

Streamlining Core Services

LB BUILDS – ENTERPRISE LAND MANAGEMENT SYSTEM (ELM)

This new system is a licensing and permitting platform that will be rolled out over the next two years. It will significantly reduce permit processing times, increase accessibility and enhance digital permitting features with real-time project status updates.



Development Permit Center Cashier & Resource Center

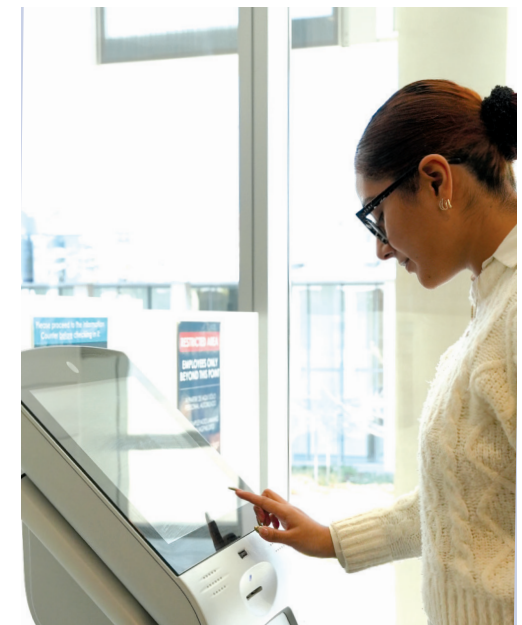
PERMIT CENTER IMPROVEMENTS

In 2024, the Department upgraded the Development Permit Center to enhance customer service and streamline the check-in process.

- **Virtual Counter Services:** Virtual services have broadened to include transfers from Building Engineers to Planning staff, in addition to addressing building code inquiries. This enhancement enables direct communication with Planners to discuss project requirements and zoning before engaging with the Building and Safety Bureau. The service has been well received, with over 300 virtual meetings already conducted. Soon, the Permit Center will introduce virtual meetings with the Planning Bureau and Fire Department staff.
- **Walk-In Kiosk:** The Permit Center launched a new kiosk to serve walk-in customers and decrease waiting times for everyone. These kiosks are available for customers visiting the

Permit Center for business licenses, code enforcement needs and planning and zoning. Customers with appointments can register using the kiosks, and those customers walking-in will receive a ticket to be served. Other walk-in services will continue to check in at the Information Counter.

- **Communications Monitor:** A new centralized monitor was installed in 2024 to help provide helpful and accurate information for guests upon check-in. Displayed details include hours of operation, holidays and closures, contact information for bureaus and helpful resources to explain key services like virtual meetings, accessory dwelling units (ADUs) and building inspections.
- **Rooftop Solar Photovoltaic System:** With support from a \$100,000 grant, customers can now submit rooftop solar photovoltaic system plans and applications online.



Development Permit Center walk-in kiosk

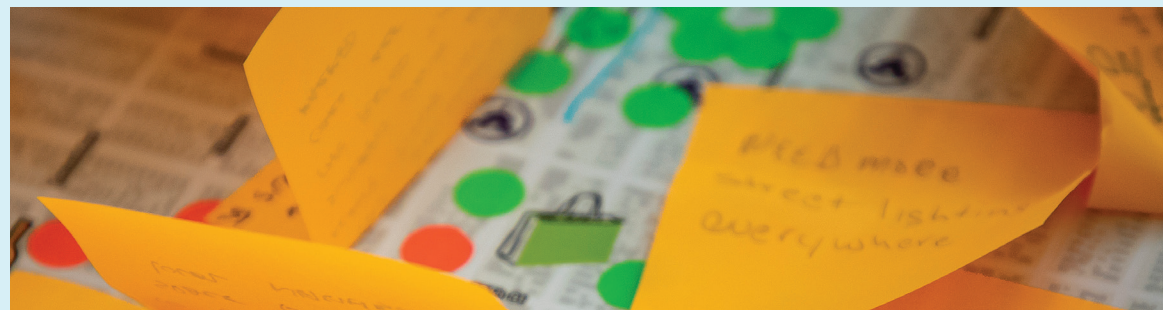
Building a Better Long Beach

ADOPTION OF ZONE IN: CITY CORE

Zone In: City Core updated zoning regulations to support the development of new housing and a greater mix of uses, particularly along commercial corridors in the area, including Anaheim Street and Pacific Coast Highway. The plan created opportunity for residents, businesses, jobs and shopping to all be located near each other with a more pedestrian-friendly design. The updates to the zoning helped facilitate more than 3,000 market-rate and affordable housing units in the project area.

UPTOWN PLANNING LAND USE AND NEIGHBORHOOD STRATEGY (UPLAN)

The Uptown Planning Land Use and Neighborhood Strategy (UPLAN) equity-based framework was focused on both changes to zoning and land-use regulations and the planning process itself. North Long Beach was prioritized for the first comprehensive zoning code update in 30 years because of the community's history and marginalization of its Black and Brown residents. UPLAN was grounded in a community power and capacity-building process in which the people most impacted by planning decisions, including young people, renters and people of color, were prioritized in the process and had their voices and feedback uplifted, leading to special mobility recommendations and zoning regulations.



UPLAN meeting notes documenting community feedback

WILLOW SPRINGS REZONING AND DEDICATION

Zoning and General Plan updates permanently preserved Willow Springs Park as open space. The park, home to diverse native species and community events, features three loop trails and Long Beach's highest accessible peak, Longview Point.

ADOPTION OF LGBTQ+ STRATEGIC IMPROVEMENT PLAN

On May 21, 2024, the City Council unanimously approved the Strategic Improvement Plan for the Broadway Corridor, ensuring future improvements that celebrate LGBTQ+ history, culture and identity. Extensive community engagement guided the plan, which will support local businesses and establish a Cultural District.

EVERYONE'S COAST GRANT SECURED

The Planning Bureau secured a \$690,000 Sustainable Communities grant to update outdated zoning in the Coastal Zone, improving beach access and housing equity for marginalized communities. The project will develop a community-access study and prioritize transportation improvements while expanding affordable housing opportunities.

WESTSIDE PROMISE (WSP)

The Westside Promise is a 10-year community investment initiative focused on West Long Beach, a historically under-resourced area. The WSP initiative encourages residents to actively participate, engage and take leadership roles in community programs to promote a flourishing Westside. Key focus areas include health, livability, housing, financial empowerment, jobs, small businesses, culture, mobility, investment and community empowerment.



Year one celebration of Westside Promise

BUILDING SEISMIC RESILIENCY PROGRAM

This program drives our commitment to protect the community from major earthquake devastation. Located along the Pacific Ring of Fire and near the San Andreas and Newport-Inglewood faults, Building and Safety staff engage residents and property owners in enhancing resilience and habitability. In response to increasing seismic activity, the Bureau accelerate our focus on strengthening the community's capacity to withstand a major seismic event, securing resident safety and housing stability.

- Program Summary: The program encourages voluntary retrofit compliance for existing multi-family soft story residential buildings.
- Upcoming Outreach: The City will be mailing out a notice to property owners of buildings initially identified as having characteristics consistent with Soft, Weak or Open-Front (SWOF). An outreach campaign is underway to help develop a program to address vulnerable buildings in Long Beach.

FIRST-TIME HOME BUYER ASSISTANCE PROGRAM

The First-Time Homebuyer Assistance Program has expanded to provide more opportunities for Long Beach residents. This initiative supports low- to moderate-income families, particularly those traditionally underrepresented in homeownership, in purchasing their first home. Around 100 households will receive up to \$25,000 to help cover expenses such as down payments, one-time closing costs (including loan, title and escrow fees) and loan-related fees to reduce mortgage interest rates. Today, 27 households have received assistance.

Program Eligibility:

- Household income must not exceed 200 percent of the Los Angeles County Area Median Income (AMI).
- Participants must be pre-approved by a lender for a 30-year fixed mortgage loan. Cash purchases are not eligible.



Nareth and Seila, First-Time Homebuyer Assistance Program grant recipients

HOMEOWNERS

Nareth and Seila

"Owning our home is important because it's not just a home for the family," said the couple. "It's a home for friends, socialization, cook outs and everything!"

Current Income Limits as of January 2024*

Number of persons in household	1	2	3	4	5	6	7	8
200% of Los Angeles County AMI	\$137,500	\$157,100	\$176,800	\$196,400	\$212,100	\$227,900	\$243,500	\$259,200

*Income limits are updated annually

HOME IMPROVEMENT ROOF GRANT PROGRAM

The Home Improvement Roof Grant Program (HIRGP) provides low-income eligible owner-occupied, single-family residence property owners with up to \$20,000 in grant funding for the rehabilitation or replacement of their home roof. The goal of HIRGP is to enhance the quality of life for low-income property owners, particularly those on fixed incomes, and help them obtain a safe and code-compliant roof.

- Program Launch Date: Spring 2023
- Completed Roofs: 50 families
- Future participants: 56 families are currently at various stages of the program pipeline



Ms. King-Haywood in front of her newly repaired roof

HOMEOWNER

Coronada King-Haywood, Long Beach resident of 29 years

"Thank you, City of Long Beach. I would not have been able to fix my roof without you. I appreciate it!"

SHORT TERM RENTAL PROGRAM

The Short-Term Rental (STR) program continued to register eligible dwellings and conduct pro-active enforcement activities to ensure compliance with applicable City ordinances. In 2024, the program approved 354 new STRs and renewed another 629. Facilitated by the Code Enforcement Bureau, the program is designed to provide additional lodging opportunities while safeguarding and preserving the character of diverse residential neighborhoods throughout Long Beach.

PROACTIVE RENTAL HOUSING INSPECTION PROGRAM

In 2024, the Proactive Rental Housing Inspection Program (PRHIP), under the purview of the Code Enforcement Bureau, conducted a total of 388 property inspections, 706-unit inspections and responded to 1,768 customer service requests. PRHIP is part of the Department's comprehensive strategy to maintain livability standards, protect tenants against blight and ensure citywide compliance through efficient enforcement of the Long Beach Municipal Code.

NEIGHBORHOOD LEADERSHIP PROGRAM

The Neighborhood Leadership Program (NLP) is offered by Neighborhood Services Bureau. This five-month multilingual program assists grassroots residents by providing them the skills, knowledge and resources needed to make a difference in the quality of life of the community. This program is free to participants and is partially funded through the Federal Community Development Block Grant (CDBG) program.



Graduating class of the Neighborhood Leadership Program (2024)