2019 CITY MANAGER'S YEAR IN REVIEW
WELCOME

Long Beach continued to thrive in 2019. More than $3.5 billion in private development has been invested in our city, with businesses opening in Long Beach and new housing—including both market rate and affordable—breaking ground. The City opened new playgrounds, improved streets and increased public safety efforts, including the restoration of Engine 17. Long Beach opened the new seismically-safe and sustainable Civic Center, including a new City Hall, Port Administration Building and Billie Jean King Main Library. Please take a few minutes to read the Year in Review to see what other great things Long Beach accomplished this year.

Mes — Sages

Long Beach continues to make progress on many fronts, from addressing homelessness to economic development. We’ve received accolades for our efforts in City planning, communication and for our outstanding parks. We completed major infrastructure projects, while improving the mobility, sustainability and livability of our neighborhoods. I want to take this opportunity to revisit some of the significant actions and achievements of 2019 under the leadership of the Mayor and City Council.

2019 QUICK STATS

860,000 patrons served in libraries, with 11 million items checked out
59,000 customers served at the Development Services Permit Center
1.2 million square feet of graffiti removed
22,055 trees trimmed
35,000 potholes filled
757,000 youth and teen participant days and 356,000 senior participant days in Parks, Recreation and Marine Department programs
64,000 residential and commercial building inspections, and 5,300 plan checks performed
193,080 tons of trash collected
391 film permits issued, with a total of 528 production days
23,634 requests to remove illegally dumped items completed
205,000 customer calls, 594,000 contacts through the online service portal, and 8,020 email responses
9.1 billion cubic feet of natural gas delivered to residential, commercial and industrial customers
22,318 mattresses and box springs collected. 12,703 were scheduled for pick-up and 9,615 illegally dumped
9,755 tons of debris that would have gone in the ocean were collected by street sweepers
4.3-minute average Police response time for Priority One Calls — one of the fastest for any large city in the United States
630 access ramps constructed as a part of the Americans with Disabilities Act Access Ramp Response Program
24,938 gas and water turn-on orders completed
2.6M commercial passengers passed through the Long Beach Airport
206K calls for service responded to by the Police Department (daily average 554)
76K calls for service responded to by the Fire Department (daily average 218)
AWARDS & DISTINCTIONS

The City of Long Beach works to ensure exemplary services, and continues to be recognized locally and nationally.

No. 18 “Best Park Systems” in the USA by the Trust for Public Lands 2019 Parkscore® Index

El Dorado Nature Center celebrated its 50th anniversary

Multi-Service Center for individuals experiencing homelessness celebrated its 20th anniversary

No. 6 “Leading Fleet Award” for excellence in fleet management from Government Fleet Magazine

TOP 10 for ninth consecutive year named a Top 30 “Digital City,” recognizing the city’s outstanding efforts in using technology to serve its residents and customers

Skylinks Golf Course was named “Course of the Year” by the California Golf Course Owner’s Association

Four awards from the Los Angeles Section of the American Planning Association in recognition of the City’s work to create more livable, vibrant and inclusive communities:
- Wetlands Restoration and Oil Operations Consolidation: “Everyone In” Economic Inclusion Initiative; Historic District Guidelines; Outstanding Young Planner Award
- California Municipal Utilities Association Best Water Program award for Long Beach Water Department’s Certified Blue Restaurant program

Nine government programming STAR awards in 2019 for LBTV, the city’s cable channel, from the States of California and Nevada Association of Telecommunications Officers and Advisors (SCAN NATOA)

Awards of Distinction from the California Police Officers’ Association (CPOA) for South Division Bicycle Detail
- Patrol Resource Officers (PROs) and the Quality of Life Unit (QoL) Officers

Outstanding Achievement by a Team Award from the California Public-Safety Radio Association for Long Beach Fire and Police Dispatchers for their handling of the shooting of Fire Captain David Reza and Firefighter Ernesto Torres

Awards of Excellence for Economic Planning and Development by the American Planning Association for economic inclusion efforts

Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA), for the 12th consecutive year

California Association of Public Information Officials award for “Special or Community Event, Recurring” for the annual Festival of Flight event, attended by approximately 15,000 people

Number seven in the Western United States in customer satisfaction by J.D. Power for Long Beach Water Department

Southern California Association of Governments Sustainability Award for Clean Cities in recognition of the City’s alternative fuel efforts

Top 25 Green Fleets award from Heavy Duty Trucking magazine for leading the industry in the adoption of green, sustainable practices, policies and technologies

Top 4 of 56 cities and counties evaluated for innovative procurements per capita by Citymart

Awarded four Excellence in Public Information and Communication (EPIC) Awards by the California Association of Public Information Officials (CAPIO)

Anchor Place, a 120-unit affordable and supportive housing development made possible through the City’s partnership with The Long Beach Community Investment Company and Century Housing Corporation, was three prestigious awards won from the Los Angeles Business Council, the PCBC, and the American Institute of Architects Los Angeles chapter

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PUBLIC SAFETY

Public Safety leads the way as one of the essential services and the City continued its efforts to better prepare residents in the event of a disaster.

90% of the Emergency Communications Center’s 709,000 calls were answered within 10 seconds.

Part One violent crime categories (murder, robbery and aggravated assault) declined by 6.8% as of November 2019.

Fire Engine 17 was restored to service, which will decrease response times and expand firefighting and emergency medical response capability across the city.

Acting on a tip, the Long Beach Police Department thwarted a potentially catastrophic situation when it responded to a threat of violence by an employee of a major hotel. The employee was arrested and was found to be in possession of multiple firearms, hundreds of rounds of ammunition and tactical gear.

24 new firefighters graduated from the Fire Recruit Academies in 2019.

Conducted 5,700 food safety inspections in more than 2,200 restaurants, markets, food vehicles and special events.

18 critical missing persons were located and reunited with family.

5,148 emergency calls for service were responded to by the Energy Resources Department.

233 hazardous materials spills were responded to and more than 1,500 hazardous waste generators and chemical handlers were inspected by the Health and Human Services Department’s Hazardous Materials Unit.

Disaster Preparedness and Emergency Communications Department participated in approximately 30 community events and meetings to provide information and training on various disaster preparedness topics, including active shooter, earthquake preparedness and tsunami survival skills.

174 adults received training through the Community Emergency Response Team (CERT) Program.

The ‘Be S.A.F.E.’ (Summer Activities in a Friendly Environment) program extended supervision hours and provided programming at 11 parks during the evening and employed neighborhood youth.

Naloxone (narcotic overdose) kits were deployed to specific Police details as part of the Overdose Prevention Pilot Program.

Police Department created a community information phone line for residents and community groups to ask questions about law enforcement activity in Long Beach and any perceived immigration enforcement.

Nearly 3,000 people attended the Sixth Annual READY Long Beach Community Preparedness Expo to prepare themselves for an earthquake or other disasters.
NEW DEVELOPMENT

The City works to reach the appropriate balance of new high-quality construction and historic preservation.

230 discretionary zoning review projects and/or requests for planning entitlements processed.

PROJECTS COMPLETED

- 2nd + PCH, commercial project consisting of 244,000 square feet of retail/restaurant space (6400 E. Pacific Coast Hwy.)
- Aquarium of the Pacific, Pacific Visions wing, a two-story, 29,000-square-foot project expansion project
- Pacific Pointe Northwest (in Douglas Park), a 390,000 square-foot light industrial project, consisting of four buildings (3550 Carson/3881 McGowen/3861 & 4001 Lakewood Blvd.)
- Oceanaire, 216 residential units (150 W. Ocean Blvd.)
- 442 Residences, 94 residential units and retail space (442 W. Ocean Blvd.)
- The Linden, 49 residential units (434 E. 4th St.)
- Riverwalk, a planned community with 131 single-family homes (4747 Daisy Ave.)
- Long Beach Museum of Art Downtown, adaptive reuse for gallery exhibitions and arts-focused educational programming (356 E. 3rd St.)
- Trademark Brewing, adaptive reuse of an auto repair shop to a craft beer brewery (233 E. Anaheim St.)
- The Breakers, 175-room adaptive reuse hotel with restaurant and meeting spaces (210 E. Ocean Blvd.)
- Douglas Park Northwest, final development site in the build-out of Douglas Park, including company headquarters buildings totaling more than 390,000 square feet (3550 Carson St., 3881 McGowen Ave., and 3861 & 4001 Worsham Ave.)
- The Uptown, remodel of Harding Plaza consisting of four new buildings, a communal dining patio, and expanded retail space (6141-6191 Atlantic Ave.)
- Uptown Commons, 23,578 square-feet retail development (6600 Atlantic Ave.)
- Staybridge Suites, six-story hotel with 125 rooms to replace existing two-story hotel with 50 rooms (2640 N. Lakewood Blvd.)
- Donada, 40 single-family homes (3655 Norwalk Blvd)
- Pacific Edge Industrial, former U.S. Post Office facility; light industrial project with approximately 430,000 square feet in three buildings (2300 Redondo Blvd.)
- Mental Health America (MHA) Center, adaptive reuse for medical and psychiatric healthcare center for individuals experiencing homelessness with mental illness (1955-1965 Long Beach Blvd.)
- Long Beach Garden Condominiums, 36-unit condominium project and commercial space (1570-1598 Long Beach Blvd.)
- The Vault, adaptive reuse of vacant building for 20 artist studios with residential lofts (1000 New York St.)
- Eight-story mixed-use project with 120 residential units and retail space adjacent to the Metro Blue Line (1101-1105 Long Beach Blvd.)
- Pacific-Pine, 271 new residential units and commercial space (635 Pine Ave./636 Pacific Ave.)
- 5N at the Streets, 20 residential units and commercial space (495 The Promenade N.)

PROJECTS UNDER CONSTRUCTION

- Laserfiche, three-story office building with 104,000-square-foot creative office space (3435-3459 Long Beach Blvd. and 3464 Locust Ave.)
- Shoreline Gateway (Current Phase II), a 35-story building, which will be the City’s tallest building, with 315 residential units and retail/restaurant space (777 E. Ocean Blvd.)
- Ocean Center, adaptive reuse of the historic Ocean Center building to 80 modern apartments (110 E. Ocean Blvd.)
- The Breakers, 175-room adaptive reuse hotel with restaurant and meeting spaces (210 E. Ocean Blvd.)
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### APPROVED ENTITLEMENTS

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Units/Size</th>
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<tbody>
<tr>
<td>The Pacific</td>
<td>163 residential units (230 W. 3rd St.)</td>
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<tr>
<td>The Hotel</td>
<td>34 guest rooms (107 Long Beach Blvd.)</td>
</tr>
<tr>
<td>The Alamitos</td>
<td>136 residential units and retail/restaurant space (101 Alamitos Ave.)</td>
</tr>
<tr>
<td>Ocean View Tower</td>
<td>Adaptive reuse of the former Verizon Building with 94 residential units and retail space (200 W. Ocean Blvd.)</td>
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<tr>
<td>Sonata Modern Flats</td>
<td>113 residential units and retail space (207 Seaside Way)</td>
</tr>
<tr>
<td>Broadway Block</td>
<td>Two-building, mixed-use project, including a 23-story tower and seven-story mid-rise with 400 residential units that includes 14 affordable units and creative office and retail space (200-256 Long Beach Blvd.)</td>
</tr>
<tr>
<td>Broadway &amp; Magnolia Apartments</td>
<td>Seven-story mixed-use development with 142 residential rental units with active ground floor commercial space (500 W. Broadway)</td>
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<tr>
<td>West Gateway</td>
<td>Six buildings of varying heights from 6- to 40-stories with 756 residential units and commercial space (600 W. Broadway)</td>
</tr>
<tr>
<td>Bridge Development</td>
<td>415,600-square-foot industrial warehouse with 21,000 square feet of office space (2400 E. Artesia Blvd.)</td>
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<tr>
<td>Industrial Project</td>
<td>Two industrial buildings totaling 139,200 square feet, including 21,000 square feet of office space (300 Studebaker Rd.)</td>
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<tr>
<td>Silversands</td>
<td>Four-story 56-unit condominium complex with 40 hotel rooms (2010 E. Ocean Blvd.)</td>
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<tr>
<td>LB 14th</td>
<td>Four-story 65-unit condominium complex (1400 Long Beach Blvd.)</td>
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<tr>
<td>Locust Long Beach Apartments</td>
<td>Seven-story 97-unit residential project (1112 Locust Ave.)</td>
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<tr>
<td>Residential Project</td>
<td>Five-story multi-family development with 19 residential units (825 E. 7th St.)</td>
</tr>
<tr>
<td>3rd Pacific</td>
<td>Two building, in mixed-use development including a 23-story tower and eight-story mid-rise containing 344 residential units with retail and commercial space (131 W. 3rd St.)</td>
</tr>
<tr>
<td>Residences at Linden</td>
<td>Five-story, mixed-use development with 82 residential units and commercial space (135 Linden Ave.)</td>
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</tbody>
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### PLANNING INITIATIVES

- Adopted the Zoning Code Amendment to regulate new and expansions of existing drive-through facilities, and developed design guidelines
- Updated the Accessory Dwelling Unit (ADU) Ordinance to allow ADUs more broadly across the City to increase housing supply
- Started the initial phase of the Subdivision Ordinance Update to ensure City requirements are consistent with current State law, as well as improve staff procedural consistency and accuracy in processing subdivision cases
- Completed Phase I of UPLAN, resulting in a set of new zoning recommendations for the Atlantic and Artesia corridors to better support community priorities

**Under Construction: The Pacific**
Long Beach has made a deep commitment to ending homelessness and supporting those at-risk. Implemented the One-Time Towing and Parking Waiver for Homelessness Policy to provide people experiencing homelessness a one-time courtesy to recover from their parking, towing and impounding fees, and encourage them to take advantage of the City services available to them.

The Mayor’s Fund to End Homelessness is now administered by the Long Beach Community Foundation and more donor-friendly, which allows the Health and Human Services Department to use the funds for traditionally under-funded aspects of addressing homelessness, such as prevention. Donation meters entitled “Change for Change” are being installed in locations around the city.

Long Beach Fire Department’s Homelessness Education and Response Team (HEART) Unit made 1,200 outreach contacts. 700 of which were (911) calls intercepted by HEART; In 90% of these calls, HEART was able to cancel a responding fire engine, paramedic rescue, or both. With the addition of the homelessness verification process, it is estimated that of the 700 (911) calls, 600 involved persons experiencing homelessness.

20th Anniversary Multi-Service Center

1,716 outreach visits conducted to locations throughout the city
2,449 individuals contacted
1,002 individuals were connected to resources at the Multi-Service Center and other community-based organizations

Long Beach Police Department’s Quality of Life and Mental Health Teams made over 900 contacts with individuals experiencing homelessness, resulting in temporary housing for 177 and permanent housing for 25.

Homeless encampment cleanups throughout the city, including 70 clean-ups in parks

8th biennial Homeless Count

1,002 individuals were connected to resources at the Multi-Service Center and other community-based organizations

210 families experiencing homelessness were provided assistance through the Homeless Incentive Program (HIP), including purchase of equipment and furniture, security deposits and utility payments.

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Homeless Services received $9.5 million in federal funding, $13.6 million in state funding and more than $5 million from L.A. County to provide services, shelter and permanent housing to individuals and families who are experiencing homelessness.

The Continuum of Care permanently housed 860 persons, including 332 veterans, provided over 10,700 individual contacts linking individuals to shelter, mainstream benefits, mental health, medical care, employment, childcare, veteran benefits, housing linkage and prevention services.

38 chronically-homeless veterans were permanently housed at Beacon Place.

Volunteers participated in 8th biennial Homeless Count to survey the City’s 52 square miles for individuals who are experiencing homelessness.
AFFORDABLE HOUSING

$625K

grant awarded from the California Department of Housing and Community Development to address the housing crisis in Long Beach

Over 6,708 rent-supported in Long Beach

Implemented Tenant Assistance Policies requiring landlords to pay relocation payments to residential tenants who are displaced by no fault of their own

Completed an economic analysis, best practices survey and five stakeholder meetings toward the development of an Inclusionary Housing Policy

Low Income/Affordable Housing Projects

Beachwood Apartments, rehabilitation of 44 affordable units for lower-income families with assisted living needs (475 W. 5th St. and 505 W. 6th St.) - Completed

Rehabilitation of apartment units to house 12 individuals who are developmentally disabled (2800 Baltic Ave., 1402 E. Washington St., and 116 Redondo Ave.) - Completed

The Beacon, 161 residential units for low-income seniors and veterans at risk of homelessness (1201-1235 Long Beach Blvd.) - Nearly Complete

The Spark at Midtown, 94 units reserved for families and households experiencing homelessness, and 12,000 square feet of commercial space, including a new 5,150-square-foot YMCA facility (1900-1940 Long Beach Blvd.) - Under Construction

The Beacon, 161 residential units for low-income seniors and veterans at risk of homelessness (1201-1235 Long Beach Blvd.) - Nearly Complete

Vistas Del Puerto, 47 affordable apartments for families and households experiencing homelessness (1836-1852 Locust Ave.) - Under Construction

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

Provided over $450,000 for the acquisition and development of affordable housing units for individuals who are developmentally disabled located at 4734 Sunfield Ave. 6127 E. Keynote St. and 6711 E. 9th St.

Provided nearly $1.2 million for the acquisition and development of affordable housing units for individuals who are developmentally disabled located at 4713 Clark Ave.

Provided $750,000 for the acquisition, rehabilitation and preservation of an existing 50-unit affordable housing project located at 3799 E. Willow St. that was at-risk of converting to market rate

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Awarded two U.S. Department of Housing and Urban Development grants totaling $3.26 million to expand the supply of decent, safe, sanitary and affordable housing for very low and low-income households, and to engage, support and provide essential services to people experiencing homelessness

Housing Authority inspected 7,079 units for Housing Quality Standards (HQS)

The Housing Authority leased 92 percent of the Veterans Affairs Supportive Housing (VASH) Program vouchers

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AFFORDABLE HOUSING

400 new participants housed through housing authority voucher program.

248 were experiencing homelessness.

The Beacon
INNOVATION — & EFFICIENCY

Long Beach is modernizing outdated systems to create new and greater opportunity for the community.

Parks, Recreation and Marine Department launched an effort to update its 2003 Department Strategic Plan. The new Plan will cover a 10-year period, from 2020-2030, and will guide operational, staffing and budgeting decisions for the Department. In a separate, but related, effort, Long Beach Animal Care Services (LBACS) is developing a strategic plan with a mission, core values, integration and action plans, determining desired outcomes, goals and objectives, and internal capabilities and capacity.

Implemented a pilot program using automatic license plate readers (ALPR) for parking enforcement, which could potentially replace the old method of “chalking” tires and introduce more environmentally-friendly vehicles.

Fire Department partnered with the Office of Civic Innovation to analyze demographic data of previous fire academy applicants, conduct best practice research, evaluate the current city selection process, and held interviews with key stakeholders to develop actionable recommendations to strategically recruit a more diverse candidate pool.

Police Department partnered with the Office of Civic Innovation to analyze the processes for the recruitment, testing, investigation, hiring and training of recruits to develop a recruitment and training plan to begin addressing deficits in applications received as well as high attrition rates observed during the hiring and training phases.

Prepared a draft Short-Term Rental Ordinance, currently under review by the California Coastal Commission, to balance property owner rights and community concerns regarding quality of life, noise, safety, housing affordability, parking and enforcement.

Long Beach Water Department completed a pilot program for the design of 2,388 linear feet of water main lining in alleys, for which construction will be trenchless, minimize disturbance to the community and structurally renew and extend the service life of existing pipelines.

Entered into a voluntary collection agreement with Airbnb, Inc. to collect and remit Transient Occupancy Tax (TOT) from its short-term rental hosts. Between April and August 2019, the City received over $1.1 million.

Scanned more than 65,000 historic files to a records management, document imaging software, reducing the need for physical storage space.

Long Beach Water Department completed a pilot program for the design of 2,388 linear feet of water main lining in alleys, for which construction will be trenchless, minimize disturbance to the community and structurally renew and extend the service life of existing pipelines.

CONDUCTED QUARTERLY TUNE-UPS TO MODERNIZE THE CITY’S ZONING CODE ADDRESSING NEW LAND USE TRENDS AND BUSINESS TYPES, BETTER RESPONDING TO UNIQUE NEIGHBORHOOD DEVELOPMENT PATTERNS AND IMPROVING ADMINISTRATIVE PROCESSES.

DIGITAL INCLUSION ROADMAP

This roadmap will be a blueprint for ensuring that everyone in Long Beach has equitable access and use of digital literacy training.
The City prioritizes the enhancement of all services, including updating public safety equipment, improving customer service and replacing antiquated platforms. Implemented a mobile field inspection application for business license inspectors, which identifies unlicensed, pending, and delinquent businesses and inputs inspection results while in the field.

Awarded contracts for the implementation of a Customer Relationship Management (CRM) system, which will allow constituents to easily enter service requests and improve tracking, reporting, and resource management capabilities for City staff.

Designed and built technology for the new Civic Center, including chambers, media wall, conference rooms, training rooms and end-user technology.

Migrated and implemented all new technology from the Main Library to the new Billie Jean King Main Library.

Implemented project management software enabling Public Works, Energy Resources and Long Beach Water to adhere to the City’s Dig-Once Policy.

Continued efforts to modernize the City’s critical Financial and Human Resources systems. Through the implementation of a new Enterprise Resource Planning system called LB COAST (Long Beach City Operations and Strategic Technologies).

Developed an interactive public art mapping portal that shows residents and visitors in Long Beach the location of publicly accessible art locations in Long Beach, along with images and narrative.

Prepared for the deployment of body worn cameras to be extended to all four geographic Police Department patrol divisions including field support operations.

Implemented GPS low truck dispatch, allowing dispatchers access to real time truck locations and maps, improving efficiency.

Installed SmartCover technology at 40 strategic sewer locations throughout the city, notifying Long Beach Water personnel of pending sewer blockages, allowing the problem to be addressed before an overflow occurs.

Configured and implemented a new fuel dispensing system for City vehicles with RFID-based technology that improves accuracy, strengthens control over fuel, provides efficiency data and reduces labor.

Completed a two-year effort to modernize the City’s network camera systems.

Produced more than 250 videos for LBTV’s cable channel, website, social media sites as well as City-related social media sites.

Police Department entered into an agreement with Ring for the use of the Neighbors App, which allows content voluntarily posted by Ring users to be used to combat package thieves, stop burglaries and keep neighborhoods safe.

Replaced 1,895 outdated portable and mobile radios used in day-to-day and emergency response communications in Police, Fire, Public Works, Airport and Disaster Preparedness and Emergency Communication Departments.

Launched an online interactive development projects map as part of the City’s civic innovation efforts to help the public to see and learn about major development projects happening throughout Long Beach.

Police Department deployed the Motorola APX 8000 3.5 model all-band radio which allows for interoperability and improved communication with neighboring agencies.

Launched a new website at www.longbeach.gov/lbds as a way to enhance community engagement and provide regular public information about various services and programs related to code enforcement, planning, housing and building & safety.

Implemented Rapid SOS, a new caller location accuracy technology for 9-1-1 calls made from wireless devices.
The City of Long Beach strives to improve pathways to economic prosperity through a variety of methods.

Hosted more than 20,000 online sessions and created more than 15,000 new user accounts in BizPort, the City’s digital ombudsman, to help entrepreneurs easily navigate the steps to start, manage and grow a business.

Developed a Business Assistance Resources brochure for distribution at public counters throughout the City that promotes business planning development and financial assistance resources and encourages local business participation in City procurement opportunities.

5,562 businesses have been certified as Small Business Enterprises, an 8.3% increase from last year; 1,832 are Very Small Business Enterprises and 742 are Local Small Business Enterprises.

Established a Job Corps internship program for aspiring auto technicians, providing opportunities for youth in less advantaged communities and a boost to the automotive trade.

Served 600 clients and 27 business start-ups through a partnership with the Long Beach City College Small Business Development Center. The partnership has resulted in $1.6 million in capital investment and 36 jobs created.

Partnered with Sunstone Management and the Institute for Innovation and Entrepreneurship to launch the Long Beach Accelerator, a startup accelerator aimed at attracting new tech companies to Long Beach.

As a result of the efforts of Special Events and Filming staff, over 75% of television productions return to the City of Long Beach for their production needs; continuing this trend, the City attracted top-tier television shows that film in Long Beach on a regular basis, such as NCIS: L.A, 911, Homeland, Black Monday, Diary of a Female President, Lodge 49, Jane the Virgin, Malibu Rescue, and Animal Kingdom. Other television shows also use Long Beach as one of their favorite backdrops, including Dirty John, The Politician, Sneaky Pete, Grand Hotel, For All Mankind, S.W.A.T., and This Is Us.

Long Beach welcomed the following feature films: The Banker, featuring Samuel L. Jackson and Nicholas Hoult; and The Way Back, featuring Ben Affleck.

More than 1,400 adults and youth received career counseling, job search assistance, and occupational training through the Pacific Gateway Workforce Innovation Network.

15 loans totaling $125,000 were funded through Kiva Long Beach, a crowd-funded loan program offering 0% interest, no fee loans to local entrepreneurs ranging from $500 to $10,000.

Facilitated the sale of the 90-acre former Boeing property (C-17 site) to Goodman Industrial.

9 small businesses received loans totaling $484,000.

Long Beach Airport supports 46,000 jobs and has a total economic impact of $8.6 billion based on a new study released in November 2019.

Partnered with LINC Housing and Pacific Gateway to launch the Corner Pop-Up, an innovative retail space that gives local entrepreneurs the opportunity to test their concepts.

Provided in-person ombudsman support to over 50 small businesses to help entrepreneurs navigate the business licensing process.

Issued 69 Medical and Adult-Use Cannabis Business Licenses, which include 27 dispensary licenses, 17 manufacturing licenses, 15 distribution licenses, 8 cultivation licenses and 2 lab licenses.

Reduced the City’s insurance requirements for lower risk procurements and incorporated the review of insurance documents into the automated workflow of the City’s financial system, which reduces barriers and costs for local and small businesses contracting with the City.

Registered 39 Public Work’s improvement projects into the City’s labor compliance monitoring software for a total of 126 projects worth an estimated $260 million since 2015.
INFRA — STRUCTURE

Maintaining infrastructure citywide is a priority for Long Beach and the City has made great strides in ensuring Americans with Disabilities Act-compliance

Activated three new traffic signals and modified five others

Installed 36 traffic-calming elements, including roundabouts, median islands, rapid flashing beacons, speed feedback signs and crosswalks

Replaced more than 44,000 feet of natural gas distribution main pipeline and 570 service pipelines

Completed the Marina Drive Complete Street project in time for the opening of the new 2nd & PCH retail center

Started pre-construction process and public outreach for Naples Islands Seawalls Phase II project, which entails the installation of 2,148 linear feet of new steel sheet-pile seawall on the water sides of the existing vertical seawalls at The Colonnade, the south side and eastern end of Treasure Island and the western end of the Naples Peninsula

Pre-construction process continues for the $58.8 million Long Beach Airport’s Phase II Terminal Area Improvements Project, which will substantially improve the functional flow from curb to gate, enhance passenger convenience and reduce vehicle congestion in the terminal loop

Installed a new Long Beach Airport monument sign modeled after a DC3 wing, enhancing the Airport’s entrance and paying tribute to Long Beach’s aviation history

Conducted 168 construction inspections at construction sites one acre or greater

Installed new high-efficiency Heating, Ventilation, and Air-Conditioning systems at the Expo Arts Center and Fleet Services complex

1,750 LANE MILES of alleys rehabilitated

1,300+ work permits issued for work within the public right-of-way

LOCALLY STREETS RESURFACED
(Totaling 48.6 Lane Miles)

68th St., Orange Ave. to Cherry Ave.

15th St., Atlantic Ave. to Martin Luther King, Jr. Ave.

15th St., Gardenia Ave. to Obispo Ave.

3rd St., Ximeno Ave. to Nieto Ave.

53rd St., Lime Ave. to Atlantic Ave.

8th St., Rose Ave. to Cherry Ave.

Almond Ct., 10th St. to 11th St.

Appleton Ave., Alamitos Ave. to Junipero Ave.

Chestnut Ave., Broadway to Ocean Blvd.

Clark Ave., west service road from Vernon St. to Stearns St.

Conant St., Conant St. to Lakewood Blvd.

Conant St., Heinemann Ave. to Schaufele Ave.

Conant St., Schaufele Ave. to Worsham Ave.

Conant St., Worsham Ave. to Bayer Ave.

Cowles Ave., Magnolia Ave. to Chestnut Ave.

Daisy Ave., 3rd St. to 8th St.

Daisy Ave., 8th St. to Anaheim St.

Grenora Way, Euclid Ave. to E. De Ora Way

Gundry Ave., 68th St. to Eleanor St.

Hackett Ave., Harco St. to Parkcrest St.

LONG BEACH YEAR IN REVIEW
LOCAL STREETS RESURFACED (continued)
(Totaling 48.6 Lane Miles)

- Hackett Ave., Keynote St. to Harco St.
- Hill St., Martin Luther King, Jr. Ave. to Orange Ave.
- Hill St., Argonne Ave. to Clark Ave. service road
- Jackson St., Lemon Ave. to Orange Ave.
- Juniper Ave., 5th St. to 7th St.
- Juniper Ave., Bermuda Ave. to 5th St.
- Keynote St., Palo Verde Ave. to Los Coyotes Diag. service road
- La Marimba St., Vuelta Grande Ave. to Studebaker Rd. service road
- Lewis Ave., New York St. to 15th St.
- Lime Ave., 53rd St. to Market St.
- Linden Ave., Spring St. to northern terminus
- Linden Ave., 14th St. to 15th St.
- Norse Way, Lakewood Blvd. to Carson St.
- Ohio Ave., Anaheim St. to 14th St.
- Olive Ave. – southern terminus to Market St.
- Schaufele Ave., Conant St. to Cover St.
- Stearns St. service road, Granada Ave. to Clark St. service road
- Termino Ave., E. Esther St. to Pacific Coast Hwy.
- Vermont St., Roswell Ave. to eastern terminus
- Via Almendro, Via Veranada to eastern terminus
- Via Barcata, Via Veranada to eastern terminus
- Via Carmelitos, Via Veranada to Via Wanda
- Via Wanda, Via Veranada to Via Carmelitos
- Via Veranada, Via Carmelitos to Via Almendro
- Village Rd., Norse Way to Pepperwood Ave.
- Vuelta Grande Ave., Stearns St. to Willow St.
- Walnut Ave., Wardlow St. to 36th St.
- Worsham Ave., McGowen St. to Carson St.
- Worsham Ave., Conant St. to Cover St.
- Worsham Ave., Cover St. to McGowen St.

MAJOR STREETS RESURFACED
(Totaling 36.9 Lane Miles)

- Broadway, Golden Ave. to Redondo Ave.
- 3rd St., Golden Ave. to Alamitos Ave.
- Golden Shore, L.A. River to Seaside Way
- Chestnut Ave., W. Ocean Blvd. to 3rd St.
- 2nd St., Pacific Coast Hwy. to Island Village Dr.
- Conant St., Heinemann Ave. to Lakewood Blvd.
- Worsham Ave., Cover St. to Carson St.
- 15th St., Magnolia Ave. to Pacific Coast Hwy.

BIKE LANES COMPLETED
(Totaling 9.4 Miles)

- Installed 36 traffic-calming elements, including roundabouts, median islands, rapid flashing beacons, speed feedback signs and crosswalks

PARKING

Installed 120 new on-street disabled parking zones
INFRASTRUCTURE

22 MILES OF SIDEWALK REPLACED

10 MILES OF REPAINTED CURB AND 25 MILES OF RESTRIPED LANE LINES

3,100 TRAFFIC CONTROL PLAN CHECKS COMPLETED
PARKS & OPEN SPACE

New parks, playgrounds and facilities are breaking ground and receiving upgrades throughout the City.

Developed a MacArthur Park Master Plan to become eligible to apply for funds from the Statewide Park Development and Community Revitalization Grant Program.

Negotiated and facilitated the transfer of the privately-owned Sunnyside Cemetery to the City ensuring its continued use and upkeep under the management of the Parks, Recreation and Marine Department, which manages the adjacent Municipal Cemetery.

**NEW PLAYGROUNDS**

at Jenni Rivera, Drake, and King parks

**PROJECTS COMPLETED**

- Improvements at Bixby, Harvey Milk, Pan American, Cherry, Houghton, Peace, Drake and El Dorado West parks
- Improvements at 4th Street Senior Center, Veterans, Houghton, and El Dorado West community centers, King Park Pool and Pan Am gym
- Ramona Park fitness loop
- Admiral Kidd and El Dorado parks skate park shade canopies
- East Village Arts Park festoon lighting
- Negotiated and facilitated the purchase of privately-owned/leased Tanaka Park to preserve it as a public amenity
- Stearns Park Community Center roof and structural repairs
- K-9 dog park landscape renovation
- Playground safety improvements at Hudson and Birdcage parks
- Athletic field improvements at Silverado, Heartwell, Ramona, Coolidge, El Dorado West, King, Admiral Kidd, Veterans and MacArthur parks
- Park restroom upgrades at Bixby and Drake parks and Chittick Field
- Recreation Park Lawn Bowling Center and Chavez Park Amphitheater irrigation improvements
- Bayshore Lifeguard Station replacement
- Bayshore water playground expansion
- Marina Green parking lot, Shoreline Marina and Rainbow Harbor lighting improvements
- Leeway Sailing and Aquatics Center parking lot improvements

**PROJECTS UNDER CONSTRUCTION OR IN DEVELOPMENT**

- Houghton Park Community Center, a 6,450-square-foot building that will surround historical parts of the current building, a gymnasium, restorations to the historical building, two large multipurpose rooms, restrooms, a reception room, outside restrooms and a renovated parking lot. The Center is expected to be completed in early 2020.
- Alamitos Beach Cafe and Concession Stand, a two-story, 4,240-square-foot building with a rooftop deck, public restroom, recreational rental building, outdoor play area and a playground.
- Colorado Lagoon Open Channel project, $26 million in funding secured.
- Davies Boat Launch Ramp renovation
- El Dorado Park West artificial turf sports field
- Recreation and Cherry parks playground replacement
- Channel View Park playground, funded by a $500,000 private donation.
- Davenport Park improvements, including a grass sports field, fitness loop and picnic area.
- El Dorado Park West duck pond renovation.
The City relies on sound fiscal practices to maintain a healthy budget and works to reduce costs for customers. Delivered a structurally balanced FY 19 General Fund proposed budget for the 13th consecutive year, as part of the City’s strong financial practices.

Issued $9.245 million in Lease Revenue Bonds to finance construction of a multi-story parking facility for Public Safety personnel in the Civic Center area.

Issued $13.35 million in Lease Revenue Bonds to refinance Open Space Bonds, resulting in a total of $11.4 million in General Fund savings when combined with the prior year bond call.

Issued $161 million in Harbor Revenue Bonds for the design and construction of the new department headquarters building.

Completed a $15.8 million-dollar lease with flexible lease options to finance the replacement of expiring public safety radio equipment and infrastructure.

Successfully negotiated lease terms for the Water Department Automated Meter Infrastructure system saving approximately $1.3 million in interest costs.

Maintained excellent (AA) bond ratings by Standard & Poors and Fitch agencies.

Utility Services processed monthly utility bills for 165,000 customer accounts generating $250 million in annual revenue.

$6.5 BILLION MANAGED OVER $6.5 BILLION IN CASH FLOWS

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Reduction in the City’s annual electricity costs as a result of a review of electricity bills for billing errors and savings opportunities.

Engaged in price-protection strategies to ensure unforeseen seasonal price spikes do not unduly impact natural gas customers.

Administered over $6.7 million of Homeland Security Grant Program (HSGP) funds for disaster preparedness training, planning and equipment acquisition.

Long Beach residents’ average total monthly water and sewer bills continue to be amongst the very lowest of the largest cities in California.

Entered into an agreement with the State of California Franchise Tax Board (FTB) to share databases. This program is a highly efficient pro-active enforcement tool that generated $47,000 in its first quarter.

Prepared FY 19 Capital Improvement Program (CIP) totaling over $117 million in funding.
The City works to ensure the health of the community and the built environment

5,361 Proactive Rental Housing Inspection Program (PRHIP) code enforcement cases resolved to maintain livability

572 properties registered in the City’s Foreclosure Registry Program

Launched the Long Beach Justice Fund with a $250,000 contribution from the City and a $600,000 grant from the Vera Institute of Justice to support legal representation for immigrants who live or work in Long Beach and are facing deportation

Distributed more than 1,000 dental kits to organizations that provide services to pregnant women, older adults and people experiencing homelessness, and 1,000 dental kits to preschool and kindergarten children

Identified more than 5,000 mosquitoes for vector-borne disease surveillance and set approximately 236 mosquito traps at 25 mosquito surveillance sites

Approximately 18,000 adults and children participated in Healthy Active Long Beach’s nutrition workshops where participants learned about the benefits of healthy eating and helped prepare healthy recipes

GreenlightLB distributed cannabis education materials to 20 agencies and 18 newly-licensed cannabis retailers and hosted four driveGrounded outreach events in partnership with Long Beach Police to educate bar and restaurant patrons on the impact of alcohol, cannabis and other drugs on their ability to drive safely and legally

More than 300 fathers participated in the Life Coaching and Fundamentals of Fatherhood Program

45,000 bicycle trips were made through the City’s Bikeshare program, with 127,812 miles traveled
Long Beach has made great strides to improve services and quality of life citywide:

- Inspected 8,490 properties for zoning and other code violations; 2,428 code enforcement cases were resolved, 4,278 cases were opened.
- Issued more than 200 litter citations by the Long Beach Police Department.
- 30 residents graduated from the Neighborhood Leadership Program, bringing the total number of graduates to 750 over 26 years.
- Issued 24 citations for illegal garage conversions, as part of City’s continued livability efforts.

GoLongBeach work order requests completed received from residents:

- 64,500 requests completed.

Clean Team collected more than 2,700 tons of litter and illegally dumped items and used more than 20,640 court referral hours to assist in litter cleanups.

- Negotiated a long-term lease to facilitate the re-opening of the shuttered Long Beach Community Hospital, as an acute care hospital.

2,642 community volunteers partnered with the City to host 134 neighborhood clean-up events and remove 972 tons of trash from the community.

- 85 residential property owners and 79 commercial property owners received rebates for exterior improvements.

- Installed 20 neighborhood identification signs along East 7th Street, East 10th Street, Redondo Avenue and Cherry Avenue in the Rose Park neighborhood.

- Performed 930 alley and neighborhood clean-ups, including 64 Litter Free LB cleanups; more than 279 tons of litter were collected.

- 563 businesses are participating in the ‘No Litter Zone’ program having pledged to keep their areas litter free.

- Performed 48 ‘Deep Cleaning’ events, which include weed abatement, graffiti removal, code violations, litter and dumped item removal on selected streets and adjoining alleys.

Police Department personnel continues to meet with diverse community groups to understand their perceptions of law enforcement and to share policies and procedures related to hiring, equipment, accountability and training; participated in more than 150 community meetings and events.

LONG BEACH COMMUNITY HOSPITAL

Negotiated a long-term lease to facilitate the re-opening of the shuttered Long Beach Community Hospital, as an acute care hospital.
SUSTAIN — ABILITY

Sustainability is at the top of the City’s list, which has led to significant efforts, including Foam Free LB, the Green Business Certification and Recognition Program and the development of the City’s Climate Action and Adaptation Plan.

The Colorado Lagoon was featured in the Heal the Bay Spotlight section of their annual report for its sustained excellent water quality since 2012.

Approximately 10,000 residents participated in more than 50 community events as part of the process to develop the Climate Action and Adaptation Plan (CAAP) that will guide the City towards reducing emissions and adapting to changing climate conditions, including extreme heat and sea level rise.

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

Certified 60 Long Beach water efficient eateries under the Certified Blue Restaurant program.

970 million gallons of reclaimed water sold for irrigation.

Saved over 13 million gallons of potable water by using recycled water for cleaning sewer pipelines.

TRASH CAPTURE SCREENS WERE INSTALLED INSIDE STORM WATER CATCH BASINS TO PREVENT TRASH AND DEBRIS FROM GOING INTO THE OCEAN

EXPANDED POLYSTYRENE ORDINANCE
Phases 2 and 3 implemented

2,986 pounds of debris removed from City beaches by 1,636 volunteers participating in Earth Day Beach Cleanup and Coastal Cleanup Day events.

Approximately 500 tons of mulch diverted from landfill with 300 tons delivered free of charge to Long Beach residents.

Certified 30 businesses through the Green Business Certification and Recognition Program under the California Green Business Network.

Long Beach Water increased the financial incentive and square footage for Lawn-to-Garden turf removal participation and made backyards eligible for the incentive.

Completed commercial/multi-family organics study to determine best options to roll out new citywide service in accordance with legislation.

Conducted 23 Household Hazardous Waste (HHW) and tire amnesty events; 9,231 cars dropped off 901,996 pounds of HHW, including 286,000 pounds of e-waste and 1,100 tires at the HHW drop-off events.

75 percent of park irrigation controllers have been converted to the CalSense central control system for more effective and efficient irrigation, and the El Dorado Nature Center converted manual valves to electric valves.

Installed 85 EV chargers throughout the city.

Long Beach Water increased the financial incentive and square footage for Lawn-to-Garden turf removal participation and made backyards eligible for the incentive.

Increased alternative fuel vehicle purchasing to 54% fleet-wide.

#FoamFreeLB Business: Long Beach Creamery.

3,439 pounds of recycling collected from commercial accounts.

33,179 tons of recycling collected from residential accounts, multi-family accounts, and commercial accounts.

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SUSTAINABILITY

100% OF THE CITY'S BEACHES IN ALAMITOS BAY RECEIVED "A" AND "A+" GRADES FOR WATER QUALITY
OTHER GOOD THINGS

62 DOGS / 58 CATS / 4 RABBITS

found safe foster environments over the Independence Day holiday through the Long Beach Animal Care Services’ Foster the Fourth partnership with Live Love Animal Rescue

This year provided many accomplishments and memorable events throughout Long Beach

28,150 neighborhood newsletters and 164,800 other neighborhood documents were produced with assistance at the Neighborhood Resource Center

Co-hosted the 2nd Annual Ranchos Walk, a 9.5-mile walk from Rancho los Alamitos to Rancho los Cerritos utilizing a digital guided tour for the 400 participants to learn about Long Beach history along the scenic route

10 Career Online High School (COHS) graduates received their high school diploma through the Long Beach Public Library; 47 graduates since the program began in 2016

Healthy Active Long Beach guided over 500 children and families in 60 minutes of physical activity during their Power Up Your Summer campaign. The annual campaign encourages youth to engage in at least 60 minutes of active play every day to avoid the “summer slump!”

The My Brother’s Keeper (MBK) Program provided $48,000 in mini-grants to seven non-profit mentoring organizations in Long Beach and launched the MBK Network, dedicated to providing positive youth development activities to improve the life outcomes for boys and young men of color

Hosted the 5th Annual POW! WOW! Long Beach, a week-long summer event in which artists paint colorful murals throughout the city

120 bicycles were refurbished and distributed to local nonprofits through the Environmental Services Bureau “Recycle Your Bicycle” event

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92,000 Twitter followers, 37,300 Facebook Likes, 15,600 Instagram followers and 12,500 LinkedIn followers on the City’s primary accounts; an 8.4% increase over 2018 increasing by 2.7% (2,381 followers) on Twitter, 5.2% (2,036 likes) on Facebook, a 78.5% (6,901 followers) on Instagram and 34.8% (3,500 followers) on LinkedIn since 2018.

Free summer swim for youth was provided at all City-operated pools, as well as Millikan, Jordan and Cabrillo high school pools

150,000 e-book and audiobooks were downloaded from the Long Beach Public Library

Approximately 2,600 kids from 39 parks participated in the 15th Annual All City Beach Day, a day of playing in the water and on an enormous sand berm, being sprayed by a fireboat, playing street hockey with the LA Kings, eating pizza, dancing and generally having a blast.

Implemented the STARS (Simple Therapy And Real Smiles Program) at the Long Beach Airport, which aims to reduce the stress of travelers by providing trained therapy dogs

Fire Ambassadors visited 44 schools, volunteering approximately 2,500 hours of their time to teach fire safety to over 4,000 students

Approximately 12,000 people attended the Long Beach Airport 2019 Festival of Flight

More than 1,000 youth and senior program participants from all over the city saw a performance of “The Little Mermaid” at the Carpenter Performing Arts Center through a partnership with Musical Theater West

Completed the visioning process for an African-American cultural center, providing a framework for future planning and fundraising

Launched mobile payment solution for beach parking lots and on-street parking on Broadway and 3rd St. in the Downtown area

33 kittens and cats were adopted at the annual “Kitty Hall” event at City Hall