benefit amounts toward the purchase of additional life insurance to a maximum of $500,000 or 5 times annual salary, whichever is less, subject to the terms and conditions of the insurance policy.

      (d) Employees may use flexible benefit amounts to participate, up to the maximum amount allowed by law, in a City provided deferred compensation plan. (Participation is not limited to flexible benefit funds.)

      (e) Employees hired on before January 1, 2017 may receive cash

payment of the flexible benefit amount as set forth in Section B, subsections (1) and (2) above, or any portion thereof, as long as the employee has enrolled in a City health plan or has presented proof of enrollment in alternative group health coverage, unless otherwise required by PERS or the I.R.S. Any flexible benefit amount taken as cash is subject to state and federal taxable deductions. The flexible benefit amount may not be used to reimburse an employee for any premium expenses an employee may incur for an individual health insurance policy, including a policy purchased through Covered California.

C. Reopener:

Either party may reopen negotiations at any time during the term of the MOU to address the impact of the Affordable Care Act (ACA) or any other change in state or federal law.

D. Medical Task Force:

The City and Union agree to establish a Medical Task Force to explore other medical benefit options outside of CalPERS Health.

ARTICLE 24 – DEFERRED COMPENSATION

Beginning the first full par period commencing on or after September 1, 2025, the City will match up to fifty dollars ($50.00) per pay period toward unit members' City offered deferred compensation plan. $1,200 annual maximum.

ARTICLE 25 - EMPLOYEE ASSISTANCE PLAN

City will maintain the current Employee Assistance Plan and supervisor training. Selection of the provider and administration of the plan will continue to be at discretion of City.

ARTICLE 26 - IRS SECTION 125 AND 129

City will maintain the IRS Section 125 and Section 129 plans to allow employees within this group the option to set aside pretax salary for excess premium costs for health, dental and vision insurance and other eligible costs, with the understanding that if a third-party administrator is retained, any service or administration fees will be employee costs and with the added condition that the Finance Department can accommodate implementation without additional administrative burden. The City retains the right to select and change the third-party administrator as necessary.

ARTICLE 27 - LIFE INSURANCE

The City of Glendora shall maintain, for the benefit of full-time employees within the Association, term life and accidental death insurance policy in the amount of $50,000 (premiums paid by the City). Employees may purchase additional term insurance to a maximum of $500,000 or five times annual salary, whichever is less, subject to the terms and conditions of the insurance policy.

ARTICLE 28 - MEDICARE DEDUCTION

Employees hired by the City of Glendora on after April 1, 1986, must participate in Medicare with the appropriate amount deducted from wages.

ARTICLE 29 - PERS RETIREMENT

A. Classic Employees (As defined by the PUBLIC EMPLOYEES' PENSION REFORM ACT OF 2013 and SUBSEQUENT AMENDMENTS TO THE ACT)

The City shall maintain its contract with PERS for retirement benefits to be calculated on the 2.5% at 55 formula for current unit members. The employee portion of PERS is presently 8%, of which the employee pays 100% as it may from time to time exist, and the City will pay 0%.

As soon as practical following City Council approval of the 2011-2013 MOU, the City amended its PERS contract to provide for the 2% at 60 benefit formula with final three years compensation, which shall apply to all "Classic" miscellaneous employees hired on and after the effective date of said contract amendment.

B. New Members (As defined by the PUBLIC EMPLOYEES' PENSION REFORM ACT OF 2013 and SUBSEQUENT AMENDMENTS TO THE ACT)

The California Public Employees' Pension Reform Act (PEPRA,) as it may from time to time exist, shall in its entirety be given full force and effect during and after the term of the 2013-2015 MOU. Any provision in this MOU which contradicts any provision of PEPRA shall be deemed null and void, with the contrary PEPRA provision(s) being given full force and effect. Therefore, no provision of PEPRA shall be deemed to impair any provision of this MOU, the 2013-2015 MOU or any MOU, Agreement, Rule or Regulation predating the 2013-2015 MOU.

Unit members hired on and after January 1, 2013, deemed to be a "new member" as defined in Government Code § 7522.04, shall individually pay an initial Member CALPERS contribution rate of 50% of the normal cost rate for the Defined Benefit Plan in which said "new member" is enrolled, rounded to the nearest quarter of 1%, or the current contribution rate of similarly situated employees, whichever is greater. (Government Code §

7522.30)

Unit members who are "new members" (miscellaneous employees) on and after January 1, 2013, shall be enrolled in the PEPRA-provided for 2% @ 62 retirement formula (Government Code § 7522.20).

Unit members who are "new members" on and after January 1, 2013, shall have "final compensation" measured by the highest average annual pensionable compensation earned by the member during a period of at least 36 consecutive months (Government Code § 7522.32.)

ARTICLE 30 - PERS CONTRACT AMENDMENTS

Any provision of Article 17 that is contrary to any provision of the Public Employees' Pension Reform Act of 2013, as the Act from time to time exists, shall be deemed invalid as to "new members" as defined by the PEPRA.

A. City agrees to maintain contract with PERS to include Section 21024, "Military Service Credit as Public Service".

B. City to maintain contract with PERS to retain "single-highest year retirement compensation" formula (Retirement Law Section 20042) for unit employees hired prior to the provisions of paragraph two of Article 16 above. (This provision does not apply to "new members" as defined by the PEPRA.)

C. City to maintain contract with PERS to provide unused sick leave credit (Section 20965). This retirement formula modification was made in 1986 in consideration for dropping prior sick leave bonus paid upon retirement.

D. 1959 Survivors Benefit Revision: The City will maintain its contract with PERS for the 1959 Survivors Benefits Program "increased" level (Level 2) at no additional cost to the employee. (The current standard level monthly employee cost is $2.00 and will remain an employee cost.)

E. Section 21551 (formerly Section 21237), as of January 1, 2000, automatically covers a spouse of a deceased local member who has remarried. If, at some future time, the City amends its contract with PERS to include Sections 21624, 21626 and 21628 (Post-Retirement Survivor Allowance), the City will include Section 21635 (formerly Section 21266) allowing a surviving spouse to continue to receive benefits after remarriage.

ARTICLE 31 - RETIREE MEDICAL INSURANCE CONTRIBUTION

The City pays the current minimum employer contribution for retiree medical insurance as required by the Public Employees' Medical and Hospital Care Act (PEMHCA). Effective January 1, 2017, the City will increase the employer contribution to pay a total of $200 per month towards the cost of any City designated PERS retiree medical plan.

In recognition of increased medical Insurance costs for retirees, in addition to the employer contribution described above, a supplemental reimbursement payment will be paid to members who retire directly from their employment with the City of Glendora by taking a regular service retirement, and drawing a retirement allowance, provided the member has a minimum of 20 years of service as a Glendora City employee, and at the time of retirement, has a minimum balance of 1,000 hours of accumulated sick leave. If a retiree ceases drawing a retirement allowance (by reinstatement to the PERS system), this payment shall cease forever and will not be reestablished upon a future retirement. This benefit shall also cease upon the death of the retiree and the retiree's survivors shall receive no further benefit under this provision.

Any member retiring after July 1, 2000, shall be eligible for a supplemental medical insurance reimbursement payment of $100.00 per month, paid quarterly, to age 65. Payment will only be made upon submittal of evidence satisfactory to the City of medical insurance coverage and costs actually incurred by the retiree during the period claimed for reimbursement. The quarterly payments shall be subject to withholding tax and other deductions required by law.

If at any time the retiree changes from a normal service retirement to disability retirement, all supplemental payments shall cease and previously paid amounts shall be returned to the City within a specified time. At the time of retirement, the employee must sign a written agreement containing these terms and conditions prior to the commencement of supplemental payments.

ARTICLE 32 - TUITION REIMBURSEMENT

All employees, except first time probationary employees, shall be eligible for the tuition reimbursement program, subject to the availability of budgeted funds, and must be for courses of study or training taken at an accredited California college or university, and directly related to the job or in preparation for future promotions within the City, subject to the limitations and provisions as described below:

All course work must be personally attended by the employee at an accredited California college or university, or a non-profit California institution of higher learning. With the advance approval of the Department Head and the City Manager, on-line courses of instruction offered by a California community college or a California State College or University may be substituted in lieu of personal attendance in a classroom.

Each eligible employee shall obtain approval from their department head and the Human Resources Director for the requested course of study a minimum of two weeks prior to enrollment. Advance approval must be obtained for place of education, course of study, time of completion and a total estimated cost to the City for the course or courses anticipated. Re-approval must be obtained for each change in course or place of education. Maximum costs for tuition and required class materials and books taken each year under this program shall be reimbursed for actual out-of-pocket costs incurred, based on the current cost of one academic

year's undergraduate tuition (or portion thereof), at Cal Poly Pomona California Resident rate. (Refer to annual State University Fee Schedule adopted by the Board of Trustees). The maximum reimbursement for required class materials and books shall not exceed $200.00 per semester. The City, for the purposes of maximum reimbursement to employees, will view the academic year as September through August and will reimburse tuition at an amount not to exceed the cost of an academic year for 6.1 or more undergraduate units taken at Cal Poly Pomona, as shown on the State University Fee Schedule.

Tuition reimbursement eligibility shall apply only to expenditures at State of California accredited community colleges and universities, or at State of California accredited private not for profit institutions. On-line or other home-study courses and institutions shall not be eligible for reimbursement unless they are offered by accredited California colleges and universities.

Once the reimbursement request is approved, the employee shall be reimbursed by the City, upon successful course completion and upon submittal of verified receipts of pre-payment by the employee of all costs related to the program. Costs that may be considered for reimbursement include tuition, books and other educational material as may be reasonably required with the proviso that any monies received from the subsequent sale of textbooks or materials previously paid for by the City, shall be returned to the City, or the employee shall provide proof by written declaration that the books and materials will be retained by the employee.

In order to receive reimbursement from the City for the course of study, the employee must complete the course with a minimum "C" (or passing "credit" for classes without letter grades) for each class taken that is subject to reimbursement consideration.

If the employee voluntarily terminates employment with the City within one year after completion of their reimbursed course of study, the employee shall be required to repay to the City all sums reimbursed to them expended for the educational program during the one year prior to their voluntary termination. The terminating employee will receive credit on the basis of one-twelfth (1/12) of the reimbursed cost each month that they worked for the City after completion of the course.

ARTICLE 33 - BEREAVEMENT LEAVE

If there is a death in the immediate family, including grandparents, great-grandparents, grandparents-in-law and great-grandparents-in-law, as defined under Section 10.8 of the Personnel Rules, a full-time employee (including Probationary employees) shall be allowed to use up to 5 days (i.e., 40 hours) of bereavement leave. In the event that the deceased family member's place of residence or the interment service is more than a 500-mile radius from Glendora, two additional bereavement leave days (i.e., 16 hours), will be allowed.

ARTICLE 34 - DISABILITY INSURANCE/PAID FAMILY LEAVE

Effective January 1, 2021, the City will maintain a disability benefit employer plan, which shall include a short-term and a long-term disability insurance benefit and the City shall pay the premium for the employee. Integration of leave balances (e.g., sick, vacation, etc.), either partially or fully, is allowed.

ARTICLE 35 – FMLA POLICY

The City shall provide family and medical care leave for eligible employees as required by state and federal law.

ARTICLE 36 - HOLIDAYS

The following twelve (12) holidays shall be equivalent to a regularly scheduled work shift:

New Year's Eve Day	Labor Day
New Year's Day	Veterans' Day
Martin Luther King, Jr. Day	Thanksgiving Day
Presidents' Day	Friday following Thanksgiving Day
Memorial Day	Christmas Eve Day
Independence Day	Christmas Day

Two (2) floating holidays will be included in the annual holiday schedule, subject to supervisory approval of scheduling. Floating holidays must be used by the last pay period with a June pay date of each City fiscal year. Floating holidays that are unused by the final June pay date will be paid out to the employee.

Holidays which fall on a Saturday will be observed on the preceding Friday. Holidays that fall on a Sunday will be observed on the following Monday. Employees required to work on a holiday (either the actual day or the day on which a holiday is observed) shall receive, in addition to regular compensation, one floating holiday for each holiday worked, which shall be taken by the end of the current fiscal year. Any such additional floating holidays which are not taken by the end of the fiscal year will be paid out to the employee.

Employees normally scheduled to work on a City-paid holiday, but who are on approved paid time off on the holiday, shall receive holiday pay in lieu of using their accrued paid time off.

ARTICLE 37 - JURY DUTY

Full-time employees who are called to jury service during their regularly scheduled work period shall be encouraged to perform this civic responsibility and shall be excused from work and shall receive regular compensation during, and up to a maximum of ten calendar jury service days (whole or partial day = one day), pursuant to Section 10.7 of the City Personnel Rules.

In the event an employee is impaneled on a jury case prior to the completion of ten days service, regular compensation will be paid for the duration of that case not to exceed an additional ten days.

ARTICLE 38 - PERSONAL EMERGENCY AND FAMILY ILLNESS LEAVE

Part A: Full-time employees may, upon their request and with department head pre-approval, use up to four (4) days (i.e., 32 hours) of sick leave as "Personal Emergency Leave" per 12-month period commencing the first pay period with a January pay date. Personal emergency leave may include such situations as lawyers and doctors' appointments, driver license renewal, home repair appointments, domestic situations not involving family illnesses, and business appointments which normally cannot be done at other non-work times. It shall not be used to extend vacation time.

Part B: (Family Illness Leave). Subject to the provisions of this MOU, the City Personnel Rules, and Section 233 of the California Labor Code, employees may use up to one-half (currently 48 hours) of their annually accrued paid sick time every year to attend to the illness of a family member as defined under applicable law.

ARTICLE 39 - PREGNANCY LEAVE

City shall provide employee pregnancy leaves for eligible employees as required by state and federal law.

ARTICLE 40 - SICK LEAVE ACCRUAL

Sick leave for full-time employees is accumulated on a biweekly basis at the rate of 3.69 hours per pay period on an unlimited basis. All other employees accrue paid sick time in accordance with City policy and applicable law.

ARTICLE 41 - VACATION LEAVE ACCUMULATION

Employees will stop accruing vacation leave if they have more than 160 working hours of vacation leave accumulated at the first pay period that ends in January. Only under abnormal or special situations may more than this amount be carried over and then only with the consent of the Department Head and City Manager. An example of an "abnormal or special situation" would be if the employee sought, and received prior approval, for extended vacation leave for an unusually long pre-planned vacation in Europe or where, due to the work demands of his/her department the employee was not allowed to take requested vacation time during that year.

ARTICLE 42 - VACATION LEAVE SCHEDULE

A. All eligible full-time employees with a job classification within the bargaining unit covered by this Agreement shall accrue vacation in accordance with the schedule below, which shows the number of hours of vacation **accrual**

possible relative to completed years of service. "Initial hire" is the most recent date of hire into a full-time position with the City of Glendora.

Vacation Leave Schedule	**Days of Vacation Per Year**	**Accrual Rate Per Pay Period**
Initial Hire through completion of 5 years	13	4.00
After 5 years (Start of Year 6)	14	4.31
After 6 years (Start of Year 7)	15	4.62
After 7 years (Start *of* Year 8)	16	4.92
After 8 years {Start of Year 9)	17	5.23
After 9 years (Start of Year 10)	**18**	5.54
After 10 years {Start of Year 11 and through End of Year 12)	19	5.85
After 12 years (Start of Year 13 and through End of Year 15)	20	6.15
After 15 years (Start of Year 16 and Beyond)	21	6.46

B. Department supervisors will endeavor to review and process all AFSCME Employees' vacation leave requests in a timely fashion so as to serve the needs of the department and the interests of the employee.

ARTICLE 43 - MEAL RECEIPTS

Business-related travel expenses and meal reimbursement shall be in the amount allowed by and subject to the conditions of City of Glendora Administrative Policy No. 3.08 as adopted December 1, 1998, or as later amended. No meal receipts shall be required from the employee requesting reimbursement, unless receipts are required by a third-party funding agency or unless the expense exceeds the Per Diem amount allowed by City policy. If meal reimbursement is deemed taxable income, the employee shall pay the tax, if any.

Commuter lunch for training purposes shall be that amount which is reimbursed by POST (currently $8.00). For POST or other authorized related off-site training, which requires an overnight stay, per diem meal reimbursement shall not exceed $45.00 per day calculated in the amounts of $9.00 breakfast, $11.00 lunch and $25.00 dinner. No meal receipts are required for per diem meals. Any meals provided by the hotel or training conference, not including continental breakfast, which are included in the registration or hotel fee, will be deducted from the per diem. If meal reimbursement is deemed taxable income, the employee shall pay the tax, if any.

ARTICLE 44 - MILEAGE REIMBURSEMENT

Vehicle mileage reimbursement shall be made at the same rate as approved by the IRS effective January 1 each year for the authorized use of a personal vehicle on City business. This does not apply to employees designated and receiving a fixed monthly vehicle allowance from the City or who are provided

with a City-owned vehicle for business purposes.

ARTICLE 45 - TRAINING AND TRAVEL

AFSCME employees assigned to training will attend, and travel to the training, on-duty whenever possible by administratively adjusting their regular work shift(s) accordingly and with manager approval. AFSCME employees will not be required to use their accrued paid time off to attend, or travel to, training assigned by the department.

AFSCME employees assigned to training off-duty will receive hour for hour overtime for time actually spent in training. AFSCME employees will receive one-hour minimum travel time and hour for hour thereafter for additional time spent traveling to and from training, if the AFSCME employee's work hours cannot be adjusted to cover travel to and from training.

AFSCME employees who request to participate in non-assigned training are subject to the discretionary approval of the Chief of Police or their Department Head for compensation.

Employees receiving a fixed monthly vehicle allowance, or who use their personal vehicle on City business and receive mileage reimbursement, shall obtain and maintain personal vehicle insurance as required by California law and said employee's insurance shall be "primary". Once annually, these employees shall provide their department head with evidence (such as an insurance identification card), that their personal vehicle is insured to at least the minimum level required by state law. Employees by doing so do not waive any sections of the State Government, Insurance or Vehicle Codes that may relate to driving while employed.

ARTICLE 46 - BARGAINING UNIT LITERATURE

Pursuant to Assembly Bill ("AB") No. 119, signed by the Governor on June 27, 2017, the parties hereto agree to the terms and conditions set below:

1. AFSCME will be allowed up to twenty (20) minutes with each new employee orientation session to talk to new Unit members and to explain the rights and benefits under the M.O.U. AFSCME will be given notice of a new employee onboarding session at least ten (10) days prior to the session.

2. "New employee orientation" shall mean and be understood by the parties as the onboarding process of a newly hired, promoted, demoted, or transferred Glendora City employee, whether in person, online, or through other means or media, in which newly hired Glendora City employees are advised of their employment status, rights, benefits, duties and responsibilities, or any other employment-related matters. "Newly hired employees" includes employees being hired to a permanent, temporary, full-time, part-time, promoted, demoted, transferred or seasonal position.

3. Within the earlier of 30 days after the date of hire or by the first pay period of the month following the hire of each newly hired Glendora City employee, the City will provide AFSCME with an electronic copy of the name, home address, personal email address, employee number, classification title, pay rate, work location, work phone number, hire date, birthdate, ethnicity, gender, and personal cell phone number of all new employees within 30 days of hire, and the City will provide AFSCME with an electronic copy of the same information above for all employees at least every 120 days.

4. AB 119 Employee Disclosure form will be agreed upon by both parties.

ARTICLE 47 - CITY RIGHTS

It is understood that all rights, powers and authority possessed by the City prior to the execution of the Agreement are retained by the City and remain exclusively and without limitation within the rights of the City. Such rights include, but are not limited to, determinations as to appropriate levels of service; consideration of the merits, necessity or organization of any service; determining the missions of its constituent departments; setting standards of service; determining staffing requirements; assigning and approving overtime; determining the procedures and standard of selection for employment and promotion; directing its employees; contracting for any work or operation; determining the number and location of work stations; determining employee performance standards including but not limited to, quality and quantity standards; determining the methods, means and personnel by which government operations are to be conducted; determining the content of job classifications; taking disciplinary action up to and including discharge for cause; relieving employees from duty because of lack of work or other economic reasons; taking all necessary actions to carry out its missions in emergencies, including the determination of whether or not an emergency exists; exercising control and discretion over its organization and the technology of performing its work, and establishing reasonable work and safety rules and regulations in order to maintain the efficiency and economy desirable in the performance of City services.

ARTICLE 48 - DISCIPLINE AND GRIEVANCE

A. Minor Discipline: Employees from this bargaining group subjected to “minor discipline” of suspension of 2 days or less, a performance evaluation, or written reprimand, may meet one-on-one with their Department Head to discuss the matter. The affected employee shall be allowed to exercise an employee’s option to secure representation for the meeting process. The Department Head’s decision shall be final, whether verbal or written.

B. Group/Bargaining Unit Grievance: A group grievance may be filed when one (1) set of circumstances or occurrences affects more than one (1) employee in the same manner or to the same extent. The group may file one (1) document which all members of the group have read and signed. Members of the group shall be limited to those who have signed the

grievance. The resolution of a group grievance may not be consistent among all employees in the group grievance due to differences in the circumstances or occurrences that brought about the grievance.

A group grievance affecting all members of an employee organization may be brought by the employee organization itself. In such case the procedure shall be commenced directly within fifteen (15) working days after authorized representatives of the employee organization knew or by reasonable diligence should have known of the condition giving rise to the grievance and shall be subject to all applicable time limitations and the provisions set forth in Rule 11 of the Personnel Rules.

C. Section 11.1 of the City Personnel Rules shall be amended to read as follows: Matters subject to grievance procedures. Any alleged violations(s) of the Personnel Rules or adopted MOU, except matters subject to Rule 9.0, shall be considered to be a matter subject to review through the grievance procedure.

D. Section 9.7.7 and Section 9.7.8 of the City Personnel Rules dealing with disciplinary appeal hearing procedures, shall be inapplicable to this bargaining unit and replaced by the procedures contained in attached Exhibit B.

E. Section 11.4 of the City Personnel Rules dealing with grievance appeal procedures, shall be inapplicable to this bargaining unit. The Advisory Arbitration process set forth in the Amendments to Rule 9 contained in attached Exhibit B, shall be utilized if the employee does not agree with the decision reached by the Department Head. It is expressly agreed and understood that the burden of proof, and the burden of going forward with the evidence, rests with the grievant(s) rather than the City.

ARTICLE 49 - EMPLOYEE RELEASE TIME

For meet and confer issues with management, City agrees to grant paid employee release time for up to five regular committee members and one alternate to attend scheduled bargaining or negotiating sessions. This paid time includes one half-hour release time at the beginning and at the end of each session for preparation. The alternate member shall only be released to attend a bargaining session when a “regular” member has indicated they are unable to attend. No employee shall receive overtime compensation for time spent in the meet and confer process. No more than two employees from the same division may serve on a committee.

ARTICLE 50 - JOB SHARING

Two employees, with the advance approval of the Department Head and the City Manager, may share one full-time position on a fifty-fifty basis. The salary and all benefits of such approved job-sharing arrangements shall be allocated on a fifty-fifty basis between the two employees. The City shall not incur any additional costs in salary and/or benefits as a consequence of the job sharing

arrangements and the sharing of benefits is subject to any policies or rules of the benefit provider.

The determination of the schedule worked (both days and hours) shall be approved by the Department Head. Once the schedule is agreed upon, the employees may not modify the schedule without the approval of the Department Head.

Prior to commencement of the job sharing arrangement, both employees shall enter into a written agreement with the Department Head setting forth the specifics of salary, benefits, work hours and other related benefits.

The job sharing arrangement may be revoked at any time by the Department Head in the event the Department Head determines the job sharing arrangement is not in the best interests of the City. The decision to revoke, as well as the decision to deny, a job sharing arrangement is not subject to the grievance procedure or any other appeal procedure.

ARTICLE 51 - NO STRIKE

B. It is agreed and understood that there will be no concerted strike, sympathy strike, work stoppage, slow-down, obstructive picketing, or concerted refusal or failure to fully and faithfully perform job functions and responsibilities, or other concerted interference with the operations of the City by the Bargaining Unit or by its officers, agents, or members during the term of this Agreement. Compliance with the request of other labor organizations to engage in such activities is included in the prohibition.

C. The Bargaining Unit recognizes the duty and obligation of its representatives to comply with the provisions of the Agreement and to make every effort toward inducing its members not to strike or participate in a sympathy strike, work stoppage, slow-down, or obstructive picketing. The Association agrees in good faith to actively take affirmative action to cause those employees to cease such action.

D. It is agreed and understood that any employee concertedly violating this article may be subject to disciplinary action up to and including discharge.

E. The expiration or violation of this Agreement shall not prejudice the City's right to assert the illegality of any such activities mentioned above if engaged in by the Bargaining Unit or employees.

ARTICLE 52 – PERSONNEL RULE 4.5(2)

A unit member shall be eligible for salary step 2 (i.e., B) upon completion of twelve (12) months of employment and for continued satisfactory and efficient service and continued improvement in the effective performance of the duties of the position. All remaining personnel rule conditions precedent to advancement to salary step 2 (i.e., B) shall remain unchanged.

ARTICLE 53 – PROMOTIONS

For position vacancies within the bargaining unit, the City shall consider all qualified employee applicants. Initial screening of internal candidates will be for minimum qualifications only; external candidates may be screened for additional highly desired criteria. Overall, the City will select the applicant who, in the City's judgement and discretion, is best qualified by virtue of skills, abilities, experience and other qualifications as defined in the job descriptions and/or outlined in the City's posting for the vacancy. The City reserves the right to hire the most qualified candidate for any position, whether an internal or external candidate.

ARTICLE 54 - REOPENER ON PERFORMANCE STANDARDS AND CONTRACTING OUT OF WORK

During the term of this Agreement, the City of Glendora has and retains the exclusive right to set performance standards for all positions in the bargaining unit.

The City also has and retains the exclusive right to contract out work currently performed by positions in the bargaining unit. Any such decision shall be preceded by a 60-day notice given to the bargaining unit which shall then be given an opportunity to meet and confer with the City on the implementation and impact of such a decision. City will consider displaced employees for existing vacancies provided employee is qualified and meets the competitive standard for the position.

The exercise of this reopener provision shall not be subject to any internal grievance or appeal process, PERB proceeding, and/or court action, and the obligation to meet and confer does not require the parties to utilize mediation or fact finding as part of the impasse process.

ARTICLE 55 - RESIDENCY REQUIREMENT

In order to provide an adequate response in the event of a natural disaster, major civil disobedience, or other City needs, any employee hired by the City to fill an employment position on or after July 1, 1997, must have and maintain a permanent primary (i.e. 51% or more of the time) residence within sixty-five (65) miles or less of the Glendora City Hall.

ARTICLE 56 - SAVINGS CLAUSE

If any part or provision of the Memorandum of Understanding is held to be invalid or unenforceable by any tribunal of competent jurisdiction, such determination shall not affect the validity of the remainder of this Memorandum of Understanding.

ARTICLE 57- TRAINEE APPOINTMENTS

A trainee appointment is an underfill appointment to a regular position made from an appropriate eligible list for a lower classification (one with a lower

maximum rate of pay) and is for the prescribed period as provided for in the City class specification. An employee appointed to a trainee classification must qualify for the higher classification or be terminated; promotional requirements are outlined in the City class specification.

During the period of trainee appointment, the trainee shall be in an at-will status and an incumbent cannot attain permanent status in any designated trainee classification. Appointments to each higher classification within the series are subject to probationary period requirements as provided for in the Personnel Rules.

A promotion from the trainee classification to the first regular classification in the series in which the employee can attain regular status (e.g., following successful completion of the probationary period), shall be considered the initial appointment to the City, and follow probationary period requirements for initial appointments.

The City shall follow the Personnel Rules concerning any City employees who have attained regular status in another classification prior to appointment to a trainee classification, and who are not successful during the training period or a subsequent promotional probationary period within the series.

ARTICLE 58 - WAIVER OF BARGAINING DURING THE TERM OF THIS AGREEMENT

Except as provided herein, during the term of this Memorandum of Understanding, the parties mutually agree that they will not seek to negotiate or bargain with regard to wages, hours and terms and conditions of employment specifically provided for in the Memorandum of Understanding.

The parties hereto have caused this Memorandum of Understanding to be executed this __day of _____ 2025.

CITY OF GLENDORA

Dated:_____ By:_____
Adam Raymond
City Manager

Dated: _____ By:_____
Marie Ricci
Deputy City Manager

American Federation State County Municipal Employees, Local 3915

Dated: _____ By:_____
Luis Schmidt
Business Representative
AFSCME District Council 36

EXHIBIT A - AFSCME EMPLOYEES

ACCOUNTANT
ACCOUNTING TECHNICIAN
ASSISTANT PLANNER
ASSOCIATE PLANNER
BUILDING/CONSTRUCTION INSPECTOR TRAINEE
BUILDING INSPECTOR
BUILDING TECHNICIAN
CIVIL ENGINEERING ASSISTANT
CIVIL ENGINEERING ASSISTANT II
COMMUNITY PRESERVATION OFFICER
COMMUNITY SERVICES OFFICER
CONSTRUCTION INSPECTOR
COURT LIASON
DIGITAL MEDIA SPECIALIST
DIGITAL MEDIA TECHNICIAN
ENGINEERING TECHNICIAN
HUMAN SERVICES AND OUTREACH COORDINATOR
JAILER
LIBRARIAN I
LIBRARIAN II
LIBRARY TECHNICIAN
MAINTENANCE LEAD WORKER
MAINTENANCE WORKER
MECHANIC
OFFICE ASSISTANT
PAYROLL ACCOUNTANT
PLANNING TECHNICIAN
PLANS EXAMINER
POLICE DISPATCHER I
POLICE DISPATCHER II
POLICE OFFICER TRAINEE
POLICE RECORDS SPECIALIST
PROPERTY AND EVIDENCE TECHNICIAN
RECREATION & HUMAN SERVICES COORDINATOR
REGISTERED ASSOCIATE CIVIL ENGINEER
SENIOR ACCOUNTANT
SENIOR ACCOUNTING TECHNICIAN
SENIOR BUILDING INSPECTOR
SENIOR COMMUNITY SERVICES OFFICER
SENIOR DIGITAL MEDIA SPECIALIST
SENIOR LIBRARY TECHNICIAN
SENIOR MAINTENANCE WORKER

SENIOR OFFICE ASSISTANT
SENIOR PERMIT TECHNICIAN
WATER CONSERVATION OFFICER
WATER PRODUCTION LEAD OPERATOR
WATER PRODUCTION OPERATOR I
WATER PRODUCTION OPERATOR II
WATER UTILITY LEADWORKER
WATER UTILITY WORKER I
WATER UTILITY WORKER II
WATER UTILITY WORKER TRAINEE

EXHIBIT B - THIRD PARTY ADVISORY PROCESS FOR DISCIPLINARY APPEALS

The "third party" advisory process is the step between the Department Director's action and the City Manager's final decision. In the Department Director's notice of final disciplinary action (which should be served by certified mail or personal delivery) shall be a statement which clearly informs the employee that he/she has the right, within ten (10) working days after receipt of the response, to request the next level of appeal. The day the employee receives the Department Director's final notice shall not count as one of the ten (10) days.

The employee's request for the next level of appeal must be addressed to the Personnel Director and received in the Personnel Office so that same is date stamped by the Personnel Office within the ten-day period.

If, within the ten-day appeal period, the employee involved does not file said appeal, unless good cause for the failure is shown, the action of the Department Director shall be considered conclusive and shall take effect as prescribed. If within the ten-day appeal period, the employee involved files such notice of appeal by giving written notice of appeal to the Personnel Director, an appeal hearing shall be established as follows:

a) If a single third party hearing officer cannot be agreed upon by the Personnel Director and the employee's representative (or employee alone if unrepresented), the American Arbitration Association shall be requested to submit a list of seven (7) persons qualified to act as arbiters to the City and the employee. Within ten (10) days following receipt of the list of arbiters, the parties shall meet to select the arbiter. The parties shall alternately strike one (1) name from the list of arbiters (the right to strike the first name to be determined by lot) until one (1) name remains, and that person shall be the arbiter.

b) Where practicable, the date for a hearing shall not be less than twenty (20) days, nor more than sixty (60) days, from the date of the filing of the appeal with the Personnel Director. The parties may stipulate to a longer or shorter period of time in which to hear the appeal. All interested parties shall be notified in writing of the date, time and place of hearing.

c) All hearings shall be private, however, the arbiter shall, at the request of the employee, open the hearing to the public.

d) Subpoenas and subpoenas duces tecums pertaining to a hearing shall be issued at the request of either party, not less than five (5) working days, prior to the commencement of such hearing. After the commencement of such hearing, subpoenas shall be issued only at the discretion of the arbiter.

e) The hearing need not be conducted in accordance with technical rules relating to evidence and witnesses. Any relevant evidence shall be admitted if it is the sort of evidence on which reasonable persons are accustomed to rely in the conduct of serious affairs, regardless of the existence of any common law or statutory rules which might make improper the admission of such evidence over objection in civil actions. Hearsay evidence may be used for the purpose of supplementing or explaining any direct evidence but shall not be sufficient in itself to support a finding unless it would be admissible over objection in civil actions. The rules of privilege shall be effective to the same extent that they are now or hereafter may be recognized in civil and criminal actions, and irrelevant and unduly repetitious evidence shall be excluded. The arbiter shall not be bound by technical rules of evidence. The arbiter shall rule on the admission or exclusion of evidence.

f) Each party shall have these rights: To be represented by legal counsel or other person of his/her choice; to call and examine witnesses; to introduce evidence; to cross-examine opposing witnesses on any matter relevant to the issues even though that matter was not covered in the direct examination; to impeach any witness regardless of which party first called him/her to testify; and to rebut the evidence against him/her. If the respondent does not testify in his/her own behalf, he/she may be called and examined as if under cross-examination. Oral evidence shall be taken only on oath or affirmation. A court reporter will be engaged to record the hearing, unless the parties (City, employee/employer representative) mutually agree that same is not necessary. In the event that both parties mutually agree that a court reporter is not necessary, the hearing shall be electronically recorded. If either party requests a transcript of the electronic recording, the City shall have the recording transcribed by a court reporter.

g) The hearing shall proceed in the following order, unless the arbiter, for special reason, otherwise directs:

(1) The party imposing discipline shall be permitted to make an opening statement;

(2) The appealing party shall then be permitted to make an opening statement;

(3) The party imposing disciplinary action shall produce the evidence on his/her part; the City bears the burden of proof and burden of producing evidence;

(4) The party appealing from such disciplinary action may then open his/her defense and offer his/her evidence in support thereof; the employee bears the burden of proof and the burden of producing evidence for any affirmative defenses asserted;

(5) The parties may then, in order, respectively offer rebutting evidence only, unless the arbiter for good reason, permits them to offer evidence upon their original case;

(6) Closing arguments shall be permitted and written briefs may be permitted at the discretion of the arbiter.

h) The arbiter shall determine relevancy, weight, and credibility of testimony and evidence. He/she shall base his/her findings on the preponderance of evidence. During the examination of a witness, all other witnesses, except the parties, shall be excluded from the hearing unless the arbiter, in his/her discretion, for good cause, otherwise directs. No still photographs, moving pictures, or television pictures shall be taken in the hearing chamber during a hearing. The arbiter, prior to or during a hearing, may grant a continuance for any reason he/she believes to be important to reaching a fair and proper decision. The arbiter shall render his/her written judgment as soon after the conclusion of the hearing as possible and in no event later than thirty (30) days after conducting the hearing. His/her decision shall set forth which charges, if any, are sustained and the reasons therefore. The opinion shall set forth findings of fact and conclusions. The opinion shall be advisory only.

i) The arbiter may recommend sustaining or rejecting any or all of the charges filed against the employee. He/she may recommend sustaining, rejecting or modifying the disciplinary action invoked against the employee. He/she may not recommend for discipline more stringent than that invoked by the Department Director.

The arbiter's opinion and recommendation shall be filed with the City Manager, with a copy sent to the charged employee, and the Personnel Director, and shall set forth his/her findings and recommendations. If it is a dismissal hearing and a dismissal is not the arbiter's recommendation, the opinion shall set forth the recommended date the employee is recommended to be reinstated and/or other recommended action. The reinstatement date, if appropriate, may be any time on or after the date of disciplinary action.

j) Within thirty (30) days of the receipt of the arbiter's findings and recommendation, and transcript (if requested), whichever date is later, the City Manager shall adopt, amend, modify or reject the recommended findings, conclusions, and/or opinions of the arbiter. Prior to making a decision which modifies or rejects the recommendation of the arbiter, the City Manager shall order and read

the transcript of the Third Party Advisory Process. Prior to making a decision which supports the arbiter, the City Manager may order and read the subject transcript, at his/her option. The City Manager shall not conduct a de novo hearing. The City Manager may, at his/her option, allow limited oral arguments and/or may request and review written statements from either side. The decision of the City Manager shall be final and conclusive. Copies of the City Manager's decision, including the arbiter's recommendation(s) shall be filed where appropriate, including the employee's personnel file, unless no discipline is upheld by the City Manager.

Each party shall bear equally the cost of facilities, fees and expenses of the arbiter, including the court reporter and transcripts. Each party shall bear its own witness and attorney fees. If either party unilaterally cancels or postpones a scheduled arbitration, thereby resulting in a fee charged by the arbiter or court reporter, then the party responsible for the cancellation or postponement shall be solely responsible for payment of that fee. This process shall not apply to mutual settlements by the parties which result in an arbitration fee.

k) In the case of suspension, demotion, reduction in salary, or dismissal prescribed by the City Manager, the time of such suspension, demotion or dismissal shall be effective from the first day after such delivery of said decision or shall relate back to and be effective as of the date the employee was suspended from duty pending hearing before and decision by the City Manager, whichever is applicable. If discipline imposed resulted in loss of pay, and the decision results in reduction or elimination of loss of pay, the pay loss shall be restored to the employee based on the number of standard work hours lost computed at his/her then base hourly rate.

l) The provisions of Section 1094.6 of the Code of Civil Procedure shall be applicable to proceedings under this Section.

EXHIBIT C – SALARY SCHEDULE

CITY OF GLENDORA
AFSCME SALARY SCHEDULE
SALARY SCHEDULE EFFECTIVE JULY 6, 2026

	3% INCREASE				
	APPROXIMATE MONTHLY				
POSITION TITLE	**Step 1**	**Step 2**	**Step 3**	**Step 4**	**Step 5**
ACCOUNTANT	6,003.72	6,303.90	6,619.10	6,950.05	7,297.56
ACCOUNTING TECHNICIAN	4,248.99	4,461.44	4,684.52	4,918.74	5,164.68
ASSISTANT PLANNER	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
ASSOCIATE PLANNER	6,962.47	7,310.60	7,676.13	8,059.93	8,462.93
BUILDING/CONSTRUCTION INSPECTOR TRAINEE	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
BUILDING INSPECTOR	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
BUILDING TECHNICIAN	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
CIVIL ENGINEERING ASSISTANT	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
CIVIL ENGINEERING ASSISTANT II	7,136.53	7,493.36	7,868.03	8,261.43	8,674.50
COMMUNITY PRESERVATION OFFICER	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
COMMUNITY SERVICES OFFICER	4,690.10	4,924.60	5,170.83	5,429.37	5,700.84
CONSTRUCTION INSPECTOR	6,307.66	6,623.04	6,954.19	7,301.90	7,667.00
COURT LIASON	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
DIGITAL MEDIA SPECIALIST	6,792.66	7,132.29	7,488.90	7,863.35	8,256.52
DIGITAL MEDIA TECHNICIAN	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
ENGINEERING TECHNICIAN	5,050.72	5,303.26	5,568.42	5,846.84	6,139.18
HUMAN SERVICES AND OUTREACH COORDINATOR	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
JAILER	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
LIBRARIAN I	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
LIBRARIAN II	6,792.66	7,132.29	7,488.90	7,863.35	8,256.52
LIBRARY TECHNICIAN	4,248.99	4,461.44	4,684.52	4,918.74	5,164.68
MAINTENANCE LEAD WORKER	5,439.07	5,711.03	5,996.58	6,296.41	6,611.23
MAINTENANCE WORKER	4,355.22	4,572.98	4,801.63	5,041.71	5,293.80
MECHANIC	5,050.72	5,303.26	5,568.42	5,846.84	6,139.18
OFFICE ASSISTANT	3,755.49	3,943.27	4,140.43	4,347.45	4,564.82
PAYROLL ACCOUNTANT	6,003.72	6,303.90	6,619.10	6,950.05	7,297.56
PLANNING TECHNICIAN	4,927.53	5,173.91	5,432.60	5,704.23	5,989.45
PLANS EXAMINER	7,136.53	7,493.36	7,868.03	8,261.43	8,674.50
POLICE DISPATCHER I	5,050.72	5,303.26	5,568.42	5,846.84	6,139.18
POLICE DISPATCHER II	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
POLICE OFFICER TRAINEE	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
POLICE RECORDS SPECIALIST	4,145.36	4,352.63	4,570.26	4,798.77	5,038.71
PROPERTY AND EVIDENCE TECHNICIAN	5,306.41	5,571.73	5,850.32	6,142.84	6,449.98
RECREATION & HUMAN SERVICES COORDINATOR	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
REGISTERED ASSOCIATE CIVIL ENGINEER	8,074.33	8,478.05	8,901.95	9,347.05	9,814.40
SENIOR ACCOUNTANT	6,962.47	7,310.60	7,676.13	8,059.93	8,462.93
SENIOR ACCOUNTING TECHNICIAN	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
SENIOR BUILDING INSPECTOR	7,497.82	7,872.71	8,266.35	8,679.67	9,113.65
SENIOR COMMUNITY SERVICES OFFICER	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
SENIOR DIGITAL MEDIA SPECIALIST	7,877.40	8,271.27	8,684.83	9,119.07	9,575.03
SENIOR LIBRARY TECHNICIAN	4,575.70	4,804.49	5,044.71	5,296.95	5,561.80
SENIOR MAINTENANCE WORKER	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
SENIOR OFFICE ASSISTANT	4,145.36	4,352.63	4,570.26	4,798.77	5,038.71
SENIOR PERMIT TECHNICIAN	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
WATER CONSERVATION OFFICER	5,306.41	5,571.73	5,850.32	6,142.84	6,449.98
WATER PRODUCTION LEAD OPERATOR	6,465.35	6,788.62	7,128.05	7,484.45	7,858.67
WATER PRODUCTION OPERATOR I	5,306.41	5,571.73	5,850.32	6,142.84	6,449.98
WATER PRODUCTION OPERATOR II	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
WATER UTILITY LEADWORKER	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
WATER UTILITY WORKER I	4,927.53	5,173.91	5,432.60	5,704.23	5,989.45
WATER UTILITY WORKER II	5,575.05	5,853.80	6,146.49	6,453.82	6,776.51
WATER UTILITY WORKER TRAINEE	4,248.99	4,461.44	4,684.52	4,918.74	5,164.68

CITY OF GLENDORA
AFSCME SALARY SCHEDULE
SALARY SCHEDULE EFFECTIVE JULY 5, 2027

	3% INCREASE				
	APPROXIMATE MONTHLY				
POSITION TITLE	Step 1	Step 2	Step 3	Step 4	Step 5
ACCOUNTANT	6,183.83	6,493.02	6,817.67	7,158.56	7,516.48
ACCOUNTING TECHNICIAN	4,376.46	4,595.29	4,825.05	5,066.31	5,319.62
ASSISTANT PLANNER	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
ASSOCIATE PLANNER	7,171.35	7,529.91	7,906.41	8,301.73	8,716.82
BUILDING/CONSTRUCTION INSPECTOR TRAINEE	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
BUILDING INSPECTOR	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
BUILDING TECHNICIAN	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
CIVIL ENGINEERING ASSISTANT	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
CIVIL ENGINEERING ASSISTANT II	7,350.63	7,718.16	8,104.07	8,509.27	8,934.74
COMMUNITY PRESERVATION OFFICER	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
COMMUNITY SERVICES OFFICER	4,830.80	5,072.34	5,325.96	5,592.25	5,871.87
CONSTRUCTION INSPECTOR	6,496.89	6,821.73	7,162.82	7,520.96	7,897.01
COURT LIASON	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
DIGITAL MEDIA SPECIALIST	6,996.44	7,346.26	7,713.57	8,099.25	8,504.21
DIGITAL MEDIA TECHNICIAN	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
ENGINEERING TECHNICIAN	5,202.24	5,462.35	5,735.47	6,022.24	6,323.36
HUMAN SERVICES AND OUTREACH COORDINATOR	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
JAILER	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
LIBRARIAN I	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
LIBRARIAN II	6,996.44	7,346.26	7,713.57	8,099.25	8,504.21
LIBRARY TECHNICIAN	4,376.46	4,595.29	4,825.05	5,066.31	5,319.62
MAINTENANCE LEAD WORKER	5,602.24	5,882.36	6,176.48	6,485.30	6,809.56
MAINTENANCE WORKER	4,485.88	4,710.17	4,945.68	5,192.96	5,452.61
MECHANIC	5,202.24	5,462.35	5,735.47	6,022.24	6,323.36
OFFICE ASSISTANT	3,868.16	4,061.57	4,264.64	4,477.88	4,701.77
PAYROLL ACCOUNTANT	6,183.83	6,493.02	6,817.67	7,158.56	7,516.48
PLANNING TECHNICIAN	5,075.36	5,329.13	5,595.58	5,875.36	6,169.13
PLANS EXAMINER	7,350.63	7,718.16	8,104.07	8,509.27	8,934.74
POLICE DISPATCHER I	5,202.24	5,462.35	5,735.47	6,022.24	6,323.36
POLICE DISPATCHER II	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
POLICE OFFICER TRAINEE	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
POLICE RECORDS SPECIALIST	4,269.72	4,483.21	4,707.37	4,942.74	5,189.87
PROPERTY AND EVIDENCE TECHNICIAN	5,465.60	5,738.89	6,025.83	6,327.12	6,643.48
RECREATION & HUMAN SERVICES COORDINATOR	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
REGISTERED ASSOCIATE CIVIL ENGINEER	8,316.56	8,732.39	9,169.01	9,627.46	10,108.84
SENIOR ACCOUNTANT	7,171.35	7,529.91	7,906.41	8,301.73	8,716.82
SENIOR ACCOUNTING TECHNICIAN	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
SENIOR BUILDING INSPECTOR	7,722.76	8,108.89	8,514.34	8,940.06	9,387.06
SENIOR COMMUNITY SERVICES OFFICER	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
SENIOR DIGITAL MEDIA SPECIALIST	8,113.72	8,519.41	8,945.38	9,392.65	9,862.28
SENIOR LIBRARY TECHNICIAN	4,712.97	4,948.62	5,196.05	5,455.86	5,728.65
SENIOR MAINTENANCE WORKER	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
SENIOR OFFICE ASSISTANT	4,269.72	4,483.21	4,707.37	4,942.74	5,189.87
SENIOR PERMIT TECHNICIAN	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
WATER CONSERVATION OFFICER	5,465.60	5,738.89	6,025.83	6,327.12	6,643.48
WATER PRODUCTION LEAD OPERATOR	6,659.31	6,992.27	7,341.89	7,708.98	8,094.43
WATER PRODUCTION OPERATOR I	5,465.60	5,738.89	6,025.83	6,327.12	6,643.48
WATER PRODUCTION OPERATOR II	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
WATER UTILITY LEADWORKER	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
WATER UTILITY WORKER I	5,075.36	5,329.13	5,595.58	5,875.36	6,169.13
WATER UTILITY WORKER II	5,742.30	6,029.42	6,330.89	6,647.43	6,979.80
WATER UTILITY WORKER TRAINEE	4,376.46	4,595.29	4,825.05	5,066.31	5,319.62

CITY OF GLENDORA
AFSCME SALARY SCHEDULE
SALARY SCHEDULE EFFECTIVE JULY 3, 2028

	3% INCREASE				
	APPROXIMATE MONTHLY				
POSITION TITLE	Step 1	Step 2	Step 3	Step 4	Step 5
ACCOUNTANT	6,369.35	6,687.81	7,022.20	7,373.31	7,741.98
ACCOUNTING TECHNICIAN	4,507.76	4,733.15	4,969.80	5,218.29	5,479.21
ASSISTANT PLANNER	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
ASSOCIATE PLANNER	7,386.49	7,755.81	8,143.60	8,550.78	8,978.32
BUILDING/CONSTRUCTION INSPECTOR TRAINEE	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
BUILDING INSPECTOR	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
BUILDING TECHNICIAN	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
CIVIL ENGINEERING ASSISTANT	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
CIVIL ENGINEERING ASSISTANT II	7,571.15	7,949.71	8,347.19	8,764.55	9,202.78
COMMUNITY PRESERVATION OFFICER	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
COMMUNITY SERVICES OFFICER	4,975.72	5,224.51	5,485.73	5,760.02	6,048.02
CONSTRUCTION INSPECTOR	6,691.79	7,026.38	7,377.70	7,746.59	8,133.92
COURT LIASON	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
DIGITAL MEDIA SPECIALIST	7,206.33	7,566.65	7,944.98	8,342.23	8,759.34
DIGITAL MEDIA TECHNICIAN	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
ENGINEERING TECHNICIAN	5,358.31	5,626.22	5,907.54	6,202.91	6,513.06
HUMAN SERVICES AND OUTREACH COORDINATOR	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
JAILER	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
LIBRARIAN I	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
LIBRARIAN II	7,206.33	7,566.65	7,944.98	8,342.23	8,759.34
LIBRARY TECHNICIAN	4,507.76	4,733.15	4,969.80	5,218.29	5,479.21
MAINTENANCE LEAD WORKER	5,770.31	6,058.83	6,361.77	6,679.86	7,013.85
MAINTENANCE WORKER	4,620.45	4,851.48	5,094.05	5,348.75	5,616.19
MECHANIC	5,358.31	5,626.22	5,907.54	6,202.91	6,513.06
OFFICE ASSISTANT	3,984.20	4,183.41	4,392.58	4,612.21	4,842.82
PAYROLL ACCOUNTANT	6,369.35	6,687.81	7,022.20	7,373.31	7,741.98
PLANNING TECHNICIAN	5,227.62	5,489.00	5,763.45	6,051.62	6,354.20
PLANS EXAMINER	7,571.15	7,949.71	8,347.19	8,764.55	9,202.78
POLICE DISPATCHER I	5,358.31	5,626.22	5,907.54	6,202.91	6,513.06
POLICE DISPATCHER II	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
POLICE OFFICER TRAINEE	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
POLICE RECORDS SPECIALIST	4,397.81	4,617.70	4,848.59	5,091.02	5,345.57
PROPERTY AND EVIDENCE TECHNICIAN	5,629.57	5,911.05	6,206.60	6,516.93	6,842.78
RECREATION & HUMAN SERVICES COORDINATOR	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
REGISTERED ASSOCIATE CIVIL ENGINEER	8,566.06	8,994.36	9,444.08	9,916.29	10,412.10
SENIOR ACCOUNTANT	7,386.49	7,755.81	8,143.60	8,550.78	8,978.32
SENIOR ACCOUNTING TECHNICIAN	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
SENIOR BUILDING INSPECTOR	7,954.44	8,352.16	8,769.77	9,208.26	9,668.67
SENIOR COMMUNITY SERVICES OFFICER	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
SENIOR DIGITAL MEDIA SPECIALIST	8,357.13	8,774.99	9,213.74	9,674.43	10,158.15
SENIOR LIBRARY TECHNICIAN	4,854.36	5,097.08	5,351.94	5,619.53	5,900.51
SENIOR MAINTENANCE WORKER	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
SENIOR OFFICE ASSISTANT	4,397.81	4,617.70	4,848.59	5,091.02	5,345.57
SENIOR PERMIT TECHNICIAN	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
WATER CONSERVATION OFFICER	5,629.57	5,911.05	6,206.60	6,516.93	6,842.78
WATER PRODUCTION LEAD OPERATOR	6,859.09	7,202.04	7,562.14	7,940.25	8,337.26
WATER PRODUCTION OPERATOR I	5,629.57	5,911.05	6,206.60	6,516.93	6,842.78
WATER PRODUCTION OPERATOR II	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
WATER UTILITY LEADWORKER	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
WATER UTILITY WORKER I	5,227.62	5,489.00	5,763.45	6,051.62	6,354.20
WATER UTILITY WORKER II	5,914.57	6,210.30	6,520.81	6,846.85	7,189.20
WATER UTILITY WORKER TRAINEE	4,507.76	4,733.15	4,969.80	5,218.29	5,479.21

CITY OF GLENDORA
AFSCME SALARY SCHEDULE
SALARY SCHEDULE EFFECTIVE JULY 6, 2026

3% INCREASE

	APPROXIMATE MONTHLY				
POSITION TITLE	**Step 1**	**Step 2**	**Step 3**	**Step 4**	**Step 5**
ACCOUNTANT	6,003.72	6,303.90	6,619.10	6,950.05	7,297.56
ACCOUNTING TECHNICIAN	4,248.99	4,461.44	4,684.52	4,918.74	5,164.68
ASSISTANT PLANNER	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
ASSOCIATE PLANNER	6,962.47	7,310.60	7,676.13	8,059.93	8,462.93
BUILDING/CONSTRUCTION INSPECTOR TRAINEE	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
BUILDING INSPECTOR	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
BUILDING TECHNICIAN	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
CIVIL ENGINEERING ASSISTANT	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
CIVIL ENGINEERING ASSISTANT II	7,136.53	7,493.36	7,868.03	8,261.43	8,674.50
COMMUNITY PRESERVATION OFFICER	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
COMMUNITY SERVICES OFFICER	4,690.10	4,924.60	5,170.83	5,429.37	5,700.84
CONSTRUCTION INSPECTOR	6,307.66	6,623.04	6,954.19	7,301.90	7,667.00
COURT LIASON	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
DIGITAL MEDIA SPECIALIST	6,792.66	7,132.29	7,488.90	7,863.35	8,256.52
DIGITAL MEDIA TECHNICIAN	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
ENGINEERING TECHNICIAN	5,050.72	5,303.26	5,568.42	5,846.84	6,139.18
HUMAN SERVICES AND OUTREACH COORDINATOR	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
JAILER	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
LIBRARIAN I	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
LIBRARIAN II	6,792.66	7,132.29	7,488.90	7,863.35	8,256.52
LIBRARY TECHNICIAN	4,248.99	4,461.44	4,684.52	4,918.74	5,164.68
MAINTENANCE LEAD WORKER	5,439.07	5,711.03	5,996.58	6,296.41	6,611.23
MAINTENANCE WORKER	4,355.22	4,572.98	4,801.63	5,041.71	5,293.80
MECHANIC	5,050.72	5,303.26	5,568.42	5,846.84	6,139.18
OFFICE ASSISTANT	3,755.49	3,943.27	4,140.43	4,347.45	4,564.82
PAYROLL ACCOUNTANT	6,003.72	6,303.90	6,619.10	6,950.05	7,297.56
PLANNING TECHNICIAN	4,927.53	5,173.91	5,432.60	5,704.23	5,989.45
PLANS EXAMINER	7,136.53	7,493.36	7,868.03	8,261.43	8,674.50
POLICE DISPATCHER I	5,050.72	5,303.26	5,568.42	5,846.84	6,139.18
POLICE DISPATCHER II	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
POLICE OFFICER TRAINEE	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
POLICE RECORDS SPECIALIST	4,145.36	4,352.63	4,570.26	4,798.77	5,038.71
PROPERTY AND EVIDENCE TECHNICIAN	5,306.41	5,571.73	5,850.32	6,142.84	6,449.98
RECREATION & HUMAN SERVICES COORDINATOR	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
REGISTERED ASSOCIATE CIVIL ENGINEER	8,074.33	8,478.05	8,901.95	9,347.05	9,814.40
SENIOR ACCOUNTANT	6,962.47	7,310.60	7,676.13	8,059.93	8,462.93
SENIOR ACCOUNTING TECHNICIAN	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
SENIOR BUILDING INSPECTOR	7,497.82	7,872.71	8,266.35	8,679.67	9,113.65
SENIOR COMMUNITY SERVICES OFFICER	5,714.43	6,000.15	6,300.15	6,615.16	6,945.92
SENIOR DIGITAL MEDIA SPECIALIST	7,877.40	8,271.27	8,684.83	9,119.07	9,575.03
SENIOR LIBRARY TECHNICIAN	4,575.70	4,804.49	5,044.71	5,296.95	5,561.80
SENIOR MAINTENANCE WORKER	4,807.35	5,047.72	5,300.10	5,565.11	5,843.36
SENIOR OFFICE ASSISTANT	4,145.36	4,352.63	4,570.26	4,798.77	5,038.71
SENIOR PERMIT TECHNICIAN	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
WATER CONSERVATION OFFICER	5,306.41	5,571.73	5,850.32	6,142.84	6,449.98
WATER PRODUCTION LEAD OPERATOR	6,465.35	6,788.62	7,128.05	7,484.45	7,858.67
WATER PRODUCTION OPERATOR I	5,306.41	5,571.73	5,850.32	6,142.84	6,449.98
WATER PRODUCTION OPERATOR II	5,857.29	6,150.15	6,457.66	6,780.54	7,119.57
WATER UTILITY LEADWORKER	6,153.81	6,461.50	6,784.58	7,123.81	7,480.00
WATER UTILITY WORKER I	4,927.53	5,173.91	5,432.60	5,704.23	5,989.45
WATER UTILITY WORKER II	5,575.05	5,853.80	6,146.49	6,453.82	6,776.51
WATER UTILITY WORKER TRAINEE	4,248.99	4,461.44	4,684.52	4,918.74	5,164.68

CITY OF GLENDORA
AFSCME SALARY SCHEDULE
SALARY SCHEDULE EFFECTIVE JULY 5, 2027

3% INCREASE

	APPROXIMATE MONTHLY				
POSITION TITLE	**Step 1**	**Step 2**	**Step 3**	**Step 4**	**Step 5**
ACCOUNTANT	6,183.83	6,493.02	6,817.67	7,158.56	7,516.48
ACCOUNTING TECHNICIAN	4,376.46	4,595.29	4,825.05	5,066.31	5,319.62
ASSISTANT PLANNER	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
ASSOCIATE PLANNER	7,171.35	7,529.91	7,906.41	8,301.73	8,716.82
BUILDING/CONSTRUCTION INSPECTOR TRAINEE	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
BUILDING INSPECTOR	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
BUILDING TECHNICIAN	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
CIVIL ENGINEERING ASSISTANT	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
CIVIL ENGINEERING ASSISTANT II	7,350.63	7,718.16	8,104.07	8,509.27	8,934.74
COMMUNITY PRESERVATION OFFICER	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
COMMUNITY SERVICES OFFICER	4,830.80	5,072.34	5,325.96	5,592.25	5,871.87
CONSTRUCTION INSPECTOR	6,496.89	6,821.73	7,162.82	7,520.96	7,897.01
COURT LIASON	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
DIGITAL MEDIA SPECIALIST	6,996.44	7,346.26	7,713.57	8,099.25	8,504.21
DIGITAL MEDIA TECHNICIAN	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
ENGINEERING TECHNICIAN	5,202.24	5,462.35	5,735.47	6,022.24	6,323.36
HUMAN SERVICES AND OUTREACH COORDINATOR	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
JAILER	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
LIBRARIAN I	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
LIBRARIAN II	6,996.44	7,346.26	7,713.57	8,099.25	8,504.21
LIBRARY TECHNICIAN	4,376.46	4,595.29	4,825.05	5,066.31	5,319.62
MAINTENANCE LEAD WORKER	5,602.24	5,882.36	6,176.48	6,485.30	6,809.56
MAINTENANCE WORKER	4,485.88	4,710.17	4,945.68	5,192.96	5,452.61
MECHANIC	5,202.24	5,462.35	5,735.47	6,022.24	6,323.36
OFFICE ASSISTANT	3,868.16	4,061.57	4,264.64	4,477.88	4,701.77
PAYROLL ACCOUNTANT	6,183.83	6,493.02	6,817.67	7,158.56	7,516.48
PLANNING TECHNICIAN	5,075.36	5,329.13	5,595.58	5,875.36	6,169.13
PLANS EXAMINER	7,350.63	7,718.16	8,104.07	8,509.27	8,934.74
POLICE DISPATCHER I	5,202.24	5,462.35	5,735.47	6,022.24	6,323.36
POLICE DISPATCHER II	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
POLICE OFFICER TRAINEE	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
POLICE RECORDS SPECIALIST	4,269.72	4,483.21	4,707.37	4,942.74	5,189.87
PROPERTY AND EVIDENCE TECHNICIAN	5,465.60	5,738.89	6,025.83	6,327.12	6,643.48
RECREATION & HUMAN SERVICES COORDINATOR	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
REGISTERED ASSOCIATE CIVIL ENGINEER	8,316.56	8,732.39	9,169.01	9,627.46	10,108.84
SENIOR ACCOUNTANT	7,171.35	7,529.91	7,906.41	8,301.73	8,716.82
SENIOR ACCOUNTING TECHNICIAN	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
SENIOR BUILDING INSPECTOR	7,722.76	8,108.89	8,514.34	8,940.06	9,387.06
SENIOR COMMUNITY SERVICES OFFICER	5,885.86	6,180.15	6,489.16	6,813.62	7,154.30
SENIOR DIGITAL MEDIA SPECIALIST	8,113.72	8,519.41	8,945.38	9,392.65	9,862.28
SENIOR LIBRARY TECHNICIAN	4,712.97	4,948.62	5,196.05	5,455.86	5,728.65
SENIOR MAINTENANCE WORKER	4,951.57	5,199.15	5,459.10	5,732.06	6,018.66
SENIOR OFFICE ASSISTANT	4,269.72	4,483.21	4,707.37	4,942.74	5,189.87
SENIOR PERMIT TECHNICIAN	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
WATER CONSERVATION OFFICER	5,465.60	5,738.89	6,025.83	6,327.12	6,643.48
WATER PRODUCTION LEAD OPERATOR	6,659.31	6,992.27	7,341.89	7,708.98	8,094.43
WATER PRODUCTION OPERATOR I	5,465.60	5,738.89	6,025.83	6,327.12	6,643.48
WATER PRODUCTION OPERATOR II	6,033.01	6,334.66	6,651.39	6,983.96	7,333.16
WATER UTILITY LEADWORKER	6,338.43	6,655.35	6,988.11	7,337.52	7,704.40
WATER UTILITY WORKER I	5,075.36	5,329.13	5,595.58	5,875.36	6,169.13
WATER UTILITY WORKER II	5,742.30	6,029.42	6,330.89	6,647.43	6,979.80
WATER UTILITY WORKER TRAINEE	4,376.46	4,595.29	4,825.05	5,066.31	5,319.62

CITY OF GLENDORA
AFSCME SALARY SCHEDULE
SALARY SCHEDULE EFFECTIVE JULY 3, 2028

3% INCREASE

	APPROXIMATE MONTHLY				
POSITION TITLE	**Step 1**	**Step 2**	**Step 3**	**Step 4**	**Step 5**
ACCOUNTANT	6,369.35	6,687.81	7,022.20	7,373.31	7,741.98
ACCOUNTING TECHNICIAN	4,507.76	4,733.15	4,969.80	5,218.29	5,479.21
ASSISTANT PLANNER	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
ASSOCIATE PLANNER	7,386.49	7,755.81	8,143.60	8,550.78	8,978.32
BUILDING/CONSTRUCTION INSPECTOR TRAINEE	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
BUILDING INSPECTOR	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
BUILDING TECHNICIAN	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
CIVIL ENGINEERING ASSISTANT	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
CIVIL ENGINEERING ASSISTANT II	7,571.15	7,949.71	8,347.19	8,764.55	9,202.78
COMMUNITY PRESERVATION OFFICER	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
COMMUNITY SERVICES OFFICER	4,975.72	5,224.51	5,485.73	5,760.02	6,048.02
CONSTRUCTION INSPECTOR	6,691.79	7,026.38	7,377.70	7,746.59	8,133.92
COURT LIASON	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
DIGITAL MEDIA SPECIALIST	7,206.33	7,566.65	7,944.98	8,342.23	8,759.34
DIGITAL MEDIA TECHNICIAN	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
ENGINEERING TECHNICIAN	5,358.31	5,626.22	5,907.54	6,202.91	6,513.06
HUMAN SERVICES AND OUTREACH COORDINATOR	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
JAILER	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
LIBRARIAN I	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
LIBRARIAN II	7,206.33	7,566.65	7,944.98	8,342.23	8,759.34
LIBRARY TECHNICIAN	4,507.76	4,733.15	4,969.80	5,218.29	5,479.21
MAINTENANCE LEAD WORKER	5,770.31	6,058.83	6,361.77	6,679.86	7,013.85
MAINTENANCE WORKER	4,620.45	4,851.48	5,094.05	5,348.75	5,616.19
MECHANIC	5,358.31	5,626.22	5,907.54	6,202.91	6,513.06
OFFICE ASSISTANT	3,984.20	4,183.41	4,392.58	4,612.21	4,842.82
PAYROLL ACCOUNTANT	6,369.35	6,687.81	7,022.20	7,373.31	7,741.98
PLANNING TECHNICIAN	5,227.62	5,489.00	5,763.45	6,051.62	6,354.20
PLANS EXAMINER	7,571.15	7,949.71	8,347.19	8,764.55	9,202.78
POLICE DISPATCHER I	5,358.31	5,626.22	5,907.54	6,202.91	6,513.06
POLICE DISPATCHER II	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
POLICE OFFICER TRAINEE	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
POLICE RECORDS SPECIALIST	4,397.81	4,617.70	4,848.59	5,091.02	5,345.57
PROPERTY AND EVIDENCE TECHNICIAN	5,629.57	5,911.05	6,206.60	6,516.93	6,842.78
RECREATION & HUMAN SERVICES COORDINATOR	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
REGISTERED ASSOCIATE CIVIL ENGINEER	8,566.06	8,994.36	9,444.08	9,916.29	10,412.10
SENIOR ACCOUNTANT	7,386.49	7,755.81	8,143.60	8,550.78	8,978.32
SENIOR ACCOUNTING TECHNICIAN	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
SENIOR BUILDING INSPECTOR	7,954.44	8,352.16	8,769.77	9,208.26	9,668.67
SENIOR COMMUNITY SERVICES OFFICER	6,062.43	6,365.56	6,683.83	7,018.03	7,368.93
SENIOR DIGITAL MEDIA SPECIALIST	8,357.13	8,774.99	9,213.74	9,674.43	10,158.15
SENIOR LIBRARY TECHNICIAN	4,854.36	5,097.08	5,351.94	5,619.53	5,900.51
SENIOR MAINTENANCE WORKER	5,100.12	5,355.12	5,622.88	5,904.02	6,199.22
SENIOR OFFICE ASSISTANT	4,397.81	4,617.70	4,848.59	5,091.02	5,345.57
SENIOR PERMIT TECHNICIAN	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
WATER CONSERVATION OFFICER	5,629.57	5,911.05	6,206.60	6,516.93	6,842.78
WATER PRODUCTION LEAD OPERATOR	6,859.09	7,202.04	7,562.14	7,940.25	8,337.26
WATER PRODUCTION OPERATOR I	5,629.57	5,911.05	6,206.60	6,516.93	6,842.78
WATER PRODUCTION OPERATOR II	6,214.00	6,524.69	6,850.93	7,193.48	7,553.15
WATER UTILITY LEADWORKER	6,528.58	6,855.01	7,197.76	7,557.65	7,935.53
WATER UTILITY WORKER I	5,227.62	5,489.00	5,763.45	6,051.62	6,354.20
WATER UTILITY WORKER II	5,914.57	6,210.30	6,520.81	6,846.85	7,189.20
WATER UTILITY WORKER TRAINEE	4,507.76	4,733.15	4,969.80	5,218.29	5,479.21

RESOLUTION CC 2025-__

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GLENDORA APPROVING THE 2025-2028 MEMORANDUM OF UNDERSTANDING AGREEMENT WITH THE AMERICAN FEDERATION OF STATE, COUNTY, AND MUNICIPAL EMPLOYEES, LOCAL 3915 (AFSCME)

THE CITY COUNCIL
City of Glendora, California

WHEREAS, the representative of the City of Glendora and the American Federation of State, County, and Municipal Employees, Local 3915 (AFSCME) met and negotiated a 2025-2028 Memorandum of Understanding, which was voted upon and approved by the AFSCME membership.

NOW, THEREFORE, THE CITY COUNCIL THE CITY OF GLENDORA, CALIFORNIA, DOES HEREBY RESOLVE AS FOLLOWS:

SECTION 1. That the City Council approves the 2025-2028 Memorandum of Understanding between the City of Glendora and the American Federation of State, County, and Municipal Employees, Local 3915 attached as Exhibit A

SECTION 2. The Mayor shall sign and the City Clerk shall certify to the passage and adoption of this Resolution, shall enter the same into the Book of Original Resolutions and that this Resolution shall take effect and be in force on this date.

SECTION 3. The City Clerk is hereby directed to forward a copy of this Resolution to the Assistant Director - Human Resources.

PASSED, APPROVED AND ADOPTED by the City Council of the City of Glendora this __ day of _____, 2025.

BY: _____
DAVID FREDENDALL
Mayor

APPROVED AS TO FORM:
Aleshire & Wynder, LLP

_____
DANNY WYNDER
City Attorney

CERTIFICATION

I, do hereby certify that the foregoing Resolution was duly adopted by the City Council of the City of Glendora at a regular meeting held on the __ day of _____, 2025, by the following vote:

AYES: MEMBERS:
NOES: MEMBERS:
ABSENT: MEMBERS:
ABSTAIN: MEMBERS:

Dated:

KATHLEEN R. SESSMAN
City Clerk/Communications Director