CITY OF LONG BEACH

Memorandum

Date: October 28, 2026

To: Thomas B. Modica, City Manager

From: Joshua Hickman, Director of Public Works

For: Mayor and Members of the City Council

Subject: **Street Sweeping Operations Update**

On September 22, 2026, City Council requested a comprehensive overview on street sweeping operations, including current personnel and equipment challenges affecting route completion, communication regarding missed service areas, and planned actions to improve service reliability. This memorandum is in response to this Council request.

Staffing

The street sweeping operation budget includes 21 Motor Sweeper Operator (MSO) positions: 18 full-time and 3 non-career. Due to employee extended leaves and one employee currently serving in an acting supervisory capacity, approximately 16 MSOs are currently available for regular field assignments.

The street sweeping operation requires approximately 15 MSOs Tuesday through Friday to fully staff scheduled routes. As a result, current staffing levels provide limited flexibility to absorb employee absences related to illness, vacation, training, or other leave, which can result in missed routes or partially completed routes.

To address staffing challenges, the Department recruited five unbudgeted Motor Sweeper Operator positions to perform the work that would have otherwise been completed by the staff on leave or acting in a high capacity. Interviews were conducted in September, during which 47 candidates were invited to participate in the interview process. Several qualified candidates were identified through the interviews, and the Department has begun the reference check and onboarding process for the five selected candidates.

New hires are anticipated to begin onboarding and training in late November. Once training is completed, we anticipate sufficient staffing to cover the 15 scheduled routes, with additional capacity for bike lane and median sweeping, depending on equipment availability and employee absences.

Equipment

The street sweeping fleet currently consists of 20 street sweepers of which 15 are typically available to meet the minimum need on an average day. The other five sweepers are unavailable due to scheduled maintenance or repairs.

Fleet Services works closely with operations staff to prioritize repairs and maximize

equipment availability. However, unexpected mechanical issues including road calls and hydraulic leaks, can cause delays or disruptions after a route has already begun. This typically means the rest of the route is not covered as the window to perform sweeping is very tight.

There are also 2 bike-lane sweepers that require more frequent maintenance service and at least one is typically available for deployment on an average day.

Route Completion

Street sweeping services for the curb and gutter are scheduled Monday through Friday.

Based on August 2026 performance data, crews completed approximately 83 percent of scheduled routes. Routes not fully serviced are primarily due to staffing shortages and employee absences. Mechanical breakdowns, construction activities, and curbside obstructions including parked vehicles, overgrown trees, and uneven pavement also contribute to route delays or incomplete service.

Using overtime to address the coverage gaps is often infeasible, because street sweeping routes must be completed during established posted sweeping times, when available MSOs are already scheduled to work elsewhere.

Outside typical posted routes and hours, crews perform additional sweeping services including beach parking lots, street medians, slurry seal project areas, storm response clean up, bike lanes, special event support and other maintenance-related assignments.

Bike Lanes

Sweeping of bike lanes is not currently performed on a dedicated or regularly scheduled basis. Bike lane sweeping is based on available staffing, and locations are prioritized based on when they were last serviced. Bike lanes that are wide enough to accommodate the City's standard street sweeping equipment are serviced more consistently because they can be incorporated into regular street sweeping routes. But that is not always the case and narrower bike lanes require smaller sweepers dedicated to bike lanes that must be trailered to each location.

The Department is currently developing routes for bike lane sweeping that could be implemented on a two-week basis when the street sweeping operation is fully staffed. This includes adding bike lanes to regularly scheduled routes where appropriate and dedicated smaller bike lane sweeper routes. Maintaining this service frequency would be dependent on sufficient staff being available (16 or more MSOs) and at least one smaller sweeper.

Due to current staffing constraints, bike lane sweeping assignments are deferred as needed to maintain regularly scheduled street sweeping service. As staffing levels improve, the Department will be better positioned to provide more consistent bike lane

sweeping and improve the frequency. As parking is not allowed in dedicated bike lanes, sweeping can occur on an overtime basis at an added expense but that is not currently budgeted.

Medians

Street sweeping around medians is not currently performed on a dedicated or regularly scheduled basis. Some smaller medians are incorporated into existing street sweeping routes, while larger corridor medians are serviced as operational resources allow.

In the past, the Department conducted dedicated major corridor median sweeping using overtime, outside of regular operating hours. This approach allowed the areas around medians to be serviced when traffic volumes were lower without impacting regularly scheduled street sweeping routes. However, this comes at an added cost that is not currently budgeted.

The Department is currently developing routes for median sweeping that could be implemented on a quarterly basis when the street sweeping operation is fully staffed. Maintaining this service frequency would be dependent on sufficient staffing being available (17 or more MSOs) and 16 or more available sweepers to support median assignments without impacting regularly scheduled street sweeping service or bike lane sweeping.

Street Sweeping Schedules

The City's street sweeping routes operate on established days and time periods throughout the city. While the original street sweeping schedules were established many years ago, the City implemented significant changes beginning in 2016. At that time, street sweeping times had not been substantially revised in approximately 30 years.

Beginning in March 2016, the City initiated a phased effort to adjust street sweeping schedules, particularly in parking-impacted neighborhoods. The changes included eliminating 4:00 a.m. sweeping times, moving most sweeping times in parking-impacted areas to later in the morning, reducing many parking restriction windows from four hours to two hours, and working to reduce conflicts between street sweeping and refuse collection days.

As part of these changes, most residential sweeping in parking-impacted areas was shifted to later time periods. Certain major corridors and areas around schools continued to be swept earlier in the morning due to operational and driver safety considerations. These included portions of Ocean Boulevard, Broadway, Anaheim Street, 7th Street, and Alamitos Avenue.

The street sweeping days and time periods established through this process continue to form the basis of the City's current street sweeping schedule. Street sweeping routes are currently scheduled within service windows ranging from 5:00 a.m. to 4:00 p.m., with

operators assigned to complete streets within the applicable posted time periods.

Changes to posted street sweeping times can be considered; however, any proposed change must balance the needs of the neighborhood with the operational requirements of the street sweeping program. While the Department recognizes the impact that posted sweeping times can have on residents, particularly in parking-impacted neighborhoods, shifting a sweeping time to a later period can also affect parking availability and vehicle movement in that area during other portions of the day. Schedule changes must also account for route sequencing, staffing and equipment availability, traffic conditions, safety, and the ability to complete all assigned routes within established service hours. For these reasons, changes to posted sweeping times are evaluated based on both neighborhood conditions and the overall operational impact to the street sweeping system.

Communication and Service Recovery

The Department recognizes the importance of proactively communicating service impacts to Council District offices and the public.

While Public Works does not currently have a formal missed street-sweeping notification process, staff are evaluating opportunities to establish one.

When service impacts occur, staff coordinate directly with residents and Council District offices through calls and emails to identify missed locations and prioritize them for follow-up service. Staff also work with the Department's Communications team to post social media notifications when significant service interruptions or route cancellations are anticipated due to weather, meetings, or trainings. These notices are also shared with Council Offices to extend our communication reach.

When routes are missed, staff identify affected locations and prioritize those areas for future service opportunities whenever operationally feasible. This approach helps maintain neighborhood cleanliness, supports community confidence in City services, and assists with compliance with National Pollutant Discharge Elimination System (NPDES) permit requirements, which require more frequent sweeping in areas that generate higher levels of debris.

Route Optimization

The Department is implementing Routeware, a route management and operations platform, to improve how street sweeping routes are monitored, evaluated, and managed. The system provides supervisors with greater visibility into daily street sweeping operations through route tracking, in-cab technology, and camera data. It also allows Motor Sweeper Operators to document operational issues encountered in the field, providing supervisors with more timely information regarding route conditions and service interruptions.

After the proper meet and confers with the appropriate labor groups were completed, hardware and camera installation began in July 2026, with system activation beginning in August 2026. During the initial implementation period, the Department is focused on collecting sufficient operational data to establish an accurate baseline of current street sweeping activities, including route coverage, completion times, service patterns, and areas where operational challenges regularly occur.

As additional data is collected, the Department will use Routeware to evaluate existing routes and identify opportunities to better balance workloads, improve route consistency, and address areas that require adjustments. The system will also assist with identifying missed or incomplete areas and provide information that can be used to evaluate service delivery over time.

Once sufficient data has been collected and the City's route library is fully established within Routeware, the Department will be better positioned to conduct a broader evaluation of the citywide street sweeping route structure. The Department anticipates having sufficient operational data to begin this broader evaluation by Summer 2027. This analysis may include opportunities to modify routes, balance assignments, or evaluate existing sweeping days and time periods. Any proposed changes to posted street sweeping schedules would require further operational review and consideration of neighborhood needs, parking impacts, traffic and safety conditions, staffing, and available resources before implementation.

During this data capture and analysis period, the Department will continue to review street sweeping operations to assess current performance, identify barriers to service completion, and evaluate opportunities to improve reliability. The system is expected to greatly improve visibility into completed and missed route segments, identify service gaps, and assess sweeping quality through onboard video footage. This capability will enhance follow-up planning, improve service recovery, and strengthen operational accountability. More information on Routeware is attached.

Next Steps

Street Sweeping operations continue to provide citywide service despite staffing and operational challenges. Current service impacts are primarily driven by staffing availability rather than equipment limitations. The Department is actively pursuing recruitment, technology, communication, and operational improvements intended to increase route completion rates and improve service reliability. With onboarding new MSOs and the enhanced accountability created through route management software implementation, the Department is confident street sweeping service reliability will improve in the future. Below are additional next steps the team is taking to improve service delivery:

- Complete recruitment and onboarding of five additional unbudgeted Motor Sweeper Operators.
- Continue coordination with Fleet Services to maximize equipment availability and

minimize downtime.

- Develop a formal notification process to provide Council District offices with information regarding significant missed street-sweeping service areas.
- Continue prioritizing previously missed routes whenever operationally feasible to reduce the likelihood of consecutive missed sweeping cycles in the same area.
- Implement route-management software to improve visibility into completed and missed route segments, identify service gaps, and enhance operational accountability.
- Utilize route-management software data and video-based documentation to improve route recovery planning and service quality monitoring.
- Continue the ongoing routing study to evaluate route efficiency, workload distribution, and resource deployment, with findings and recommendations anticipated Summer 2027.
- Evaluate opportunities to add dedicated bike lane and median sweeping services.

If you have any questions, please contact Carla Medina, Superintendent of Street Sweeping & Parking Control at Carla.Medina@longbeach.gov.

ATTACHMENT

CC: DAWN MCINTOSH, CITY ATTORNEY
DOUGLAS P. HAUBERT, CITY PROSECUTOR
LAURA L. DOUD, CITY AUDITOR
APRIL WALKER, ASSISTANT CITY MANAGER
TERESA CHANDLER, DEPUTY CITY MANAGER
MEREDITH REYNOLDS, DEPUTY CITY MANAGER
GRACE YOON, DEPUTY CITY MANAGER
TYLER BONANNO-CURLEY, DEPUTY CITY MANAGER
KEVIN LEE, CHIEF PUBLIC AFFAIRS OFFICER
MONIQUE DE LA GARZA, CITY CLERK (REF# 26-56186)
DEPARTMENT HEADS

Routeware

Routeware is a modern route optimization and operations management platform that **streamlines** how the City schedules, monitors, and evaluates street sweeping activities. It provides a **unified, data driven** structure for managing routes, improving **reliability, consistency**, and **transparency** across the Transportation Services Bureau.

The system ultimately supports **more predictable operations, optimized resource deployment,** and **better decision making.**

KEY CAPABILITIES

STANDARDIZED ROUTE CREATION & MANAGEMENT

Routeware organizes sweeping routes using consistent data inputs, replacing informal or legacy processes. This supports clearer expectations for Motor Sweeper Operators and creates more predictable deployment citywide.

OPERATIONAL VISIBILITY

Supervisors gain improved insight into daily operation, such as identifying missed areas, evaluating completion patterns, and reviewing route execution with real time camera data and route tracking.

COMMUNICATION & REPORTING TOOLS

The platform enables operators to log operational issues directly from the field, providing supervisors with real time visibility and supporting timely routing of items for repair, maintenance, or follow up action.

IMPLEMENTATION TIMELINE & NEXT STEPS

HARDWARE INSTALLATION – WEEK OF JULY 20

The in cab hardware and camera components will be installed on our sweepers during the week of July 20, allowing operators and supervisors to begin familiarizing themselves with the equipment.

SYSTEM ACTIVATION – MID AUGUST

We anticipate starting active use of the Routeware system in mid August. The initial months of operation will focus on data collection to accurately capture sweeping patterns, coverage needs, and timing.

DATA DRIVEN ROUTE BALANCING – FALL 2026

During the first few months, Routeware will gather detailed route data. This information will allow the vendor and our team to evaluate how sweeping routes perform within current time zones and determine whether rebalancing is necessary. This analysis will help identify opportunities for more efficient routing and more evenly distributed workloads.

CITYWIDE REROUTE EVALUATION

Once sufficient data has been collected and the route library is fully established in the platform, we will have the ability to assess whether modifying citywide street sweeping schedules would provide operational benefits. Any potential reroute would be based entirely on validated data and would be presented for review prior to recommending schedule changes.

MORE PREDICTABLE OPERATIONS | **OPTIMIZED RESOURCE DEPLOYMENT** | **IMPROVED SERVICE CONSISTENCY** | **BETTER DECISION MAKING**