



Dear Mayor and Council Members:

On behalf of City Manager Ed Shikada, please find below the staff responses to questions from Councilmembers Cormack and Tanaka regarding the [Monday, December 5 Council Meeting](#) consent agenda items.

Item 3, Approval of a Professional Services Agreement With CLEAResult, Inc., for Residential Energy Efficiency and Electrification Advising, Rebate Processing and Optional Heat Pump Water Heater Pilot Program Administration for a Total Not-to-Exceed Amount of \$2,940,400 for a Year Term Through December 2026

- 1. The staff report states that the NPS from the customer satisfaction survey is 78, from 96 responses. This sample size seems small for a city like Palo Alto. How many residents used this program? What percentage of them filled out the survey?**

Staff response: 1,497 households have participated in the Home Efficiency Genie program (phone advising or home assessments). Surveys were sent to the 535 customers who received home assessments (in-home, virtual, or Home Electrification Readiness Assessments) or completed projects with advisory assistance, and 96 of those customers, or 18% of those surveyed, completed surveys.

- 2. What programs does the City or CLEAResult provide to inform residents about their services provided? What percentage of residents have used this program previously?**

Staff response: The City informs residents about the Home Efficiency Genie (HEG) program services via utility bill inserts, eNewsletters, web pages, social media, neighborhood groups, and online and in-person events (e.g., webinars and workshops). 1,497 households have participated in the HEG program, or about 10% of Palo Alto's 15,722 single family households, or 6% of all (single-family or multifamily) 26,161 households.

- 3. The staff report states that these services will help improve the City's sustainability. What percentage of our greenhouse gas emissions are from residential electricity use? Have our emissions gone down in that sector as a result of the previous contract we had with this company?**

Staff response: None of Palo Alto's greenhouse gas (GHG) emissions result from residential electricity use because Palo Alto's electricity portfolio is carbon neutral, but energy efficiency in Palo Alto still indirectly benefits California emissions by increasing the availability of renewable energy in the state, reducing emissions statewide. It also reduces the amount of new distribution and transmission capacity needed over time, reducing construction emissions.

Item 5, Approval of the Acceptance of State of California Citizens Options for Public Safety (COPS) Funds of \$172,000 and a Budget Amendment in the Supplemental Law Enforcement Services Fund (2/3 vote required)

1. What is the “improved technology” for Conductive Electrical Weapons, also known as Tasers (page 120)?

Staff response: Thank you for providing the opportunity to expand this discussion and provide a point of clarification regarding the purchasing decision and a description of the technology considerations. For reference, the Department has been using the older Axon Taser X2 (X2) since 2014. The model was first introduced in or around 2011. There appears to be a strong incentive to upgrade to the latest technology, Taser 7 (T7), which was released in or around 2018. For clarification, the manufacturer is no longer providing a warranty for the model X2 meaning the Department must now purchase a new device every time one of the devices needs factory repair or service - which happens several times a year with the aged inventory. There are no other options for servicing this device including no third-party sources for service. The manufacturer has not publicly communicated a plan to discontinue the production of the current model (that the City is aware of), but this practice is common for manufacturers (of anything) when driving adoption to a brand's latest technology.

Specific to the original question, the updated model offers several new technological advances that benefit officers and subjects in terms of ease of use, effectiveness, safety, maintenance, and data tracking. Specifically, the improved technology allows for more effective spread of contact probes at close range, updated dart design for improved application, improved functionality for switching between cartridges, and Wi-Fi-capacity. The older model has to be "docked" to transfer use and status information to the device management program. Staff expects the improved technology to work better than the Department's current technology so an officer might not have to use an alternate tool or apply the device a second time if conditions warrant.