

Agenda Report

TO: CITY COUNCIL
FROM: CITY MANAGER
SUBJECT: YEAR 2000 INFORMATION UPDATE

RECOMMENDATION

There is no recommendation. This report is for information only.

BACKGROUND

Internal Business Operations

On February 8, 1999 staff presented to City Council its strategy and methodology for dealing with Y2K related problems and has been reporting the progress of this issue to the Public Safety Committee on an ongoing basis. Staff outlined a specific process to be undertaken by all city departments that involved the inventory of all equipment, hardware and software within City operations. The inventory produced 13,257 individual products that required certification of Y2K compliance by each manufacturer and/or vendor or testing by staff to determine Y2K compliance.

Of 13,257 items inventoried it was determined that 678 items were considered mission-critical and non-compliant and would require either repair or replacement. For purposes of this report mission-critical is defined as causing risk of serious health hazard, shutdown of operations, loss of customers and/or revenue loss, and significant legal exposure. That list of 678 mission-critical, non-compliant items was reduced to twenty by the end of the fall, and as of this date, only two items remain outstanding. These are the installation of the remittance processor and recently issued fixes and patches issued by software vendors such as Microsoft and PeopleSoft. These items are to be

completed on December 15, 1999. Barring any new "fixes or patches" issued by vendors there are no other mission-critical, non-compliant Y2K related problems. Contingency business resumption plans have also been developed and tested for all mission-critical systems.

Non-mission-critical is defined as causing inconveniences and delays in operations. Of the 13,257 items inventoried there were 3,483 non-mission-critical, non-compliant items that needed remediation. The majority of these items are found in stand-alone personal computers that are being replaced as resources become available and a significant number of data files which are being archived. The remaining non-mission-critical items are found in Water & Power and Public Works Departments. It is projected that all items will be repaired or replaced no later than the end of calendar year 2000.

Community Outreach

In addition to solving the City's internal business operations affected by Y2K, staff has met with representatives from the banking, grocer and telecommunications industries to assess their level of Y2K readiness. All of those indicate a high degree of readiness. Staff continues to participate in community/business presentations stressing the need to be as prepared for this event as one would be for an earthquake (canned goods, extra water, portable radio, batteries, flashlights, etc.) with the additional precautions of a full tank of gas, some cash and current financial statements.

Electrical Power

As mentioned at the February 8, 1999 City Council meeting, the most critical service provided under the City's purview is electric power. If there is no power, we have much more than a Y2K problem. The Department of Water & Power underwent the same inventory, assessment, replacement/repair process as all other city departments and underwent a secondary assessment process administered by the Department of Energy and the National Electric Reliability Council (NERC). This process used a comprehensive set of guidelines for Y2K compliance developed by NERC. The department also participated in all nation-wide Y2K readiness exercise involving a majority of power suppliers. The results of those processes conclude that the North American electrical grid does not expect to suffer any major electrical disruptions.

Should the unforeseen occur and a grid failure occurs, Pasadena has local generation capacity that could be activated should conditions warrant it.

Staff Preparations for New Year's Day

With the combined presence of the Pasadena Police Department, L.A. County Sheriff's Department and California Highway Patrol, Pasadena will have one of the highest levels of law enforcement staffing in the nation for parade and game day activities. In addition to these staffing levels, L.A. County Sheriff's Department will have a contingent platoon (70 officers) deployed in Pasadena for San Gabriel Valley needs.

This year, Water & Power staff is proposing to be present at strategic electric facilities to respond to any unanticipated problems. Customer service representatives are proposed to be available over the phone from 6:00 p.m., December 31, 1999 through 6:00 p.m., January 1, 2000 and will be extended if necessary to attend to customer concerns and questions.

The Fire Department is proposing that an additional 33 personnel be on duty during the date change so that all available equipment can be put in service. Additional ambulance service is being negotiated as of the writing of this report.

Lastly, information technology staff from many departments having mission critical systems will be on-site sometime during the weekend following the date rollover to assess the City's computing and telecommunications systems. Only a small number of failures are expected to occur at 12:01 with the remaining disruptions, if any, expected on or after January 3, 1999. Information technology staff will monitor the performance of the City's computing and telecommunications systems throughout that period of time.

New Year's Day Preview

Staff will be monitoring worldwide events as New Year's Day begins in the South Pacific near the Solomon Islands at 7:00 a.m. on Friday, December 31, 1999 (Pasadena time) continuing westward and ultimately reaching Pasadena 17 hours later. The first comparable test of readiness will be Australia, considered to be similarly prepared as the United States. Events there should point out unanticipated vulnerabilities and provide a window of opportunity for correction.

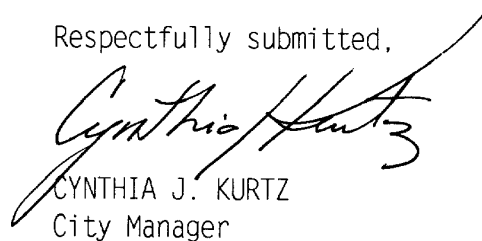
Staff is still concerned about what the news media will present as anticipated Y2K problems in other parts of the world occur (telecommunications failures, brownouts and blackouts, etc.) and what effect that coverage will have locally.

The Chief Information Officer is being charged with responsibility for monitoring these events and advising the City Manager of significant issues. Members of the executive team will meet on Friday, December 31, 1999 to review and recommend any further steps deemed necessary based on this preview. The Emergency Operations Center will be fully operational should the City Manager decide to activate it.

FISCAL IMPACT

The City of Pasadena has absorbed the majority of its Y2K readiness efforts within existing departmental budgets. It is estimated that the amount spent on this issue is well over \$5 million including the cost of replacing the City's financial system. Staff will be presenting a budget appropriation before the end of the year to cover the costs of additional staffing for New Year's Day proposed herein.

Respectfully submitted,



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City Manager

Prepared and Approved by:



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