Office of the City Manager

Organizational & Service Area Updates

January 2024
Time of Transition = Opportunities

- Efficiencies
- Adjustments
- Improvements
City Manager Executive Team

Tom Modica
City Manager

Kevin Lee
Chief Public Affairs Officer

April Walker
Assistant City Manager

Teresa Chandler
Deputy City Manager

Meredith Reynolds
Deputy City Manager

Grace H. Yoon
Deputy City Manager

Tyler Bonanno-Curley
Deputy City Manager

CM Organizational and Service Area Updates
Mission: To plan and direct the implementation of City programs and initiatives in accordance with City Council policies, the City Charter the Municipal Code, and provide leadership for the effective delivery of municipal services for the community.

- Implement policy set by City Council and citywide strategic vision (CM/ACM)
- Provide high-level leadership, oversight and support to City Departments (CM/ACM)
- City Manager Departments Direct Reporting (CM/ACM)
- City Manager’s Office management (under ACM)
- Office of Special Events and Filming (under ACM)
Executive Management

Plan and direct the implementation of City programs and initiatives in accordance with City Council policies, the City Charter and Municipal Code, and provide leadership for the effective delivery of municipal services for the community.

Snapshot of Service Areas

CM/ACM Joint Coordination
- City Manager Departments
- Mayor and City Council
- Non City Manager Depts: Harbor, Civil Service, City Attorney, City Auditor City Prosecutor, Utilities
- Stakeholders: LB Transit, Chamber of Commerce, CVB, DLBA, Aquarium of the Pacific, Queen Mary
- Memo Transmittals

City Manager Oversight / Support
- Direct and supervise CM Departments
- Enforce laws, Ordinances, Resolutions, contracts
- Submit Annual Budget
- Chief Labor Negotiator
- Citywide oversight of: Homelessness and Housing, Economic Development, and Public Safety
- Oversight of Elevate 28 Infrastructure Plan
- Citywide Communications

Assistant CM Oversight
- Office of the City Manager: personnel, budget, administration
- Special Events and Filming
- Deputy City Managers and associated programs including but not limited to: Framework for Reconciliation, Strategic Vision 2030, Citywide Infrastructure, and Government Affairs

Assistant CM Oversight, cont’d
- Personnel: hiring challenges, Grievance Hearings, hiring requisitions
- Citywide administration: contracts, Arts Programs, Grants, Free Use days, Election Process Coordination, fleet purchasing
City Communications

Kevin Lee
Chief Public Affairs Officer

**Purpose:** Through the Office of Public Affairs and Communications, provides communications strategy, guidance, training and tools to support Executive communications and Citywide efforts, while managing the City's primary communications assets.

- Develops and implements strategic communications related to City programs, projects and initiatives
- Provides crisis communications guidance and strategy to the City Manager Executive Team and Department Directors
- Develops communications policy, guidance documents and tools for use Citywide
- Provides communications training to Citywide communications staff
- Leads coordinated communication efforts related to key Citywide priorities
- Leads Citywide emergency communications during proclaimed/declared emergencies
- Oversees the City's brand
- Manages the City's primary social media pages and media relations activities
- Liaises with the Office of the Mayor regarding communications activities
The Team is organized around Focus Areas Themes based on key community priorities reflected in our Strategic Vision 2030, and structured to support a strong, robust and well managed organization for effective goal implementation.

- Equity, Wellness and Prevention
- Growth and Resilience
- Strategic Governance and Policy
- Transparency, Civic Management and Partnerships
Partnership Role with Departments

Many of these focus areas are implemented by operating departments. The intent is to provide clearer, initial identification of the lead liaison in the Office of the City Manager who can help facilitate, support, reduce/remove barriers, or advocate for capacity, resources and clarity as needed. It is not to replace or erode the role of departments.
Focus Area Services - Overview

- Office of Homeless Coordination & Strategy
- Office of Equity
- Youth and Education
- Public Safety Continuum
- Community Engagement
- Committees and Commissions
- Special Projects
### Focus Area Services - Details

<table>
<thead>
<tr>
<th>Office of Homeless Coordination &amp; Strategy</th>
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<tbody>
<tr>
<td>- Facilitates Citywide Homeless Response, strategy, and planning</td>
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<tr>
<td>- Coordinates cross departmental homeless funding</td>
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<td>- Supports encampment outreach and clean-up efforts</td>
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<td>- Manages affordable Housing Workgroup</td>
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<thead>
<tr>
<th>Office of Equity</th>
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<tr>
<td>- Implements the Racial Equity and Reconciliation Framework</td>
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<td>- Manages Language Access Services</td>
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<td>- Oversees the Justice Fund</td>
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<td>- Coordinates Americans with Disabilities (ADA) efforts</td>
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<td>- Provides equity-related consulting, training, and capacity building</td>
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<tr>
<th>Youth and Education</th>
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<tr>
<td>- Liaison to Measure US/Youth Programs</td>
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<td>- Youth Climate Corp Coordination/liaison</td>
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<td>- Manages College Promise Coordination</td>
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<td>- Acts as a liaison to LBUSD/LBCC/CSULB</td>
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<table>
<thead>
<tr>
<th>Public Safety Continuum</th>
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<tr>
<td>- Coordinates violence prevention efforts across Departments</td>
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<tr>
<td>- Supports Community Crisis Response</td>
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<tr>
<td>- Promotes Trauma Informed Care and Support</td>
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Equity, Wellness and Prevention
Supports human services and efforts that elevate the well-being, health and opportunity for all residents

Focus Area Services – Details Cont’d

Community Engagement
- Provides education and engagement on service areas
- Offers departmental support/guidance on community engagement best practices

Committees & Commissions
- Citizens’ Advisory Commission on Disability (CACOD)
- Commission for Women and Girls
- Equity and Human Relations Commission

Special Projects
- African American Cultural Center
**Equity, Wellness and Prevention**

Supports human services and efforts that elevate the well-being, health and opportunity for all residents

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**Associated Strategic Vision 2030 Themes**

<table>
<thead>
<tr>
<th>Theme</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Education</strong></td>
<td>People have access to quality education across their life span to learn and grow.</td>
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<tr>
<td><strong>Housing and Homelessness</strong></td>
<td>Housing is available, safe, inviting, and affordable.</td>
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<tr>
<td><strong>Health and Behavioral Wellness</strong></td>
<td>People and communities are healthy and well.</td>
</tr>
<tr>
<td><strong>Public Safety</strong></td>
<td>People are safe and secure in their homes and neighborhoods.</td>
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</tbody>
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Growth and Resilience

Supports initiatives that promote/expand the City's long-term sustainability, capacity, modernization and resiliency

Meredith Reynolds
Deputy City Manager

Focus Area Services - Overview

- Office of Climate Action and Sustainability
- Citywide Grants Collaborative
- Infrastructure
- Modernization through Technology and Efficiencies
- Special Projects
- Long Beach Recovery Act Office
- Management Assistant Program
- Committees and Commissions

CM Organizational and Service Area Updates
Office of Climate Action and Sustainability

- Leads interdepartmental coordination, monitoring, and reporting of programs in the Climate Action Plan
- Supports local sustainability practices through direct services
- Manages the Livability Collaborative, including the annual Livability Summit and citywide working group

Citywide Grants Collaborative

- Facilitate the citywide strategy, coordination and review of grant requests

Infrastructure

- Interdepartmental coordination for long-term infrastructure planning

Modernization through Technology and Efficiencies

- Support efforts that enhance operational and administrative productivity and user-centered design through technology or other efficiencies

Focus Area Services - Details
### Long Beach Recovery Act Office
- Implements, monitors, and evaluates 80+ Recovery programs.
- Provides reports on program data, collective impact, and equity outcomes.
- Seeks additional funding and prepares for equitable close-out of programs.

### Management Assistant Program
- Management the recruitment, onboarding, and program implementation in partnership with Human Resources Department.

### Committees and Commissions
- Environment & Climate Council Committee
- Business & Economic Development Council Committee
- Climate Resilient & Sustainable City Commission

### Special Projects
- LGBTQ+ Cultural District
- Long Beach Builds

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**Focus Area Services – Details Cont’d**

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**Growth and Resilience**

Supports initiatives that promote/expand the City's long-term sustainability, capacity, modernization and resiliency.
Climate and Environmental Sustainability
Long Beach is environmentally sustainable and resilient

Mobility, Equity Placemaking, and Reimagining the Public Right of Way
Mobility and infrastructure needs are met for all individuals and communities in Long Beach

Economic Opportunity, Equity and Resiliency
Long Beach provides economic opportunity for all

Digital Inclusion
People have access to technology to learn, communicate, engage and thrive in our City

Technology (Our Government)
We are technology and data informed
Strategic Governance and Policy

Supports the strategic execution of citywide priorities through the alignment of goals and resources, effective internal policies, and collaborative external partnerships

Grace H. Yoon
Deputy City Manager

Focus Area Services - Overview

Office of Intergovernmental Affairs
External Governmental Partnerships
Office of Cannabis Affairs
Strategic Vision 2030 Implementation
City Manager Department Optimization
Policy/Program Development
Interdepartmental Initiatives
Committees and Commissions
Special Projects
### Office of Intergovernmental Affairs
- Monitors and advances City legislative priorities at the county, State, and federal levels
- Liaison with Mayor, City Council, Committees for City delegation legislative trips and meetings
- Secures resources to support citywide critical priorities

### External Governmental Partnerships
- Cultivate relationships with government officials/agencies, including Gateway COG Groups, etc.

### Office of Cannabis Affairs
- Provides oversight on cannabis regulation
- Develops and implements cannabis-related policies
- Supports cannabis equity programs
- Manage grants and technical support to equity businesses

### Strategic Vision 2030 Implementation
- Leads the development and execution of the implementation plan, coordination with other strategic initiatives
- Coordinates intersection with the budget process and resources.
- Manages public reports.
# Strategic Governance and Policy

Supports the strategic execution of citywide priorities through the alignment of goals and resources, effective internal policies, and collaborative external partnerships

## Focus Area Services – Details Cont’d

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<tr>
<th>City Manager Department Optimizations</th>
<th>Policy/Program Development</th>
<th>Interdepartmental Initiatives</th>
<th>Committees and Commissions</th>
<th>Special Projects</th>
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<tr>
<td>- Internal process improvements</td>
<td>- Supports development of citywide policies, programs, Admin Regulations, and pilot initiatives (e.g. City Council District Priority Funds, City donation policy, etc)</td>
<td>- City Manager liaison as needed for projects that involve cross-departmental interests or tasks forces not covered by other Theme Areas or in support of other Themes</td>
<td>- Intergovernmental Affairs Committee</td>
<td>- Cambodian Cultural Center</td>
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<tr>
<td>- Intranet/Internet updates</td>
<td></td>
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<td>- Annual Managers’ Retreat</td>
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<td>- CM Staff communications</td>
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<td>- Budget support</td>
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CM Organizational and Service Area Updates
Strategic Governance and Policy

Supports the strategic execution of citywide priorities through the alignment of goals and resources, effective internal policies, and collaborative external partnerships

**Associated Strategic Vision 2030 Themes**

- **Expectation Aligned with Resources and Priorities**
  - Expectations and resources are aligned

- **Financial Wellbeing**
  - City government is fiscally resilient, equitable, transparent, and performance based

- **Learning Organization**
  - Our City is a learning organization that utilizes innovation, experimentation, and data to continuously learn and grow
Focus Area Services - Overview

- City Council Support
- Community Based Arts and Culture Partnerships
- Office of Ethics and Transparency
- City Hall Engagement and Civic Center Plaza Activation
- Council Communications and Administration
- Committees and Commissions
- Special Projects
**CM Organizational and Service Area Updates**

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<th>Community Based Arts and Culture Partnerships</th>
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<tr>
<td>• Coordinates City Manager Department Council Letter Processes</td>
<td>• Leads the transmittal of accurate information, analysis, and recommendations to the City Council.</td>
<td>• Engages and fosters external partnerships and initiatives, including liaison with the Arts community, Housing Promise and Institutional Partnership, Education Institution Partnerships, Centro CHA, etc.</td>
<td>• Manages the interdepartmental coordination of the Public Records Act Program</td>
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<tr>
<td>• Facilitates City Council Briefings and inquiries</td>
<td>• Manages the To-From-For (TFF) review process.</td>
<td></td>
<td>• Manages the training, oversight, and compliance of citywide code of ethics.</td>
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<tr>
<td>• Manages City Council Agendas and programming</td>
<td>• Manages the Report of Reports that documents City Council requests to staff.</td>
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<td>• Manages the City’s Ethics Hotline.</td>
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<tr>
<td>• Supports priority setting processes</td>
<td>• Oversees Administrative Regulations</td>
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Focus Area Services – Details Cont’d

City Hall Engagement and Civic Center Plaza Activation

- Facilitates and coordinates various engagement activities and events in City Hall and plaza activations

Committees and Commissions

- Ethics Commission
- Arts, Culture and Tourism Committee

Special Projects

- Latino Cultural Center
- Olympics 2028 Coordination and Oversight

Transparency, Civic Management and Partnerships

Supports civic engagement and strong municipal decision making that is accountable to the community through information, communications, and transparency.
CM Organizational and Service Area Updates

Transparency, Civic Management and Partnerships
Supports civic engagement and strong municipal decision making that is accountable to the community through information, communications, and transparency

Associated Strategic Vision 2030 Themes

City Employees
Employees are energized, thriving, engaged and reflect the diversity of communities in our City

For the Community
Our City acknowledges and values the expertise of its community members and organizations and ensures pathways to involve them in policy and program decisions-making and implementation that impacts them

Economic Opportunity, Equity and Resiliency
Goals related to investments into culture and arts (2.6, 2.7, 2.8)
Shared Services across ALL DCM Focus Areas

• A project resource/support for City Departments as they carry out priority services and programs
• Interdepartmental coordination/collaboration
• Organizational Culture and Development
• Leadership Development and Mentoring
• Employee Engagement
• Support equity as a Citywide value
• Executive Director and other leadership onboarding Panels

This is a “living” plan and will be updated/adjusted as needed.
Thank You!