

Innovation & Efficiency

INTRODUCTION

The City of Long Beach strives to provide its residents with a safe, healthy environment, well-maintained streets, buildings, and parks, a robust local economy, and opportunities for the fulfillment of personal needs. However, our ability to provide these things is constrained by our revenues. This means we must do everything we can to find new, more efficient ways of delivering services. To that end, City staff, under the leadership of the Mayor and City Council, has an impressive number of initiatives underway. While these initiatives may not generate immediate cost savings, they are a part of a greater strategy of future cost avoidance, improved customer service, and/or increased sustainability.

As the City continued to battle the COVID-19 pandemic and worked to implement recovery and relief efforts through FY 22, it was more critical than ever to implement innovations and efficiencies in all aspects of City operations in order to roll out new programs and continue to maintain existing service levels. In addition to implementing measures to minimize health threats to residents and the City's workforce, the City continued its transition into a digital service model wherever possible. This included basic service types, such as permitting/licensing, payment/deferrals, and reporting, but also extended to services not previously considered readily adaptable to technology, such as recreation services and community meetings. Furthermore, essential services such as public safety, refuse collection, and business inspections required purposeful adaptation for City staff to continue to provide them safely and effectively. As the City emerged from the pandemic in FY 22, many innovations developed in previous years became part of ongoing operations, and were built upon to continue the City's work in FY 22.

CITY SERVICES

One Call City Hall

Building upon the recent upgrade to the City's telephone system, the Technology and Innovation Department (TID) launched a new citywide One Call City Hall system. The number, 562-570-5000, features a voice recognition system and interactive voice response menus to quickly route calls to multiple non-emergency city phone lines without having to know the direct numbers to all the city phone lines. Existing city phone lines and call trees for departments, call centers, and individuals will not be changed by this new system. In 2022, TID is collecting data on call volumes, caller languages, common phrases, keywords, or utterances to continue to refine and improve this system with the goal to add self service options.

Go Long Beach

Go Long Beach processed approximately 73,000 case requests during the evaluation period (exact and up-to-date counts may be found by accessing the City's open data portal at <https://data.longbeach.gov>). The City hosted several focus groups with residents to better understand the needs of users. New topics pertaining to eScooter violations and illegal fireworks were added. Additional topics continue to be developed and are being tested prior to public launch.

Development Permit Ombudsperson (LB Recovery Act)

A new Ombudsperson position for the Development Services Department and the permit counter was created to help customers through the permitting process, bring resolution to conflicts or concerns about issues that may arise on individual projects and facilitate process improvements for customers and staff. The Ombudsperson acts as an advocate for the customer, answering

questions, mediating complaints or issues, conducting community educational activities and coordinating with various citywide departments or bureaus to make customer interactions as trouble-free as possible. This position was made possible by the [Long Beach Recovery Act](#), a plan to fund economic and public health initiatives for Long Beach residents, workers and businesses critically impacted by the COVID-19 pandemic.

Permit Center Services

The Permit Center experienced a large volume of walk-in applicants for permit issuance, planning services and business licensing. The Building & Safety Bureau (Building & Safety) refined and upgraded its electronic Q-Matic scheduling system for the City Hall Permit Center to better accommodate walk-in applicants. Enhancements include a new queuing notification system to help reduce customer wait times, streamline communication and improve overall service quality. Building & Safety developed a fully-automated online permitting process for applications involving alterations to existing structures. This system automation is expected to result in increased convenience, efficiency and greater mobility for customers, in addition to reducing in-person applicant traffic by five percent. Staff also worked on the automation of Photo-Voltaic (PV)/Solar Panel system and Electric Vehicle Charging Station (EVCS) permitting, which upon completion can reduce costs and increase convenience for customers, in addition to reducing carbon footprints.

Building Inspection Services

Planning and Building inspection services have continued to provide services for all construction projects prior to, during and after the COVID-19 pandemic. To help streamline operations for the inspection services, laptop computers have been distributed to all field inspectors. In addition, all inspection requests are now received online and are sorted by area inspectors through an automated daily report system. This process has reduced the need for daily inspection assignments and manual scheduling.

Permit & Records Digitization

In 2018, the Public Works Project Management Bureau began the process of digitizing its records and moving its permitting system to be completely paperless and accessible online. The outbreak of the COVID-19 virus provided additional pressures to complete the conversion of the system electronically. As of FY 22, 100 percent of all permits processed by the Private Development Team in Public Works are done online, providing customers the convenience of filing electronically while making record keeping for the division efficient and simple. The conversion from paper to paperless allowed the Private Development Team to consolidate the permit application from 12 permit types to six while reducing the project backlog by 80 percent. The move to a cloud-based tracking system has also increased collaboration among the different review groups.

Cannabis Social Equity Program Application

In 2022, the Office of Cannabis Oversight in the City Manager Department started accepting program and grant applications online using the DocuSign PowerForms platform. The DocuSign PowerForms platform allows the applicant and staff to electronically submit and sign all documents to verify applicants into the Cannabis Social Equity Program and issue grant funds to equity businesses. Use of the platform will substantially decrease the time required to review and approve applications and grants.

Interactive Active Projects Map

Technology and Innovation and Public Works partnered together to publish a public facing map of all active construction projects for Public Works, Energy Resources, and Water Departments. The map will be located within the City's GIS catalog of web-based maps available online to the public. The active construction map displays the department owner of the project, construction start date, construction end date, and contact phone number for more information. The map is expected to be public in 2022.

Water and Wastewater Arrearage Relief

In response to the financial impacts of the COVID-19 pandemic, Long Beach Water Department (LBWD) paused late fees and shutoffs due to non-payment in March 2020 and worked closely with other utilities and utility associations to advocate for arrearage relief for its customers. In 2022, LBWD was able to provide over \$1 million in bill credits to customers with eligible water and wastewater arrears through the California Water and Wastewater Arrearage Payment Program (CWWAPP). CWWAPP was administered by the State Water Resources Control Board using American Rescue Plan Act funds.

Expanded Library Card Access and Circulation

As of May 3, 2022, the Long Beach Public Library (LBPL) has expanded the acceptable forms of picture IDs required for a free, full-access library card, making it easier than ever to enjoy maximum cardholder benefits such as checkouts, instant access to all resources in the Digital Library, access to public computers and printing services, Chromebook and Internet hotspot borrowing, participation in the ZipBooks program, and checkout of California State Library Parks Passes.

The Library's updated policy now accepts: Any U.S. state driver's license or ID card; U.S. passport; Military identification; U.S. permanent resident card; Work or student visa; Foreign consulate ID card; Foreign passport. Residents who are not able to provide a qualifying picture ID and proof of mailing address may still register for alternative library card options, such as limited-use and computer-use only cards.

The updated circulation policy also increases the number of items that may be borrowed at one time. As of May 3, all full-access Library cardholders may borrow up to 50 items at a time, which is a 100 percent increase over the prior limit. As part of the 50-item limit, borrowers may checkout up to 15 DVDs, 25 CDs, 25 audiobooks, 1 Chromebook and/or 1 MiFi device.

Library Tech To Go Program

LBPL's Tech To Go service helps close the digital divide in Long Beach by circulating Chromebooks and Internet Hotspots to full-access cardholders at all twelve libraries city-wide. In its first year, LBPL has modified the requesting process to make it quicker and easier for patrons; full-access cardholders can request Tech To Go devices in person, by [phone](#), or [online](#). Patrons can borrow devices and take them home for three weeks at a time, and the devices are renewable, just like borrowing library books.

Billie Jean King Library Chromebook Kiosk

Launched in May 2022, full-access cardholders are now able to borrow Chromebooks for in-library use using a self-administered kiosk on Level 2 of the Billie Jean King Main Library. A great alternative to the library's public computer lab, the Chromebook Kiosk allows patrons to work in

other areas of the library, including the study rooms or while enjoying a view of the park. Ten Chromebooks are available on a first-come, first-served basis for four hours at a time.

Khmer Cataloging Project

LBPL secured a second round of funding from the California State Library to catalog the remaining items in the Khmer Collection at Mark Twain Neighborhood Library. Partnering with United Cambodian Community, LBPL will complete the project in Summer 2022 with an additional 2,301 items cataloged and available for checkout. The project also includes the development of a game and Khmer-language instructional video for using the LBPL catalog and signing up for a library card. This phase of the project has also welcomed social media influencers who have highlighted LBPL on their platforms to spread the word about Mark Twain Library's Khmer Collection within the Cambodian and Khmer communities.

Hearing Loop at Bay Shore Library

This June 2022 Bay Shore Neighborhood Library will complete the installation of a hearing loop in the community meeting room / library programming space. Hearing loops, also known as audio induction loops, provide a magnetic, wireless signal that is picked up by hearing aids when they are set to the 'T' (telecoil) setting. This improvement at Bay Shore enables library programs to be more inclusive for Long Beach residents.

Job Seeker Resources – Learning Express & LinkedIn Learning

In March 2022, LBPL introduced [Learning Express](#), a free resource for job seekers in the LBPL Digital Library. Topics covered included: winning resumes and cover letters; job interviews advice, salary negotiation, and work etiquette; searching current job and internship postings; matching skills and interests to jobs; learning about the salaries and skills for over 1,100 occupations; how to find colleges and scholarships.

Additionally, In January 2022 [LinkedIn Learning](#) became available to all LBPL cardholders in the Digital Library. LinkedIn Learning has thousands of videos covering topics in business, the creative industry, technology, and more. Perfect for developing skills and passions, some of the benefits of LinkedIn Learning include: completing classes at your own pace; learning from expert instructors; and earning industry-recognized certificates and Continuing Education Units (CEUs). Courses are available in English, Spanish, Mandarin, French, German, Japanese, and Portuguese.

Reference Solutions Virtual Event

Geared toward Long Beach small business owners and entrepreneurs, LBPL hosted a free Digital Library Workshop in May 2022 featuring the "[Reference Solutions](#)" tool available to all library cardholders. The workshop covered how to use the business and consumer databases and shared strategies for growing a business. Attendees learned how to: identify fellow small businesses to connect with; discover new sales prospects; create customized contact lists for marketing to other businesses, customers, and even new residents in Long Beach; define efficient delivery routes; and gather information about competitors throughout the U.S.

SEED: Cultivating a STEAM Community

SEED, a new five-year project, partners LBPL with community organizations, local STEAM experts and artists, and teachers from nearby colleges and universities to create arts-integrated STEAM enrichment activities for teens. Beginning Summer 2022, LBPL will lead SEED Summer Camps, which will be onsite at the Growing Experience in North Long Beach, in collaboration with

the MAYE Center. These one-week camps will each provide a cohort of 15-20 rising 7th and 8th graders with 40 hours of STEAM enrichment. This unique location gives LBPL the ability to provide experiential hands-on learning in an urban agricultural setting, combined with project-based problem solving that utilizes both design thinking and social emotional learning tools in a non-traditional classroom environment. Students will be presented with challenges that their community may face and given the support and tools that they need to develop creative and innovative solutions.

Press Reader

In December 2021 LBPL launched “PressReader” a new Digital Library resource available to all LBPL cardholders. [PressReader](#) provides unlimited access to more than 7,000 of the world’s top newspapers and magazines, from 120 countries and in 60 languages. Users can read in the PressReader app, browser, or download the articles to read later. Downloaded issues and articles never expire. PressReader also has a listening mode and one-touch translation into 18 different languages. PressReader includes fascinating subjects like Animals & Pets, Computers & Technology, Current Events, Entertainment & TV, and Crafts & Hobbies. Read some of your favorite magazines and newspapers including The Guardian, The Los Angeles Times, Newsweek, La Razon, El Equipe, and Der Tagesspiegel.

GetSetUp

Geared toward older adults ages 55 and up, LBPL launched [GetSetUp](#), a new resource featuring live, virtual classes on topics such as cooking, travel, technology, photography, and much more, all taught by instructors who are 55 and older. This resource is free to LBPL cardholders ages 55 and up. Users can choose from over 2,000 classes, with more than 500 classes offered every week and more than 40 classes each day during the week and more than 25 each day on the weekend, including classes in Mandarin and Hindi. There are numerous interest groups and lunch groups each day, as well.

COMMUNITY HEALTH

Immunizations

The Health Department’s Immunization Program engaged child-care centers and schools in Long Beach during the 2021-22 Annual Child-Care and School Immunization Assessment Reporting period. The Immunization Program was responsive to inquiries and provided guidance in completing school assessments, resulting in a 99 percent reporting rating within our jurisdiction.

Long Beach Trans Wellness Workgroup

The Health Department’s Long Beach established a Trans Wellness Workgroup in an effort to meet the goal of reducing new HIV infections by 50 percent, as noted in the Long Beach HIV/STD Strategy 2019 – 2022. This workgroup brings together community stakeholders and the Health Department to identify, promote, and coordinate resources to ensure the overall wellbeing of the trans community in Long Beach, a group highly impacted by HIV.

Sexual Health Workshops

Sexual Health workshops, both virtual and in person have been possible throughout the COVID-19 pandemic thanks to an innovative partnership with Alta Med and LBUSD. As outlined by the Long Beach HIV/STD Strategy 2019 - 2022, high school youth throughout Long Beach have

been able to receive HIV/STD health/educational workshops. 4,178 youth participated in these workshops between January 2021 and April 2022.

Healthy Aging Center

The Health Department's Healthy Aging Center expanded its referral pathways to include a fillable Senior Links Referral Form that can be accessed online and submitted directly to an email account, HealthyAgingCenter@longbeach.gov, established for this program. Incorporating a digital service model into daily operations enabled efficiencies in the delivery of necessary services and improvements in the experience of community members submitting referrals on behalf of older adult residents in need of help to continue living safely and independently in their homes.

Unite Us Referral Platform

The Health Department implemented the Unite Us resource and referral platform to create closed loop referrals between agencies in the community. More than 70 Long Beach agencies have joined the Unite Us network in Long Beach to create a "no-wrong door" entry service system. Residents can also access an electronic request form to connect with LB Resource Line staff after hours. Beginning summer, 2022, residents who are interested in looking for resources at their own convenience can search a public facing Unite Us resource database housed within the Health Department's website.

Bicillin (BIC) Distribution Program

The Health Department created a Bicillin Distribution Program to help providers in the community overcome obstacles to treat syphilis. The Health Department purchases and stores bicillin until the provider needs the medicine. The Health Department will work with the provider to understand when to best deliver the medication on the day of the patient's appointment, depending on storage capacity. Medication can be used for any patient residing in Long Beach.

Provider Detailing Program

The Health Department implemented a Provider Detailing Program to help providers keep up to date on STI/HIV-related topics. The first topic is Congenital Syphilis Prevention. These quick educational sessions are tailored to the provider to refresh their knowledge on treating syphilis in pregnant people and their partners to prevent congenital syphilis. Long Beach has high rates of congenital syphilis, higher than LA County and State counterparts. Between 2016 - 2020, congenital syphilis increased 123 percent in Long Beach. It will take all healthcare providers to do this important work to help prevent future infections.

Environmental Health Data and Training Program

Environmental Health is utilizing inspection data to identify restaurants and public pools in a priority area of Long Beach that might benefit from training and education to increase their compliance rates. The program implements a training and education intervention. The goal of the program is to decrease the number of major violations that can be an imminent health hazard and cause foodborne illnesses.

Clean Team

This fiscal year the Clean Team entered into a \$1,500,000 reimbursable agreement with Caltrans to expand the Cities Clean Team services into twenty-two freeway offramps.

Additionally, the Clean Team was allocated over \$3,000,000 from the American Rescue Plan Act (ARPA), which earmarked funding for citywide beautification. ARPA funding will allow the Clean Team to enhance services they currently provide by adding illegally dumped item collection crews, supporting neighborhood cleanups, increasing 'Deep Cleaning' locations throughout the City and homeless encampment cleanups as well as developing a public education campaign focusing on litter abatement. This program was made possible by the Long Beach Recovery Act, a plan to fund economic and public health initiatives for Long Beach residents, workers and businesses critically impacted by the COVID-19 pandemic.

Library Health Educators

Partnering with the Health and Human Services Department, LBPL will welcome three Health Educators to the library team in the Summer of 2022. Building on the progress of the 2019 Social Worker Intern Pilot Program, these Health Educators will work to connect LBPL's most vulnerable patrons to social services such as housing, food security, and mental health support at select library locations.

COMMUNITY IMPROVEMENT

Short-Term Rentals

As of May 2022, the Development Services Department's Code Enforcement Bureau has registered 537 dwelling units for short-term rental (STR) use and approved 136 renewals. In March 2022, Code Enforcement began registering STRs in the coastal zone. To date, 72 coastal zone dwelling units have been registered. Code Enforcement continues to work with the two major STR hosting platforms, Airbnb and VRBO, on an ongoing basis to collaboratively identify and remove listings that do not comply with the ordinance. Host Compliance, the City's STR vendor that is considered a leader in STR monitoring and compliance, works in close collaboration with staff to refine and improve the registration process for both the City and the public. In addition, their address identification ability drastically improves the City's ability to efficiently enforce the ordinance.

Proactive Rental Housing Inspection Program

In March 2022, the Proactive Rental Housing Inspection Program (PRHIP) was reactivated. Since reactivation, PRHIP staff has inspected 669 properties and over 1,250 units. This program was created to safeguard the stock of decent, safe and sanitary rental housing, maintain livability standards, protect against blight and secure citywide compliance through efficient and effective enforcement of the Long Beach Municipal Code.

Housing Production & Housing Element Update

Thanks to a record 1,371 housing units completed in 2021, the City met its seven-year goal for the production of market-rate housing for the 2014-2021 period and also demonstrated progress towards producing affordable housing. These accomplishments appear to be a result of Zoning Code, General Plan and Specific Plan updates over the past ten years. In FY 22, the City also adopted a comprehensive update to the General Plan Housing Element based on extensive community engagement, analysis of community housing needs and development of a site inventory pursuant to state housing law. Long Beach was the first large city in the six-county Southern California region to achieve certification status with the State, making the City competitive for considerable grants and State funding opportunities to support housing production and affordable housing.

Mixed-Income Housing Policies

In addition to beginning implementation of the new Inclusionary Housing requirement for the Downtown and Midtown areas of the City, in FY 22 the City Council adopted the Enhanced Density Bonus incentive program to encourage the production of mixed-income housing developments that include both affordable and market rate housing units in exchange for development incentives. These incentives are designed to help reduce housing segregation by encouraging otherwise market-rate developments to include affordable housing units, while creating needed additional housing units for all income levels throughout the City with no direct funding assistance from the City.

Historic Preservation

The Historic Preservation team within the Department's Planning Bureau released a draft of the City's first ever Race and Suburbanization Historic Context Statement. The report documents the history of racial segregation of housing in Long Beach including the use of redlining. The report also documents the fight and challenges for housing equality in the City and histories of local communities of color in Long Beach. This document will help to better recognize underrepresented communities in the City's history and begin to fill historical gaps within City historic preservation documents, such as the Historic Context Statement, which currently provides very limited information about communities of color. Such documents are used by City staff and professionals as they determine which buildings and places must be protected through historic preservation in order to appropriately convey the City's complete and inclusive local history.

ECONOMIC DEVELOPMENT

Space Beach Disconnected Youth Strategy

Pacific Gateway's \$1.6 million grant from the Conrad N. Hilton Foundation is going to support the development and implementation of a youth workforce program that will create pathways to careers in aerospace for disconnected youth, youth that are not in school or in work. In partnership with education agencies, the City's Office of Youth Development, and Space Beach employers such as Rocket Lab, Boeing, and Relativity Space, Pacific Gateway will engage youth in cultural affirming exercises, leadership development services, and work-based learning activities that will introduce them to rich and diverse employment opportunities in this exciting industry sector.

Prologis Community Workforce Initiative

Pacific Gateway has partnered with Prologis, one of the largest warehousing employers in the country, and Jobs for the Future, to provide self-paced training opportunities in Training, Distribution, and Logistics using a cutting-edge platform that facilitates learning and skill attainment. With the support of a \$300,000 grant from Prologis, Pacific Gateway is connecting residents to training and employment opportunities that pay competitive wages.

Cannabis Equity Direct Grants Program

In 2022, the Office of Cannabis Oversight in the City Manager Department redesigned the Cannabis Equity Direct Grants Program to provide funding to equity applicants seeking to open and operate a cannabis business in the city. The new direct grants program offers equity applicants the ability to receive grant funds prior to entering the business licensing process to be able to secure a lease agreement with a property owner. In addition, grant funds are distributed based on the business's operations and size, so additional grant funds are provided to facilities with a need for greater up-front capital.

Cannabis Program Newsletters & Updates

In 2022, the Office of Cannabis Oversight in the City Manager Department started producing a quarterly Cannabis Program newsletter that highlights any important changes to the cannabis program, resources for businesses, and success stories in Long Beach. In addition, the Office of Cannabis Oversight also continued sharing single-purpose Cannabis Program email blasts that communicate timely information to cannabis businesses and equity applicants. These communications have enabled the City to increase transparency among cannabis business owners and further our community engagement efforts.

FINANCE

Procurement Efficiency

The Purchasing Division in the Financial Management Department (FM) continued its Extreme Procurement Makeover to transform the City's procurement processes to be more efficient, equitable, transparent, and results-oriented. The City was selected for a third year of technical assistance from the Government Performance Lab (GPL) with expanded support. This additional capacity will further improve the accessibility of the procurement process and strengthen vendor outreach and engagement, with emphasis on small, local, diverse, and disadvantaged businesses. As part of this work, the Purchasing Division will continue to:

- Transform policies and processes, including incorporating procurement forecasting to gain strategic insight into Departments' future needs.
- Streamline and update forms, including developing new easy-to-use templates for competitive solicitations and City Council letters.
- Launch resources to assist Departments in their procurement work, including conducting a multi-level series of training to engage staff in understanding procurement theory, approaches, policies, and tools,
- Establish baseline operational metrics to be able to track and report on progress against procurement goals over time.
- Implement redesigned Citywide Procurement University learning opportunities and launch brand new trainings based on data and performance.

Recovery and Equity in Contracting Division (LB Recovery Act)

The Purchasing Division also assessed and redesigned procurement processes to be more efficient to support getting Long Beach Recovery Act resources out into the community quickly while maintaining core controls that appropriately protect the City from unnecessary risk. The Recovery and Equity in Contracting Division was created to ensure transparent and fair contracting, with a specific focus on Long Beach Recovery Act funds. This program was made possible by the Long Beach Recovery Act, a plan to fund economic and public health initiatives for Long Beach residents, workers and businesses critically impacted by the COVID-19 pandemic.

Long Beach Buys

The Purchasing Division began implementation of Long Beach Buys, a new and modern e-procurement software system that will greatly enhance our capabilities in many areas, including lowering of barriers for small, local, and disadvantaged vendors, and improved contract management. The City's procurement system is a critical tool that supports the City in selecting best value goods and services needed for City operations, extending equitable contracting opportunities to local, diverse, and disadvantaged businesses, ensuring appropriate safeguarding of public funds, and complying with applicable regulations and procurement best practices.

Reducing Barriers in City Contracting Opportunities

The Purchasing Division developed assistance resources and materials for vendors responding to Long Beach Recovery Act-related RFPs and translated them into Khmer, Tagalog, and Spanish. Purchasing also developed and implemented a simplified response form for vendors to respond to COVID-19 Pandemic response related RFPs as well as RFPs associated with federal stimulus funds, including CARES Act and Long Beach Recovery Act, which lowered the barriers for vendors to propose, increased accessibility and equity, and made it easier for staff to evaluate proposals. The response form is being implemented Citywide for optional use in all RFPs.

Pitch Long Beach!

The Purchasing Division worked with TID to implement Pitch Long Beach!, an electronic way for vendors and organizations to submit ideas to the City that otherwise are not being solicited. Pitch Long Beach! provides a standard framework for gathering unsolicited vendor pitches, evaluating these ideas with transparent criteria, and implementing those that offer promising solutions to legitimate City needs.

New Short-Term Rental Transient Occupancy Tax Website

Business Licensing implemented its online reporting and payment system for Short-Term Rental (STR) hosts in the City to report and pay their Transient Occupancy Tax (TOT) for stays they book through various online platforms. The website sends reminder emails to hosts letting them know when it is time to report each month as well as sends emails letting hosts know they are late reporting and advise when penalties will be assessed. This is a new revenue stream for the City and will allow hosts to report and pay their taxes due easily.

Operational Adaptations in Response to the Pandemic

The Department of Financial Management adapted to continue to provide services to internal and external customers and safeguard City finances throughout the pandemic. Examples include:

- To provide continuity of service, customer service options were expanded. Services that previously were only available in-person are available through online and telephone options, including virtual meetings (i.e., Zoom).
- Expanded the COVID-19 Relief Payment Plan Program, providing Long Beach businesses and residents adversely impacted by the COVID-19 pandemic the opportunity to pay outstanding balances over time. The Program allows eligible participants the option to make interest-free and penalty-free payments for up to 18 months for parking citations and most business-related and general fees. The Program has established 1,359 payment plans and generated \$960,720.
- Continued to manage the EOC-Finance section that included interpretation of new and updated Federal Emergency Management Agency (FEMA) policies, preparation and submission of grant applications and required FEMA forms, determination of eligible costs, and preparation of reimbursement claims and supporting documentation of costs.
- Led the Finance Team that interpreted the American Rescue Plan Act (ARPA) regulations and requirements, completed required federal reporting and documentation, and provided guidance and training to Departments in designing programs to ensure compliance with City and federal policies.

FY 23 Budget Early Community Engagement

Conducted an earlier, more robust community engagement process as part of the FY 23 budget development. City staff conducted community engagement activities in January 2022, prior to the development of any budget proposals, including two virtual community meetings and the distribution and collection of the FY 23 Budget Priority Survey.

Equity Investment Framework

The Health Department developed and implemented an Equity Investment Framework to ensure funding to community-based organizations (CBO) is distributed based on service to those communities who are most impacted by a specific condition (e.g., COVID-19, violence). The focus is on streamlining grant making processes and investing in the capacity of community organizations and the power of people to support neighborhoods. In bringing together data and historical context, these investments will address the context/predisposing factors as well as the disproportionate negative health impacts of conditions like chronic diseases and violence across the city. The framework acknowledges that the City's procurement processes can be difficult for CBO's to engage, so it provides funding for technical assistance to enhance CBO capacity and abilities to apply for and manage funding. This framework is being applied to more than \$5 million in Long Beach Recovery Act funding and will be expanded to other Health Department funding opportunities. This framework strengthens and aligns with the City of Long Beach's [Racial Equity and Reconciliation Initiative](#) which uplifts strategies to improve health and wellness in the City by eliminating social and economic disparities in the communities most impacted by racism.

HOMELESSNESS

Transitioning Hotels/Motels to Interim and Permanent Supportive Housing

The City purchased a hotel through a combination of local, State, and federal funds to provide ongoing non-congregate shelter for people experiencing homelessness who are medically vulnerable. The converted Hotel, located at 1725 Long Beach Boulevard, provides 99 rooms of available shelter with onsite supportive services and other key supports for program participants. The City has received in additional funding through the State to be able to convert the location into permanent housing by adding kitchenettes to each apartment so that we are maximizing permanent housing resources to end homelessness in Long Beach.

Intensive Case Management Services

Through the Rescue Act, the City of Long Beach was allocated 582 Emergency Housing Vouchers (EHVs) through the Housing Authority. These vouchers are being prioritized for people experiencing homelessness with the greatest need. In order to successfully support participants through the process of getting into housing and the supports that are often needed to maintain housing, the Health Department is utilizing a portion of its Long Beach Rescue Act funding to support Intensive Case Management (ICM) services. Four non-profit agencies have been awarded funding to provide ICM services to participants who become housed through an EHV. This is a vital step in being able to house those with the greatest needs, support them in their housing, and reduce the number of people experiencing chronic homelessness within Long Beach.

Mental Health Services within the Multi-Service Center

To meet the increasing mental health needs of people who are experiencing homelessness, the Homeless Services Bureau hired a clinician to both coordinate and provide services within the Multi-Service Center (MSC). The MSC converted space to create what it has called the "healing

room”, which focuses on providing a calm relaxing space away from the stresses and trauma that people are often experiencing while unsheltered. MSC participants are able to sign up for brief therapy to process what they are currently experiencing. This has been a vital resource in better meeting people’s needs when they are experiencing a mental health crisis.

INFRASTRUCTURE

Fuel Cell Community Partnerships

Energy Resources is expanding natural gas power fuel cells systems beyond the Aquarium of the Pacific. A new fuel cell system will be completed by December 2022 in partnership with Toyota Logistics and FuelCell Energy in the harbor area. The fuel cell system does not combust natural gas but rather run it through a chemical process to generate electricity to charge the electric and hybrid vehicles coming into port. The byproduct of hydrogen will be used to fuel the zero-emissions Toyota Mirai, and the water and heat byproducts will be used to wash the vehicles coming off the ships.

Decommissioning of Natural Gas Partnership

Energy Resources is working with the Rand Corporation and the California Energy Commission to look into the costs, strategies and policies to facilitate the decommissioning of natural gas in a study group of 50 to 100 gas utility accounts. We are currently working with Southern California Edison to examine new ways to leverage the strengths and resources of the City and SCE to advance green power options.

Mercury Thermostat Disposal Partnership

Energy Resources is partnering with the Thermostat Recycling Corporation (TRC), a non-profit stewardship organization that facilitates and manages the collection and proper disposal of mercury-containing thermostats. For each mercury thermostat that gets disposed of properly, the participating party receives a \$5 rebate. Energy Resources assists with community outreach efforts with the mission to promote the safe collection and proper disposal of as many mercury-containing thermostats as possible.

Renewable Natural Gas (Biogas)

Renewable Natural Gas, often called RNG or biogas, is a term used to describe natural gas that is not produced by fossil fuel extraction and is used in place of conventional natural gas. This gas comes from a variety of sources including livestock farms, municipal solid waste landfills, wastewater treatment plants, waste products from food and beverage production, and organic waste management operations. Long Beach Energy Resources distributes RNG to the City’s Fleet Services Division for use in all Refuse (Trash) Trucks and Street Sweepers and to Long Beach Transit for use in their compressed natural gas (CNG) buses. Both operations receive a substantial discount off their CNG fueling costs to run net-neutral GHG emission biogas. 100% RNG is currently being utilized in the upgraded City-owned CNG station at 2400 E Spring St.

Natural Gas Development Guidelines

Energy Resources created a resource, available on our Intranet, to provide a roadmap through the Energy Resources private development process for residential, commercial, and industrial development projects in the City of Long Beach and Signal Hill. Our goal is to provide clear and concise direction to efficiently facilitate the processing of development projects within the City of Long Beach Energy Resources. This guidebook explains the progressions and timelines required to successfully process a private development project for new, modified, or replacement natural

gas service. This guideline is also intended to outline and delineate the collaborative efforts with the Development Services Department (including both the Planning and Building & Safety Bureaus) and Public Works Department.

Gas Facilities Master Plan

Generated the Gas Facilities Master Plan which documents a long-term strategy to address the natural gas system infrastructure. This Master Plan assumes the natural gas landscape may look significantly different by 2030. We expect major changes in three areas: technological advances, government policy, and customer expectations. Recognizing these changes, we structured our long-term planning with three strategic priorities: public and employee safety, operational excellence, and customer service. The Master Plan, in coordination with ER's Distribution Integrity Management Plan, highlights programs that can set the direction for the Energy Resources department through projects that best utilize capital funds and move towards continuous improvement. This will continue to be an evolving document that is revisited and updated based on the priorities established for the year.

Sidewalk Management Plan

The City conducted an evaluation of its pedestrian facilities, including sidewalks and curb ramps, to determine the extent to which individuals with disabilities may be restricted access to City facilities. This information allowed the City to update its ADA Transition Plan in 2019 and further the City's ongoing commitment to create inclusive and accessible public places. This plan found a \$631 million total need for investment in the City's sidewalks and ADA curb ramps.

A budget of \$15 million was allocated in FY 22 for curb ramps, part of which city staff is using for work under design-build contracts to help the City meet the terms of its ADA Settlement Agreement which requires the installation of 4,500 new curb ramps by the end of FY22. However, the parties involved are discussing possible changes to the terms of the Settlement Agreement to include alternative improvements such as new sidewalks and existing sidewalk repair in lieu of some of the remaining curb ramps that pose unanticipated challenges.

Alley Management Plan (AMP)

The City utilizes an Alley Management Plan (AMP) to catalog, rate, and effectively plan-out maintenance and repair of the City's alley network. The AMP is guided by periodic evaluations of the conditions of the pavement of the alleys. In 2022, the City completed its second formal AMP which included survey and evaluation of the pavement condition of its entire alley network. The firm that conducted the AMP surveyed and measured the surface condition of the alleys for pavement roughness, and surface distress via Laser Road Surface Tester (Laser RST) to assess the Pavement Condition Index (PCI) rating for each alley segment. The PCI rating is a ranking assessment on the overall health of a pavement segment on a scale of 0 to 100. The findings concluded that there are approximately 216 miles of alleys throughout the City which includes approximately 0.7 mile of remaining dirt/gravel alleys. The 0.7 mile of dirt/gravel alleys are programmed to be paved in FY22. The findings also concluded that about 54.4 miles of the alleys are in very poor and poor condition with PCI ratings within range of 0 to 40, that about 147.5 miles are in marginal to very good condition with PCI rating within range of 40 to 85, and about 14.1 miles are in excellent condition with PCI rating within range of 85 to 100, and estimated an investment need of approximately \$136 million to repave and fully restore the serviceability of the entire alley network to an excellent condition with PCI rating of 85.

LB-MUST

In April 2016, the City Council approved a \$28-million Cooperative Implementation Agreement with Caltrans for the design and construction of an innovative and transformational stormwater treatment project, the Long Beach Municipal Urban Stormwater Treatment Project (LB-MUST). Additional funding was secured to complete Phase I of the project, totaling \$44M. Phase I comprises the water treatment facility, constructed wetlands adjacent to the facility, and initial pump station connectivity which will be built along the east bank of the Los Angeles River, north of Shoemaker bridge. LB-MUST will capture and treat polluted urban runoff from the storm drain system and sustain the wetlands before draining to the river. The runoff will come from approximately 12,000 acres of western Long Beach. This project reduces the amount of polluted run-off entering the river and beaches, adds open space (green, recreational, and educational space), and has potential to serve as an alternate water source for greenspace along the river corridor. This multi-benefit project received the Envision Platinum Award from the Institute for Sustainable Infrastructure. Project design and the preliminary phase of construction consisting of roadway improvements, utility relocations, and soil stabilization is complete. Construction of the treatment facility and wetlands is underway. Planning and design is in progress for Phase 2, which will expand the treatment network and pilot additional reuse capabilities.

Belmont Beach and Aquatics Center

The California Coastal Commission approved the project on February 11, 2021. Design continues to progress through the design development phase and efforts related to sea level rise analysis continue. A robust community outreach program is underway to assist in evaluating and finalizing the public access program in an effort to serve the broadest population possible. Final design and approvals are anticipated in to be completed by the end of the calendar year. The City is currently working on the procurement for Construction and Inspection Services, as well as the Prequalification of potential bidders for construction of the facility.

Colorado Lagoon

The Colorado Open Channel project consists of restoring wetlands and subtidal habitat through the creation of an open earthen channel between Colorado Lagoon and Marine Stadium within Alamitos Bay to maximize coastal habitat regimes, restore and increase tidal exchange, and improve recreational uses of Marina Vista Park. The project was initially bid in 2021 but due to high costs, all bids were rejected and a value engineering effort was utilized to evaluate options for reducing project costs. The project was rebid and initial site preparation and utility work began. On May 24, 2022, the City Council adopted the plans and specifications and awarded a Construction contract for the project, which is scheduled begin in Fall 2022.

Long Beach Airport – New Facilities

Long Beach Airport opened a new Ticketing Lobby and Checked Baggage Inspection System facility, marking a major milestone in Airport history and making the passenger experience even more convenient than before.

Citywide Fiber Network Infrastructure

As part of the High-Tech Infrastructure Master Plan, TID is working with Public Works, Economic Development, Water, and Energy Resources Departments on a plan to implement a citywide fiber network infrastructure to interconnect City buildings and establish a citywide fiber backbone. This will enable the City to continue to grow in increased bandwidth and future buildings. This investment will also progress the City in its resiliency by establishing redundant fiber paths, increase cyber protections, and progress the City to climate change adaptation. Expanding the

citywide fiber network infrastructure will also benefit the overall Long Beach community through improved access for private Internet and Cellular Service Providers to reach unserved and underserved areas. This fiber network will provide savings on current and future communication costs and will create a foundation to support digital inclusion services and applications. Further, this program positions the City to pursue public-private partnerships to close the digital divide for those living and working in Long Beach.

In FY 22, work is underway to conduct fiber field audits that will inform engineering plans and construction bids that will be used to mitigate fiber connectivity gaps that exist in FY 22 and beyond. In addition, the City is engaged in several regional planning initiatives to coordinate broadband investments and pursue Federal and State funding.

Public Safety Radio and Radio Dispatch System Upgrade

In 2021, the City completed a software upgrade to the public safety radio dispatch system, and by 2022 largely completed replacing outdated portable and mobile radios used in day-to-day and emergency response communications. In 2023, TID is working to improve the 700-megahertz trunking system to facilitate interoperable digital two-way land mobile radio systems communications and ensure CLETS compliance and uninterrupted radio communication.

MOBILITY & LIVABILITY

Emergency Rental Assistance

The Development Services Department's Long Beach Emergency Rental Assistance Program (LB-ERAP) is a federally funded program designed to provide at least \$57 million in support directly to eligible landlords and tenants. The funding is nearly all disbursed as of May 2022. In order to provide continued assistance, the Department is applying for an additional \$28 million in funding through the State's innovative Cash-Flow Loan Program, which provides forgivable emergency rental assistance loans to local agencies that have successfully implemented an Emergency Rental Assistance Program.

A creative and comprehensive outreach and promotion strategy to notify Long Beach residents about LB-ERAP was implemented by the Department's Housing and Neighborhood Services Bureau. The strategy centered on direct outreach and hands-on technical assistance to the community through pop-up events and outreach to religious organizations, educational agencies, grassroots and nonprofit groups as well as collaboration with other City Departments. Additionally, staff implemented an innovative digital application process, utilizing web tools and mobile equipment for a streamlined user experience and more efficient application upload.

Zoning Code Updates

Building upon early successes in North Long Beach, in FY 22 the City launched its "Zone In" efforts to comprehensively update the Zoning Code throughout Long Beach for the first time since the 1980s. These efforts are designed to implement newly adopted General Plan policy guidance towards a more sustainable, livable, equitable and prosperous city. In addition, these efforts call for modernizing land use and zoning regulations while aligning them more closely with community priorities through planning processes done through an equity framework that geographically prioritizes communities of color with the greatest need for new strategies from the General Plan.

These planning processes support community empowerment and include new regulations that provide flexibility and incentives for community-prioritized needs such as grocery stores, banks,

more affordable housing, locally-serving jobs, civic institutions and other identified needs. All of these endeavors will also help ensure neighborhoods have sufficient zoned capacity to meet existing and future housing needs and support more walkable, complete neighborhoods with access to housing, jobs and shopping. Three geographic rezoning efforts are underway in Central, West and North Long Beach: Zone In: City Core (ACZIP), a collaborative effort with the community to reimagine and update zoning regulations along the Anaheim Street and Pacific Coast Highway commercial corridors and adjacent neighborhoods; Zone In: West Long Beach, a collaboration with the community to rezone properties along West Willow Street and Santa Fe Avenue in West Long Beach; and the Uptown Planning Land Use and Neighborhood Strategy (UPLAN), a collaborative effort between the City and North Long Beach community to guide future development in the area through new zoning.

Downtown Walkable Corners Project

The Downtown Walkable Corners project will transform the walkability of some of Long Beach's densest neighborhoods through the installation of 190 pedestrian islands and bulb outs, also known as curb extensions. The project will improve pedestrian and driver safety and visibility, reduce pedestrian crossing distance, and encourage lower vehicle turning speeds. Additional benefits include increased opportunities for urban greening and placemaking, such as outdoor dining. The project will help improve the pedestrian experience for Downtown residents, employees, and visitors, including older adults, children and people with disabilities, while also helping the City meet its traffic safety and sustainability goals. The project will also include programmatic component managed by staff from the Department of Health and Human Services that will provide pedestrian safety education, interactive activities, and targeted safety messaging.

The City will receive \$7.893M in federal funds through Caltrans for the project with an additional required 10 percent City match for a total project cost of \$8.771M. The project is expected to be completed in or by 2025.

PUBLIC SAFETY

LBDP Website Blotter

As part of our ongoing commitment to external communications to provide valuable information to our community the Police Department launched a new blotter section on the LBDP website. The blotter was developed to enhance communications and transparency with members of the community and media regarding police activity, investigations, and other notable incidents. The integration of the blotter section into our website will further support department transparency in alignment with Goal Three (3) of the City of Long Beach Report on Racial Reconciliation adopted by the City Council, while also enabling the public to quickly access information each day.

Reducing Violent Crime through Data Driven Methods

To combat violent crime and shooting increases, the department introduced innovative relationship-based policing programs to reduce gun violence through the Neighborhood Walks Program and the Coordinated Response Team (CRT). Since the Neighborhood Walks program implementation began in February 2021, Officers have spent over 400 hours engaging with the community and have recorded over 3,800 community contacts. Since program inception in February 2021, CRT has recovered 221 firearms, including 52 ghost guns. Of the 185 ghost guns recovered in 2021, nearly 25 percent were recovered by the CRT team.

Partnerships for Violence Prevention

Collaborate with City partners and Harvard University to inform the Community Crisis Response (CCR) pilot model to help support a non-police response to individuals experiencing a behavioral crisis; partner with other City departments to activate the Safe Communities pilot to reduce gun violence, and continue exploring additional avenues for partnership to reduce gun violence including community safety programs such as the Be Safe program and the Long Beach Hoops After Dark basketball program in neighborhoods with the highest rates of violence to provide safe recreation activities to youth in underserved communities.

Procedural Justice Initiatives

The department will continue to evaluate recognized alternative police service models such as the Quality of Life, Clinician in Jail Program, Mental Evaluation Team, and providing support and insight into the City's Community Crisis Response (CCR) pilot program. Additionally, the department will continue to support Juvenile Diversion programs that offer youth offenders choices to attend occupational training, mentoring or educational programs in lieu of facing criminal prosecution. In 2021, nearly 50 percent of juveniles detained were referred to diversion programs.

Reimagining Public Safety - Policing Equity Data

The Long Beach Police Department established a strategic relationship with Policing Equity, Inc. (CPE) permitting the exchange of police data and information, in exchange for research, analysis and recommendations to improve department practices and police-community relations. In early 2022, LBPD released data collected from the Racial and Identity Profiling Act (RIPA) that was analyzed by CPE, to help eliminate racial disparities in practices and strengthen community trust. As part of the department's commitment to transparency, the RIPA data was made available to the public through the City's Open Data portal.

Early Intervention Program (EIP)

The department launched the Early Intervention Program (EIP). The EIP provides mentorship to officers and allows the department to identify officers exhibiting concerning patterns of behavior. The program provides supervisors the ability to address problematic behavior with a focus on development and correction to prevent misconduct. The program also provides officers an opportunity to self evaluate performance and improve on areas in which they might be underperforming.

RAND Tabletop Exercise

In partnership with the RAND Corporation, the department participated in the first community-policing tabletop exercise which aims to help bridge the gap between police and the community through critical conversations. The exercise brought uniformed officers and a diverse set of community members together to discuss issues such as body worn cameras, protests, and police-community relations.

Body Worn Cameras

With the assistance of the Technology and Innovation Department, the department deployed Body Worn Camera (BWC) to every police officer in the Patrol Bureau to capture community interactions and enforcement activity. Department-wide deployment to every police officer and uniformed civilian employees is forthcoming. BWC deployment is a step toward increased departmental transparency, as well as enhanced support for the safety of our residents and employees.

Street Racing Takeover Ordinance

In Spring 2022, the City launched the Citywide Street Racing Takeover Safety Operation, focusing on impacting Street Racing Takeovers (SRT) and traffic fatalities through visual deterrence and proactive traffic enforcement of vehicles observed in violation of commonly associated vehicles codes, such as reckless driving, exhibition of speed, participation in a speed contest, modified exhaust, and other equipment violations. Specialized training was provided to Patrol Officers, and an officer was assigned to the Street Racing Regional Task Force.

Trauma Intervention Program (TIP)

The Police Department continues to partner with the Trauma Intervention Program (TIP) to service the City of Long Beach. TIP provides immediate, on-scene crisis support services to community members impacted by violent crime and/or other events that require police response. This partnership allows officers to focus on the operational emergencies, while TIP volunteers address the emotional support and mental well-being of impacted community members. The program volunteers are required to undergo extensive training before they are permitted to provide support services and make referrals to resources and services.

“Etch and Catch” Catalytic Converter Theft Deterrence

The department implanted the “Etch and Catch” events after a rise in catalytic converter thefts citywide. The biggest challenge for law enforcement when subjects are found in possession of a catalytic converters is locating the victim and proving that the suspect had knowledge that the converter was stolen. Through collaborative effort and community partnerships, a citizen’s vehicle license plate and LBPD is etched on the catalytic converter. In addition, a sticker is placed on a vehicle window indicating the catalytic converter has been etched. This is done with the goal of displaying a proactively warning that the converter is traceable and possession of the item may result in an arrest for possession of stolen property. The cost for this service is free of charge. These events contribute to the goal of building public trust and confidence with the community, as well as property crime reduction.

Unauthorized Unmanned Aircraft System Action Plan

During the first half of 2022, the Airport Police Section worked with Long Beach Airport Operations and other local and federal partners to create an emergency plan to respond to unauthorized unmanned aircraft systems (UAS), also commonly referred to as drones. The plan establishes safeguards and helps protect the public from aviation safety hazards and security threats presented by errant or malicious UAS activity in or around the Long Beach Airport.

Maritime Emergency Operations Center Technology Upgrade

The Maritime Emergency Operations Center (MEOC) serves as a mobile command post and is commonly utilized during critical incidents that require a significant amount of department resources. The MEOC is also utilized in support of multiple special events that take place within the City of Long Beach, including The Grand Prix of Long Beach, The Long Beach Marathon, The Long Beach PRIDE Festival, among others. This vehicle was originally purchased in 2012 and has since become outdated. In 2021, approximately \$175,000 from a federal grant was used to perform a technological upgrade that will enhance the department’s ability to respond to tactical and large-scale incidents.

9-1-1 Non-Emergency Phone Tree

Since 2017, the City’s 9-1-1 Police Emergency Dispatch Center has received more non-emergency calls for service through its seven-digit phone number than it has received emergency

9-1-1 calls for service. In calendar year 2021, nearly 60% of calls received by the 9-1-1 dispatchers were for non-emergency services. In order to reduce the number of non-emergency calls answered by 9-1-1 dispatchers, and to provide callers with a more streamlined experience, the department implemented a non-emergency phone tree to connect callers directly to commonly requested City services. Launched in May 2022, the phone tree has demonstrated immediate results, cutting non-emergency calls received by 9-1-1 dispatchers by 30-percent.

Bleed Control Kits

In 2021, the department leveraged UASI grant funds to procure 300 bleed control kits for installation at all City of Long Beach facilities. These kits contain items to control serious bleeding for a victim suffering from a traumatic injury. In 2022, the department completed installation of bleed control kits at all City facilities, including each floor of City Hall, and administered a virtual training program to floor wardens and safety personnel in accordance with COVID-19 Health Orders.

Community Crisis Response (CCR)

The Health Department will pilot a Community Crisis Response Team (CCR) beginning in the fall of 2022. The CCR's will respond to non-violent 9-1-1 calls as an unarmed, first responder team, trained in behavioral health and on-scene medical assistance to provide Long Beach residents with a quick and compassionate response by trauma-informed staff members. Responder teams will consist of at least two members and will have training in behavioral health and emergency medical response. Additionally, the CCR may also be used as a resource by the LBPD or LBFD, who after arriving on scene, discover the call at hand could be resolved on scene by a behavioral or other medical professional. This allows multiple entry points to reach a non-law enforcement responder team that is trained in trauma-informed care, behavioral health, and on-scene medical response. The pilot will consist of one team that will respond to calls within West Division and the Anaheim corridor.

Long Beach Activating Safe Communities

Long Beach Activating Safe Communities (LB ASC) focuses on providing immediate assistance to victims of gun violence. LB ASC brings together the Health Department, Police, Parks, Recreation and Marine, and Pacific Gateway Workforce Investment Network to establish a gun response system for victims of gun violence; provide case management services to at-risk youth; and activate high impact neighborhoods through events that bring resources directly into communities most impacted by gun violence. Through a coordinated response, victims (families) impacted by gun violence receive case management services to ensure they receive the immediate help they need, and peacekeepers (Crisis Intervention Workers) are deployed to address community level trauma. Peacekeepers, also, provide safe passage at the Washington Middle School to ensure children walk to and from school safely and work with schools (middle and high schools) to aid at-risk youth with supportive services, including youth to work opportunities. Piloted in the Washington neighborhood, LB ASC also provides additional funds to enhance the Be Safe program to provide year-round youth and family activities to increase social connectedness. Overall, this program brings together enforcement, service providers and community residents to work together towards a common vision, to reduce gun violence in Long Beach.

Unmanned Aerial System (UAS) Program

The Fire Department continues to expand its UAS drone fleet and train personnel to operate a UAS drone within the City in accordance with Federal Aviation Administration (FAA) standards.

The most recent addition to the drone fleet is a DJI Matrice 30T, which employs cutting edge technology and provides the Fire Department with thermal imaging, long range communications, and aerial video footage on emergency incidents. This greatly enhances overall situational awareness for incident commanders and streamlines development of response strategies. The UAS drone team has developed a strategic plan to eventually equip each Battalion Chief vehicle with a UAS drone providing flight capabilities on every major incident. Drones provide the aerial reconnaissance needed to effectively mitigate all types of incidents such as fires, rescues, and hazardous material spill events. Airport Security

Airport Video and Access Control Systems

Long Beach Airport expanded and modernized technology infrastructure supporting video and access control systems at the airport. The security modernization has improved reliability, speed and performance, as well as increased the recording capacity of the system by more than 1000%.

Airport Identity Management System (IDMS)

Long Beach Airport launched a new Identity Management System (IDMS) in the Badging and Access Control Office. This enhancement will streamline the badging experience, increase efficiency, and allow for a greater level of customer service to the airport community.

SUSTAINABILITY

Climate Action and Adaptation Plan

The City is on track to adopt its first-ever Climate Action and Adaptation Plan (CAAP) in FY 22. The CAAP provides a framework for creating and updating policies, programs, practices and incentives for Long Beach residents and businesses to significantly reduce the city's greenhouse gas (GHG) footprint, and to ensure the community and physical assets are better protected from the impacts of climate change. Over 10,000 residents and stakeholders were involved in the development of the CAAP, and early implementation actions are already underway to ensure the City meets its ambitious 2030 GHG reduction target and other climate priorities.

Long Beach Youth Climate Corps

Pacific Gateway received \$6.3 million from the State of California's Governor's Office through its CaliforniansForAll Youth Job Corps program to increase youth employment, develop youth interest in and experience toward careers in public service, and strengthen capacity to address areas of education, climate change, and food insecurity. Through partnerships with city departments and community-based organizations including the Conservation Corps of Long Beach, Pacific Gateway will place 380 youth in jobs in natural systems, urban agriculture, waste reduction, environmental policy, food access, and economic recovery over the next two years.

AB 32 – Cap and Trade

Since the inception of Assembly Bill 32 (AB 32), ER has raised over \$24 million from Cap-and-Trade allowance sales, which have been used on a variety of emission reducing projects. These projects include:

- Energy Efficiency Upgrades to City Facilities including Community Centers and Health Facilities – i.e. HVAC systems in disadvantaged communities
- Regional Park Improvements – i.e. energy efficiency upgrade in park buildings
- LED Streetlighting

- City Fleet Electric Vehicle Programs – include EV purchases
- City Solar Projects (Select Libraries and 4-5 Community Centers)
- Electric Vehicles Charging Stations and Infrastructure
- Energy Efficient Mortgages
- DIME Program – Direct Installation for Multi-Family Efficiency (Energy Resources and Water Departments)
- RES DI – Residential Direct Installation in disadvantaged and low-income communities (Energy Resources and Water Departments)
- Natural Gas Energy-Efficiency Appliance/Equipment Rebates

Solar Water Heating Systems

Long Beach Energy Resources participated in the California Solar Initiative Thermal program (CSI-T) for residential and multifamily utility customers. The program offered rebates for water heating systems installed to displace natural gas and electricity use and the related greenhouse gas emissions. A solar water heating system captures the warmth of the sun and uses it to heat water. Through this program, Long Beach offered and awarded rebates to homeowners, and multifamily property owners for systems that lowered their energy costs, reduced their reliance on fossil fuels and created a more sustainable energy future for Long Beach with a combined estimated annual energy savings of 9,912 therms. Over the anticipated 25-year lifespan of the SWH systems, this equates to approximately 1,313 MT of avoided carbon dioxide emissions.

Conservation Education

Long Beach utility providers, comprised of Energy Resources, Refuse/Recycling, Water Departments, partnered with an educational theatre program to bring an educational program to strengthen students' awareness of environmental impacts and life-long habits that lead to energy efficiency, natural gas safety, as well as water use and waste reduction. The two all-digital e-learning programs (The Conservation Caper for K-5 audiences and The LBC E-Team for middle school audiences) pivoted from live, in-person theater-style assemblies to an all-digital platform as an easy solution for teachers and compatible with the same technology platforms teachers used for distance learning environments. Through science-based performances, 182 educators and 8,133 students at 61 schools received the e-learning packages and used the digital materials.

Reduction of Natural Gas Usage

Each winter heating season (November thru April), natural gas prices are higher across the country which lead to higher residential heating bills during cooler temperatures. Energy Resources' 'Winter Rate Awareness' Campaign proactively notified our customers before and over the season with phased content among various publications resulting in a residential natural gas usage decrease of nearly 9 percent during the month of December 2021 as compared to December 2020. That is a reduction of over 469,000 therms of natural gas.

Utility Customer Energy-Efficiency Improvement Initiatives

Programs are being developed that will retrofit water and natural gas products which include toilets, showerheads, faucet aerators, communal coin-operated clothes washers and natural gas dryers, natural gas storage tanks, and pipe insulation in disadvantaged and low-income communities effectively reducing the amount of water, energy, and natural gas used in the units. Long Beach Energy Resources and Water Departments will award a contractor to purchase materials and perform installations for the programs (Direct Install for Multifamily and Direct Install for Residential) using grant and an allocation of AB32 funds.

Credits for Renewable and Low Carb Fuels

In order to reduce the amount of greenhouse gas emissions from the transportation sector, financial incentives are provided through the federal Renewable Identification Number (RIN) and California Low Carbon Fuel Standards (LCFS) programs to entities that use renewable natural gas (RNG) as a vehicle fuel. Since 2017, ER has delivered RNG to Long Beach Transit and Long Beach Fleet Services to meet 100% of their demand and distributed approximately \$2.7 million in RIN and LCFS incentives to these entities.

Sustainable Fleet

The City continues to emphasize the use of alternative fuels in the fleet, focusing on electric, hybrid-electric and renewable compressed natural gas (CNG) vehicles for new purchases. In alignment with these efforts, the City completed trial operations and exhaustive performance tests of 10 trial Police Hybrid Interceptor patrol vehicles. This series of tests enabled the order of 63 Hybrid Interceptors for in-servicing over the coming year, 24 of which have already been placed into service in 2022. This allowed the strategic plan of expanding the pursuit-rated hybrid-electric interceptors for the Police Department to continue.

The City is exploring the use of battery electric options for medium and heavy-duty vehicle replacements as technology progresses by coordinating demonstrations of viable alternatives to traditional fossil-fueled vehicles. This helps fast track the implementation of proven technology, and springboard from demonstrating the technology for early adoption.

Citywide Electric Vehicle Charging Stations

The Citywide EV Charger project continues to involve constructing charging stations for both public use and dedicated City vehicle use. Twelve new electric vehicle charging stations were installed in FY22 at the Airport Lot B garage to support the City's growing electric and hybrid-electric fleet and increasing public demand, bringing the Citywide total to 120. The City is exploring funding opportunities provided by Southern California Edison for the possible installation of over 300 new stations for Public and Fleet use at additional proposed locations:

- Airport Lots A & B
- Marina Basin Parking lots
- Public Service Yard
- LB Energy Resources
- El Dorado Tree Farm
- Claremont Beach Parking Lot
- Belmont Pier Parking Lot
- DeForest Park
- Mark Twain Library
- Convention Center Garages
- Lincoln Garage
- Mother's Beach

Fleet Services and the Public Works Department continue to work together to support the additional installation of 620 charging ports across 24 other City-owned properties for a total of 717 ports over the eight-year phased period.

Renewable Energy Network

Construction of 11 solar arrays at various public facilities at the following locations began in FY 21 and are anticipated to be completed in 2022:

- City Place Parking Structures A, B, & C
- Aquarium of the Pacific Parking Structure
- The Pike Parking Structure
- Main Health Offices
- Fleet Services at Temple & Willow
- Energy Resources Department
- Police Department, East Division
- Airport Parking Lots A & B

The 11 solar arrays will generate enough energy to power an equivalent of 60 homes and will lower the City's carbon footprint by an estimated 530 tons.

Medium- and Heavy- Duty Zero Emission Vehicle Infrastructure Blueprint

The City of Long Beach was awarded a \$200,000 grant from the California Energy Commission for the creation of a Blueprint for the transition of Medium- and Heavy-Duty Fleet vehicles to Zero Emission. The City is currently in the beginning stages of developing a task list and schedule for implementation of tasks for delivery of the final Blueprint. The City is beginning with stakeholder engagement and will conduct fleet analyses designed to inform on any gaps in planned infrastructure and methodology to install necessary infrastructure.

Organics Collection (SB 1383 and AB 1826 Compliance)

In efforts to comply with SB 1383 and AB 1826 the Public Works Environmental Services Bureau (ESB) initiated a pilot commercial organics (food scraps) collection program in June 2021. Currently, over 100 businesses participate in the pilot program which is expanding in the Summer of 2022 to include an additional 95 service accounts. City staff continue to work closely with businesses to set up services, train staff, and monitor containers for contamination ensuring success of the program. It is estimated that this program will divert 270 tons (the same weight as 21 school buses) of food scraps from landfills in FY 22. ESB estimates the remaining City serviced commercial accounts will receive organics collection services during the first quarter of calendar year 2023.

Long Beach Airport launched its own commercial food scrap diversion pilot program in 2021, recycling approximately 9,000 pounds of plastic bottles and aluminum cans, and working with its concessionaire to donate approximately 550 pounds of edible food to Food Finders.

Environmental Health Paperless Policy

The Health Department's Environmental Health Bureau initiated a paperless policy to minimize storage space, reduce costs, and to increase efficiency. Transition toward digital documents allows for better organization and less time spent on locating and retrieving files as well as promoting collaboration among team members, the public and business owners. Employees are now able to work remotely which resulted in an increase of inspection inventory and a rapid response to consumer complaints. Reducing our reliance on paper and printing ink has created a more sustainable and eco-friendlier environment. Our goal is to make all programs within the Environmental Health Bureau paperless by end of year 2023.

Refuse Collection Route Automation

In FY 22, ESB and TID automated the refuse route assignment system. Route and truck assignments are displayed on three screens in the Refuse Assembly Room for field staff to view before their shifts. The displays allow multiple individuals to obtain morning assignments at the same time and inform staff of any open routes in their service area.

New Waste Diversion Workshops

ESB hosted waste diversion workshops online in FY 20 and FY 21 due to the COVID-19 pandemic and resumed in-person workshops in Spring 2022. In addition to the standard one-hour workshops, which include topics such as: Composting 101, Recycle Right, and Reduce Waste at Home, ESB started a new Master Composter Recycler Program (MCR). The program was offered from April – June 2022. Over 8 weeks, participants received in-depth training in composting, recycling, and waste reduction. To become a certified MCR, participants must complete volunteer hours in addition to the coursework. MCR's will then serve as community ambassadors to support the City's education efforts to reduce waste in the community.

TECHNOLOGY

Smart City Initiative Strategy

In March 2021, the Long Beach City Council voted to approve the Long Beach Smart City Initiative Strategy, which outlines a vision, guiding principles, and a set of actionable strategies and objectives for the City to explore and implement emerging technology. The vision of the Smart City Initiative, led by the Technology & Innovation Department (TID), is to advance solutions to civic challenges by engaging the community, City staff, and the private sector to explore and implement emerging technology. The approval of the Smart City Initiative Strategy was a culmination of 18 months of community, staff, and tech industry input from over 800 people on how to position Long Beach as a "smart" city.

Four guiding principles continue to drive this work forward: (1) Design for equity, (2) Earn public trust, (3) Cultivate local expertise, and (4) Build civic resilience. These principles echo what TID heard from the Long Beach community and have been adapted to address the challenges the City faces following the COVID-19 pandemic. The Smart City Initiative also includes four interconnected strategies and 11 objectives that together create a roadmap for the TID Smart City team.

In FY 22, TID has made significant progress in advancing the goals laid out in the Smart City Initiative Strategy and meeting emergent resident demands for accessible, transparent, and responsive technology services. TID has developed programs, led projects, and engaged local stakeholders so the City can use technology and data to manage change and expand capacities to better the daily lives of Long Beach residents, enhance city operations and make the best possible use of resources across all City Departments.

The Smart City Initiative is a collaborative effort rooted in community voices. TID published the [Smart City Initiative 2022 Annual Report](#) to report back to the community on this work, and in FY 23, will continue to work with City staff, local stakeholders, and community members to implement the strategies and objectives of the Smart City Initiative Strategy.

Key accomplishments and upcoming initiatives include the following:

- *Pitch Long Beach!* - This new program launched in February 2022 allows vendors to pitch an idea for a project directly to the City. The ideas that offer promising solutions to legitimate City needs will be shared with Department subject matter experts, evaluated with transparent criteria, and then may be implemented as pilot projects. Companies and entities of all sizes and industries may pitch an idea. Local Long Beach-based solution providers are especially encouraged to apply!
- *Smart City Challenge* - In FY 22, TID invited City Departments to identify challenges and collaborate with technology companies for a period of six months to build and implement pilot solutions. The City received over 150 applications from vendors to participate in 12 Smart City Challenges, tackling key civic issues such as local air pollution sensing, homelessness services contract management, resident ID access management, and mobility data collection. TID and City Departments are currently managing five active Smart City Challenge pilot projects.
- *Long Beach Augmented Reality Challenge* - In August 2021, over 4,000 members of the public immersed themselves in a world of augmented reality (AR) right here in Downtown Long Beach for the first-ever Long Beach AR Festival, organized by TID. The Promenade and nearby streets hosted 17 interactive AR experiences for members of the public to enjoy along with live music and food and drinks from nearby local restaurants. TID awarded \$14,000 in prize money funded by a grant to AR creators and provided a unique opportunity to showcase the power and potential of AR to residents and businesses.
- *Mercedes-Benz Public Private Partnership* – In FY 22, TID developed a public-private partnership agreement with Mercedes-Benz and Xtelligent to pilot an adaptive transportation technology system that will improve urban transportation management and enhance environmental sustainability in and around the city. The partnership includes a community youth STEM workshop and will improve future transportation policy and traffic operations.
- *Data Privacy Guidelines Implementation Plan* – In FY 22, TID worked with the resident-led Technology & Innovation Commission (TIC) and community members to develop an Implementation Plan for the Data Privacy Guidelines document previously adopted by City Council in March 2021, which articulates our core values on protecting the privacy and information security of our community members. The Implementation Plan charts a clear course of action for the City to operationalize data privacy within City programs, policies projects, and services. TID also collaborated with the TIC to hold a series of public meetings on the topic of governing surveillance and facial recognition technology.
- *Community Technology* – In FY 23, TID will engage local stakeholders most impacted by the pandemic (including youth, businesses, and residents) in a collaborative community engagement process to scope and implement a pilot technology infrastructure solution. Participants will be compensated via program stipends and will be invited to the decision-making table to co-design a technology solution scope, influence vendor selection, and oversee technology implementation.
- *Single Sign-on Portal Pilot* – In FY 23, TID will develop a pilot single sign-on platform for residents that, when fully implemented, would integrate several online City services onto one online portal. The pilot single sign-on portal will be a user-friendly, web-based portal that provides Long Beach stakeholders with one account to sign into multiple City applications and eliminate the need for separate login information for different City services. If successful, lessons learned from the pilot will inform TID's approach and funding request for a full implementation.

Remote Work Capabilities

Over the last two years, TID has worked collaboratively with partner departments to improve City processes which contributed to successful adoption of hybrid work through digital tools. Examples include soft phones and remote call centers, voicemail to email inbox, teleconferencing tools, and the proliferation of applications in the Office365 suite of products to enable digital services to staff and the public, electronic signatures, and workflow automation.

Modernizing Outdated Equipment and Systems

In 2022, TID modernized numerous systems to bring applications and related services (e.g. servers and databases) to modern standards. Specifics include significant upgrades to the City's GIS environment, Fleet Management System, and Fire Records Management System. In addition, TID refactored numerous internally developed applications to leverage modern technology stacks.

- In 2022, TID migrated the City backup and recovery system to new technology which includes an air gap cyber recovery vault to protect the backup system against ransomware attacks.
- In 2022, TID started the migration process of the Library Department's PC and network over to the City's network to provide the Library better access to City resources. To date, four of the twelve libraries Brewitt, Brett Harte, Bach and Bayshore libraries.

Enterprise Document Management System (EDMS)

Over the past several years, the Fire Department has worked with the Technology & Innovation Department/Business Information Services Bureau and Laserfiche on an EDMS project to convert many of the Department's forms to an electronic format. The Department has expanded this project to include implementation of a software program that improves compliance with all regulations governing the storage and administration of controlled substances used by Paramedics. The program also allows for the effective tracking of expiration dates of such substances, thereby reducing costs of replacing and destroying expired medications.

Water Smart Meter Portal and Leak Alerts

Following the successful deployment of smart water meters throughout the entire city, the Water Department launched an online web portal to allow customers to be able log on and see their hourly water use. The smart meter portal allows customers to better track and understand their own water use, which helps them to identify the best ways for their households to conserve water. The portal also sends automated notifications when customers have a leak so that they can quickly identify and fix the leak before it turns into a high bill. Over 5,000 leaks have been identified, alerted, and fixed as a result of the launch of the smart meter portal.

Parking Enforcement ALPR System

In FY 22, The Parking Enforcement group replaced its fleet with new hybrid Ford Escapes expanding the Department's green fleet. Additionally, with the assistance of Technology & Innovation Department and the Fleet Services Bureau, 17 Parking Enforcement vehicles were equipped with an Automated License Plate Reader (ALPR) system. The ALPR system utilizes laptops and cameras to provide more efficient enforcement of City parking regulations creating a safer environment for Long Beach residents and Parking Enforcement team members. The ALPR system also provides more accurate tracking of vehicles in timed parking zones without requiring employees to exit their vehicles.

ORGANIZATIONAL CHANGES

Ethics Office - Update the Code of Conduct and Ethics

The Ethics Commission and City staff created an updated version of the [Code of Conduct and Ethics](#) (Code) to include the City's values of Accountability, Equity, Impartiality, Diversity, Transparency, and Integrity. The Code also includes principles to guide representatives of the City to undertake their duties with the highest ethical principles and to place the public's interest in the forefront.

Ethics Office - Created the Disclosure Reports and Ethics Portal Webpage

City staff collaborated to increase transparency and accessibility by creating a [Disclosure Reports and Ethics Portal](#) webpage. The webpage centralizes various reporting resources and forms for the public, City staff and elected officials to access with ease. The webpage includes the Fair Political Practice Commission filings, the City's Campaign Finance portal, AB1234 Ethics Training for Local Officials portal, and additional resources.

Ethics Office - Policy Reviews for Ethics Commission Input

City staff collaborated with various departments to present City policies relating to ethics for Ethics Commission (Commission) review and recommendations. Policies reviewed to date include procurement, anti-discrimination and unlawful harassment, gift disclosure, and family disclosure. The Commission's policy review process has provided valuable feedback and will be used to strengthen City policies.

Ethics Office – Ethics Education Program

City staff recruited a talented team of four Master in Public Administration students from the Price School of Public Policy's Capstone Course to research and provide best practices for the creation of a Citywide Ethics Education Program. The Capstone Team's work included interviewing internal stakeholders and nationwide ethics experts, conducting peer City surveys, and reviewing hundreds of articles and pieces of literature, culminating in a [report](#) to guide the design and implementation the City's first Ethics Education Program.

City Manager - Public Records Act Training

The City Manager's Office has created a new internal training program for all Departments related to the California Public Records Act (PRA), in order to improve response times and quality of PRA requests in order to ensure that the City is providing responsive records and transparency.

Human Resources - Virtual New Employee Orientations (NEOs)

Virtual New Employee Orientation: Transitioned from in-person NEO to a virtual format. NEO is offered monthly and over 200 employees have attended since January 2021. Multi-Departmental collaboration, providing new employees information on benefits, City structure, policy overview, training and development, overview of harassment/discrimination.

Human Resources - Virtual Harassment Prevention Training

Implemented a virtual harassment prevention training. Over 4500 employees have completed training. Due to Covid, training moved to a virtual format offered by the DFEH. Tracking reports are sent to Departments monthly and compiled/updated by EEO Office. Certificates are stored in specific EEO drive.

Human Resources - Electronic EEO Complaint Form

HR has created an online-electronic complaint form for EEO complaints. New form provides an additional way for employees, applicants, or members of the public to file a Harassment, Discrimination and/or Retaliation complaint. A PDF version of the form has also been created which can be used by AOs as a guide in gathering essential information when meeting with employees. Implemented an Automated COVID-19 Contact Tracing Platform: The Department of Human Resources implemented an automated COVID-19 contact tracing platform with VEOCI (vendor). The platform generated significant savings by eliminating the need to have several live contact tracers on call. The system allowed for City staff to self-assess their possible exposures with minimal manual labor. At the height of the pandemic and surge, the Department screened out close to 1,500 employees in a two-month period (December and January) with only four (4) staff members with VEOCI in place vs. fourteen (14) contact tracers prior to VEOCI.

Police – New Deputy Chief for Strengthening Community-Policing Relationships

The Police Department created a new Deputy Chief position responsible for developing a structure to support increased community engagement through innovative, relationship-based, collaborative policing models. The priority will be to promote community wellness and safety, while bridging the gap between police and the community.

Police - Office of Constitutional Policing (OCP)

The Office of Constitutional Policing (OCP) analyzes current policy and practice to ensure alignment with industry standards, legislative mandates, and community expectations. Founded as a commitment to 21st Century Policing, OCP has leveraged existing relationships while forging new partnerships to improve policy and reduce risk, while promoting innovation, inclusivity, and diversity initiatives.

OCP applies a continual improvement lens on all Department policy and practice. Policies are critically reviewed for opportunities for improvement with a focus on use of force, implicit and racial bias, surveillance, and any other community-facing policies. A key component of the policy review process is the Community Advisory Committee, comprised of diverse City of Long Beach representatives, that provide input on department policies that impact community-police relations.

Police - Employee Wellness Programs

A Wellness section was established in the department's Personnel Division whose focus will be to provide comprehensive wellness programs to address the type of stress, trauma, and work conditions encountered in the law enforcement profession. In addition, the LBPD received funding to participate in the Active Bystandership for Law Enforcement (ABLE) program facilitated by Georgetown Law University. The training will commence in 2022 and will help enhance work culture, safety, and reduce bias in policing.

Police - "30x30" Recruitment Initiative

The Police Department will continue to promote new recruitment strategies to engage under-represented groups in the law enforcement profession through inclusive programs such as the "30x30" initiative. The program seeks to improve female representation in the department by implementing activities to help assess gender equity and eliminate factors that may be driving disparities. The "30x30" initiative seeks to have 30 percent of all incoming Long Beach police recruits to be female by 2030.

Public Works - ROW Maintenance Division

Creation of the Right of Way Construction Division provides resources for training and equipment for inhouse staff to perform crack sealing and slurry sealing of public streets. This process will extend the life of existing streets by up to seven years while also saving up to 40% in costs as compared to contractor costs associated with small projects that do not benefit from economies of scale.

Public Works - Clerical Support Unit

Combining satellite clerical support throughout Public Services Bureau will help standardize processes, provide better customer service, minimize redundancies, and provide valuable cross training on internal processes. This efficiency will result in faster throughput for legal investigations, performance measurements, service requests, and complaint resolution.

Public Works - Contracts and Grants Division

A division was created within the Business Operations Bureau to improve the Public Works Department's preparedness to pursue and administer grant opportunities. In addition, the division is tasked with tracking the department's on-call contracts, optimizing contract processes, assembling diverse RFP panels, staffing the Belmont Shore Parking Commission, and managing city-owned parking assets and operations contracts. This team plays a key role in coordinating with the City Manager's Office and partner department, and helping track and pursue new Federal funding opportunities.

Disaster Preparation and Emergency Communications - Call Taker Only Dispatcher

Across the nation, 9-1-1 dispatch centers have experienced challenges with staffing shortages; Long Beach is no exception. Additionally, 9-1-1 operations are faced with expanding call volumes. To improve staffing levels and ensure callers receive the fast response they expect, the department implemented a permanent position of PSD I – Call Taker Only to maximize the number of available dispatchers in the Communications Center. The PSD I position requires a shorter training period, as they will not work the radio. This new position will reduce mandatory overtime for dispatchers; improve our ability to meet the California POST standard requirement of answering 95% of 9-1-1 calls within 15 seconds; and, improve the overall customer service provided to Long Beach residents.