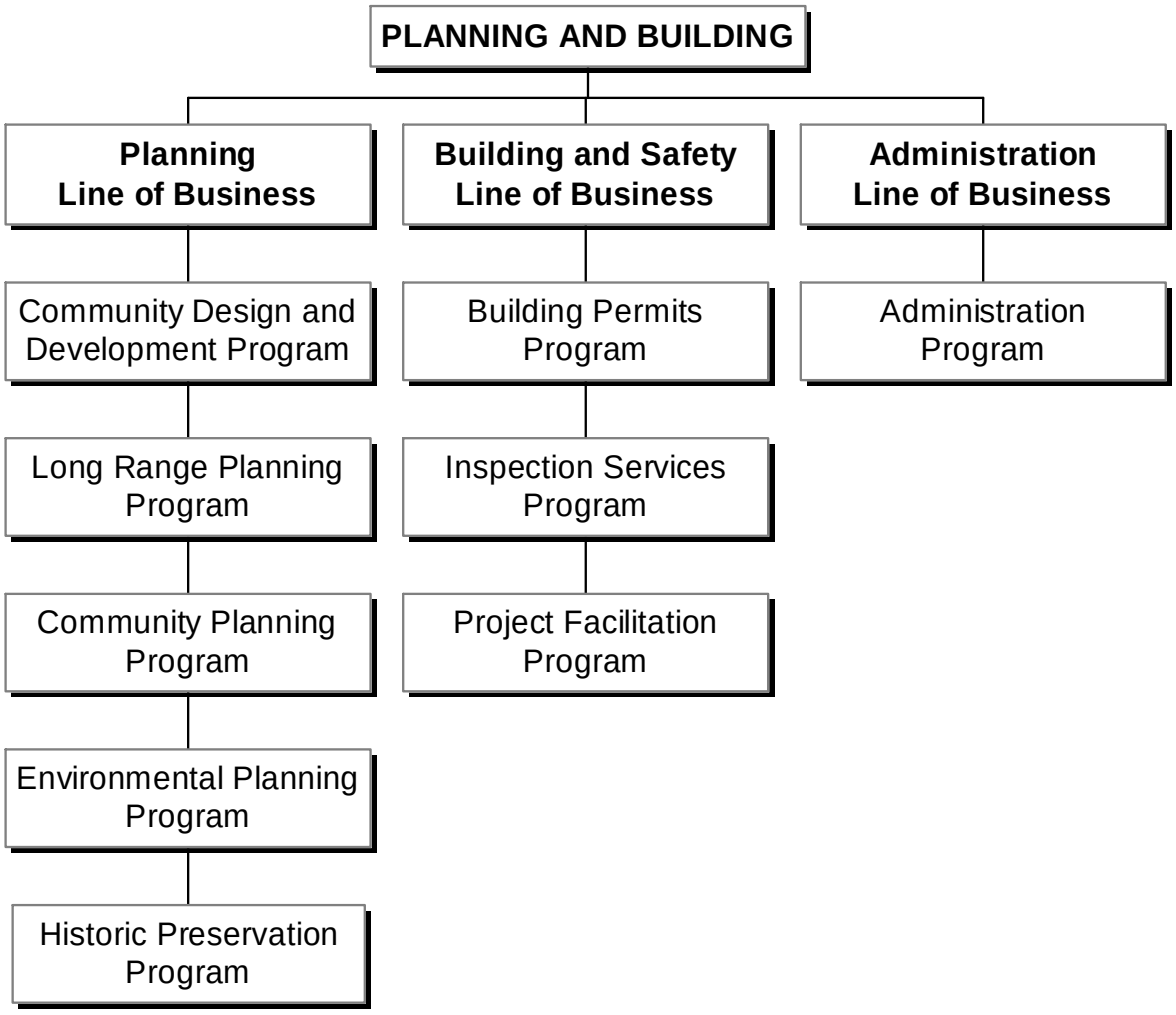

PLANNING AND BUILDING

To provide exceptional service to our community while working together to successfully build a dynamic, safe and sustainable city that honors its past while advancing towards the future.

Chapter Overview

This budget chapter reflects key elements of the Department of Planning and Building's Strategic Business Plan, which was developed as part of the City's commitment to performance management.

As part of this strategic planning process, the Department identified, with input from community stakeholders and employees, significant issues to be confronted over the next two- to five-years. Strategic objectives have also been developed as part of this effort to help guide the Department in addressing these issues. The Department of Planning and Building has also developed its program structure and a full family of program performance measures, including outcome, efficiency, demand, and output measures. The program structure and performance measures serve as the basis for the City's performance-based program budget and will add clarity to the City's budget by aligning department program information (purpose statement and listing of services), budget allocations, and performance information, all at the program level.

Please note that while the Department of Planning and Building has completed its Strategic Business Plan, a number of the key performance measures may be new to the Department and will take time to fully develop and collect the performance information. Therefore, some performance measures are presented at this time without the corresponding performance information. As the Department is able to work toward full implementation, existing measures may be changed and/or new ones may be added.

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Service Delivery Environment

Committed To Delivering Exceptional Service

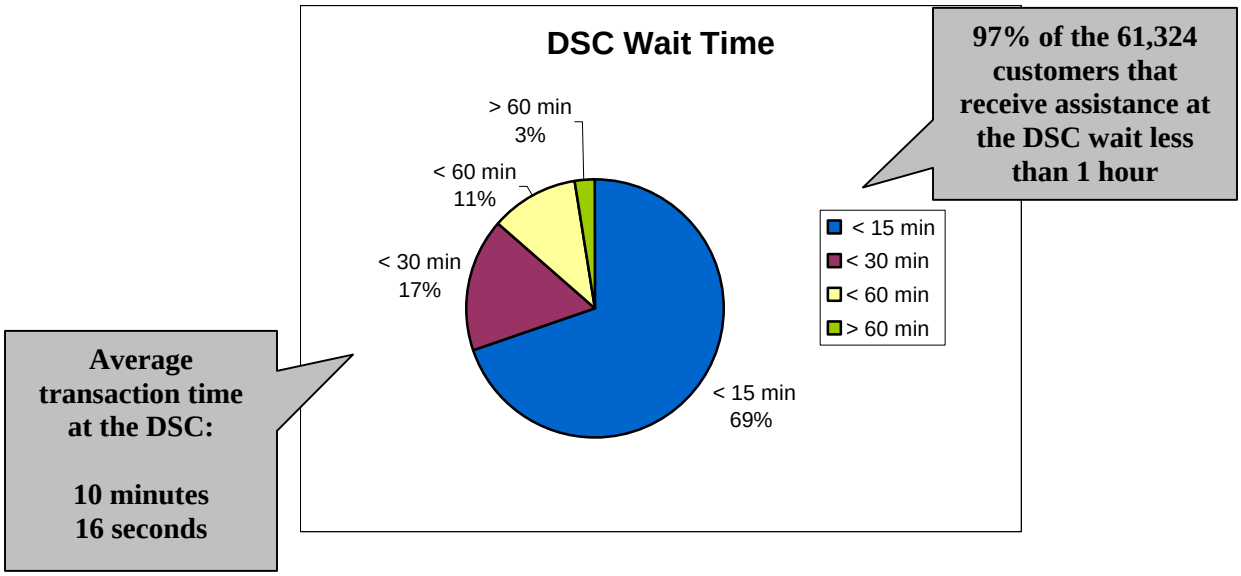
The Department of Planning & Building is committed to delivering exceptional service and making the Long Beach Planning & Building Department one of the best. The Department's mission is to provide exceptional service to our community, while working together to successfully build a dynamic, safe and sustainable city that honors its past while advancing toward the future. We believe in being customer-focused, team-oriented, professional, and innovative community partners.

The Department has created a vision, mission and set of core values and behaviors that guide staff behavior and actions as well as direct our hiring, promotions and evaluation processes and everyday decisions. It signifies an important culture change for the Department toward improving the working environment, creating a culture of cooperation, collaboration and continuous improvement and working together to make a difference.

Hard At Work Delivering Exceptional Service

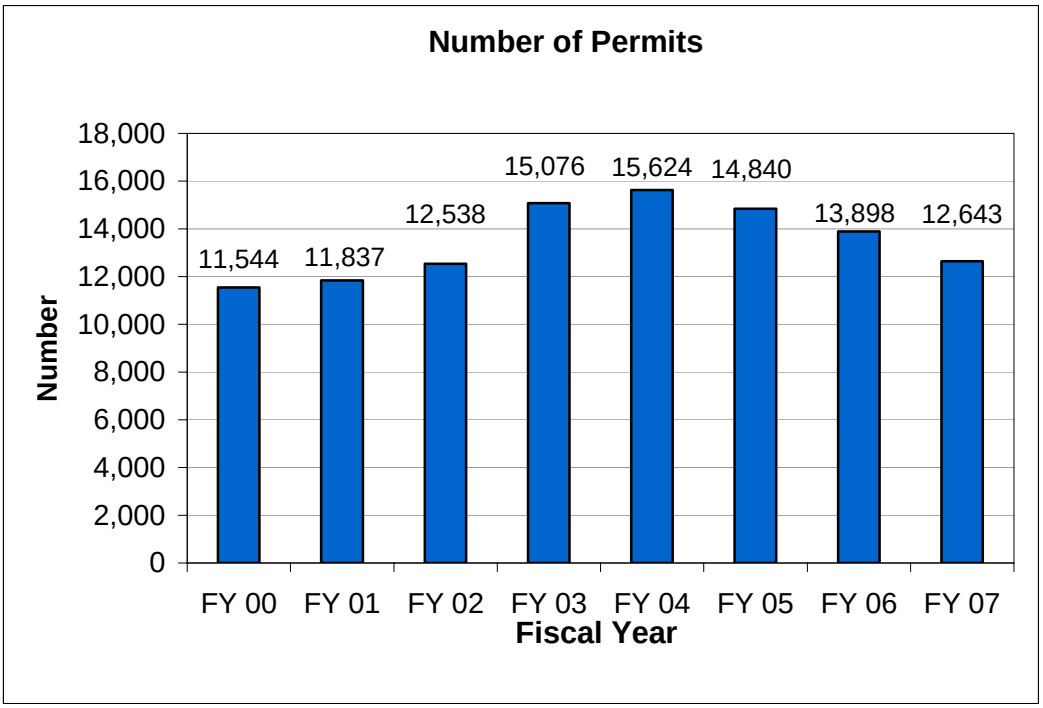
The Department is successfully making a shift to become more informative and helpful facilitators of the permit process resulting in a more customer-focused environment. The Department works hard at delivering exceptional service. To date in FY 07, our Department has:

- Served 61,324 customers at the Development Services Center (DSC), 86 percent within 30 minutes, with an average transaction time of 10 minutes 16 seconds
- Issued 9,484 construction permits
  - 93 percent of no-plan permits are issued over the counter within 30 minutes
  - 100 percent of new single family home/addition applications are reviewed by staff in 10 weeks
- Conducted 57,107 inspections, 95 percent within 24 hours
- Reviewed over 150 development projects
- Reviewed 237 Certificates of Appropriateness, 70 percent in 1 day

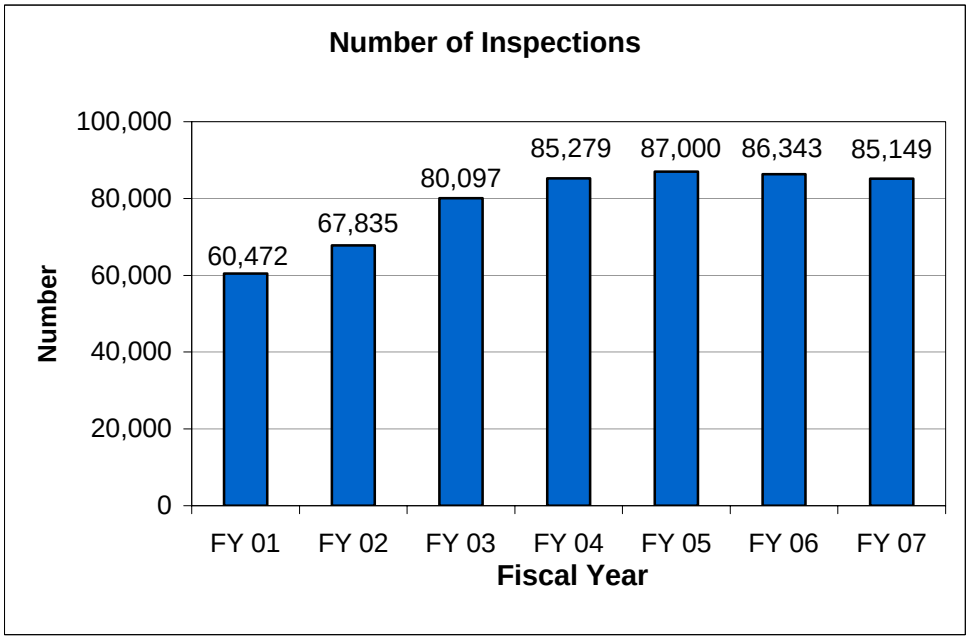


Service Delivery Environment

For the first time in the last six years, there has been a sizeable decrease in the amount of construction activity in the City of Long Beach. Interest rates, construction costs, foreclosures and loan defaults are on an upswing, while consumer spending and home sales are down and consumer debt levels have risen, which all contribute to the decrease in construction activity.



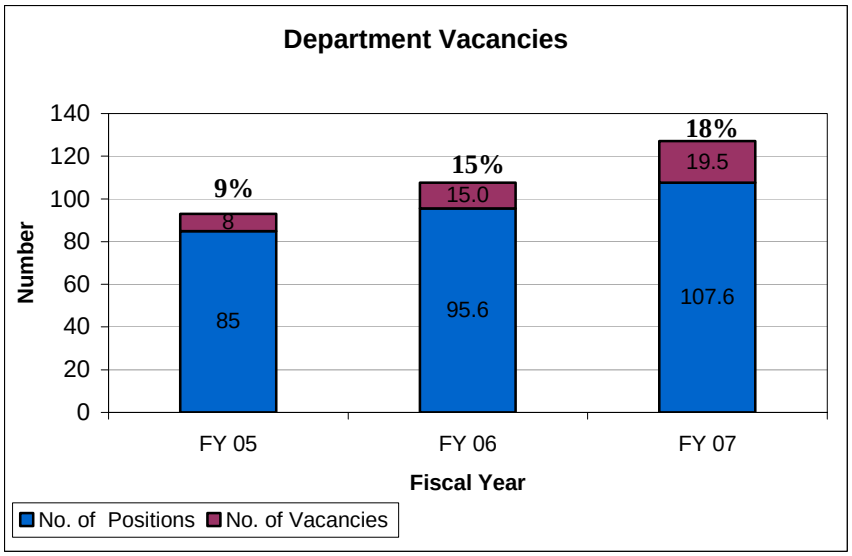
A decrease in construction activity results in fewer permits, fewer customers at the Development Services Center, fewer inspections and less revenue coming into the Department.



Despite the decrease in construction activity, there are still signs that Long Beach will continue to see significant development. The demand for housing remains strong and steady and development in the Downtown and along the corridors continues to prosper.

For example, the development of the West Gateway Project, the Boeing/Douglas Park Project, and other upcoming commercial development projects will continue to fuel expansion in the commercial arena. In addition, development can occur over multiple years and some of the development that is being built today began in the first planning stages several years ago. So the projects that are in the early planning stages today will begin construction over the next several months and can continue into the next couple of years. Although the Department is seeing a decrease in construction activity, it continues to experience increasing customer expectations to deliver a predictable, efficient and timely development permit process.

In order to keep up with customer expectations and deliver exceptional service, it is important that the Department is able to recruit, hire and retain qualified staff. Over the past year, the Department has faced the loss of several experienced staff due to retirements and competition from other cities and private industry, and it has been challenging to recruit experienced people to fill these positions.



Providing exceptional service is not limited just to the functions provided by the Building Bureau, but also extends to the Planning Bureau who are responsible for community outreach and partnering with neighborhood groups, businesses and other community organizations, preserving the City's historic assets, updating the Long Beach 2030 plan, conducting environmental reviews, implementing sustainability and green building policies and conducting other special projects and studies.

The Department has engaged the community through the Long Beach 2030 efforts to update multiple elements of the City's General Plan. When all elements are completed, the City's General Plan will be the most important long-term, comprehensive planning document in the City and will provide clear guidelines for what the City expects out of proposed projects. The Long Beach 2030 plan will provide a contextual, comprehensive guide to be used when designing and building projects or redeveloping blighted neighborhoods, building specific neighborhood plans, revitalizing commercial corridors or preserving historic buildings.

Long Beach 2030
IMAGINE THE POSSIBILITIES

Service Delivery Environment

Implementing Positive Change With Positive Results

The Department, with support from the leadership team and participation from the employees, has spent the last year establishing a strategic plan that has charted a path for continuous improvement. Change is ongoing in the Department, enabling the predictability and timeliness of the Department's services, creating an atmosphere of community partnership and providing exceptional service to customers.

The Department has shifted to a special revenue fund called the Development Services Fund, which gives the Department the flexibility to manage its own budget while not burdening the City's General Fund. This fund allows the Department to run more like a business and demonstrates the one-to-one nexus of collecting fees and providing development services for customers. Through this special revenue fund, customers will be guaranteed that all fees they pay to the Department for their services will be reinvested in the Department and will only go to the cost of delivering the Department's planning, building, plan check and inspection services.

In FY 08, the Department will begin the update of its 20 year-old permit tracking system. The Department has been developing and will be implementing a new permit tracking system, which will help process, track and issue permits. Customers will be able to initiate most of Planning, Building, Public Works, and Fire permits online, track the real-time status of permits, pay fees and schedule inspections all online. Implementing improved technology tools for both staff and the public is important for the effective delivery of planning and building services. In addition, the Department will be creating new levels of expedited and express service, which are intended to provide customers with different tiers of services and quicker turnaround times in order to address customer's expectations.

The Department will also become heavily involved and will staff the City's newly created Sustainability Commission as well as become involved in many of the City's sustainability initiatives such as Green Building Requirements for Private Development. These upcoming sustainable initiatives demonstrate Long Beach's commitment to addressing issues of creating a sustainable city program, enhancing open space, improving management of water resources, restoring wetland habitat and improving air quality.

Continuous Improvement In All We Do

The Department of Planning & Building is committed to creating an optimal customer experience and we are confident that these and future changes will help us continue to deliver exceptional service to our customers.

Significant Issues

1. Workforce Gaps: The Department is working to fill numerous vacancies. The competitive nature of the development field, which is exacerbated by non-competitive compensation and a stressful work environment, is creating difficulty in attracting and retaining qualified staff, increases vacancies, and causes high turnover. By filling our vacancies, we can work to ensure that our customers receive:
   - Consistent and accurate information;
   - Effective and efficient service;
   - Customer-centered solutions;
   - More proactive and problem-solving service;

   These positive impacts will encourage quality development and make Long Beach a more desirable place to live, work and play.

2. Coordination of Plans: Coordination of plans and policies developed by City agencies would result in:
   - Consistent directions to customers;
   - Customer satisfaction;
   - Encouragement of quality development;
   - Timely and efficient project review and approval;
   - Efficient use of resources and staff effort; and
   - The maintenance and enhancement of character-defining features of the City.

3. General Plan Updates: The City's General Plan needs to be updated to address rapidly-changing demographic conditions and implement a unified vision, to result in:
   - Adequate housing opportunities;
   - Safe and good quality housing conditions;
   - Substantial infrastructure and public facilities;
   - Increased mobility contributing to improved air quality;
   - Improved delivery of public safety services; and
   - Long Beach as a more desirable place to live, work and play.

4. Building Conditions and Code Requirements: The aging condition of the existing built environment, new legislation and the construction of new buildings require continual updating of code requirements, training and enforcement in order to improve building safety conditions for our citizens.

5. Development Process and Complexity: Simplify and streamline the development process to:
   - Encourage high quality development:
   - Enhance City revenue;
   - Better facilitate construction projects;
   - Encourage high quality construction; and
   - Enhance overall service and customer satisfaction.

6. Approval and Development Services Center Permitting Processes: Provide sufficient resources to meet increasing service demands to facilitate multi-department coordination approval process and the Development Services Center permitting process.

Strategic Objectives

1. Workforce Gaps: By 2010, improve the work environment in Planning and Building to result in:
   - A reduction of the vacancy rate from 12% to 5% or less (Administration Program);
   - An increase in the percentage of employees who remain with the Department for 5 years or longer from 43.5% to 60% (Administration Program); and
   - An employee satisfaction survey rating of 90% or better (Administration Program).

   Focus Area: Leadership, Management and Support; Youth: No

2. Coordination of Vision and Plans; By 2010, 100% of the policy, planning and design documents prepared by the City will be determined to be internally consistent and consistent with the General Plan and the Zoning Ordinance (Long Range Planning Program).
   Focus Area: Neighborhoods and Housing; Youth: No

3. General Plan Updates: By 2010, increase the number elements in the General Plan that are less than 10 years old from 20% to at least 80% (Long Range Planning Program).
   Focus Area: Neighborhoods and Housing; Youth: No

4. Building Conditions and Code Requirements: By 2010, increase the number of seismically retrofitted building types from 1 to 3 to improve building safety conditions for our citizens (Building Permits Program).
   Focus Area: Community Safety; Youth: No

5. Development Process Complexity:

   A. Construction:
   - 90% of Single Family Alteration applications reviewed by staff will receive a decision over the counter (Building Permits Program).
   - 90% of New Single Family Home/Addition applications reviewed by staff will receive a decision in 10 weeks (Building Permits Program).
   - 90% of Multifamily Alteration applications reviewed by staff will receive a decision in 10 weeks (Building Permits Program).
   - 90% of New Multifamily Construction- Lowrise applications reviewed by staff will receive a decision in 12 weeks (Building Permits Program).
   - 90% of New Multifamily Construction- Highrise applications reviewed by staff will receive a decision in 16 weeks (Building Permits Program).
   - 90% of Tenant Improvement applications reviewed by staff will receive a decision in 10 weeks (Building Permits Program).
   - 90% of Addition/Alteration applications reviewed by staff will receive a decision in 10 weeks (Building Permits Program).
   - 90% of New Construction- Lowrise applications reviewed by staff will receive a decision in 12 weeks (Building Permits Program).
   - 90% of New Construction- Highrise applications reviewed by staff will receive a decision in 16 weeks (Building Permits Program).
   - 90% of Code Modification applications reviewed by staff will receive a decision in 4 weeks (Building Permits Program).
   - 90% of Oil Well inspections will be completed in 4 weeks (Inspection Services Program).

   B. Project Facilitation Unit:
   - 90% of projects submitted to the City will receive timely review/approval with Project Facilitation Program's assistance (Project Facilitation Program).

   C. Inspections:
   - 95% of building inspections will be completed in 24 hours at each phase of inspections (Inspection Services Program).
   - 100% of customers will receive one set of corrections for the work being inspected (Inspection Services Program).

- 100% of Inspection Field Evaluations will be conducted by Inspection supervisors each year (Inspection Services Program).
- 100% of Inspection Follow-up Reviews will be conducted by Inspection supervisors each year (Inspection Services Program).

D. Customer Satisfaction:

- 90% of our customers will be satisfied or very satisfied with the following services:
  - Planning services (Community Design and Development Program)
  - Inspections services (Inspection Services Program)
  - Plan Check services (Building Permits Program)
  - Permitting services (Community Design and Development Program)
  - Project Facilitation services (Project Facilitation Program).

Focus Area: Neighborhoods and Housing; Youth: No

6. Approval and One-Stop Permitting Processes: By 2010:

- 80% of Development Services Center customers will be served within 30 minutes (Building Permits Program).
- 80% of no plan construction permits are issued over the counter within 30 minutes (Building Permits Program).
- 90% of customers are satisfied or better with the services provided at the Development Services Center (Building Permits Program).

Focus Area: Neighborhoods and Housing; Youth: No

Summary by Line of Business and Fund

FY 08 Budget by Line of Business

Line of Business	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Planning					
Expenditures	3,621,879	5,098,072	5,016,231	98%	3,411,235
Revenues	2,605,143	5,323,323	4,511,923	85%	3,544,869
FTEs	27.35	33.60	33.60	100%	34.60
Building and Safety					
Expenditures	7,300,926	8,689,037	6,593,530	76%	7,310,464
Revenues	9,397,823	11,048,833	9,161,360	83%	10,767,718
FTEs	61.25	63.00	63.00	100%	62.00
Administration					
Expenditures	1,603,389	1,481,296	2,394,127	162%	3,051,211
Revenues	-	873,500	1,568,032	180%	555,551
FTEs	7.00	11.00	11.00	100%	11.00
Department TOTAL					
TOTAL Expenditures	**12,526,194**	**15,268,405**	**14,003,889**	**92%**	**13,772,909**
TOTAL Revenues	**12,002,967**	**17,245,656**	**15,241,315**	**88%**	**14,868,138**
TOTAL FTEs	**95.60**	**107.60**	**107.60**	**100%**	**107.60**

Note: Historical Expenditure and FTE information have been recast from the Bureau level to the Program level.
*Amounts exclude all-years carryover. See budget ordinance in the front section of this document.
** Unaudited

FY 08 Budget by Fund

Fund	Expenditures		Revenues		Net Fund Support
General	434,641		158,760		275,881
Development Services	13,338,267		14,709,378		(1,371,111)
Total	**13,772,909**		**14,868,138**		**(1,095,229)**

Planning Line of Business

Program	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Community Design and Development					
Expenditures	1,243,258	1,526,189	1,389,590	91%	1,637,553
Revenues	1,587,871	2,943,360	1,727,261	59%	2,521,812
FTEs	11.75	15.00	15.00	100%	16.50
Long Range Planning					
Expenditures	741,440	550,570	611,011	111%	474,299
Revenues	290,168	559,389	963,080	172%	563,269
FTEs	6.60	3.60	3.60	100%	3.00
Community Planning					
Expenditures	460,773	929,856	846,652	91%	690,215
Revenues	-	-	16,505	-	2,076
FTEs	4.50	9.00	9.00	100%	8.60
Environmental Planning					
Expenditures	954,968	214,064	394,384	184%	268,099
Revenues	709,302	230,000	234,224	102%	298,952
FTEs	2.50	2.00	2.00	100%	3.00
Historic Preservation					
Expenditures	221,439	1,877,392	1,774,595	95%	341,069
Revenues	17,803	1,590,574	1,570,854	99%	158,760
FTEs	2.00	4.00	4.00	100%	3.50
Line of Business TOTAL					
TOTAL Expenditures	**3,621,879**	**5,098,072**	**5,016,231**	**98%**	**3,411,235**
TOTAL Revenues	**2,605,143**	**5,323,323**	**4,511,923**	**85%**	**3,544,869**
TOTAL FTEs	**27.35**	**33.60**	**33.60**	**100%**	**34.60**

Note: Historical Expenditure and FTE information have been recast from the Bureau level to the Program level
* Amounts exclude all-years carryover. See budget ordinance in the front section of this document.
** Unaudited

Purpose Statement: To provide long range planning and property use and development services to decision makers and current and future members of the community so they can enjoy a City that balances and improves its environment, economic vitality, cultural resources and recreational experiences.

FY 07 Key Accomplishments:

- Customer satisfaction ratings are steady for the Planning Bureau
  - 87 percent of customers rate the service provided by Community Design and Development staff as satisfactory or better.
- Planning applications by appointment
  - Submittal by appointment provides customers with face-to-face contact with their project planner. This also allows for the planner to ensure that the customer's application is 100 percent complete and that they have all the necessary documents in order to begin the process.
- Planning pre-application allows customers early feedback and design consultation on projects
  - Submittal of a pre-application allows planners to identify any major issues early and helps customers know what to expect when they submit their project to the Department.
- The Planning Information telephone line provides customers a resource to call and speak with a professional planner
  - This phone line has been converted to a call center where a customer's call will not go to voicemail if a planner is busy helping another customer, but instead will be answered by the next available planner.

Planning Line of Business

- Long Beach 2030 Community Outreach Continues
  - The Planning Bureau hosted five successful community planning festivals that solicited important feedback from community members about how they imagined Long Beach in 2030 and will inform and update the five General Plan elements - land use, urban design, historic preservation, transportation and economic development.
- Green Building Requirements for Private Development implemented
  - The City Council adopted interim Green Building Requirements for Private Development as the first step to an ongoing stakeholder process to develop permanent Green Building Guidelines for Private Development in Long Beach.
- Timelines for Predictable Services
  - The Department has published timelines for the different types of services to inform the customer up front about how long a project will take. Providing these expectations up front to our customers is important and will enable customers to better plan out their project and construction schedule.

Community Design and Development Program

Focus Area: Neighborhood and Housing **Line of Business:** Planning

Program Purpose Statement: To provide customer assistance, policy guidance, and design review services to elected and appointed officials, City staff and the community so they can obtain permits to build structures and operate businesses in a timely manner and in accordance with the community's vision for the City's future.

Key Services Provided: Major and Minor Construction Permit Application Reviews, Public Inquiry Responses, Discretionary Land Use Permit Decisions, Business License Reviews, Special Studies, and Planning Commission Staff Support

FY 08 Funding Source: Development Services Fund 100%

Community Design and Development	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	1,243,258	1,526,189	1,389,590	91%	1,637,553
Revenues	1,587,871	2,943,360	1,727,261	59%	2,521,812
FTEs	11.75	15.00	15.00	100%	16.50

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.
** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of Customers Served within 30 minutes at the DSC	85.20%	98%	84%	86%	98%
# of Customers Served at the DSC	16,223	18,550	13,058	70%	12,500
# of Customers Expected at the DSC	18,000	18,550	13,112	71%	12,500
Cost per Customer Served at the DSC	(a)	$12.64*	(a)	(a)	$12.64*

(a) Tracking systems are being developed to capture this data going forward and/or data not available.
*$12.64 includes the full cost of staff at the DSC Planning Counter

Results Narrative: The Community Design & Development Program is responsible for vital planning and regulatory functions and is the first stop for citizens wishing to develop a new project, add to an existing home or business, change the use of a property, or subdivide land. In FY 07, this program saw a decrease in construction activity due to the softening of the housing market, resulting in fewer customers coming to the Development Services Center, fewer permits being issued, and fewer planning applications being reviewed.

With this adopted budget, the Development Services Planning Counter will serve approximately 12,500 customers (90 percent within 30 minutes), respond to over 9,000 customer inquiries annually, and review and determine approximately 250 major and minor permit applications that will facilitate quality development and design in Long Beach. In addition, this Program will manage the Boeing-Douglas Park project, a 268-acre site that is a mixed-use master plan community that includes 3.3 million square feet of commercial industrial floor space for research and development, light industrial, manufacturing and aviation-related uses and will also include 200,000 square feet of retail space, 400 hotel rooms, approximately 10.5 acres of parkland, 2.5 acres of open space and approximately 1,400 dwelling units. Providing customers with an efficient and effective one-stop shop for land-use decisions is a critical piece of maintaining the community's vision for the city's built environment while ensuring a high level of compliance and customer satisfaction.

Long Range Planning Program

Focus Area: Neighborhood and Housing **Line of Business:** Planning

Program Purpose Statement: To provide a framework of City development policy services to elected officials, City staff and the community so they can access current information to realize the community's vision for the City's future.

Key Services Provided: General Plan (GP) Elements Creation, Updates, Amendments, and Conformance Reviews, Coastal Plan Amendment Recommendations, Demographic/Geographic Information Services and Special Studies and Planning Analysis

FY 08 Funding Source: Development Services Fund 100%

Long Range Planning	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	741,440	550,570	611,011	111%	474,299
Revenues	290,168	559,389	963,080	172%	563,269
FTEs	6.60	3.60	3.60	100%	3.00

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.
** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of GP Updates 10 Years Old	(a)	11%	11%	100%	11%
# of GP Element Creation, Updates, Amendments, or Conformance Reviews in Preparation	5	5	5	100%	5
# of GP Elements Needing Revisions (that are outdated)	(a)	9	9	100%	9
Cost per GP Element Update Adopted	(a)	$242,136*	(a)	(a)	$242,136*

(a) Tracking systems are being developed to capture this data going forward and/or data not available.
* Includes staff and consultant costs

Results Narrative: Just as each individual needs to make a plan to realize his/her dreams and reach his/her goals, communities need to develop strategies to meet their challenges and improve their position in an increasingly complex and competitive world. The basic function of the Long-Range Planning Program is to plan the community's physical layout in order to protect and promote its public health, safety and welfare. Long Range Planning services is a critical component of comprehensive planning for developing additional open space by Parks, Recreation and Marine; locating affordable housing by the Housing Development Company; redeveloping blighted neighborhoods by the Redevelopment Agency; improving the City's transit corridors and infrastructure by Public Works; continuing the ability of the City's public safety officers to effectively patrol neighborhoods to maintain an active and safe community; ensuring the ongoing supply of natural resources like gas, oil and water to those who need it by the Gas and Oil Department and the Water Department; and mitigating the impacts to the local economy and jobs, traffic, air pollution and the environment by the Port of Long Beach.

The FY 08 adopted budget will enable the City to continue updating five of the eleven elements of the City's General Plan Elements (land use, urban design, historic preservation, transportation and economic development), which will provide the community with a comprehensive plan to grow appropriately with the increase in population, preserve neighborhoods and the environment, provide better access to transit and public spaces, provide guidelines for excellence in building design, encourage jobs and businesses, and maintain and increase the public health and safety of the community.

Community Planning Program

Focus Area: Neighborhood and Housing **Line of Business:** Planning

Program Purpose Statement: To provide information and facilitation services to elected officials, City staff and community so they can be informed and have a voice in the planning process.

Key Services Provided: Community Outreach Services and Input Facilitation, Producing Neighborhood Newsletters, Neighborhood Organization Services, Public Inquiry Responses and Compilation of Neighborhood and Business Association Directory

FY 08 Funding Source: Development Services Fund 100%

Community Planning	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	460,773	929,856	846,652	91%	690,215
Revenues	-	-	16,505	-	2,076
FTEs	4.50	9.00	9.00	100%	8.60

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.
** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of Neighborhood Associations Who Report That They Are Satisfied or Better With How They Receive Information on Development and Planning in the City	(a)	90%	81%	90%	90%
# of Community Meetings Attended	288	430	222	52%	420
# of Regularly Scheduled Community Meetings	300	430	300	70%	420
Cost Per Community Meeting Attended	(a)	$1,437	(a)	(a)	$2,053

(a) Tracking systems are being developed to capture this data going forward and/or data not available.

Results Narrative: Community Planners are one of the cornerstones of the Department of Planning & Building. Long Beach's community-planning areas are each assigned a professional Community Planner who is ready to partner with the community to identify and resolve neighborhood issues.

In FY 08, the City's neighborhoods will see production of 52 monthly newsletters for all community planning areas, outreach at approximately 420 community and neighborhood association meetings, and a 100 percent response rate to approximately 400 City Council requests within 24 hours. Community Planning is a critical support function to the community as well as to development projects. With this adopted budget, the Community Planning Program will support the City Council's priority of expanding the community's involvement in government through improving City and community partnerships by conducting community outreach, effectively communicating timely and accurate planning information, and actively partnering with neighborhood, businesses, and community organizations.

Environmental Planning Program

Focus Area: Environment **Line of Business:** Planning

Program Purpose Statement: To provide sustainable program and environmental impact review services to elected and appointed officials, City Staff and the Community so they can have legally adequate environmental information to make decisions that result in a healthy environment that balances today's resources ensuring future generations can meet their needs.

Key Services Provided: Sustainable City Program Development and Implementation, Green Building Design/Technique Information, Training and Evaluation, Regional Air Quality Monitoring and Reporting, Environmental Review, Negative Declarations, Environmental Impact Reports, NEPA (National Environmental Protection Act) Significant Impact Findings and Staffing Sustainable City initiatives

FY 08 Funding Source: Development Services Fund 100%

Environmental Planning	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	954,968	214,064	394,384	184%	268,099
Revenues	709,302	230,000	234,224	102%	298,952
FTEs	2.50	2.00	2.00	100%	3.00

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.
** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of Negative Declarations that are certified as adequate pursuant to CEQA	(a)	100%	100%	100%	100%
# of Negative Declarations Prepared	17	20	11	55%	20
# of Negative Declarations Expected to be Prepared	25	20	20	100%	20
Cost per Negative Declaration Prepared	(a)	$4,700*	$4,700*	100%	$4,700*

(a) Tracking systems are being developed to capture this data going forward and/or data not available.
* $4,700 fee for a Negative Declaration and is the fully loaded cost, including Department and Citywide overhead

Results Narrative: The Environmental Planning Program is responsible for preparing reports required by the California Environmental Quality Act of 1970 (CEQA) on all development proposals that have a possible affect on the environment. The environmental reports help inform decision makers and the public of the important environmental impacts of proposed developments and help prevent damage to the environment by identifying environmental problems and mitigation opportunities that result in a more sustainable community.

With this adopted budget, the Environmental Planning Program will be a leading environmental steward and comply with the California Environmental Quality Act by evaluating the potential environmental impacts of approximately 250 major and minor proposed development projects to ensure proper considerations are given toward protecting the City's valuable environmental and natural resources. In addition, the Environmental Planning Program will manage the City's Green Building Program, administer the Construction and Demolition Debris Recycling Program (reducing, reusing, and recycling most if not all materials that remain after a construction, demolition or renovation project) and support the Sustainable City Commission, making Long Beach a more livable community and resulting in a more sustainable city that balances environmental quality, economic prosperity and social equity. This Program promotes the City Council priority to improve environmental conditions in the City of Long Beach.

Historic Preservation Program

Focus Area: Neighborhood and Housing **Line of Business:** Planning

Program Purpose Statement: To provide timely historic preservation and rehabilitation services to City officials, staff and the Community so they can gain a better understanding and appreciation of the City unique historic resources.

Key Services Provided: Issuance of Certificates of Appropriateness for any Alterations, Modifications and Additions to Properties Located within Historic Districts or Individually Designated as Historic Landmarks, Mills Act Contracts, Historic Preservation Outreach, Historic Plan Reviews and Staff the Cultural Heritage Commission

FY 08 Funding Source: General Fund 100%

Historic Preservation	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	221,439	1,877,392	1,774,595	95%	341,069
Revenues	17,803	1,590,574	1,570,854	99%	158,760
FTEs	2.00	4.00	4.00	100%	3.50

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.
** Unaudited

Note: Adjusted FY 07 Budget includes one-time appropriation of $1.5 million used to acquire property for relocation of the Historical Society of Long Beach. This expense was fully offset by one-time revenue.

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of COA Applications Approved By The CHC In One Month	(a)	(a)	80%	(a)	80%
# of COAs Reviewed	502	320	416	130%	330
# of COAs Expected to be Requested	360	320	330	103%	330
Cost per COA Reviewed	(a)	$107*	$107*	100%	$107*

(a) Tracking systems are being developed to capture this data going forward and/or data not available.
*$107 fee for Certificate of Appropriateness and is the fully loaded cost, including Department and Citywide overhead

Results Narrative: The City's Historic Preservation Program has been active since 1988 and has facilitated the establishment of 17 historic districts across the community. Each district has customized regulations and procedures that are designated to protect and preserve unique historic character and features of the respective district. When alterations to exterior structures in historic districts are proposed, such as new windows, siding or roofs, applicants must obtain a Certificate of Appropriateness ensuring that such modifications are consistent with the preservation guidelines adopted in the district.

The Historic Preservation has seen numerous process improvements and has maintained a high volume of cases and increased levels of community partnership in FY 07. With this adopted budget, the Historic Preservation Program will respond to over 4,000 customer inquiries, attend approximately 25 annual community meetings, and will issue approximately 330 COA requests from customers living in the City's historic districts.

Building and Safety Line of Business

Program	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Building Permits					
Expenditures	3,901,181	5,025,336	3,146,398	63%	3,481,585
Revenues	3,720,837	3,177,500	3,762,571	118%	4,013,434
FTEs	31.05	30.00	30.00	100%	29.00
Inspection Services					
Expenditures	3,399,745	3,241,503	3,238,252	100%	3,522,760
Revenues	5,676,987	7,871,333	5,398,789	69%	6,754,284
FTEs	30.20	29.00	29.00	100%	30.00
Project Facilitation					
Expenditures	-	422,198	208,880	49%	306,119
Revenues	-	-	-	-	-
FTEs	-	4.00	4.00	100%	3.00
Line of Business TOTAL					
TOTAL Expenditures	**7,300,926**	**8,689,037**	**6,593,530**	**76%**	**7,310,464**
TOTAL Revenues	**9,397,823**	**11,048,833**	**9,161,360**	**83%**	**10,767,718**
TOTAL FTEs	**61.25**	**63.00**	**63.00**	**100%**	**62.00**

Note: Historical Expenditure and FTE information have been recast from the Bureau level to the Program level.
* Amounts exclude all-years carryover. See budget ordinance in the front section of this document.
** Unaudited

Purpose Statement: To provide timely plan review, permitting, inspections and project assistance services to residents, businesses and construction industry professionals so they can obtain the necessary approvals to develop properties in a safe and code compliant manner.

FY 07 Key Accomplishments:

- Customer Satisfaction ratings are on the rise for the Building Bureau:
  - 90 percent of customers rate the service provided at the DSC as satisfactory or better, up from 88 percent in FY 06
  - 93 percent of customers rate the service provided by Inspection Services staff as satisfactory or better, up from 89 percent in FY 06
- Development Services Center Grand Opening A Success
  - The Development Services Center's customers can now sit in a comfortable, renovated business environment as they enjoy an average transaction time of less than ten minutes. The one-stop location allows customers to receive assistance and get permits from multiple City departments, including Planning and Building, Business License, the Fire Department and the Health Department. The Grand Opening of the remodeled Development Services Center was celebrated on October 24, 2006, but the concerted effort to improve the Department will continue with a renewed focus and emphasis on predictability, reliability and customer service.
- Customer Bill of Rights Created
  - Planning and Building has developed a Customer Bill of Rights, that details what customers can expect: consistent, predictable and timely permit plan check and inspection services; identification of alternatives and creative solutions; consultation with staff; reliable and accurate inspection comments in writing, etc. The Bill of Rights also specifies what the Department expects from customers, including timely and complete responses to information requests. Setting out these expectations will prove to be extremely helpful for customers as they move through the permit process.

- Inspection Request Hotline Changes
  - Now customers can call in the day of their inspection and find out the window of time their inspector will be at their property. In addition, customers can request an inspection appointment, which will guarantee a timeframe their inspector will come out to their property and perform the inspection.
- Over-the-counter plan check now available 5 days a week at the DSC
  - Customers can walk in and see a plan check engineer and get their project reviewed, which allows customers to work out any issues with the engineer at the time of the review. In the last 6 months, the engineers have tripled the amount of reviews they do at the counter, which results in decreased wait times for customers.
- Project Facilitation Unit Provides Helpful Assistance To Customers
  - The Project Facilitation Unit assists homeowners, architects, developers and business owners by facilitating projects from beginning to end, providing tailored, individualized service to customers, as the single point of contact to solve problems.
- Timelines for Predictable Services
  - The Department has published timelines for the different types of services to inform the customer up front about how long a project will take. Providing these expectations up front to our customers is important and will enable customers to better plan out their project and construction schedule.

Building Permits Program

Focus Area: Community Safety **Line of Business:** Building and Safety

Program Purpose Statement: To provide construction plan and permitting services to home and business owners, design and construction professionals, developers and real-estate professionals so they can obtain construction and other permits that satisfy local/state mandates in a timely and satisfactory manner.

Key Services Provided: Permit Application and Permit Research Assistance, Review of Plans, Building Code Revision Recommendations, Alternate Code Request Determinations, Construction Permit Reviews, Flood Plain Certificates, Storm Water Improvement Plan Approvals and Disable Appeals Board Support Services

FY 08 Funding Source: Development Services Fund 100%

Building Permits	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	3,901,181	5,025,336	3,146,398	63%	3,481,585
Revenues	3,720,837	3,177,500	3,762,571	118%	4,013,434
FTEs	31.05	30.00	30.00	100%	29.00

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.
** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of New Single Family Home/ Addition Applications Reviewed By Staff That Receive A Decision in 10 Weeks	(a)	90%	100%	111%	95%
# of Construction Permits Issued	13,898	14,500	12,643	87%	12,000
# of Construction Permits Expected to be Issued	15,000	14,500	12,690	88%	12,000
Cost Per Construction Permit Issued	(a)	$2,071*	$2,071*	100%	$2,071*

(a) Tracking systems are being developed to capture this data going forward and/or data not available.
* $2,071 fee scenario for 2,100 square foot Single Family Residence

Results Narrative: The Building Permits Program provides a full range of development processing, engineering, and construction permit services in one location. The Development Services Center is the primary contact with the community, assisting customers with planning, business licenses, permits and plan review services. In FY 07, the Building Permits Program saw a decrease in construction activity due to the softening of the housing market, resulting in fewer customers coming to the Development Services Center, fewer construction permits being issued and fewer plans being reviewed. This downward trend will continue in FY 08. The number of customers served at the DSC is largely driven by demand and reacts to changes in the economy, interest rates, and the construction and housing markets.

With this adopted budget, the Building Permits Program will facilitate development in Long Beach by serving over 70,000 customers at the Development Services Center (80 percent within 30 minutes), reviewing over 4,000 construction plans, and issuing 12,000 construction permits. Providing exceptional services to the development industry is a priority because it encourages quality development for the growth and renewal of Long Beach.

Inspection Services Program

Focus Area: Community Safety **Line of Business:** Building and Safety

Program Purpose Statement: To provide regulatory and Code compliance services to property and business owners/contractors and developers so they can receive in a timely, courteous, and professional manner the approvals they need to develop property and conduct business in compliance with federal, state, and local health and safety mandates.

Key Services Provided: Construction Inspections, Utility Connection Approvals, Deputy Inspection Report Reviews, Oil Well Inspections, Business License Team Inspections, Special Inspections for Change of Use, Emergency Operations Assistance and Staff Support to the Board of Examiners, Appeals and Condemnation

FY 08 Funding Source: Development Services Fund 100%

Inspection Services	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	3,399,745	3,241,503	3,238,252	100%	3,522,760
Revenues	5,676,987	7,871,333	5,398,789	69%	6,754,284
FTEs	30.20	29.00	29.00	100%	30.00

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.
** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of Construction Inspections Completed within 24 Hours at Each Phase of Inspection	97%	95%	98%	103%	95%
# of Construction Inspections Conducted	86,343	89,000	85,149	96%	85,000
# of Inspections Expected to be Requested	89,000	89,000	85,200	96%	85,000
Cost Per Inspection Completed	(a)	$120*	$120*	100%	$120*

(a) Tracking systems are being developed to capture this data going forward and/or data not available.
* $120 fee for Inspection represents the fully loaded cost

Results Narrative: The Inspection Services Program is responsible for reviewing all projects under construction for compliance with approved plans and pertinent regulations. An inspection program that delivers quality service in a timely manner effectively facilitates safe and sustainable development in compliance with federal, State and local health and safety mandates and helps construct safe buildings that add to the vitality of our dynamic city.

With this adopted budget, the Inspection Services Program will inspect approximately 85,000 properties (95 percent within 24 hours) to ensure all structures meet State and city building and safety codes. This Program will also enforce State and city building and safety codes through community education of building requirements. As a result, this Program will help maintain the safety and health of all those who use buildings throughout the city.

Project Facilitation Program

Focus Area: Community Safety **Line of Business:** Building and Safety

Program Purpose Statement: To provide permitting assistance services to residents, businesses and construction industry professionals so they can obtain all of the necessary approvals and permits to develop or occupy buildings in a timely manner.

Key Services Provided: Assistance with the Permit Process, Business License Process, Code Enforcement Regulations and Referral and Information Services

FY 08 Funding Source: Development Services Fund 100%

Project Facilitation	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	-	422,198	208,880	49%	306,119
Revenues	-	-	-	-	-
FTEs	-	4.00	4.00	100%	3.00

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.

** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
% of Community Members Who Report That They Are Satisfied or Better With The Project Facilitation Unit's Assistance	(a)	(a)	(a)	(a)	90%
# of Requests for Assistance Resolved	(a)	120	50	42%	72
# of Requests for Assistance Expected	(a)	120	52	43%	72
Cost Per Request for Assistance	(a)	$4,352	$5,014	115%	$4,369

(a) Tracking systems are being developed to capture this data going forward and/or data not available.

Results Narrative: FY 08 marks the beginning of the fully implemented Project Facilitation Program. The creation of this unit was in direct response to the concerns and issues raised by the community relative to the complex and sometimes cumbersome laws and regulatory processes associated with getting planning entitlements, getting a building permit, or establishing, altering or expanding a business in the City of Long Beach. The purpose of the Project Facilitation Program is to offer project management assistance to homeowners, developers and business owners by providing information, guidance, mediation and referral services to help navigate the City's permitting and development process.

With this adopted budget, the Project Facilitation Program will provide information and referral services and will help approximately 72 permit applicants (approximately 6 projects a month) successfully navigate through the permit and business license process, which will contribute to the vitalization of the Long Beach community.

Administration Line of Business

Program	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Administration					
Expenditures	1,603,389	1,481,296	2,394,127	162%	3,051,211
Revenues	-	873,500	1,568,032	180%	555,551
FTEs	7.00	11.00	11.00	100%	11.00
Line of Business TOTAL					
TOTAL Expenditures	**1,603,389**	**1,481,296**	**2,394,127**	**162%**	**3,051,211**
TOTAL Revenues	**-**	**873,500**	**1,568,032**	**180%**	**555,551**
TOTAL FTEs	**7.00**	**11.00**	**11.00**	**100%**	**11.00**

Note: Historical Expenditure and FTE information have been recast from the Bureau level to the Program level.
* Amounts exclude all-years carryover. See budget ordinance in the front section of this document.
** Unaudited

Purpose Statement: To provide central administrative support, coordination, and direction to the entire Department. The Administration Line of Business will be more fully developed during the department's Full Strategic Business Planning process in the coming months, providing information for the FY 07 Budget Development Process.

FY 07 Key Accomplishments:

- Provided Customer Service and Leadership Development training for Department staff
- Updated website at the click of a mouse
  - The Department's website, serving an average of 50,000 customers a month, has been significantly updated and is now a more useful tool. The enhancements, which are ongoing, include online Planning Commission staff reports, new interactive maps, project status look-up, daily updates and more complete, timely information.
- Implementing Performance Management
  - The Department is participating in a citywide performance management initiative, which helps the Department plan, budget, measure, communicate and evaluate the services the Department provides. The Department will be using the information that is being collected through the performance management system to begin reporting on performance each year.

Administration Program

Focus Area: Leadership, Management and Support **Line of Business:** Administration

Program Purpose Statement: To provide central administrative support, coordination and direction for the entire Department.

Key Services Provided: Human Resources, Training, Risk Management, Employee Safety, Workers' Compensation, Budget and Accounting, Procurement, Billing and Collections, Contract Management, Public Information and Communications, Records Management and Executive Leadership

FY 08 Funding Sources: General Fund 3%, Development Services Fund 97%

Administration	Actual FY 06	Adjusted FY 07	Year End** FY 07	Percent of Budget	Adopted* FY 08
Expenditures	1,603,389	1,481,296	2,394,127	162%	3,051,211
Revenues	-	873,500	1,568,032	180%	555,551
FTEs	7.00	11.00	11.00	100%	11.00

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.

** Unaudited

Key Performance Measures	Actual FY 06	Target FY 07	Year End FY 07	Percent of Budget	Adopted FY 08
June Expenditure ETC as % of Year End Actual	100%	100%	91%	100%	100%
June Revenue ETC as % of Year End Actual	98%	100%	89%	100%	100%
Department Vacancy Rate	15%	14%	19%	139%	17%
Overtime as % of Total Salaries	9%	0.02%	7%	30,000%	0.02%
# of Workers' Comp. Claims Involving LostTime	8	7.20	1	(a)	(a)
# of Lost Work Hours (Expressed in Full Time Equivalents) from Workers' Comp. During Fiscal Year	3.80	3.42	0	(a)	(a)
Average Reporting Lag Time (in Days) for Workers' Comp. Claims During Fiscal Year	5.63	1	5.2	(a)	1

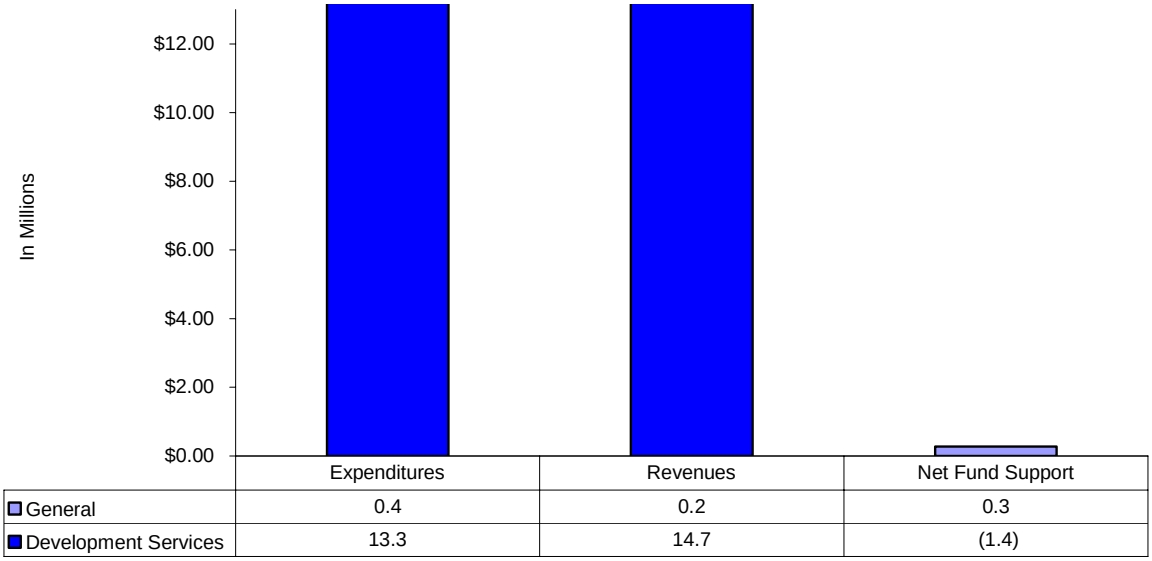
(a) Tracking systems are being developed to capture this data going forward and/or data not available.

Results Narrative: FY 08 marks the second year of the Development Services Fund (SR 137) in the Department of Planning & Building. The creation of this fund provides the Department with the flexibility to manage its budget while not burdening the City's General Fund. This fund guarantees that all fees paid to the Department will be reinvested in the Department and will only go toward development and planning services.

With this adopted budget, the Administration Program will provide budget and accounting oversight, performance management implementation, systems management and innovation, contract and grant management, personnel support and staff development, procurement of equipment, tools and materials, information management and additional administrative initiatives which will result in a strong supportive backbone enabling the Department to create and deliver an optimal experience to our customers. Providing administrative support to the Department's programs, managers and staff, practicing innovation and looking for opportunities for improvement, functioning as a high performing team, and being available to coordinate, facilitate, guide and advise in a team-oriented manner are critical to the success of the Department.

Summary by Character of Expense

Adopted* FY 08 Budget by Fund



	Actual FY 06	Adopted* FY 07	Adjusted FY 07	Year End** FY 07	Adopted* FY 08
Expenditures:					
Salaries, Wages and Benefits	8,855,777	10,791,734	10,791,734	9,867,079	11,028,386
Materials, Supplies and Services	1,895,009	1,033,295	1,077,063	1,337,293	883,295
Internal Support	1,495,686	2,099,608	2,099,608	1,389,899	2,061,228
Capital Purchases	533,572	-	1,500,000	1,545,126	-
Debt Service	-	-	-	-	-
Transfers to Other Funds	(253,682)	(200,000)	(200,000)	(135,509)	(200,000)
Prior Year Encumbrance	-	-	-	-	-
Total Expenditures	12,526,363	13,724,637	15,268,405	14,003,889	13,772,909
Revenues:					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	(20)	-
Licenses and Permits	10,844,841	14,210,011	14,210,011	11,698,964	13,919,164
Fines and Forfeitures	-	-	-	(30)	-
Use of Money & Property	590	-	-	26,578	-
Revenue from Other Agencies	-	-	-	-	-
Charges for Services	944,944	455,500	455,500	390,895	616,631
Other Revenues	212,341	180,574	1,680,574	1,875,629	332,343
Interfund Services - Charges	-	-	-	-	-
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	899,571	1,249,521	-
Total Revenues	12,002,715	14,846,085	17,245,656	15,241,537	14,868,138
Personnel (Full-time Equivalents)	95.60	107.60	107.60	107.60	107.60

* Amounts exclude all-years carrover. See budget ordinance in the front section of this document.

** Unaudited

Personal Services

Classification	FY 06 Adopt FTE	FY 07 Adopt FTE	FY 08 Adopt FTE	FY 07 Adopted Budget	FY 08 Adopted Budget
Director-Planning and Building	1.00	1.00	1.00	182,900	195,923
Accounting Clerk III	-	-	1.00	-	36,470
Administrative Analyst III	1.00	2.00	2.00	130,981	148,579
Administrative Intern	-	2.00	2.00	76,120	78,198
Administrative Officer-Planning and Building	1.00	1.00	1.00	85,036	91,091
Advance Planning Officer	1.00	1.00	1.00	99,046	106,141
Assistant Administrative Analyst II	-	1.00	1.00	47,052	48,327
Building Inspection Officer	1.00	1.00	1.00	108,620	106,244
Chief Building Inspector	2.00	2.00	2.00	185,933	194,360
Civil Engineer	3.00	3.00	3.00	236,026	246,756
Clerk Typist II	1.00	3.00	2.00	93,644	61,381
Clerk Typist III	7.00	7.00	6.00	244,771	230,274
Clerk Typist IV	1.00	1.00	1.00	42,585	43,747
Combination Building Inspector Aide II	3.00	3.00	3.00	137,183	151,012
Combination Building Inspector	15.00	15.00	15.00	929,895	1,009,199
Communication Information Specialist II	-	1.00	-	32,976	-
Customer Service Representative II	1.00	2.00	4.00	63,620	129,451
Customer Service Representative III	1.00	1.00	1.00	41,549	42,683
Engineering Plan Check Officer	1.00	1.00	1.00	108,194	123,887
Executive Assistant	1.00	1.00	1.00	52,522	56,261
Manager-Planning Bureau	1.00	1.00	1.00	110,286	120,503
Members-Boards and Commissions	-	-	-	24,000	24,000
Neighborhood Preservation Officer	1.00	1.00	1.00	76,529	85,257
Plan Checker-Electrical	2.00	2.00	2.00	147,926	156,430
Plan Checker-Mechanical	1.00	1.00	1.00	83,159	87,839
Plan Checker-Plumbing	1.00	1.00	1.00	82,637	87,317
Planner I	2.00	2.00	4.00	98,528	192,874
Planner II	1.00	1.00	1.00	63,623	49,624
Planner III	6.00	8.00	8.00	518,371	575,701
Planner IV	5.00	5.00	5.00	375,921	413,613
Planner V	7.60	7.60	7.60	598,165	664,620
Planning Aide	2.00	2.00	-	73,185	-
Principal Building Inspector	4.00	5.00	5.00	390,256	413,276
Secretary	1.00	1.00	1.00	42,585	43,747
Senior Civil Engineer	2.00	3.00	3.00	268,930	282,422
Senior Combination Building Inspector	7.00	6.00	6.00	427,927	452,032
Senior Electrical Inspector	3.00	3.00	3.00	210,571	207,694
Senior Mechanical Inspector	2.00	2.00	2.00	123,896	132,964
Senior Plumbing Inspector	2.00	2.00	2.00	140,380	148,415
Senior Structural Engineer	1.00	1.00	1.00	89,077	113,428
Structural Engineer	1.00	1.00	1.00	79,068	83,046
Superintendent - Building and Safety	1.00	1.00	1.00	133,958	143,496
Urban Design Officer	-	1.00	1.00	105,542	110,883
Zoning Officer	1.00	1.00	1.00	92,739	108,221
Subtotal Salaries	95.60	107.60	107.60	7,179,771	7,719,767
Overtime	---	---	---	1,591	1,591
Fringe Benefits	---	---	---	3,382,592	3,564,668
Administrative Overhead	---	---	---	225,519	255,527
Salary Savings	---	---	---	---	(513,168)
Total	95.60	107.60	107.60	10,789,473	11,028,386

Key Contacts

Suzanne Frick, Director

Lawrence Brugger, Superintendent of Building & Safety

Greg Carpenter, Planning Bureau Manager

Georgia Pon, Administrative Officer

Truong Huynh, Engineering & Plan Check Services Officer

Angela Reynolds, Comprehensive Planning Officer

Carolyne Bihn, Community Design & Development Services Officer

Jan Ostashay, Historic Preservation Officer

Stephanie Reich, Urban Design Officer

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CITY OF LONG BEACH
URBS AMICITIAE
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