Date: February 3, 2022

To: Mayor and Members of the City Council

From: Thomas B. Modica, City Manager

Subject: 2021 Year in Review Publication

The Office of the City Manager has proudly published the Long Beach 2021 Year in Review (Review). The digital Review is a snapshot of the City of Long Beach (City) accomplishments and accolades for the 2021 calendar year.

Work associated with the COVID-19 pandemic continues to be at the forefront of the news and is highlighted in this publication; however, the City was very busy in so many other aspects of service to the Long Beach community throughout the year. Topics in this publication include: Public Safety, New Development, Homelessness, Affordable Housing, Innovation and Efficiency, Technology, Economic and Workforce Development, Infrastructure, Parks and Open Space, Financial Matters, Healthy Communities, Sustainability and more. The Review is a great reference publication for City staff and elected officials when speaking about the multitude of City services and programs the City provides to make Long Beach a great place to live, work and play.

The Review is available electronically on the City’s website. An attachment of the Review is attached for your easy reference.

If you have any questions, please contact Chief Public Affairs Officer Kevin Lee at (562) 570-6811 or Kevin.Lee@longbeach.gov.

ATTACHMENT A – 2021 YEAR IN REVIEW FINAL

CC: CHARLES PARKIN, CITY ATTORNEY
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    LAURA L. DOUD, CITY AUDITOR
    LINDA F. TATUM, ASSISTANT CITY MANAGER
    TERESA CHANDLER, DEPUTY CITY MANAGER
    APRIL WALKER, ADMINISTRATIVE DEPUTY CITY MANAGER
    MONIQUE DE LA GARZA, CITY CLERK
    DEPARTMENT HEADS
2021 YEAR IN REVIEW
This last year was a year of recovery.

The City launched its recovery with vaccinations. First to be vaccinated against COVID-19 was a local Long Beach nurse, then seniors were vaccinated, then essential workers and teachers were vaccinated, and then the whole eligible community. By the end of 2021, the City began to vaccinate kids and in total about 85% of all adults in the city had received the vaccine and about 70% of the entire Long Beach community 5 years old and older were fully vaccinated.

Through mass vaccination clinics and neighborhood-specific mobile clinics, the City made vaccines accessible to all who were eligible on a local and regional level. City staff worked tirelessly day and night to make access to a vaccine available, and even brought vaccine directly to the doorsteps of homebound individuals. The approach was simple: ensure all who were eligible and seeking to be vaccinated had access to it.

Cautiously, the City moved away from restrictive health orders and began to make the largest investment in the City’s history in small businesses, tenant assistance and restoration of City emergency reserves. With the Long Beach Recovery Act, the City focused on economic recovery, a safe and healthy community and securing its future. Long Beach became one of the first cities in the U.S. to approve a COVID-19 recovery program utilizing American Rescue Plan Act and other federal funding – providing various economic, public health and fiscal initiatives to residents and business owners, emphasizing high-risk populations and those hardest-hit by the pandemic. This work allowed the City to also address both new – and historic – inequities. The City Council deserves a lot of the credit for their support in addressing these critical issues.

Now, despite the global pandemic, Long Beach added over 330 new market rate and affordable housing units to the local housing stock, and broke ground on nearly 100 more units. There is more to come in the year ahead, with an additional 234 units approved and in the pipeline. The City continued to invest Measure A dollars in playgrounds, parks and public safety and Long Beach is on the path to a strong recovery.

There is a lot of work still ahead. But thanks to a unified community, Long Beach ended 2021 stronger than it started it. And as 2022 kicks off, there is so much to be hopeful for. Hope for a return of a thriving economy; hope that through working together, there will be an end to systemic injustices; and hope that achieving an even more equitable Long Beach is within immediate reach.

Please take a few minutes to read the 2021 Year in Review to see what other great things Long Beach accomplished this year.

Robert Garcia
Mayor
To say I am proud of our city would be an understatement. 2021 began as a year of opportunity for Long Beach and culminated as a year of positive change and resilience. As I look back at the year, one that has been proven to be yet another unprecedented year, I would be remiss not to acknowledge the unwavering dedication exhibited by our City staff, as well as the continued confidence from our community over this past year.

Despite the surplus of challenges and shortfalls from 2020 that had us all navigating the unknown, our City staff undoubtedly stepped up again in 2021 to provide enriching, innovative services for those who live and work in Long Beach. Our Mayor and City Council also worked tirelessly to make important policy decisions that would help get people back on their feet and set the stage for better years to come.

At the start of the year, Long Beach quickly became a national role model for COVID-19 vaccination distribution, thanks to the leading efforts of our Department of Health and Human Services to ensure vaccine was accessible to all eligible. Our mass vaccination clinic at the Long Beach Convention Center administered thousands of doses daily, six days a week for nearly eight months, and our boots-on-the-ground efforts brought hundreds of mobile vaccination clinics and community events out into neighborhoods hard-hit by the pandemic. As a result, hundreds of thousands of vaccines were administered in Long Beach and we rounded out the year with many parents across the city bringing their pre-teens and elementary school-aged kids in to get inoculated.

This year also brought steadfast advancement in ending historic inequities by integrating key priorities from our Framework for Reconciliation, as well as expanding language access through translation and interpretation services. In March we adopted and implemented the then-$234 million Long Beach Recovery Act to fund various economic, public health and fiscal initiatives benefitting local residents, business owners and workers critically impacted by the pandemic, among many other critical needs to build back our great city, which has since increased to over $250 million in State and federal funding support.

While our public health orders were critical in limiting the spread of COVID-19, we recognize the continued economic and social strain placed on our residents and businesses as a result. Therefore, I would like to extend sincere thanks and appreciation to our community for maintaining faith during yet another year of uncertainty and change. We again asked a lot from our community, and through our joint effort, Long Beach continues to mitigate the spread of this deadly virus.

We have come a long way since the pit of 2020, and as we look toward 2022, it is with great optimism this next year Long Beach will achieve continued progress in public health, advancement in ending racial and social inequities, and a booming economic return.

Tom Modica
City Manager
93 immediate- and short-term potential actions launched and completed 12 potential actions identified in the Racial Equity & Reconciliation Initiative

46 Racial Equity Champions representing 21 departments trained

28 hours of Racial Equity Champion Training completed by Racial Equity Champions and Racial Equity Action Plans are being developed in partnership with their department leadership

38 Racial Equity 101 Trainings for 923 staff and 6 Departments fully trained by the Office of Equity Staff and Department Racial Equity Champions

866 City documents translated

147 interpretation requests for meetings completed

1063 calls received through the City’s Language Line for people requesting information in a language other than English

4.6-minute average response time for Police Priority One calls

40,064 commercial and residential building inspections performed

41,687 permit-related calls and 15,802 planning- and zoning-related calls responded to

9,598 permits issued with a valuation of approximately $411 million

1,244 plan checks completed, and 233 project reviews and entitlements processed

95 percent of the Emergency Communications Center’s 713,000 calls were answered within 10 seconds

2,750 tons of litter and illegally dumped items collected by The Clean Team

25,500 illegally dumped item removal requests completed

38,300 special and bulky item pick-up requests completed

24,700 mattresses and box springs collected - 15,000 that were scheduled for pick-up and 9,700 illegally dumped

17 billion gallons of clean, great-tasting water delivered to Water Department customers

17,553 customer calls handled by the Water Department

61,775 customer service orders completed by Energy Resources

13,332 gas and water turn-on orders

4,496 appliance pilot lights lit

1,962 gas meters exchanged or installed

7,868 gas meter assemblies painted to protect against corrosion.

50,000 meters surveyed by as part of Energy Resource’s atmospheric corrosion prevention program

600 miles of gas distribution system main and service pipelines surveyed for leaks

385,000 tons of refuse processed at the Waste to Energy facility (SERRF) and recycled 7,776 tons of metals that otherwise would have gone to landfills

162,000 CALLS FOR SERVICE RESPONDED TO BY THE POLICE DEPARTMENT (DAILY AVERAGE 597)

1.45M SQUARE FEET OF GRAFFITI REMOVED
### CALL CENTER/UTILITY SERVICES HANDLED

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
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<tbody>
<tr>
<td>173,525 customer calls  (80% answered within 60 seconds)</td>
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<tr>
<td>172,494 contacts through the automated system</td>
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<tr>
<td>364,377 contacts through the online service portal</td>
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<tr>
<td>12,931 emails</td>
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<tr>
<td>9.1 billion cubic feet of natural gas delivered to residential, commercial and industrial customers</td>
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<tr>
<td>900 gas service investigation requests responded to</td>
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<td>395,621 E-books &amp; E-Audio books borrowed from the Library</td>
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<tr>
<td>360,416 Physical books, DVDs, CDs and Audiobooks borrowed from the Library</td>
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<tr>
<td>31,825 Wireless Sessions at the library</td>
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<tr>
<td>12,249 computer sessions at the Library</td>
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<tr>
<td>130,052 visitors to City libraries, which fully reopened to the public in July 2021</td>
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<td>79,000 calls for service responded to by the Fire Department (daily average 216)</td>
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<tr>
<td>5,000 mental health and substance abuse referrals made</td>
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<tr>
<td>2,900 transports of patients experiencing COVID-19 symptoms</td>
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<tr>
<td>531 mulch deliveries to residents</td>
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<td>600 tons of green waste diverted through the self-service mulch yard</td>
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<td>270 trees were planted through the street trees planted through the Office of Sustainability Street Tree Planting and Fruit Trees in Front Yards Programs</td>
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<td>350 film permits issued, with a total of 604 production days</td>
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<td>3,519 facility and custodial maintenance work orders completed</td>
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<td>30,600 requests for service received via the GO Long Beach app</td>
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<tr>
<td>128,000 miles of streets swept and alleys and collected 8,200 tons of debris</td>
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<tr>
<td>25,000 potholes filled</td>
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<tr>
<td>2,000 pothole/street repair requests completed</td>
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<tr>
<td>1,100 sidewalk related requests completed</td>
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*1 million approximate passengers departed from Long Beach Airport, nearly doubling the number from 2020*
AWARDS & DISTINCTIONS

Received Excellence in Innovation Award from the Peace Officers Association of Los Angeles County for the Overdose Detection Mapping Application

Named a Digital Inclusion Trailblazer by the National Digital Inclusion Alliance (NDIA) for the third year; one of 17 jurisdictions in the nation that was recognized for this award

Received What Works Cities Silver certification - the national standard of excellence for well-managed, data-driven local government

63 email commendations from the public highlighted the good work being done by the men and women of the Police Department

Named one of Government Fleet magazine’s Top 20 Fleets in the 2021 Nationwide Leading Fleet competition, 6th year running

Named the No. 9 Green Fleet in the United States for 2021 by the National Association of Fleet Administrators (NAFA)

The Harvard Kennedy School of Government’s Government Performance Lab selected the City for placement of two fellows in the Purchasing Division to assist with procurement process change initiatives

American Planning Association (APA) California Chapter and APA Los Angeles section Hard-Won Victory awards for the Southeast Area Specific Plan (SEASP)

The Financial Management Department was awarded the National Procurement Institute’s 2021 Achievement of Excellence in Procurement Award for the second year in a row

California Association of Environmental Professionals Outstanding Planning Document award for the Southeast Area Specific Plan (SEASP)

Exemplary Knighton Award for Police Evidence Control Section Audit which identified security improvements over property and evidence items

For the tenth consecutive year, the City of Long Beach has been named one of the best cities in the nation for lesbian, gay, bisexual, transgender and queer (LGBTQ) inclusion in municipal law and policy, earning both a perfect score and 11 bonus points in the Human Rights Campaign Foundation’s Municipal Equality Index (MEI)

SELECTED AS THE TOP “DIGITAL CITY” BY THE CENTER FOR DIGITAL GOVERNMENT. THIS IS THE FIRST YEAR WE THE CITY WON THE TOP AWARD AND ELEVENTH YEAR BEING NAMED TO THE TOP 10 LIST
Long Beach Airport conducted a triennial full-scale exercise with the Federal Aviation Administration and partners, using a real-world scenario to test its Airport Emergency Plan.

The Fire Department deployed 104 staff to 13 wildfires that have burned over 2.5 million acres throughout California.

Partnered with UCLA Health to begin staffing the Mobile Stroke Unit.

Continued collaboration with Jordan High School in the Fire Pathways Program, providing classroom instruction to 60 diverse students who are interested in careers in the fire service.

Secured $4.3 million in federal Homeland Security grants to fund critical training and equipment.

Hosted a Female Firefighter workshop for 82 attendees, preparing potential candidates for the application, interview and physical abilities components of the Fire Recruit testing process.

Conducted a Fire Engineer academy, improving examination outcomes and resulting in a diverse eligible list of 12 candidates.

The Arson Unit facilitated 60 arrests and conducted over 300 investigations.

The Fire Department provided fire safety for 604 filming days and 151 special events and block parties.

The Community Emergency Response Team program (CERT) safely trained and certified 100 individuals, utilizing a Federal Emergency Management Agency and State-approved model which combines online and in-person instruction to augment community-based emergency response efforts.

25 high school students attended a Teen CERT class.

23,000 pounds of fireworks, and made 27 felony and 41 misdemeanor arrests during July 4th celebrations.

The Police Department had over 597,788 interactions with the public.

To combat violent crime and shooting increases, the Police Department facilitated a Community Safety and Gun Violence Roundtable in June that introduced the Coordinated Response Team (CRT) efforts to reduce gun violence and the Neighborhood Walks Program aimed to improve dialogue and community engagement.

The Police Department spent over 360 hours engaging the community and had 2,800 community contacts recorded since Neighborhood Walks programs initiated in February.

The Police Department’s Homeless Outreach and Mental Evaluation (HOME) Detail which consists of the Quality of Life (QOL) and the Mental Evaluation (MET) teams made over 8,200 contacts offering services to persons experiencing homelessness, resulting in temporary housing for 200 and permanent housing for 60 individuals.

690 scheduled encampment clean-ups by the Long Beach Police Department QOL team.

The Police Department successfully managed several high-profile, large-scale events, including visits by Presidents Biden and Bush, the Long Beach Grand Prix and multiple visits by Governor Newsom.

88 lawful First Amendment assemblies facilitated.

91 at-risk missing persons located and reunited with family.

26 traffic operations held in support of the City’s Safe Streets initiative.

3,222 restraining orders processed.

2,361 requests responded to by the Police Department’s Public Records Act team, a 7 percent increase from 2020.

Over $3 million in grant reimbursements received from the Port Security Grant Program (PSGP), Urban Areas Security Initiative (UASI), Office of Traffic Safety (OTS), Fentanyl and Coverdell.

32 new Police Recruits graduated from Police Academy Class #95.
60 hours of advanced officer training provided to Police Officers, exceeding the state minimum of 24 hours of continuing professional training every two years

Over 7,200 hours volunteered by Explorer Program youth and by Senior Police Partner volunteers

Over 300 calls for service responded to for street racing takeovers

40 Police Officers cross-trained with the California Bureau of Automotive Repair to increase citations to illegally modified vehicles and deter street racing takeovers from re-occurring

The Police Department supported the City’s COVID-19 response in command at the City’s Emergency Operations Center, assisted with contract tracing and testing, Health Order education and facilitated the operation of numerous community-wide COVID-19 vaccine clinics

The City’s Fireworks Task Force educated the public about the hazards and consequences of setting off fireworks

511 calls for service received for illegal fireworks on July 4, and 905 calls relating to fireworks between July 2 and July 4

386 multi-level administrative reviews conducted by the Police Department Internal Affairs Division

14.8 percent decline in number of citizen police complaints through November 30, 2021, compared to same period in 2020

In a coordinated effort between Police, Fire and Disaster Preparedness and Emergency Communications departments, successfully trained and implemented an Integrated Medical Response to address subjects/patients who may be in distress as a result of intoxication or mental illness with a goal of safely detaining and facilitating medical treatment

Community Advisory Committee (CAC) established to review policies that impact community-police interactions

The Police Department started working with the University of Southern California’s Price Safe Communities Institute (SCI) to develop the Law Enforcement Work Inquiry System (LEWIS) registry; LEWIS will be a comprehensive, publicly available national database that tracks all police officers who were terminated or resigned due to misconduct, to limit their ability to be hired by another agency

The Police Department developed a strategic relationship with Policing Equity, Inc. permitting the exchange of police data and information, in exchange for research, analysis and recommendations to improve department practices and police-community relations

Nearly 50 percent of juveniles detained have been referred to diversion programs

The Police Department continued procedural justice efforts notifying individuals of their active warrant status and advising them on the necessary steps to clear their warrants; 4,711 warrants were cleared and 379 citations were issued with new court dates to address warrant offenses

411 jail inmates met with a mental health clinician and 511 referrals for services were made

Department personnel issued monthly Community Beat Newsletters and numerous community messaging and social media campaigns

Eight community members participated in the
IN CONCERT WITH THE HEALTH DEPARTMENT, THE CITY’S EMERGENCY OPERATIONS CENTER ASSISTED IN CREATING A NATIONAL MODEL COVID-19 VACCINATION SITE AT THE LONG BEACH CONVENTION CENTER, ULTIMATELY ADMINISTERING OVER 270,000 DOSES
Community Police Academy which provides interactive training and information on police operations

Helped shape the future of policing by facilitating Explorer Academy Class No. 1; Over the course of eight weeks, the department hosted nine young men and women from Long Beach, Garden Grove and Huntington Beach agencies, and put them through tests and trainings similar to those conducted by police academies

280 firearms, including 13 assault weapons, were voluntarily turned in at a Gun Buy Back event by community members in exchange for gift cards

South Division Bicycle officers provided security and traffic enforcement during the annual Cambodian Lunar New Year

The Police Department hosted several free catalytic converter etching events to help residents prevent potential theft

The Police Department’s Boxing Team collaborated with a local foundation to provide sports equipment to youth and assisted with a backpack giveaway

The South Division bicycle officers assisted with security detail at the Juneteenth Boat event

Officers and members of the Command Staff took time to get to know and learn from community members during National Night Out

Several “Coffee with a Cop” events helped officers and the public collaboratively address community concerns

A “Faith and Blue” weekend with faith-based community leaders helped strengthen relationships, build trust and enhance dialogue

Members of the Police Command Staff met with the California State University, Long Beach Basketball Team to provide an interactive discussion and training that focuses on bias-free policing, community trust and building relationships

12,276 water samples collected and 63,397 tests for water quality compliance performed by the Water Department; All results met or exceeded state and federal regulatory water quality standards

Gas Services responded to 5,325 emergency calls

Inspection responded to approximately 15,400 DigAlert tickets for the state-mandated Underground Service Alert program.

Energy Resource’s responded to over 30 events involving damage of underground gas distribution main or service by a third-party during excavation

Promoted public safety through online platforms and provided ongoing education and promotion of our DigAlert and Sewer Crossbore programs

Implemented additional safety procedures and personal protective equipment for our public facing employees that met or exceeded public health orders and the CDC

Completed the request for proposal (RFP) and selection process for the Long Beach Seismic Resiliency Program

The City’s Emergency Operations Center (EOC) has been activated at Level 2 since March 2020 in response to the COVID-19 pandemic, 1st Amendment Rights rallies and the Presidential Elections; 250 staff from virtually all City departments participated in this unprecedented activation
Established a secondary 9-1-1 Communications Center to ensure continuous operations should an evacuation of the primary site become necessary.

Updated City participation in the Federal Government Emergency Telecommunications Service program to ensure calls made by critical staff during a disaster receive priority status.

Conducted 3,870 food safety inspections in more than 2,200 restaurants, markets, food vehicles and special events and foodborne illness investigations.

Responded to more than 500 service requests and inquiries for vector control related services including mosquito control and rodent/pest control.

Responded to 238 emergency response including hazardous materials spills including raw sewage spills.

Conducted 1,341 hazardous materials and CUPA inspections, 533 hazardous waste generator inspections including hazardous waste generator routine inspections, chemical handlers, and body art/tattoo facilities.

Performed 227 cannabis facility inspections.

The Health Department partnered with the Long Beach Advancing Peace for five neighborhood activation events, engaging 1,800 community members focused on improving safety and well-being in neighborhoods disproportionately impacted by gun violence.

NEW DEVELOPMENT

PROJECTS COMPLETED

- Fire Station 15, a new fireboat station operating out of the Port of Long Beach (1231 Pier F Ave.)
- Volta on Pine, a two-building project featuring 194 residential units and a pedestrian bridge (635 Pine Ave./636 Pacific Ave.)
- The Place, a mixed-use project with 20 residential units and commercial space (495 The Promenade N.)
- The Vault, a 19-unit residential project (1000 New York St.)
- Granada and Junipero Beach Concession Stands, eateries located along the waterfront (2630 E. Ocean Blvd. and 5098 E. Ocean Blvd.)
- Laserfiche, a three-story building with 104,000-square-foot creative office space (3435-3459 Long Beach Blvd./3464 Locust Ave.)
- Bridge Point Long Beach, a 416,000-square-foot industrial project with office space (2400 E. Artesia Blvd.)
- Wood and Salt Tavern, a new restaurant located in Bixby Knolls (4262 Atlantic Ave.)
- Catalyst Cannabis Co., a cannabis dispensary located within an existing mixed-use building (433 N. Pine Ave.)
- Planet Fitness, a 13,000-square-foot fitness center located within an existing commercial space (5400 Cherry Ave.)
- Office Project, a two-story, 20,844-square-foot office space (201 S. Pico Ave.)

PROJECTS UNDER CONSTRUCTION

- Broadway and Magnolia, a seven-story, 142-unit project with commercial space (500 W. Broadway)
- Aster, an eight-story mixed-use development with 218 residential units and commercial space (125 Long Beach Blvd.)
- Broadstone Promenade, an eight-story mixed-use project with 189 residential units and retail space (201 The Promenade N.)
- Locust Long Beach Apartments, a seven-story multifamily building with 97 residential units (1112 Locust Ave.)
- Ocean View Tower, adaptive reuse of the former Verizon Building to 94 residential units and retail space (200 W. Ocean Blvd.)
- Ocean Center, adaptive reuse of the historic Ocean Center building to 80 residential units (110 E. Ocean Blvd.)
- Edgewood Point, a residential project consisting of 18 three-story townhomes (4800 Long Beach Blvd.)
- Lincoln Park, a three-acre park adjacent to the Billie Jean King Main Library developed as part of the Civic Center Project (101 Pacific Ave.)
- The Breakers, adaptive reuse of a 175-room hotel with restaurant and meeting space (210 E. Ocean Blvd.)
- Ocean + Cherry, a four-story, 56-unit condominium complex with 40 hotel rooms (2010 E. Ocean Blvd.)
The Hotel, a hotel project consisting of 34 guest rooms (107 Long Beach Blvd.)

Soif, a 1,200-square-foot wine shop and bar located within an existing commercial space (1147 Loma Ave.)

Relativity Space, a 120,000-square-foot aerospace and robotics manufacturing facility and office space (3500 E. Burnett St.)

Residential Project, a residential development with 38 three-story townhomes (5100 Long Beach Blvd.)

Residential Project, a residential project with 18 townhomes (4800 Long Beach Blvd.)

Residential Project, five-story, 15-unit residential project (425 5th St.)

BROADWAY BLOCK, A MIXED-USE, TWO-BUILDING PROJECT CONSISTING OF A 23-STORY TOWER AND SEVEN-STORY MID-RISE WITH A TOTAL OF 400 RESIDENTIAL UNITS AND CREATIVE OFFICE AND RETAIL SPACE (330 E. 3RD ST./333 E. BROADWAY)
SHORELINE GATEWAY, A 35-STORY MIXED-USE PROJECT, WHICH IS NOW THE CITY’S TALLEST BUILDING, WITH 315 RESIDENTIAL UNITS AND RETAIL/RESTAURANT SPACE (777 E. OCEAN BLVD.).
3rd + Pacific, an eight-story mixed-use development with 271 residential units and retail and commercial space (131 W. 3rd St.; 328 Pacific Ave.)

Calypso, a seven-story residential building with 108 units (636 Locust Ave.)

The Beat Long Beach, a mixed-use development with 84 residential units and commercial space (5823-5893 Atlantic Blvd.)

469 West Apartments, a four-story, 40-unit residential development (469 W. Pacific Coast Hwy.)

The Union, a two-building development with 160 proposed affordable units (1401 Long Beach Blvd.)

Anastassi, a project consisting of 158 condominiums and 9,900 square feet of retail space (507 Pacific Ave.)

Habitat for Humanity Residential Project, a development consisting of 38 townhomes (200 E. 14th St.)

Civic Center Mid-Block, demolition of old City Hall Building for a 40,000-square-foot project consisting of two, eight-story buildings with 580 units, including 58 affordable units (321 W. Ocean Blvd.)

American Life Hotel, a high-rise hotel with 429 rooms (100 E. Ocean Blvd.)

Relativity Space Headquarters, a one-million-square-foot office project to serve as the headquarters for aerospace and robotics company Relativity Space (2400 E. Wardlow Rd.)

Ghost Kitchen, a multi-tenant commercial space with restaurant and retail uses (456 Elm Ave.)

Residential Project, a 23-townhome development (2200-2212 E. 7th St.; 600-621 Dawson Ave.)

Residential Project, a development consisting of five townhomes (1028 E. 10th St.)

Residential Project, a five-story multi-family development with 19 residential units (825 E. 7th St.)

Mixed-Use Project, a seven-story mixed-use development with 48 residential units and commercial space (525 E. Broadway)

Commercial Project, a one-story chapel (245 W. Wardlow Rd.)

Commercial Project, two new warehouse buildings (929 W. Anaheim St.)

Industrial Project, two new industrial buildings (300 Studebaker Rd.)

THE ARMORY ARTS COLLECTIVE, A FIVE-STORY MIXED-USE DEVELOPMENT WITH 64 PROPOSED AFFORDABLE UNITS AND OFFICE SPACE (854 E. 7TH ST.)
GHOST KITCHEN, (456 ELM AVE.)
Facilitated 7,952 visits from people experiencing homelessness to the Multi-Service Center and provided showers, hygiene services and linkages to comprehensive services and housing

Received 582 new Housing Authority vouchers for people experiencing homelessness or at-risk of homelessness

Implemented the Restorative Engagement Towards Achieving Collective Health (REACH) team, which is an alternative response model that provides physical and mental health services; team members include a public health nurse, a mental health clinician and outreach workers

Piloted an employment program to provide job readiness skills and employment opportunities for 40 people at-risk of or currently experiencing homelessness; the program also provided linkages to other supportive services for permanent housing placements

The City’s Safe Parking Program provided approximately 15 parking spaces for individuals and families who reside in their vehicles to safely and legally park and sleep at overnight while providing linkages to supportive services and other resources via the Coordinated Entry System; 60 individuals were served

Implemented a Homeless Court program for people experiencing homelessness in collaboration with the City Prosecutor’s office; Served 56 individuals; the program assists individuals with outstanding criminal legal needs and connects them to housing, disability benefits, social security, and mental health or substance abuse counseling

The Police Department assisted the City Prosecutor’s Office Homeless Court events with clearing citations and referrals to services for people experiencing homelessness

20 participants in the Homeward Bound Program this year were referred by Quality-of-Life officers

HEART Team Units responded to 1,768 incidents and conducted outreach and education contacts with people experiencing homelessness

Awarded $1.8 million in Emergency Solutions Grant Coronavirus (ESG-CV) funding with an additional $13.5 million in ESG-CV2 funds for homelessness response and prevention

Clean Team staff conducted 1,000 homeless encampment clean-ups throughout the City

Implemented Project HomeKey to provide interim housing for people experiencing homelessness and continued to operate Project RoomKey to keep vulnerable people safe from COVID-19 and provide case management and linkages to housing services
LAS VENTANAS, HOUSING FOR FAMILIES AND HOUSEHOLDS EXPERIENCING HOMELESSNESS
AFFORDABLE HOUSING

Continued administration of the Emergency Rental Assistance Program (LB-ERAP) with the support of $56.7 million in federal and state funding

1,430 income-qualified households economically impacted by the COVID-19 pandemic supported through the Long Beach CARES Emergency Rental Assistance Program (LB CARES)

$3.6 million in Community Development Block Grant Coronavirus (CDBG-CV) funding awarded with an additional allocation of $4.5 million to support the LB CARES, Artist Rental Assistance Program, Project Homekey, Commercial Rental Assistance and Fair Housing Assistance and Advertising

$930,000 in federal HOME Investment Partnerships Program (HOME) funds allocated in support of the LB CARES

Contracted with community-based organizations to offer LB CARES assistance in English, Spanish, Khmer and Tagalog

Implemented the Interim Motel/Hotel Conversion Ordinance for the conversion of motel and hotel rooms to serve as a non-permanent affordable housing solution

Implemented the Informal Dwelling Unit Amnesty Program to legalize unpermitted dwelling units and increase the overall quality and safety of multi-family housing

Awarded $860,000 to Home Ownership for Personal Empowerment (HOPE) for the acquisition and rehabilitation of up to five units for individuals or households with developmental disabilities

The Long Beach City Council unanimously approved an update to the Inclusionary Housing Ordinance requiring affordable units remain affordable for at least 55 years and lasting through the entire life of the development

PROVIDED

2,000 TENANTS AND LANDLORDS WITH ASSISTANCE AND RESOURCES AS PART OF OUTREACH EFFORTS FOR THE LONG BEACH EMERGENCY RENTAL ASSISTANCE PROGRAM (LB CARES)

MONITORED AFFORDABILITY COVENANTS ON

3,460 ASSISTED RENTAL UNITS

303 SECOND MORTGAGE LOANS

304 SINGLE-FAMILY REHABILITATION LOANS

92 MOBILE HOME REHABILITATION LOANS
AFFORDABLE HOUSING PROJECTS CONT.

Las Ventanas, 101 units for families and households experiencing homelessness and 4,000 square feet of commercial space (1795 Long Beach Blvd.) – Completed

The Spark at Midtown, 94 units for families and households experiencing homelessness and 12,000 square feet of commercial space, including a new YMCA facility (1900-1940 Long Beach Blvd.) – Completed

Vistas del Puerto, 47 units for families and households experiencing homelessness (1836-1852 Locust Ave.) – Completed

Woodbridge Apartments, 49 rehabilitated units for lower-income families (1117 Elm Ave. and 421 W. 33rd St.) – Completed

Bloom at Magnolia, 40 affordable housing units (469 W. 17th St.; 1720-1770 Magnolia Ave.; 469 W. Pacific Coast Hwy.) – Completed

AFFORDABLE HOUSING PROJECTS

Anaheim and Walnut, 88 affordable units including 20 reserved for individuals and households experiencing homelessness, with a health clinic and office space (1500 E. Anaheim St.) – Under Construction

Millennium Homes, a Habitat for Humanity project consisting of 10 new townhomes (1348 Pacific Ave.) – Under Construction

Long Beach Senior Housing, 68 units including 33 reserved for individuals and households at risk of or experiencing homelessness (901-945 E. Pacific Coast Hwy.) – Approved

The Cove, 90 units for low-income veterans and veterans experiencing homelessness, located within the 27-acre Century Villages at Cabrillo (2121 W. Williams St.) – Approved

26 Point 2 Apartments, 76 units for individuals and households experiencing homelessness (3590 E. Pacific Coast Hwy.) – Approved
Conducted more than 500 Long Beach Airport passenger surveys to evaluate the customer experience

Increased provision of same-day service orders made possible by improvements to automated scheduling functions within the Mobile Workforce Management software administered by Energy Resources staff.

Energy Resources staff managed billing coordination for 38,000 water meters by using smart meter reads.

In Summer, 2021, Energy Resources launched its Gas Appliance Rebate Program. Funded by AB32 “Cap & Trade” proceeds; this well received program provides residential gas customers up to $1000 in rebates on select energy efficient gas appliances purchased during the 2021 calendar year to help customers save money and reduce greenhouse gas emissions.

169 Library virtual sessions, storytimes and programs with 37,554 views

33,610 appointments for LBPL To-Go (contactless library service)

Parks, Recreation and Marine offered safe options for youth ages 5-12 with a virtual after-school program and a Virtual Hybrid Summer Camp with both virtual and in-person recreation programs;

Toolkits for Park Mural, Courts and Field Improvements were developed to assist community group involvement in these programs.

Achieved 92 percent on-time preventive maintenance on all City vehicles and equipment.

Maintained average towing response times below 20 minutes.

Expanded customer service options both online and over the phone to provide continuity of service in response to the COVID-19 pandemic for parking citation related services to provide accessibility to appeals, administrative hearings and expanded payment options.

A comprehensive overhaul of the City’s procurement systems and processes included a new Request for Proposal (RFP) template that is easier for vendors and staff to use, and will help the City get better and more diverse proposals.

In Summer, 2021, LEVERAGED ADVANCED METERING INFRASTRUCTURE (AMI) TO ADVANCE A SMART CITY INITIATIVE UTILIZING A SMART PUBLIC INFRASTRUCTURE TO DELIVER SAFE GAS, CLEAN WATER, EFFICIENT PUBLIC LIGHTING AND A HOST OF RELATED PUBLIC SERVICES RANGING FROM SMART PARKING TO FIREWORK DETECTION.
Developed a comprehensive plan for addressing the reopening of City Hall for operations serving the public, while adhering to City and State public health safety guidelines during the COVID-19 pandemic; the plan included an appointment-based queue system to assist customers in person.

Launched Procurement University, a comprehensive citywide training series available to all City staff to improve the procurement functions in the City.

The City’s Labor Compliance Division underwent a complete operational review in order to verify compliance with local, state and federal regulations and pave the way for process improvements.

The Business License Division assisted the COVID-19 Vendor Task Force by providing License Inspector resources to help support the business community with Health Order and other COVID-19 education for their business operations, as well as enforcement activities as needed, to help ensure the safety and health of customers and workers.

Developed an online search tool that enables permit applicants to conveniently check the status of a project.

Launched a housing dashboard to track the City’s progress in meeting the current Housing Element goals.

Established a quick response (QR) code system for permit- and inspection-related documents.

Long Beach Public Works has tested and approved the purchase of two six-yard refuse trucks for better maneuvering in tight alleys and increased operator efficiency.

EMPHASIZED USE OF RENEWABLE FUELS, PROJECTED TO MAKE UP 54 PERCENT OF THE CITY’S OVERALL FUEL USAGE IN 2021.
TECHNOLOGY

Continued efforts to modernize the City’s Financial and Human Resources systems, through the implementation of a new Enterprise Resource Planning system.

Launched an online portal for City Hall visitors to schedule appointments at the City’s Permit and Customer Service Centers.

Continued digital transformation by introducing new technologies and processes, including digitizing Park, Recreation and Marine facility use requests; utility user tax exemption and rebate forms and low-income gas discount forms; and an online permit portal.

Enabled improved communication and collaboration via tools and training for Surface Hubs, Webex, Teams and OneDrive; Over 3,000 City staff are now using Microsoft Teams to conduct meetings and collaborate on documents; Laserfiche Forms, Microsoft Forms and Power Automate are being used throughout the City to enable digital form intake and processing.

APPROVED A CUTTING-EDGE 55-PAGE DIGITAL INCLUSION ROADMAP TO ENSURE THAT EVERYONE IN LONG BEACH HAS EQUITABLE ACCESS TO THE INTERNET, TECHNOLOGY AND OTHER RESOURCES.

Modernized City technology investments to leverage more cloud-based technologies and automated previously manual processes.

Increased email security protection services.

ADDED GO LONG BEACH APP TOPICS FOR REPORTING E-SCOOTER AND FIREWORKS RELATED ISSUES; THE APP WAS DOWNLOADED OVER 13,000 TIMES RECEIVED OVER 44,000 REQUESTS FOR SERVICE.
REPLACED THE CITY WEBSITE EVENT MANAGEMENT PLATFORM WITH A PLATFORM THAT ALLOWS FOR A DYNAMIC, TRANSPARENT AND BETTER COMMUNITY-EXPERIENCE; GARNERING OVER 700,000 VISITS IN THE FIRST SIX MONTHS

Replaced over 450 outdated mobile radios used in Police and Fire vehicles, with new radios that improve audio quality, security and regional interoperability

Handled about 19,500 calls to the employee internal Help Desk and approximately 14,000 incidents and 18,000 service requests, improving City employees’ ability to effectively serve the community

The Transportation Security Administration upgraded Long Beach Airport’s security screening equipment to facilitate an expedited process for travelers through the TSA checkpoint

Implemented the ConnectedLB platform to connect residents with low-cost Internet services, computers, and digital literacy resources

Energy Resources initiated development of an enhanced interactive voice response for high demand queues supported by specialized members

Implemented virtual interview employment selection processes to promote continued recruitment efforts during the pandemic

Went live in November 2020 with an online portal for customers to apply for the Gas Low Income Discount Program; processed 1700 applications

Launched Tech To Go, circulating chrome books and internet hotspots, with 201 devices borrowed through City libraries

Projected to place close to 200 vehicles into service, including 40 CNG, 2 hybrids, 10 plug-in hybrids, and 9 electric vehicles (EVs)

Successfully completed a trial operations and performance test of 10 Police Hybrid Interceptor patrol vehicles, resulting in an order for 63 new clean-air replacements; this transition to hybrid police pursuit vehicles will enable fuel savings of 41% in the large Police pursuit fleet

Took delivery of 46 plug-in hybrid Ford Escapes, bringing the City’s percentage of Alternative Fuel vehicles to over 50%

Continued upgrade of refuse, street sweeping and towing operations to cleaner burning renewable CNG-powered vehicles including six flat-bed trucks, four dump trucks and two six-yard refuse loaders, reducing fuel costs and the City’s carbon footprint

The Purchasing Division awarded a contract to implement new e-procurement software, a modern system that will much enhance the City’s ability in many areas, including lowering of barriers for small, local and disadvantaged vendors, and improved contract management

Participated in the Startup in Residence (STIR) program, which connects government agencies with startups to develop innovative technology products

Created a comprehensive Housing Element site inventory that identifies properties most likely to be redeveloped for housing

CONTRACTED WITH NINE COMMUNITY ORGANIZATIONS TO REACH MORE THAN 21,000 RESIDENTS CITYWIDE WITH DIGITAL INCLUSION RESOURCES AND SERVICES TO RESIDENTS MOST IN NEED DURING COVID-19
 PROVIDED 1,100 HOTSPOTS AND 1,600 COMPUTING DEVICES TO RESIDENTS THROUGH THE FREE INTERNET SERVICES AND COMPUTING DEVICES PROGRAM IN PARTNERSHIP WITH NON-PROFIT HUMAN-I-T, THE LONG BEACH PUBLIC LIBRARY, LONG BEACH HOUSING AUTHORITY AND NINE COMMUNITY PARTNERS
Provided $370,000 in rental relief to 530 underserved workers, particularly English Language Learners and other at-risk populations who lost their job or had their hours or pay reduced due to the pandemic.

Launched the Healthcare and Emergency Response Opportunities (HERO) Program, providing over 10,000 hours of service which brought nearly $200,000 of wages back into our community.

Secured $900,000 from the State of California to launch a new targeted assistance program for 149 aerospace and aviation workers impacted by layoffs.

Distributed $1 million in grants to local Business Improvement Districts resulting in over $400,000 in grants to small businesses, 62 promotional events to increase consumer spending, and outreach to over 5,000 businesses and more.

Funded $1 million in outdoor dining grants to 144 food and beverage businesses to reimburse eligible expenses associated with operating outdoors.

Provided $2.4 million to 469 businesses through Small Business Transition and Technology grants that provided flexible capital for businesses to pay for rent, payroll, inventory, equipment and technology improvements due to COVID-19 impacts.

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Launched a $1.5 million Commercial Rental Assistance grant program to help businesses in low-to-moderate income areas pay outstanding or upcoming commercial rent payments.

Launched a $1.3 million Business License Taxes and Fees grant program to cover 2020 business license taxes and fees for full-service locally owned restaurants.

Provided nine Emergency Loans totaling $90,000 and four Microenterprise Loans totaling $190,000 to help retain and launch Long Beach businesses.

LONG BEACH AIRPORT LAUNCHED THE “ALOHA STARTS HERE” PRINT AND DIGITAL MARKETING CAMPAIGN TO PROMOTE EXPANDED AIR SERVICE TO THE HAWAIIAN ISLANDS, REACHING MILLIONS OF POTENTIAL TRAVELERS.
Launched the Cannabis Equity Direct Technical Assistance Program to help Verified Social Equity Entrepreneurs start a legal cannabis business in Long Beach.

Long Beach Airport air carriers launched service to eight new destinations: Austin (AUS), Chicago (MDW), Dallas (DAL), Dallas/Fort Worth (DFW), Honolulu (HNL), Houston (HOU), Maui (OGG) and Phoenix (PHX).

The Long Beach City Council unanimously approved a ten-year Project Labor Agreement that applies through 2031 to all city projects over $750,000 as well as street-related and right-of-way projects over $1 million, and requires a third-party jobs coordinator work on every project to help ensure that hiring requirements are being met.

Over 75% of television productions returned to the City of Long Beach for their production needs, including “NCIS: LA,” “911: Lonestar,” “All American,” “The Goldbergs,” “Bosch,” “Insecure,” “Battlebots,” “Lucifer,” and “Atypical.” In addition, the following feature films conducted filming in Long Beach: “The Gray Man,” “Chip n’ Dale Rescue Rangers,” “Being the Ricardos,” “Gaslit,” “Purple Hearts,” and “Me Time” starring Kevin Hart and Mark Wahlberg.

CONDUCTED

133 VIRTUAL WEBINARS FOR NEARLY 3,000 PARTICIPANTS SEEKING ASSISTANCE WITH UNEMPLOYMENT, ACCESS TO HEALTHCARE, RETRAINING ASSISTANCE AND OTHER DIRECT COMMUNITY RESOURCES

LAUNCHED THE BIZCARE HOTLINE, POP-UPS, AND OUTREACH TEAM, WHICH ANSWERED OVER 5,000 CALLS, RESPONDED TO OVER 600 EMAILS AND HELPED OVER 500 BUSINESSES AT POP-UP LOCATIONS.
INFRASTRUCTURE

REHABILITATION OF 2.1 LANE MILES OF ALLEYS

E. Willow Street between San Vicente Ave and Studebaker Rd
Lakewood Blvd and Spring Street Intersection
Lakewood Blvd and Bellflower Blvd Intersection
Temple Avenue between Obispo Ave and Spring Street
Conant Street between Clark Ave and Marber Ave
3rd Street between Alamitos Ave and Junipero Ave
Outer Traffic Circle between Lakewood Blvd and PCH
Carson Street between City Limit and Clark Ave
Santa Fe Avenue between Willow St and 27th S
Atherton Street between Palo Verde Ave and Knoxville Ave

BIKE LANES INSTALLED:

Temple Avenue (Willow to Spring): Bike lanes (II) 0.5mi
Alamitos Avenue (Ocean to Broadway): Bike lanes (II) 0.2mi
Pier J South Waterfront Path: 1.5mi
Del Amo Blvd. (Atlantic to Orange): Separated bike lanes (IV) 0.5mi
Spring Street (Studebaker to El Dorado Park Entrance): Separated bike lanes (IV) 0.75mi

3.5 miles of bikeways were constructed in 2021. Of those projects, 2.75 miles are considered “all ages” bikeways (physically separated from cars, or on streets with less than 2k cars/day).
MOBILITY:

184 New and 92 Repainted red zone tips investigated and installed.

2200 online oversized truck permits issued for residential areas

500 overweight truck permits issued

2357 traffic control plan checks completed

RESTRIPIED

4.5 CENTERLINE MILES AND
23 LANE MILES:

RECEIVED DONATION FROM LOS ANGELES METRO WHICH WILL ALLOW THE CITY TO DOUBLE THE NUMBER OF BICYCLE HUBS; INSTALLATION WILL BE PHASED THROUGH 2022
Completed design, construction, and technology activation of several new city facilities, including Public Safety Parking Garage, Housing Authority, Special Events and Filming, Worsham Warehouse, Homeless Services Shelter and secondary 9-1-1 Communications Center

Completed numerous upgrades to technology infrastructure systems to improve reliability, connectivity and security including networks, firewalls, radio systems and microwave bridges

Completed the new data center backup system foundation that increases standardization, performance, scalability, redundancy and cybersecurity

Long Beach Airport completed Taxiway B and Taxiway D improvement projects at a combined cost of $17M, funded through federal grants, to help meet FAA design standards and enhance the overall safety of the airfield

Long Beach Airport made significant progress as it nears completion on the new Ticketing Lobby and Checked Baggage Inspection System (CBIS) facility, as part of the Phase II Terminal Area Improvement Program to modernize the passenger experience

Installed 3,000 traffic related signs

Conducted 140 traffic signal modifications

Completed 585 street re-striping jobs

Completed 1,170 streetlight work order requests

Installed 520 ADA compliant curb ramps

Repainted 31,000 linear feet of red curbs

5,340 feet of aging water main pipelines replaced by the Water Department

199 water service lines installed, relocated or removed at the request of customers, by the Water Department

165 utility fleet vehicles and 60 pieces of off-road construction equipment maintained by the Water Department

24 building facilities and 28 landscape facilities maintained by the Water Department

26 sewer pump stations maintained by the Water Department

Energy Resources inspected and maintained 46 district regulator stations and 8 city gate stations

Gas Services and Construction inspected and maintained approximately 500 critical gas distribution system valves and over 10 vaults
Construction inspected and maintained over 40 rectifiers and surveyed 300 test points to ensure that over 1,200 miles of steel gas distribution mains and services are cathodically protected from corrosion.

Energy Resources responded to approximately over 120 substructure utility maps requests for future projects within the city and surrounding cities.

Inspection reviewed over 1,600 Proposed Building Permits for gas utility issues.

Completed integration of AMI Smart Meters and associated data into the Customer Care and Billing (CC&B) system resulting in AMI billing for over 154,000 gas accounts.

Completed $11,314,604 of $13,720,000 committed to replace and upgrade old and outdated equipment at SERRF.

Performed plan check reviews, planning support, and construction services to developments throughout the city.

Energy Resources commenced operations on the newly renovated, public Compressed Natural Gas (CNG) Station at 2400 Spring St; Over 2021, the CNG station underwent major renovations which included, new state-of-the-art primary and redundant compressors, multi-stage storage and monitoring systems, and added fuel dispensers all providing faster delivery of increased volumes of 100% renewable natural for alternative fuel vehicles.

Unveiled the plans for the Great Artesia Boulevard project, a $20 million multi-city redesign of Artesia Boulevard, which emphasizes pedestrian crosswalk safety upgrades, street improvements to control traffic and artistic elements along the road.

opened several measure a funded parks and park-related projects:

Cherry Park Playground
El Dorado Park Soccer Turf
El Dorado Park Golden Grove Playground
El Dorado Park Golden Grove Event Area
Bixby Park Parcel 1
The Hamilton Loop Vision Plan was adopted to guide the development of Hamilton Loop, which proposes to use land along the 91 Freeway embankment to include walking paths, fitness and play equipment, dog runs and garden space.
A new playground opened at Channel View Park that was financially supported by the Alamitos Energy Center.

A new playground and improved amenities were added at the Golden Grove event area in El Dorado East Regional Park.

Cherry Park playground was upgraded with new playground equipment featuring separate, age-appropriate structures and enhanced safety and ADA elements, thanks to Measure A funding.

Freestanding restrooms throughout the city were renovated with new epoxy flooring, plumbing fixtures, partitions, and lighting fixtures.

Gayle Carter Dog Park improvements included fixing drainage issues, new paint, dead tree removal and overall site clean-up.

The new El Dorado Park West Multi-Purpose Sports Field opened. The largest sports field in the city features synthetic turf and renewable cork and sand infill material, and is designed to save water and expand field access.

A groundbreaking ceremony was held for the DeForest Park Environmental Education Center, which will serve as a satellite office for the Conservation Corps of Long Beach.

The City Council approved a strategic plan to guide Long Beach Animal Care Services (ACS) over the next 3 years, to save more animal lives and implement operational changes to support ACS’s vision and mission.
The U.S. Department of Transportation allocated approximately $21 million in federal stimulus funding to Long Beach Airport to assist in maintaining a safe and reliable airport operation, keep airport employees employed and assist in meeting financial obligations.

Awarded $3.2 million in grant awards from the United States Bureau of Reclamation for Water Department projects addressing drought resiliency and water recycling.

Awarded $300,000 in grant allocations from the State’s Community Power Resiliency program for the Water Department.

Processed monthly utility bills for 160,000 customer accounts generating $257 million in annual revenue.

Engaged in price-protection strategies to ensure natural gas customers are not unduly impacted by unforeseen seasonal price spikes.

SERRF generated $9.1 million in electricity sales.

Gas Operations generated approximately $15 million for General Revenue operations.

61 new Parks, Recreation and Marine contracts that include revenue generating and public benefit partnerships.

A donation worth $100,000 from Southland Credit Union consisted of computer monitors, keyboards, hard drives and Windows 10 software licenses for after-school programs and Community Learning Hubs at community centers.

Community groups met at MacArthur Park on August 13 to celebrate projects funded by the State of California, including $8.5 million for possible renovated sports fields, an improved community center lobby, a walking path, fitness stations, art installations and more playgrounds.

$1.5 million was secured to build a signature playground at Ramona Park.

$850,000 was secured to fund improvements at Bixby Park.

A $41,000 grant from the California Department of Boating and Waterways helped the Leeway Sailing Center purchase six new Capri 14.2 sailboats.

Fleet Services expanded its qualifications as a certified warranty repair center for Ford, General Motors, Elgin, Freightliner, Crane Carrier, and Autocar, saving City departments more than $200,000.

Administered new Damage Claim and Recovery program, yielding over $65,000 in funds recovered, passed on to City departments as savings.

Implemented a Parking Citations Scofflaw Program to assist those with multiple unpaid parking citations; The program has established 1,651 payment plans and generated $930,621.

LONG BEACH RESIDENTS’ TYPICAL COMBINED WATER AND SEWER BILL WAS 37% LOWER THAN THE MEDIAN OF THE SEVEN LARGEST CITIES IN CALIFORNIA.

MORE THAN $18 MILLION DOLLARS IN STATE EARMARKS WERE RECEIVED FOR PARK AND OPEN SPACE IMPROVEMENTS.
REVIEWED OVER $1.4 BILLION IN DISBURSEMENTS OF CITY FUNDS INCLUDING VENDOR PAYMENTS, WORKERS’ COMPENSATION CLAIMS, EMPLOYEE PAYROLL CHECKS AND WIRE TRANSFERS TO ENSURE PAYMENTS ARE AUTHORIZED AND DOCUMENTED

Issued a loan of up to $5 million to the Aquarium of the Pacific to fund operations during the pandemic

Managed over $7.37 billion in cash flow activity

Issued $19.8 million in Tax Allocation Refunding Bonds resulting in interest cost savings of $9 million

Issued a capital lease financing of $1.6 million to fund personal computers and servers

Conducted 2 TEFRA (Tax Equity & Fiscal Responsibility Act) hearings to facilitate the financing of 381 affordable housing units

Led and managed cost recovery efforts related to the pandemic including interpretation of Federal Emergency Management Agency (FEMA) policies for determination of eligible COVID-19 costs in order to maximize federal funding reimbursements

Managed, planned and coordinated the external financial audit and federal single audit for fiscal year 2020

Secured funding through Measure US and Assembly Bill 32 for the continued implementation of the Climate Action and Adaptation Plan (CAAP), including a youth Climate Ambassador Program

Administered over $9.7 million of Homeland Security Grant Program funds for disaster preparedness training, planning and equipment acquisition

Oversaw the City’s annual comprehensive financial audit and federal single audits, along with quarterly verification audits of the City’s cash and investments and completed the annual audit of Prop H revenues and expenses to ensure those funds were spent as intended on public safety

Managed all permitted non-exclusive franchise commercial refuse hauler agreements; The revenue generated by the City from these agreements totaled $4,930,000

For the first time, the Water Department installed variable frequency controlled pumps for domestic water wells, optimizing efficiency, providing operational flexibility and prolonging the useful life of the equipment

Beginning in March 2020, recognizing the financial distress that the pandemic has caused within our community, Energy Resources implemented several policies designed to relieve concerns that customers had regarding the additional financial burden of late payment fees or that their utility services would be shut-off due to non-payment

Utility services interruptions (shutoffs) and late payment fees continue to be suspended indefinitely

Energy Services is in the final latter stages of the California Arrearage Payment Program (CAPP) application process wherein financial assistance will be provided to Long Beach gas utility customers for unpaid gas bills between March 2020 and June 2021

LAUNCHED A NEW COVID-19 RELIEF PAYMENT PLAN PROGRAM, PROVIDING LONG BEACH BUSINESSES AND RESIDENTS ADVERSELY IMPACTED BY THE COVID-19 PANDEMIC THE OPPORTUNITY TO PAY OUTSTANDING BALANCES OVER TIME; THE PROGRAM ALLOWS ELIGIBLE PARTICIPANTS THE OPPORTUNITY TO PAY INTEREST-FREE AND PENALTY-FREE PAYMENTS FOR UP TO 18 MONTHS FOR PARKING CITATIONS AND MOST BUSINESS-RELATED AND GENERAL FEES; THE PROGRAM HAS ESTABLISHED 2,582 PAYMENT PLANS AND GENERATED $361,909
HEALTHY COMMUNITIES

Provided asthma case management services to 96 adults and asthma education to 4,048 people through 60 outreach events in the Cambodian community and the 710 Corridor.

Secured an additional three-year, $3 million grant from the Port of Long Beach for the Health Department and other local Long Beach Asthma Consortium partners.

Created and implemented the Housing Conditions Improvement Program which provided home-based repairs to alleviate COVID-19 transmission in 65 low-income households, serving 155 residents.

Completed lead inspections on 71 units of low-income housing where 55 children under six years old lived or visited for a significant amount of time, and performed lead removal/remediation on 25 units.

Secured a $590,000 contract to enroll low-income families into the Los Angeles County “Lead Free Homes Los Angeles” program, where qualified Long Beach residents will receive lead abatement services at no cost.

The Childhood Lead Poisoning Prevention (CLPP) Program provided outreach and education to 115 families and case management to 87 children with lead poisoning.

The Immunization Clinic held a two-day Back-to-School Drive-up Vaccination Clinic and provided school-age children with over 100 vaccinations required for school enrollment.

Provided 1,136 medical and support service visits in the HIV Care and Coordination clinic, a 39 percent year over year increase.

Hosted five virtual community seminars in partnership with HIV Planning Group: honoring HIV/AIDS awareness in Black/African American community, women and girls, youth, intersections between Asian/Pacific Islander community and mental health and the 40th anniversary of the first report of HIV/AIDS.

Partnered with Act Now Against Meth campaign to work with local partners to raise awareness and advocate for policy changes around the impact of methamphetamine use on HIV/STD transmission.

Facilitated a partnership between AltaMed and Long Beach Unified School District to provide virtual sexual health curriculum instruction to 2,052 Long Beach high school students.

Trained medical providers throughout Long Beach on sexual health/HIV standards of care, including PrEP (pre-exposure prophylaxis) and PEP (post-exposure prophylaxis) through citywide provider alerts.

The Health Access and Medi-Cal Outreach (MCO) team provided enrollment assistance to 1,173 individuals; outreached to 6,115 individuals; provided renewal assistance to 1,070 individuals; and provided troubleshooting to 2,389 individuals.

The Oral Health Program successfully distributed over 4,000 dental kits to LBUSD, Head Start, Young Horizons, BIH, WIC, the Healthy Aging Center and the Mayor’s Fund for Education and provided virtual oral health presentations for parents and over 700 students at five lower economic schools in the city.

The Black Infant Health (BIH) Program implemented bi-monthly contactless resource drives to provide pregnant and parenting program participants with PPE, diapers/wipes, formula, early childhood education materials and gift cards to supplement losses due to the pandemic and to help people remain safer at home.

PUBLIC HEALTH NURSING LED THE COVID-19 SCHOOL RESPONSE TEAM IN ASSISTING OVER 70,000 LBUSD STUDENTS A SAFE RETURN TO IN-PERSON LEARNING AND HAVE PROVIDED GUIDANCE TO OVER 50 SCHOOL NURSES FOR OUTBREAK MANAGEMENT.

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ENSURED VACCINES AND TESTING WERE AVAILABLE FOR ALL WHO ARE ELIGIBLE BY ESTABLISHING A NATIONAL MODEL FOR COVID-19 TESTING AND VACCINE LEADING TO MORE THAN ONE MILLION COVID-19 TESTS AND NEARLY 400,000 VACCINES ADMINISTERED.

The Black Infant Health (BIH) Program served over 100 families and expanded its reach by adding a case-management-only program and virtual workshops spotlighting Black midwives, doulas and lactation educators.

During World Breastfeeding Celebration August 2021, WIC hosted Breastfeeding Drive Thru events at three WIC sites and provided approximately 100 breastfeeding WIC mothers with complementary gift bags encouraging them to continue with their breastfeeding goals.

The Long Beach Healthy Aging Center Senior Links Program served over 200 older adults with referral services or case management support.

The Tobacco Education and Prevention Program (TEPP) launched a citywide multilingual ad campaign to inform the community and retailers about the new flavored tobacco ban and to support community members who were looking for services to help them quit-smoking.

TEPP and partners hosted a community listening session to amplify the voices of Long Beach residents affected by secondhand smoke in multi-unit housing, conducted presentations highlighting health equity issues, and provided over 20 hours of technical assistance to community members and apartment owners.

The GreenlightLB (GLLB) Program expanded to launch the City’s first Distracted Driving prevention program; staff surveyed over 400 community members, conducted an extensive observational assessment at intersections across Long Beach and delivered more than 7,000 educational distracted-driving handouts.

Walk and Roll Long Beach was awarded three education grants totaling $1.9 million from the California Transportation Commission to expand bicycle and pedestrian safety education to complement active infrastructure being installed by Public Works.

HEALTHY COMMUNITIES CONT.
ESTABLISHED THE LB RESOURCE LINE AND COVID-19 VACCINE INFO LINE AND RESPONDED TO MORE THAN 30,000 CALLS AND 60,000 EMAILS FOR OLDER ADULT AND VULNERABLE POPULATION SUPPORTS AND VACCINE INFORMATION
Healthy Active Long Beach awarded 11 Long Beach Unified School District schools up to $1,000 to support edible gardens as part of the Department of Health and Human Services Cal Fresh Healthy Living funded project.

Healthy Active Long Beach’s Community Garden (The Peace Garden) has continued to go through a revitalization process through building new plot beds that local Long Beach families have adopted; the garden has increased the availability of fresh produce for the gardeners, their families and the local community.

Healthy Active Long Beach’s Healthy Market Partnership transformed four local markets to increase access to fruits, vegetables and other healthy foods in neighborhoods throughout Long Beach.

The Long Beach Resource Line connected over 1,000 older adults to vaccination appointments between January and March.

Launched the Integrated System of Care (ISC) in the Health Department to serve as a one-stop intake and referral system to all Health Department programs and services.

Hired, reassigned and trained more than 250 employees for the City’s pandemic response.

Implemented vaccine booster sites throughout the city with vaccinations for children and youth.

Hosted 121 mobile vaccine clinic events.

Interviewed 24,800 COVID-19 patients and controlled outbreaks in 76 business and 120 long-term/acute healthcare facilities.

Provided 450 community-based vaccine clinics.

Opened a 75,000-square-foot permanent distribution site for personal protective equipment (PPE) and medical countermeasures.

The Health and Human Services Department partnered with the City’s Vendor Taskforce to educate 20,000 businesses and respond to 600 complaints related to City COVID-19 Health Orders.

THE CITY CREATED A COLLECTIVE IMPACT DEVELOPMENT PROCESS FOR PROGRAMS THAT WILL RECEIVE LBRA FUNDING. THIS PROCESS ENSURES THAT LBRA PROGRAMS ARE:

- Mutually-reinforcing
- Rooted in equity
- Meet funding requirements
- Are consistent with existing plans

Through the CARES Act, the Health Department funded 10 programs to meet the community’s needs during the pandemic, giving out 185 funding awards to community-based organizations comprising $10.7 million in total. The following were funded:

- Food Security through 11,359 grocery boxes, 74,260 prepared meals and thousands of pounds of food at food distribution sites
- Emergency youth supplies to 17,344 children; 3,000 developmental kits; 1,950 physical activity kits; 34,560 hours of subsidized Early Childhood Education care; nearly one million diapers and wipes to families in need; 132 grants to childcare providers
- A mental health awareness campaign
- $1 million in relief funding, health education and COVID-19 care packages for Black serving organizations and mental health therapy for under/un-insured Black residents
- More than $1 million in services to Latino/Latinx community members, including health education and outreach, linkage to services, early child supports and food distribution
- Services for more than 21,000 older adults through the LB Resource line, food distribution, transportation to appointments, care kits and case management
- Peer navigation and supports to 2,994 youth (ages 10-24)
- Remediation of 65 properties for hazards that exacerbate COVID-19
- Direct services and shelter to 484 survivors of domestic violence
- 102 local non-profits for operations support, including food distribution and early childhood education

LAUNCHED THE UNITE US RESOURCE AND REFERRAL PLATFORM THAT NOW CONNECTS OVER 60 SOCIAL SERVICE AGENCIES IN OUR COMMUNITY.
HEALTHY COMMUNITIES CONT.

Maintained Longbeach.gov/covid19 as the City’s authoritative portal for information regarding pandemic response, and continuously updated the City’s COVID-19 dashboard in response to City and community needs.

COVID-19-related information on the City’s website received 3.87 million pageviews between October 1, 2020 and October 1, 2021, peaking with nearly 130,000 page views on January 19, 2021.

Established VaxLB to collect over 150,000 vaccine interest submissions from the community, allowing the City to solicit and triage vaccine interest in advance of the State’s MyTurn coming online.

Long Beach Airport received the Airport Health Accreditation from the leading trade organization for airports for its commitment to ensuring the health and safety of its passengers and employees since the start of the COVID-19 pandemic.

Long Beach Airport met noise emission goals and no residences were exposed to noise levels exceeding 65 Community Noise Equivalent Level.

Long Beach Airport launched two COVID-19 testing sites on the Airport campus to offer LGB travelers a convenient and easily accessible option.

A multilingual, multicultural Healthy Sewers digital campaign resulted in a 60% reduction in the number of fats, oils and grease-related Sanitary Sewer Overflows seen during the campaign, when compared to the same period the previous year.

Supported gas service for eligible Long Beach residents through continued promotion and administration of the Low-Income Gas Discount assistance program through which qualifying customers receive a 5% discount on the gas bills at their primary residence or non-profit group home.

Complied with the requirements of the California Global Warming Solutions Act (AB32) by successfully meeting targeted reductions and carbon credit auction consignment obligations.

Launched Library kindergarten readiness program, “Dive Into School”.

77 graduates received a high school diploma through the Library’s Career Online High School.

96 hours of tutoring with LB Reads Adult Literacy program.

Community Emergency Response Team program (CERT) members continued to volunteer in COVID-19 response efforts, switching from testing site support to vaccination site support.

Parks, Recreation and Marine served 47,986 free meals to Long Beach youth at 34 sites through the United States Department of Agriculture Summer Food Service Program.

Senior nutrition programs continued with a “grab and go” format for food distribution; more than 90,000 meals were distributed to seven locations throughout the city.

Since the adoption of the Long Beach Recovery Act (LBRA), the City has been able to secure additional recovery funding, for a total of $249.2 million.

The City initiated a temporary three-year staffing plan focused on retaining the necessary human resources, setting up financial controls, and developing collective impact programs to support Long Beach’s recovery efforts.

Allocated staff resources for the development of funding plans, administrative support and the implementation of the LBRA.

Conducted 7,939 code enforcement inspections, including inspections to ensure compliance with the City’s Safer at Home Health Order.

Received 226 applications for the City’s Foreclosure Registry Program.

The following LBRA Programs have been rolled out to provide immediate assistance to residents and businesses:

- Emergency Rental Assistance - $51.3 Million
- BizCARE Call Center and Popup Locations - $210,000
- LB Resource Line
- Basic Needs Response Infrastructure - $1,363,630

LONG BEACH WAS ONE OF THE FIRST CITIES IN THE COUNTRY TO APPROVE A RECOVERY PLAN WHEN THE CITY COUNCIL ADOPTED THE LONG BEACH RECOVERY ACT (LBRA) ON MARCH 16, 2021, WHICH ALLOCATED RECOVERY-RELATED INVESTMENTS IN THREE FUNDING AREAS: ECONOMIC RECOVERY, HEALTHY AND SAFE COMMUNITY AND SECURING OUR CITY’S FUTURE.
Festival of Flight, the free community event celebrating all things aviation, was once again held at Long Beach Airport and attracted approximately 10,000 attendees.

Long Beach Airport engaged with nearly 20,000 attendees at community events, providing updated flight maps and promotional items.

Executed agreements to provide new food service and amenities for visitors at five Long Beach waterfront locations.

Developed new public parking at 5301 Long Beach Boulevard to assist area businesses including restaurants, cafes and retailers in the Virginia Village neighborhood.

Secured a new 75,000-square-foot building to house a new local distribution center for the City’s health department to increase capacity in the event of an emergency.

Educated the community on the benefits and safe use of natural gas as well as provided valuable information on water conservation through an annual, highly popular informational calendar.

Enhanced the Energy Resources website with utility assistance information for customers and posted Natural Gas Service Guidelines for contractors.

Funded an educational program for students in K-8 strengthening awareness of energy efficiency and safety conducting 119 performances.

756 TONS OF LITTER AND ILLEGALLY DUMPED ITEMS COLLECTED AT 95 NEIGHBORHOOD CLEAN-UPS
Developed the 2021-2022 Action Plan for the U.S. Department of Housing and Urban Development (HUD); the Action Plan addresses overall strategies, objectives and priorities outlined in the Fiscal Year (FY) 2018-22 Consolidated Plan and describes affordable housing and community development activities to be carried out through Sept. 30, 2022.

70 commercial property and business owners were reimbursed and 31 residential property owners received rebates for exterior improvements.

Implemented the North Place-Based Neighborhood Improvement Strategy to address neighborhood blight and improve traffic safety along the Long Beach Boulevard corridor.

Issued 525 certificates of appropriateness for improvements made to historic properties.

Summer Reading Program participants read a total of 13,930 days, completed 4,785 activities and wrote 734 book reviews.

Replaced over 24,000 feet of natural gas distribution main pipeline and over 300 service pipelines, to improve the integrity of the natural gas distribution system.

Over 130 gas distribution system leaks repaired.

Provided more than 500 residents with a virtual digital literacy training course in partnership with non-profit human-I-T.

Managed contracted collection of 132,839 tons of trash, 6,161 tons of mixed recyclables, 4,368 tons of organics, 1,830 tons of construction and demolition debris, from the non-exclusive Franchise Agreement.

4,142 grounds maintenance work orders completed.
SUSTAINABILITY

Long Beach Airport installed liquid collection bins so that travelers can dump liquids and then fill their reusable water bottles at hydration stations post-security.

Aeroplex/Aerolease installed the largest solar energy project on Long Beach Airport property to date, with nearly 1,000 panels mounted on 55,000 square feet of rooftop.

Over 200,000 square feet of turf replaced with water efficient landscaping through the Lawn-to-Garden Program.

Over 450 multi-family dwelling units retrofitted with water-efficient toilets, showerheads, faucet aerators and clothes washers through a new direct installation program.

LAUNCHED A COMMERCIAL ORGANICS COLLECTION PILOT PROGRAM IN OVER 100 CITY-SERVICED REFUSE ACCOUNTS, DIVERTING OVER 147 TONS OF FOOD WASTE FROM THE WASTE STREAM SINCE JUNE

CITY’S FIRST-EVER CLIMATE ACTION AND ADAPTATION PLAN (CAAP) WAS CONFIRMED BY THE CITY COUNCIL

The Water Department launched a new web portal to allow customers to access their hourly water use information from their newly installed smart water meter.

The Water Department sold and delivered over 3 billion gallons of recycled water to offset demands for potable water.

The Water Department launched a rebranded “Liveh2o” campaign and website to encourage Long Beach residents to view water conservation as a way of life and increase participation in programs that allow residents and businesses to save water and money.

Began development of a new Sustainability Strategic Plan to replace the 2010 Sustainable City Action Plan.

Hosted a 2021 Earth Day Summit.

In celebration of Earth Day, Long Beach neighborhood and community groups hosted 13 clean-up events across the City on.

Published the Office of Sustainability 2021 Work Plan, including 14 major actions for the year.

City Conducted the popular Ranchos Walk.

More than 560 volunteers cleared over 1,800 pounds of trash on California Coastal Cleanup Day.

City and Southern California Edison staff collaborated on the Clean Pathway Community Partnership (CPCP) pilot to implement a framework to identify, prioritize, and execute sustainable, affordable and reliable energy improvement opportunities.

Arbor Day was celebrated with tree-planting events at nine park sites.

More than 400 trees were planted in north and west Long Beach.

A “In Water Storm Debris Management System” was utilized to trap debris from the Los Angeles River during storms.
LONG BEACH AIRPORT ENTERED THE AIRPORT CARBON ACCREDITATION (ACA) PROGRAM AND RECEIVED LEVEL 2 CERTIFICATION, PLEDGING TO REDUCE GREENHOUSE GAS EMISSIONS ON A PER PASSENGER BASIS BY 20% IN 2025 AND 40% IN 2030

Planted 156 street trees as part of the I Dig Long Beach - 10,000 Trees by 2022 initiative funded by the Port of Long Beach and California Department of Forestry and Fire Protection (CAL FIRE)

Continued to work towards implementing State Law SB 1383, the most significant legislation in the solid waste sector in 30 years

Partnered with LA County to conduct 19 Household Hazardous Waste (HHW) and fire amnesty events and collected 962,922 pounds of household hazardous waste at the events, including 194,326 pounds of e-waste

Conducted annual Christmas tree collection program; 117 tons of Christmas trees were recycled

Installed 53 Electric Vehicle (EV) chargers at various City-owned facilities

Obtained $200K grant to develop a blueprint for Medium and Heavy-Duty Zero Emissions Vehicle Infrastructure

Began construction of ten solar canopy installations at various public facilities, which will reduce the City’s carbon footprint by an estimated 530 tons

Launched an Organics Pilot Program for local businesses to responsibly dispose of food waste

Continued leadership efforts to utilize renewable natural gas as an economically efficient alternative fuel; Entered contract to procure 100% renewable natural gas (biofuel) to displace all compressed natural gas consumed by the City’s refuse and sweeper fleet as well as all CNG-powered buses run by Long Beach Transit; The fuel credits received through state and federal incentive program result in financial incentives covering over 80% of fuel costs for these fleet vehicles
OTHER GOOD THINGS

The City supported the inaugural Long Beach Independent Redistricting Commission with language accessible, inclusive, and transparent public engagement by hosting and broadcasting community meetings in each City Council District, using online mapping tools, and hosting community mapping workshops, resulting in receiving 772 Communities of Interest (COI) form submissions, over 16 hours of public comment and 200 online mapping tool submissions from community members.

To protect professionals in a number of sectors greatly impacted by the COVID-19 pandemic, the Long Beach City Council extended several ordinances, including the COVID-19 Citywide Worker Retention Ordinance, Worker Recall Ordinance and Paid Supplemental Sick Leave.

Received City Council approval of the new Smart City Strategy that created four Smart City principles to (i) Design for Equity, (ii) Earn Public Trust, (iii) Cultivate Local Expertise, (iv) and Build Civic Resilience.

Participated in the Startup in Residence (STIR) Program for the third year in a row, now branded as the Smart City Challenge, that enables City Departments to collaborate with technology companies to address some of our civic problems by determining technology needs and working with technology companies to build and implement a pilot solution for 6 months.

Received City Council approval of the new Digital Inclusion Roadmap to ensure that everyone in Long Beach has equitable access and use of computer literacy training, the Internet, technology devices and other digital inclusion resources.

Launched the Augmented Reality (AR) Challenge where innovators, thinkers, entrepreneurs, start-ups and solution-makers of all skill levels were asked to imagine and create immersive AR experiences on Facebook and Instagram that highlighted Long Beach’s historic past, diverse present or limitless future; Individuals and teams received technical mentorship support and unveiled their solutions to the public at the first ever Long Beach AR Exhibition where teams competed for cash prizes totaling $14,000.

Long Beach Airport supported the local arts community through multiple art projects, including the “We Got This: Art in the Time of Pandemic” exhibit and the Bob Senske exhibit.

Long Beach Airport hosted 40 live music performances by local musicians as part of its LGBLive! performance series.

Renewed the City CNG Fueling Station contract which assures 100% renewable gas is used in all City Fleet vehicles.

REVAMPED AN OPEN DATA PORTAL TO INCREASE THE QUALITY, USE, TRANSPARENCY AND PUBLIC AVAILABILITY OF DATA TO INFORM INSTITUTIONAL DECISIONS AND ACTIONS THAT IMPROVE OUTCOMES IN COMMUNITIES OF COLOR.
Approved 6 applications for Solar Water Heating System Rebate Program under the California Solar Initiative to provide rebates for qualified Single Family, Multifamily and Commercial properties that will result in annual energy savings of nearly 13,000 therms and reduce 100 metric tons of greenhouse gas emissions

Hosted variety of cultural programs including month-long celebrations of Asian and Pacific Islander Heritage Month and Latino Heritage Month

The Long Beach Public Library launched several new Spanish language programs, such as Literamérica, Cáigale al Zoom, Bibliodías and Círculo de Cuentos

The Spark of Love Toy Drive provided toys, food donations and other needed assistance to 480 children from 160 families and 11 youth-based charitable groups

LBUSD youth participated in Distance Learning at Community Learning Hubs at Houghton, McBride, Orizaba and Veterans Parks; Staff provided academic support and stable wi-fi and devices to finish the 2021 school year; Community Learning Hubs re-opened in the fall of 2021 to support Long Beach Families enrolled in the LBUSD Independent Study Program

The free Mobile Recess Program was offered throughout the year in 11 neighborhoods, with supplies and equipment to provide activities for youth ages 5 through 14

Full-day camps for children ages 5 to 12 years old continued on weekdays through January at 21 parks

Over 200 youth and family members attended the first ever Youth Festival at Houghton Park, with a resource fair, panel discussions on youth issues and topics and breakout sessions

In-person senior programs resumed at the Long Beach Senior center and six satellite centers in July 2021 after being shut down in March 2020

Full-day, in-person summer day camps were offered at 23 parks

Participants from five teen centers enjoyed summer field trips to Wibit Water Park, Belmont Pool and a bonfire at Bolsa Chica beach

Mural conservation efforts continued to deter graffiti and enhance neighborhood beautification efforts

IN PARTNERSHIP WITH THE
US DEPARTMENT OF HEALTH
AND HUMAN SERVICES,
THE CITY OF LONG BEACH
ESTABLISHED AN EMERGENCY
INTAKE SHELTER FOR
UNACCOMPANIED MIGRANT
MINORS AT THE LONG BEACH
CONVENTION CENTER, WHICH
REUNIFIED 1,500 CHILDREN
WITH THEIR FAMILIES OR
SPONSORS; THOUSANDS OF
DONATED BOOKS AND TOYS
WERE COLLECTED FOR THE
CHILDREN, AND AN ONLINE
PORTAL WAS LAUNCHED FOR
THE COMMUNITY TO FURTHER
SUPPORT THE CHILDREN

OTHER GOOD THINGS CONT.
Bixby Park Dog Park was renamed in honor of Dr. Myrna “Mickey” Donahoe, the founder of Friends of Bixby Dog Park, in December 2020.

A new structure replaced a deteriorating pergola at Rose Park.

The iconic Dolphin Fountain in Rainbow Harbor area was refreshed with new, colorful drought-tolerant plants.

The free Movies in the Park program took place over the summer.

The Be S.A.F.E. (Summer Activities in a Friendly Environment) extended free supervised recreation hours at 11 parks.

Kurt Curtis, the son of the late, long-time Long Beach Municipal Band conductor Larry Curtis, was welcomed as the new conductor of the 112-year-old, 40-piece professional band; A two-week season took place at five parks throughout the city.

The Houghton Park Community Center was dedicated as the Doris Topsy-Elvord Community Center on August 21, recognizing the legacy, contributions and community service of former Vice Mayor Doris Topsy-Elvord.

The Pressburg Parkway at South Street and Jaymills Avenue was dedicated on September 25 to recognize Dan Pressburg’s contributions to the Uptown and DeForest Park Neighborhood communities.

The sports complex at Chittick Field was dedicated as the Dee Andrews Sports Complex at Chittick Field to recognize the important contributions to improving the lives of residents in Central Long Beach made possible by Mr. Andrew.

A section of Marine Stadium was dedicated and named in honor of the longtime leader of the Long Beach Municipal Band, Larry Curtis.

The inaugural Long Beach Youth Festival was held at Houghton Park; Young people ages 12-24 experienced local talent, networking and new resources to reach their potential.

The Dr. Martin Luther King, Jr. Statue “I Have a Dream” at Martin Luther King Jr. Park was restored with a new patina and protective coating; The plaques around the base and the granite surfacing also were restored.

The non-for-profit, Sowing Seeds of Change, was granted a Right of Entry permit to create an urban agriculture site at 620 San Francisco for a three-year term.

Food Finders received a Right of Entry permit to deploy a refrigerated container in 2022 at Admiral Kidd Park, to store and distribute fresh fruit and vegetables and provide ongoing nutrition classes and programming.

Contracts were developed for beach concessions at Alamitos, Bayshore, Granada, Junipero, and Mother’s Beach; A contract was also awarded to rent bicycles and skates at Granada Beach.

Long Beach Animal Care Services has achieved its highest adoption rate ever, despite operational modifications that moved most services to appointment only; The rate has risen by 60 percent in the last three years, from 471 adoptions in 2018 to 783 in 2021.

FY 21 Budget Process

- Conducted four fully multilingual in-person events
- Produced a multilingual community-facing web page with a community survey, details on the budget process, and a link to the budget documents webpage; In total, these sites had 3,798 unique page visits

Sustained City fleet operations at exceptional levels during COVID-19 as our front-line workers quickly adapted to maintain the City fleet while ensuring personal and operational safety.

A 75% decrease in aerosol products used in fleet shop operations.

Long Beach Fleet Services phased out conventional lubricants and switched to synthetic, which is friendlier for our atmosphere and has cost savings due to allowing longer intervals during oil changes.
LBTV produced 428 videos for LBTV3.com, City and LBTV social media platforms and the LBTV broadcast channel. LBTV also started streaming live City Council meetings to YouTube; LBTV is also now available on Apple TV.
Kicked off the long-awaited Underground Storage Tank (UST) replacement project at Water Department Maintenance Yard, which replaces the fuel station USTs with safer and more reliable aboveground storage tanks.

9,283 neighborhood newsletters produced with the assistance of the Development Services Department Neighborhood Resource Center.

Development Services staff hosted the 2021 California Association of Environmental Professionals (AEP) conference in Long Beach.

Established a process to embed the Equity Officer into the Emergency Operations Center emergency response structure: The Equity Officer will work to ensure the needs of vulnerable communities are identified and addressed during an activation.

The City Auditor’s Office continues to advance an effective City government through independent audits, reviews, and investigations that assures City funds are spent as intended, promote transparency of City operations and prevent fraud of City resources.

The City Auditor’s Office produced reports that included over 60 solution-driven recommendations designed for City operations to best meet the needs of the public. City departments agreed with most recommendations and reported that they have begun to implement them:

- Developing the Library’s capabilities to better provide services, programs and materials that are strategically aligned to equitably meet the diverse and dynamic community needs, including eliminating barriers to Library services for some community members and expanding community outreach of all Library offerings.
- Focusing on contract terms and oversight for operations of the Queen Mary, a historical City asset, to ensure that projects are aligned with City procurement policies and procedures and that public funds are used as intended.
- Improving management over the Airport Capital Improvement Plan construction project cost, timeline, quality control, and reporting to ensure all public funds are spent on quality projects that are delivered in a timely and most cost-efficient manner.
- Creating written policies and updating contracts to establish consistent procedures for oversight of airline fees and customer facility charges revenue as this is used to fund Airport operations and facility improvement projects which help optimize passenger traffic.

The City Auditor’s Fraud Hotline continues to allow anyone to confidentially report tips of City fraud, waste or abuse; For every tip received, the Office opens a case; Thirty-six percent (36%) of the cases closed in the previous year had sufficient basis and were investigated; Nine cases had substantiated allegations and 10 corrective action recommendations were issued to departments surrounding:

- Accessibility signage at a City facility.
- City employee use of resources and property.
- City employee adherence to workplace policies and procedures.
- City employee authorized work breaks.
- City employee access to information.
- City employee conflict of interest, and
- City employee recording work hours.

RECEIVED

$3.9 MILLION IN FEDERAL AMERICA RESCUE PLAN ACT (ARPA) FUNDING FOR ILLEGALLY DUMPED ITEM COLLECTION, HOMELESS ENCAMPMENT CLEANUPS, EXPANDED DEEP CLEANING LOCATIONS AND THE PROMOTION OF SCHEDULED SPECIAL COLLECTION PROGRAM TO REDUCE ILLEGAL DUMPING.

ADDITIONAL STAFF ARE BEING HIRED TO PROVIDE THESE ADDITIONAL SERVICES; NEW EQUIPMENT WILL ALLOW FOR STAFF TO ACCESS NARROW ALLEYS AND OTHER DIFFICULT TERRAIN FOR CLEANUPS AND PROVIDE ADDITIONAL SUPPORT TO NEIGHBORHOOD ASSOCIATIONS AND OTHER GROUP CLEANUP ACTIVITIES FOR LITTER ABATEMENT IN COMMERCIAL CORRIDORS AND SUPPORT CLEANING PROPERTIES OWNED BY OTHER JURISDICTIONS.
Negotiated a Consent Letter with Caltrans allowing for access to encampments on Caltrans owned property.

Started negotiations with LA County Department of Public Works on an MOU to address homeless encampments on the Los Angeles River, San Gabriel River and Coyote Creek, which are located within Long Beach.

52 ‘Deep Cleaning’ events held: These events focused on weed abatement, graffiti removal, code violations, litter and dumped item removal on selected streets as well as in all adjoining alleys.

Promoted the ‘No Litter Zone’ program: The ‘No Litter Zone’ program is a volunteer based group of currently 450 businesses that have pledged to keep their areas litter free; The program educates Long Beach businesses and residents about the importance of keeping our city clean and improving our community’s appearance.

Environmental Services Bureau (ESB) has continued its support of the Adopt-A-Street program which is an alternative way to keep roadways safe and clean: A total of 16 half-mile streets are currently adopted throughout the city, including 12 sponsored by ESB.

ESB continued to host virtual workshops due to COVID-19: A total of 916 residents attended 32 workshops including two that were held in-person.

Recognizing the health and safety risks taken by employees of grocers during some of the most challenging times of the COVID-19 pandemic, the Long Beach City Council unanimously approved an emergency ordinance to reinstitute premium pay for grocery workers.

THE CITY OF LONG BEACH CELEBRATED THE INSTALLATION AND DEDICATION OF A NEW PRIDE LIFEGUARD TOWER LOCATED AT SHORELINE WAY AND 12TH PLACE.