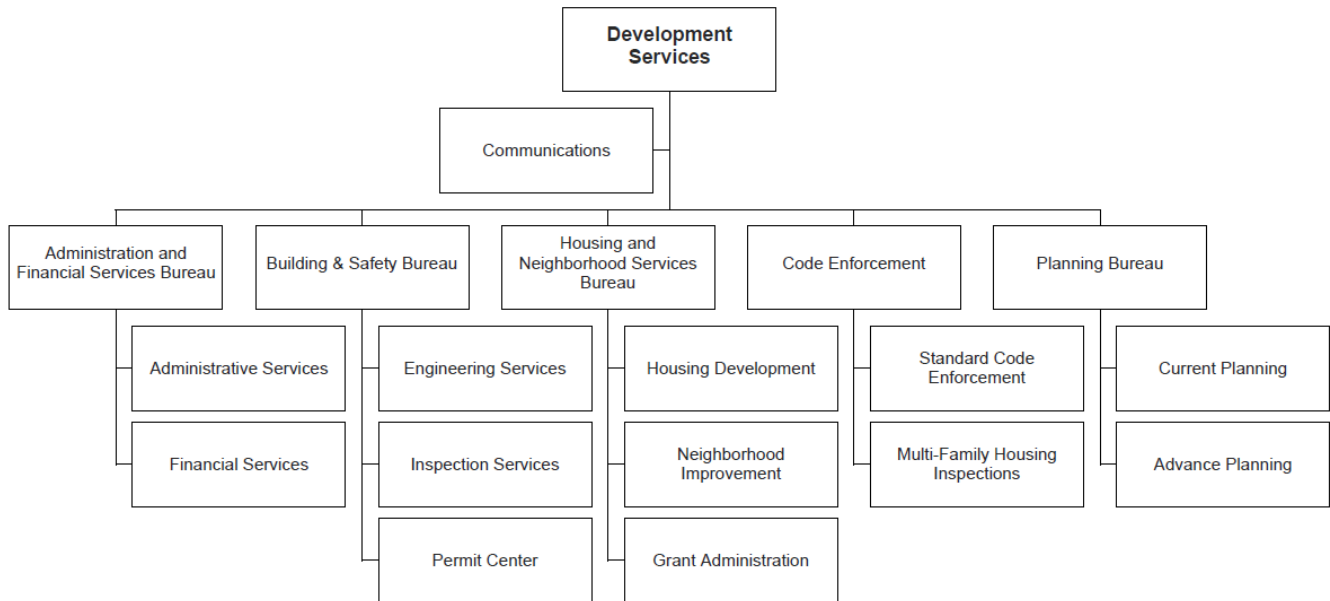


# Development Services



Linda Tatum, Director

Oscar Orci, Deputy Director of Development

Lisa Fall, Administrative and Financial Services Bureau Manager

David Khorram, Superintendent of Building

Christopher Koontz, Planning Bureau Manager

Patrick Ure, Housing and Neighborhood Services Bureau Manager

Karl Wiegleman, Code Enforcement Bureau Manager

# Department Overview

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## **Mission:**

To contribute to a safe and sustainable city that honors its past and embraces the future.

## **Core Services:**

- Oversee the physical development and revitalization of the City
- Improve the quality of life in Long Beach through:
  - Comprehensive code enforcement
  - Provision and improvement of affordable housing
  - Neighborhood beautification and improvement, including community involvement and leadership programs
- Assist residents and businesses through the development process, while continuing to evaluate ways to streamline it
- Continue dissolution of the former Redevelopment Agency

## **FY 20 Focus:**

The Development Services Department (Department) will focus on maximizing special funding streams and implementing initiatives to improve the livability and sustainability of the City. Some of the programs the Department will implement in FY 20 include:

Building and Safety Bureau – The Bureau will focus on a “one-stop shop” approach in the Development Permit Center, integrating services provided by several City departments to improve and simplify the customer experience. In addition, new Q-Matic queuing technology will be used at the Permit Center, featuring a self-service kiosk, email and text notifications to customers, and wait-time estimates. Additionally, Bureau management and staff will use web conference technology to improve communication between permit applicants, their consultants and City staff, reducing applicant printing costs and travel time.

Code Enforcement – Staff will continue to utilize a team approach and coordinate with other departments to address facilities not permitted under the Medical and Adult Use Cannabis programs. Staff will continue to execute the Proactive Rental Housing Inspection Program (PRHIP), particularly in areas identified with the greatest need. Code staff is participating in the evaluation of the permitting system with the Technology and Innovation Department (TID) to improve the computer systems and applications that support PRHIP. Staff will continue to work the newly implemented Vacant Lot Registry program and begin work on the newly adopted short-term rental (STR) ordinance.

Housing and Neighborhood Services – Several large affordable housing developments began construction in 2019, and will be developed through 2020. Bureau staff continues to work on other proposed rental and for-sale affordable housing projects along with several important policy items, including the development of an Inclusionary Housing policy. Implementation of the FY 2018-2022 Consolidated Plan for HUD-funded activities continues with new place-based strategies. While significant resources, such as an infrastructure project, are applied to one Place-Based Neighborhood Improvement Strategy (NIS) area each year, other CDBG funded programs and activities are occurring in all five areas through a deliberate marketing strategy to proliferate use of these programs by area residents.

Planning – The Planning Bureau will focus on drafting ordinances, policies, and new zoning documents necessary to implement the adopted Land Use and Urban Design elements, and on preparation of the Noise Element and Climate Action and Adaptation Plan (CAAP). The Bureau will continue its efforts to streamline housing production and economic development through: an audit of the zoning code; reform of subdivision regulations; a second phase of updates to Conditional Use Permit (CUP) focusing on restaurants and entertainment uses; and preparation of area-specific studies, including UPlan in North Long Beach and the Anaheim Street corridor in Central Long Beach. In addition, the Bureau will continue to process a high volume of entitlement requests and expand public outreach and engagement.

## Department Performance Measures

Key Measure	FY 18 Actual	FY 19 Target	FY 19 Estimate	FY 20 Projection
Percentage of code enforcement cases with reported violations in compliance within 120 days	85%	85%	90%	90%

Code enforcement activities eliminate blight and improve the quality of the City’s physical environment. Compliance within 120 days has increased due to filling long-term vacancies and adding two non-career positions, which has enhanced staff’s ability to respond to complaints received by the community while continuing work on the Proactive Rental Housing Inspection Program (PRHIP), the Cannabis Program, and the Vacant Lot Registry.

Key Measure	FY 18 Actual	FY 19 Target	FY 19 Estimate	FY 20 Projection
Number of restricted affordable housing units monitored per federal and State requirements	3,076	3,220	3,207	3,392

The Housing and Neighborhood Services Bureau offers financial assistance for the development and preservation of affordable housing. A variety of mid- to long-term affordability covenants are recorded in conjunction with this financial assistance. Currently, the Bureau monitors covenants for 3,207 restricted units. That number is expected to grow to 3,392 in FY 20.

Key Measure	FY 18 Actual	FY 19 Target	FY 19 Estimate	FY 20 Projection
Percentage of customers served within 30 minutes at the Planning counter	76%	98%	80%	95%

Despite a 9-percent increase in customer volume at the Planning counter during FY 19, staff was able to increase the percentage of customers served within 30 minutes from 76 percent to 80 percent. In the midst of a very active development climate, the Bureau continues to strive to serve 95 percent of its customers within 30 minutes as staff vacancies are filled and new staff are trained to assume customer service duties. The Planning Bureau will continue to assign additional staff to the counter to respond quickly when lengthy transactions create backlogs and to adjust staffing for anticipated high-volume time periods.

Key Measure	FY 18 Actual	FY 19 Target	FY 19 Estimate	FY 20 Projection
Percentage of new single-family home/addition/alteration applications reviewed by staff that receive comments in four weeks	96%	95%	92%	95%

The Department estimates that 92 percent of the single-family residential applications were reviewed and received comments within four weeks in FY 19. Several factors limited the Permit Center’s ability to meet the 95-percent target, including new, less-experienced staff, new state-mandated construction codes, significant large- and mid-size commercial and residential projects (e.g., the 2<sup>nd</sup> and PCH development and Cannabis facilities), and a high number of regular plan submittals. In FY 20, as staff becomes more familiar with the new codes, the Department expects to improve performance and achieve its projected goal.

## FY 19 Accomplishments

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- Investigated approximately 14,000 code enforcement cases, of which 90 percent were closed within 120 days of initiation.
- Inspected 133 properties for possible illegal garage conversion to dwelling unit and issued approximately 40 citations.
- Registered 630 residential properties in the City's Foreclosure Registry (issued a notice of default) and collected over \$110,000 in registration fees.
- Registered 215 vacant lots in the City's Vacant Lot Registry Program and collected approximately \$142,000 in registration fees.
- Drafted an ordinance to regulate short-term rentals throughout the city.
- Continued to partner with the Business License Division to issue permits for Cannabis facilities and assist the Cannabis team with addressing unpermitted construction. Completed inspection of 87 Cannabis facilities and finished plan review of an additional 60 cannabis projects.
- Completed nearly 66,000 residential and commercial inspections. Completed projects of note including the new Civic Center; Aquarium of the Pacific theater expansion; Regency Palms Senior Assisted Living; Prologis industrial warehouse; Long Beach Exchange at Douglas Park; Riverdale; tilt-up office buildings in the 4200 block of Conant Street; and residential mid-rise projects in the Downtown area.
- Completed nearly 6,100 project plan reviews, including the Long Beach Airport improvements, Aquarium of Pacific theatre expansion, Shoreline Gateway Phase II, El Dorado residential tract development, 2<sup>nd</sup> Street and Pacific Coast Highway retail and restaurants, multiple mixed-use developments in the Downtown area and multiple offices/warehouses in the Douglas Park area.
- Served 43,000 applicants at the Permit Center and responded to 37,000 phone calls related to plan check and permit processes.
- Eliminated seven manual plan check logs with one electronic logging system, enhancing project tracking and increasing management oversight and audit capabilities. Also, converted Construction and Demolition Program to an electronic format, reducing times for in-take and refunds.
- Partnered with residents, business owners, non-profit agencies, and neighborhood associations to hold over 150 community meetings, classes, resource fairs, events, and Neighborhood Leadership training sessions; more than 110 neighborhood clean-up activities and 10 neighborhood tree planting events. Trained 34 residents to become more effective grassroots leaders.
- Assisted 100 property and business owners in making improvements through the Business Start-up Grant and Commercial Improvement Rebate Program and assisted 100 homeowners in making improvements through the Home Improvement Rebate Program.
- Completed mini-infrastructure projects including enhancements to public art on five traffic signal boxes and ten neighborhood marker signs.
- Planted over 515 street trees using grants from the Port of Long Beach, CAL FIRE, and federal Community Development Block Grant (CDBG) funds.
- Paved two blighted alleys, chosen as anchor projects by CDBG's South Place-Based area residents, and initiated other place-making improvements to activate alley space for various uses by residents.

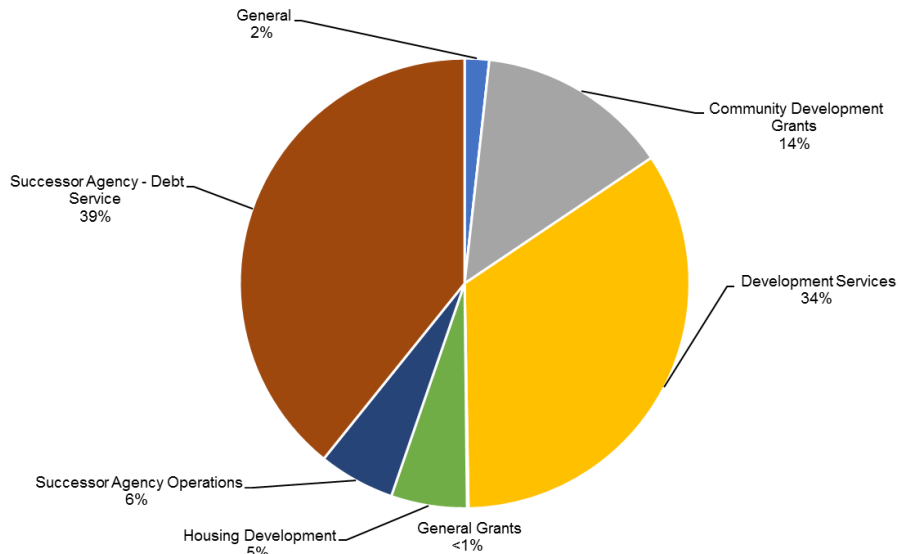
## FY 19 Accomplishments

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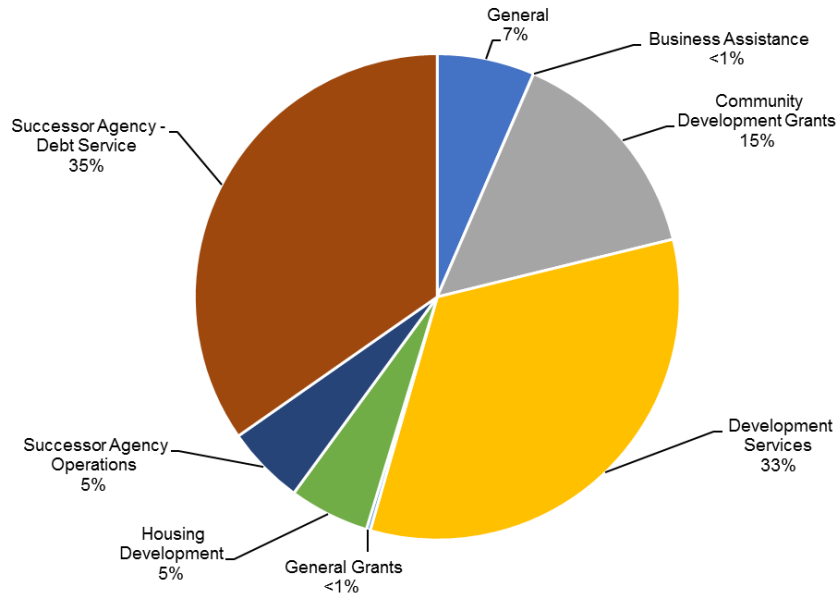
- Started planning and coordination between CDBG's North Place-Based area residents and City staff to implement anchor projects, small improvements, and place-making activities.
- Entered into Disposition and Development Agreements for the following affordable housing projects:
  - Clifford Beers Housing – Vistas Del Puerto Apartments (1836 to 1850 Locust Avenue) – 47 affordable units for families and households with special needs (under construction)
  - LINC Housing – The Spark at Midtown (1900 Long Beach Boulevard) – 94 affordable units for families and households who are homeless or at the risk of homelessness (under construction)
  - Habitat for Humanity – 116 W. 14th Street – ten for-sale townhomes for low- and moderate-income, first-time homebuyers
  - LINC Housing -- 469 West Apartments (469 W. 17th Street) – 39 affordable units for households who have experienced homelessness
- Closed escrow on construction financing for Las Vantanas Apartments with 101 affordable units for families/households with special needs at 1795 Long Beach Boulevard, and started construction.
- Monitored construction of The Beacon Apartments, a 160-unit mixed population development that will include a 121-unit building serving extremely low-, very low-, and low-income seniors (62+), and a 39-unit supportive housing building serving veterans who are homeless or at risk of homelessness.
- Provided funding to HOME Housing for the acquisition and development of affordable housing units for developmentally disabled individuals (various locations).
- Completed construction of Beachwood Apartments, which was at risk of converting to market-rate housing. The project includes 46 affordable housing units for households with disabilities.
- Prepared a Report on Tenant Assistance Policies resulting in the development of a new Tenant Relocation Ordinance along with other programs to help mitigate displacement.
- Completed the General Plan Land Use Element and Urban Design Element Program Environmental Impact Report (EIR) and began implementation of the land use and other policies contained within those documents.
- Completed the draft General Plan Noise Element for public review including the Program EIR Notice of Preparation.
- Completed Phase I of the UPlan North Long Beach study and launched Phase II of that effort to encourage economic and community development.
- Completed Phase I of the Conditional Use Permit process streamlining effort as well as an omnibus zoning code update. Began a comprehensive zoning code audit to inform future streamlining and code reform efforts.
- Approved 21 contracts to rehabilitate historic landmark properties under the City's Mills Act Program.
- Established the first new historic landmark district in over ten years, Grant Neighborhood in North Long Beach.
- Completed award-winning design guidelines for 16 historic landmark districts.
- Completed the draft Climate Action and Adaptation Plan for public and environmental review.
- Completed the draft Globemaster Specific Plan and Program EIR for public review.

# FY 20 Budget

### FY 20 Revenues by Fund Group



### FY 20 Expenditures by Fund Group



## Fund Impact

Fund Group	Revenues	Expenditures	Fund Impact
General	1,353,730	4,931,943	(3,578,213)
Business Assistance	-	11,835	(11,835)
Community Development Grants	10,623,642	11,153,090	(529,448)
Development Services	26,263,271	25,287,092	976,179
General Grants	75,000	200,000	(125,000)
Housing Development	4,199,212	4,054,110	145,102
Successor Agency Operations	4,219,567	3,983,028	236,539
Successor Agency - Debt Service	30,162,041	26,369,058	3,792,983
<b>Total</b>	<b>76,896,464</b>	<b>75,990,157</b>	<b>906,307</b>

## Summary of Changes\*

<b>General Fund</b>	<b>Impact</b>	<b>Positions</b>
Add an Administrative Analyst II, a Combination Building Inspector, and specialized consultant budget to support the administration of the Short-term Rental Program.	197,351	2.00
One-time reduction in the appropriations for the Short-Term Rental (STR) program	(152,000)	-
Increase revenue for short-term rental program generated from cost recovery fees.	(200,000)	-
Reallocate funding for a Neighborhood Services Specialist III from the General Fund Group to the Community Development Grant Fund Group to align the positions budget with the Community Development Block Grant (CDBG) responsibilities.	(102,639)	(1.00)
Reallocate one Combination Building Inspector from Standard Code Enforcement to the Proactive Rental Housing Improvement Program.	(109,239)	(1.00)
Reduce budget for adhoc special events and citywide project support.	(90,000)	-
<b>Development Services Fund</b>	<b>Impact</b>	<b>Positions</b>
Increase budget for ongoing public engagement efforts including creation and printing of collateral, consultant services, and venue selection.	100,000	-
Increase budget for peer review consultants to provide subject matter expertise for complex design issues, geological areas of concern and storm water runoff.	50,000	-
Increase budget for various technology improvements including a web-based fee calculator, conferencing tools, and a forms submission portal that will improve the customer experience in planning and budgeting projects.	127,615	-
Increase budgeted revenues and expenses by \$100,000 from State-imposed fee for Certified Access Specialist (CASp) training and programs to educate staff and the public about disability access improvements.	-	-
Increase budgeted revenues to reflect the increased development activity in the City.	(1,177,615)	-
One-time funding for personal protective equipment required when entering construction sites.	5,000	-
One-time funding of \$1,000,000 to amend the zoning code consistent with the new General Plan Land Use and Urban Design Elements as required by state law, funded by increased fees and funds previously received from the General Plan Surcharge.	-	-
One-time funding to create architectural and engineering collateral materials to assist applicants in complying with the City's Building Code.	100,000	-
One-time funding to provide temporary staffing during ongoing recruitments to minimize wait times and turnarounds.	400,000	-

## Summary of Changes\*

One-time funding to provide training and materials to staff on updated State building codes and provide informed assistance to applicants at the Permit Center.	136,100	-
One-time funding to support public engagement efforts in the Planning Bureau.	100,000	-
Reallocate positions within the Proactive Rental Housing Improvement program adding one Combination Building Inspector from Standard Code Enforcement and reducing a vacant Environmental Health Specialist position.	2,190	-

### Community Development Grants Fund

#### Impact

#### Positions

Reallocate funding for a Neighborhood Services Specialist III from the General Fund Group to the Community Development Fund Group to align the position's budget with Community Development Block Grant (CDBG) activities.	102,639	1.00
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### Housing Development Fund

#### Impact

#### Positions

Upgrade a Neighborhood Resources Officer to a Housing Operations Officer to reflect expanded scope of duties including identifying affordable housing opportunities and analyzing and developing housing policies.	11,960	0.06
One-time funding of \$762,747, to support a loan program to assist low-income households with energy efficiency improvements to single family homes, offset by a transfer of AB 32 Cap and Trade proceeds from the Gas Fund.	-	-

### General Grants Fund

#### Impact

#### Positions

One-time funding to digitize the Press-Telegram archives to ensure they are available as reference materials to residents and scholars.	125,000	-
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\*For ease of review, reallocation of resources within departments, offsets, adjustments, and minor changes have not been included. As figures reflect the net impact to a fund, an increase in expense is shown as a positive number (cost/hit to fund) and a decrease in expense is shown as a negative number (savings/benefit to fund). Accordingly, a decrease in revenue is shown as a positive number (cost/hit to fund), and an increase in revenue is shown as a negative number (savings/benefit to fund).



# Administrative and Financial Services Bureau

**Key Services:**

**1. Administration**

- Benefit Administration
- Payroll
- Safety Training and Compliance
- Enforcement of Policies & Procedures
- Development and Interpretation of Policies and Procedures
- Workers Compensation Administration
- Leave of Absence Administration
- PRAs and Subpoenas
- Facilities Management

**2. Financial Services**

- Budget Preparation, Monitoring & Adjustment

- Procurement
- Payment Processing
- Risk Management
- Financial Analysis and Reporting
- TSR Processing
- Accounting (JVs, GLs, Year-End)
- Revenue and Collection

**3. Executive Office**

- Department Administration
- Interdepartmental Communications
- Communications - Public Relations
- City Council, Boards & Commissions Administration

**FY 20 Funding Sources:** Development Services Fund 72%, General Fund 28%

Administrative and Financial Services	Actuals FY 18	Adjusted* FY 19	Adopted** FY 20
Revenues	388,963	896,402	1,021,402
Expenditures	1,742,588	2,605,861	2,768,888
FTEs	17.70	17.70	17.70

\*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

\*\*Amounts exclude all-years carryover.

**Narrative:**

The Administrative and Financial Services Bureau provides executive leadership, communications, and administrative support to the Department of Development Services’ five bureaus, eight funds, 220 employees, and six boards and commissions. The Bureau provides financial processing, reporting, and forecasting support within the Department. It also plays a key role in the Department’s strategic planning efforts, explores new methods to maximize efficiency and reduce cost, and provides the Department with key human resources, payroll, safety and risk management guidance and support.

In FY 19, the Bureau’s Executive Office coordinated the activities of the Department’s boards and commissions and managed the delivery of the Department’s services. The Executive Office also ensured that the Department’s activities were communicated in a coordinated and effective manner to all stakeholders through a variety of outlets, including social media. The Bureau’s Financial Services Division performed financial analyses to assess the Department’s financial condition and ensure its continued health. The Administrative Services Division implemented initiatives stemming from changes in federal regulations and the resetting of City policies.

In FY 20, the Bureau will focus on developing systems to improve processes and ensure the effective use of available resources throughout the entire Department. The Bureau will continue to be a key component of the Department by providing administrative, fiscal, and executive support and an important communications framework to its bureaus.

# Building and Safety Bureau

**Key Services:**

**1. Plan Check**

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Preliminary Plan Check
- Plan Check - Building, Fire, Electrical, Plumbing, Health, Mechanical
- Permit Application Assistance
- Service Appointments

**2. Inspection**

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Schedule Inspections
- Construction Inspections
- Respond to Unpermitted Work
- Issue Deputy Inspector Licenses
- Deputy Inspection Report Review
- Structural Observation Report Review
- Issue Temporary Certificates of Occupancy
- Issue Certificates of Occupancy
- Manage Administrative Citation Program

**3. Permit Center**

- Customer/Project Facilitation
- Employ Technology for Service Delivery
- Intake Inspection Requests
- Intake/Process Plans
- Issue Permits
- Collect Fee Revenue/Cashiering
- Provide Permit Application Assistance
- Set up Appointments for Services
- Manage Central Files
- Receive and Respond to Customer Inquiries
- Process Final Documents and Record Retention

**4. Administration**

- Customer/Project Facilitation
- Coordinate Board of Examiners, Appeals and Condemnation
- Administer Construction and Demolition Program
- Review Code Modification and Alternate Material Requests
- Employ Technology for Service Delivery

**FY 20 Funding Source:** Development Services Fund 100%

<b>Building and Safety</b>	<b>Actuals FY 18</b>	<b>Adjusted* FY 19</b>	<b>Adopted** FY 20</b>
Revenues	20,773,739	15,992,000	17,144,615
Expenditures	12,692,248	13,256,276	13,772,910
FTEs	70.94	75.40	76.40

\*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

\*\*Amounts exclude all-years carryover.

**Narrative:**

In FY 19, commercial and manufacturing development continued to increase with ongoing development at Douglas Park, on Redondo Avenue in the vicinity of the former post office and at 2<sup>nd</sup> St. and PCH. The residential market continued to be strong with new multi-family residential projects permitted and under construction primarily in the Downtown and Midtown areas. With this continued and varied development throughout the City and additional state-mandated requirements, the Building Bureau is expanding its peer review services to assist development on or near former oil well sites and to increase development that thoughtfully considers access for persons with disabilities.

In FY 20, the Bureau will continue inspection of several major mixed-use projects, including the adaptive reuse projects 210 E. Ocean Boulevard (the former Breakers Hotel); 110 W. Ocean Boulevard (the former Ocean Center Building); and 200 W. Ocean Boulevard (the former Verizon building), as well as new high-rise construction projects such as the 777 E. Ocean Boulevard residential development adjacent to the

## **Building and Safety Bureau**

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Current high-rise residential tower; and the Beacon high-rise building at 100 W. Ocean Boulevard. The Bureau will be working on plan review and inspection of additional projects at the Civic Center such as demolition of the existing City Hall and Main Library, and construction of Lincoln Park; and finishing inspections on a diversity of projects including, 207 Seaside Way (a five-story, 112-unit apartment building) and the Laserfiche Headquarter facility at 4747 Atlantic Avenue.

The Building Bureau will be completing the triennial code adoption process to adopt the 2019 edition of the California Building Standards Code as part of the 2020 edition of the Long Beach Building Standards Code. The updates will include standards for construction near oil wells and methane gas mitigation. Bureau staff will receive training on the new codes and customer service training. These activities will ensure that permit applicants, their consultants and city staff design, review, construct and inspect to the most recent building standards that safeguard the public health, safety and general welfare.

The Bureau will be operating under a new strategic plan that covers services provided by the Permit Center, Plan Check, and Inspection Divisions to further define and evaluate the Bureau's progress in all its service areas.

# Code Enforcement Bureau

**Key Services:**

**1. Code Enforcement**

- Respond to Referrals to Ensure LBMC Compliance
- Collaborate with Fire, Police, Business License, City Attorney, City Prosecutor
- Issue Citations
- Employ Technology for Service Delivery
- Collect and Process Revenue
- Administer Board of Examiners, Appeals and Condemnation
- Implement Programs Targeted to Specific Problems
- Implement Proactive Rental Housing Inspection Program (PRHIP)
- Implement Vacant Lot Registry
- Implement STR Ordinance
- Nuisance Abatement Referral Intake and Status Reporting
- Referral Investigations
- Resolution, Identification and Implementation of Corrections
- Inspect Illegal Medical Cannabis facilities and Coordinate with Business License on the Medical Cannabis Initiative
- Progress Monitoring

**FY 20 Funding Sources:** General Fund 54%, Development Services Fund 26%, Community Development Grants Fund 20%

Code Enforcement	Actuals FY 18	Adjusted* FY 19	Adopted** FY 20
Revenues	2,898,038	3,001,560	3,180,874
Expenditures	6,493,649	6,778,072	7,253,527
FTEs	53.70	53.70	53.70

\*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

\*\*Amounts exclude all-years carryover.

**Narrative:**

The Code Enforcement Bureau responds to complaints of violations of the Long Beach Municipal Code that include substandard buildings, property maintenance, inoperative vehicles, weed abatement, land use violations, and nuisance abatement violations. The Code Enforcement Bureau supports the City’s efforts to maintain and improve the quality of life in neighborhoods, commercial corridors and industrial areas. The Bureau consists of two divisions: Standard Code Enforcement and Multi-Family Housing Inspections. Standard Code Enforcement includes regular code enforcement activities as well as special programs like Cannabis, Nuisance Abatement, Vacant Building, Vacant Lot, and Foreclosure registries, and the STR Program. Multi-Family Housing Inspections implements the Proactive Rental Housing Inspection Program (PRHIP) at properties with four or more units.

Code Enforcement efforts in FY 19 included implementation of the Vacant Lot Registry program; full implementation is expected in FY 20. Code Enforcement efforts in FY 20 will include implementation of the new STR ordinance. Staff continues to lead inspections of unpermitted construction of Medical and Adult Use Cannabis facilities throughout the City. Code Enforcement continues to provide rental housing inspections through PRHIP and utilize a team approach to arrest blight on private property along the City’s business corridors and in residential neighborhoods. Area team meetings will be held on a quarterly basis to coordinate the enforcement activity of Code Enforcement personnel, Police, Fire, Neighborhood Improvement Coordinators, Prosecutor, City Attorney, Business License, Community Safety and Nuisance Abatement. Code staff will work with TID to improve its computer systems for better data analytics and program implementation.

# Housing and Neighborhood Services Bureau

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**Key Services:**

**1. Community Improvement (Redevelopment Dissolution)**

- Complete Development Projects
- Prepare ROPS
- Manage Properties
- Support Successor Agency and Oversight Board
- Public Information and Education

**2. Housing Operations**

- Housing Site Disposition
- Developer Assistance/Development Loans
- Affordable Housing Preservation
- Single and Multi-Family Rehab Loans
- Homebuyer Second Mortgage Assistance Loans
- Loan and Covenant Monitoring
- Property Management
- Long Beach Community Investment Company (LBCIC) Administration and Board Support
- Public Information and Education

**3. Neighborhood Improvement**

- Place-Based NIS Projects
- Tree Planting
- Neighborhood Cleanups

- Residential Exterior Rehab
- Commercial Façade Rehab
- Neighborhood Resource Center
- Neighborhood Leadership Program
- Community Workshops and Trainings

**4. Administration**

- Fund Management
- Contract Management and Payments
- Annual City Audits and Reporting
- Grant Reporting
- Legislative Monitoring and Conformance
- Annual Property Tax Exemptions

**5. Grants Administration**

- Grant Application Preparation
- HUD Action Plan Preparation
- Grant Fund Monitoring
- MOU Partnership Management
- Contract Administration
- Grant Reimbursement Processing
- Special Use Fund Monitoring
- Place-Based NIS implementation
- Housing and Related Policy Development and Implementation
- Quarterly and Annual Reporting

**FY 20 Funding Sources:** Successor Agency Fund 69%, Community Development Grants Fund 22%, Housing Development Fund 9%, General Fund <1%

Housing & Neighborhood Services	Actuals FY 18	Adjusted* FY 19	Adopted** FY 20
Revenues	64,454,820	90,922,574	49,204,462
Expenditures	77,360,904	86,342,068	44,354,287
FTEs	34.16	34.16	35.16

\*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

\*\*Amounts exclude all-years carryover.

**Narrative:**

The Housing and Neighborhood Services Bureau collaborates with other City departments, residents, neighborhood organizations, property owners, businesses, developers, and non-profit organizations to deliver policies and services that help preserve, develop or improve affordable housing; assist homeowners and renters; improve businesses and commercial corridors; eliminate blight in qualified low-income areas; improve and promote safe neighborhoods; and encourage community participation and unity.

## Housing and Neighborhood Services Bureau

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Beginning in FY 18, Neighborhood Improvement programs, funded primarily with a Community Development Block Grant entitlement, began using place-based strategies to target resources and address issues at the neighborhood level as described in the Fiscal Year 2018-2022 Consolidated Plan and Assessment for Fair Housing. Place-based strategies are characterized by resident engagement, strategic integration of available resources, collaboration, and breaking down silos. Place-Based Neighborhood Improvement Strategy (Place-Based NIS) areas are neighborhoods that require intervention because serious problems are not being corrected through market mechanisms. The immediate goal of the strategies is to provide programs and projects that quickly enhance the well-being of families and children living within Place-Based NIS neighborhoods and support the advancement of their socioeconomic status. The strategies encourage community involvement through programs such as the Neighborhood Leadership Program, the Home Improvement Rebate Program, the Commercial Improvement Rebate Program, and the Neighborhood Clean-Up Assistance Program. These programs empower residents with education and training to create and maintain healthy, clean, safe and stable neighborhoods. Resident participation and support is vital to sustain neighborhood improvement.

The Grant Administration Division will continue to manage the Bureau's State and federal grants for housing and community development and will oversee the implementation of various housing policies adopted or requested by the City Council. These policy recommendations are intended to increase affordable housing supply in the City and reduce displacement of residents. In addition, the Division will continue to coordinate the activities of internal and external partners to successfully implement place-based strategies and ensure that the goals and objectives of the City's Five-Year Consolidated Plan and Assessment of Fair Housing are fully implemented. The Bureau continues to organize and utilize significant volunteer resources and to develop additional funding sources to supplement CDBG funding to improve the community and develop neighborhood leaders.

The Bureau's Housing Services Division will continue to implement the City's affordable housing programs by partnering with qualified affordable housing developers. FY 20, programs will be funded primarily through Housing Successor funds (formerly tax increment set-aside), carryover funds from prior years, Housing Fund loan repayments, as well as federal CDBG, HOME, and state grant funds. After several years of continuous reductions to the City's HUD entitlement, CDBG, and HOME funding increased in FY 19 and funding is expected to stabilize at the current level in FY 20. The Housing Services Division also staffs the Long Beach Community Investment Company (LBCIC – see Appendices Section).

The Bureau will also continue to oversee the dissolution of the Successor Agency. The County Auditor-Controller will bi-annually allocate property tax revenues to the City based on funds required to complete projects in progress at the time of dissolution, until all projects have been completed; carryover balances will continue to fund projects and programs for which they were earmarked.

# Planning Bureau

**Key Services:**

**1. Long Range Policy Planning**

- General Plan Development
- Specific/Area Plan Development
- Zoning Code Updates
- Compliance with State Mandates
- Implementation of General Plan/Policy Programs

**2. Discretionary Project Review (Entitlements)**

- Planning Commission
- Cultural Heritage Commission
- Site Plan Review Committee
- Zoning Administrator
- CEQA Compliance
- Staff Level permits

**3. Plan Check Review and Permitting**

- Staff Permit Counter
- Review Plans
- Issue Permits

**4. Communication and Process Administration**

- Establish/Maintain Internal Processes
- Support Policy/Decision-makers
- Respond to Citizen Inquiries
- Report Project Status/Accomplishments
- Maintain Website
- Staff Zoning Phone Information Line

**FY 20 Funding Source:** Development Services Fund 99%, General Grants Fund 1%, General Fund <1%

Planning	Actuals FY 18	Adjusted* FY 19	Adopted** FY 20
Revenues	7,000,714	5,510,187	6,345,110
Expenditures	8,682,776	8,131,430	7,840,545
FTEs	29.82	31.82	31.82

\*Amounts as published in the FY 20 Proposed Budget released July 3, 2019

\*\*Amounts exclude all-years carryover.

**Narrative:**

In calendar year 2018, the Planning Bureau experienced a high demand for services and assisted 10,299 customers seeking information, submitting for permits, or receiving over the counter approval at the Permit Center; responded to more than 10,552 phone calls on the Zoning Information phone line, completed nearly 843 building plan checks, processed 173 discretionary projects and/or requests for planning entitlements including Conditional and Administrative Use Permits, Site Plan Review, and Standards Variances; issued 595 staff-level Certificates of Appropriateness; and brought 28 projects before the Cultural Heritage Commission. During FY 19, the Planning Bureau continues to experience increased demand, and has made significant progress on several high-profile long range policy documents, including completion of and recirculated environmental review for the Land Use and Urban Design Elements, updates of the Noise Element and the state-mandated Climate Action and Adaptation Plan, which establishes the City’s goals for reducing greenhouse gas emissions from community and municipal sources.

While no additional staff was added for FY 20, the Planning Bureau anticipates the demand for services will remain high and additional staffing will be needed for substantial efforts on several critical projects, including: overseeing the entitlement, implementation, and construction of high-rise and large-scale developments, completing the second phase of a Council-directed study of the CUP process; and continued formulation and implementation of the Bureau’s community outreach policy. The Bureau will continue to pursue streamlining the site plan review process, including implementing amended CUP

## Planning Bureau

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regulations and establishing greater consistency and reduced timeframes for project reviews through greater coordination among departments. The Bureau will also work on strengthening systems to monitor metrics (number of housing units entitled, number of entitlements completed, etc.) and compliance with conditions of approval for all discretionary actions and Development Agreements on an annual basis.

In FY 20, the Planning Bureau will continue and expand implementation of the community planning aspect of the Bureau's work program significantly developed during FY 19. Specifically, the Bureau will develop a structured outreach strategy to reconnect with the City's numerous neighborhood and community associations by scheduling a staff planner at association meetings on a regular basis, attending festivals, service organization gatherings, and other public events. The Bureau will also continue work on technological improvements to publicize all public hearing notices online, develop and maintain a permanent notification list for discretionary projects, and to provide information about pending applications online. Initial phases of this work were completed in FY 19 and will be expanded in FY 20 to provide major projects maps and other information as part of the Bureau's new website and social media content.

Progress is also expected to continue on the Historic Preservation program, which will add to the Planning Bureau's workload in FY 20. FY 20 efforts will consist of implementing the newly adopted design guidelines and updating the Historic Context Statement, which includes a Mid-Century Modern resource survey. Major survey efforts in the Drake-Wilmore and Hellman-Craftsman landmark districts began in FY 19 and will conclude in FY 20 with boundary adjustments and other enhancements to those landmark districts.



## Financial Summary by Category

	Actual FY 18	Adopted* FY 19	Adjusted** FY 19	Adopted* FY 20
<b>Revenues:</b>				
Property Taxes	35,586,035	44,228,805	44,228,805	33,162,041
Other Taxes	88,908	72,000	72,000	172,000
Franchise Fees	-	-	-	-
Licenses and Permits	27,306,895	23,032,459	23,032,459	24,942,074
Fines and Forfeitures	172,098	136,499	136,499	181,616
Use of Money & Property	1,944,910	1,533,971	1,537,197	1,433,971
Revenue from Other Agencies	9,269,288	9,607,337	9,636,337	9,361,792
Charges for Services	2,463,057	2,394,858	2,394,858	2,042,205
Other Revenues	6,710,345	2,972,979	2,972,979	2,689,752
Interfund Services - Charges	374,479	-	-	-
Intrafund Services - General Fund Charges	208,100	-	-	-
Harbor & Water P/R Rev Trsfs	-	-	-	-
Other Financing Sources	-	-	-	-
Operating Transfers	11,392,158	32,310,306	32,311,588	2,911,012
<b>Total Revenues</b>	95,516,273	116,289,214	116,322,722	76,896,464
<b>Expenditures:</b>				
Salaries, Wages and Benefits	19,105,781	24,650,839	24,587,217	25,024,927
Overtime	783,133	6,930	6,930	6,930
Materials, Supplies and Services	27,654,488	14,413,478	16,125,442	15,415,763
Internal Support	6,581,906	7,291,926	7,291,921	7,243,284
Capital Purchases	23,544	206,000	225,110	126,000
Debt Service	26,310,696	26,369,058	26,369,058	26,369,058
Transfers to Other Funds	26,512,617	42,458,027	42,508,027	1,804,195
<b>Total Expenditures</b>	106,972,164	115,396,257	117,113,706	75,990,157
<b>Personnel (Full-time Equivalents)</b>	206.32	212.78	212.78	214.78

\* Amounts exclude all-years carryover. See budget ordinance in the back of this document.

\*\* Amounts as published in the FY 20 Proposed Budget released July 3, 2019.

## Personnel Summary

Classification	FY 18 Adopt FTE	FY 19 Adopt FTE	FY 20 Adopt FTE	FY 19 Adopted Budget	FY 20 Adopted Budget
Director of Development Services	1.00	1.00	1.00	231,848	231,848
Accounting Clerk III	2.00	2.00	2.00	88,033	96,994
Accounting Technician	1.00	1.00	1.00	59,687	59,687
Administrative Analyst I	3.00	3.00	3.00	243,655	218,293
Administrative Analyst II	8.00	9.00	10.00	721,069	828,645
Administrative Analyst III	6.00	6.00	6.00	534,968	539,600
Administrative Analyst I-NC	1.00	1.00	1.00	79,139	82,029
Administrative Intern-NC/H36	3.70	3.70	3.70	141,447	122,830
Administrative Intern-NC/H38	1.08	1.08	1.08	46,325	39,960
Administrative Officer-Planning & Building	1.00	1.00	1.00	114,445	114,445
Advance Planning Officer	1.00	1.00	1.00	138,547	108,167
Assistant Administrative Analyst II	3.00	4.00	4.00	268,304	269,642
Building Inspections Officer	1.00	1.00	1.00	139,050	139,050
Civil Engineer	3.00	3.00	3.00	324,279	353,835
Civil Engineering Assistant	1.00	1.00	1.00	68,005	72,699
Civil Engineering Associate	2.00	2.00	2.00	192,544	197,192
Clerk Typist II	3.00	4.00	4.00	176,109	179,503
Clerk Typist II - NC	1.54	-	-	-	-
Clerk Typist III	13.00	13.00	13.00	628,060	630,994
Code Enforcement Officer	1.00	1.00	1.00	123,782	123,782
Combination Building Inspector	30.00	31.00	32.00	2,368,375	2,507,014
Combinations Building Inspector Aide II	10.00	10.00	10.00	550,662	530,535
Community Information Officer	1.00	1.00	1.00	106,154	102,041
Community Program Specialist IV	1.00	1.00	1.00	73,065	73,065
Community Program Specialist V	1.00	1.00	1.00	90,469	97,966
Community Program Technician II	1.00	1.00	1.00	55,558	55,558
Community Worker-NC	2.00	2.00	2.00	75,694	74,996
Current Planning Officer	1.00	1.00	1.00	138,547	108,167
Customer Service Representative II	1.00	1.00	1.00	48,983	39,888
Customer Service Representative III	1.00	1.00	1.00	56,185	56,185
Deputy Director-Development Services	1.00	1.00	1.00	191,091	191,090
Development Project Manager I	1.00	1.00	1.00	78,831	78,831
Development Project Manager II	3.00	3.00	3.00	293,166	293,183
Development Project Manager III	2.00	2.00	2.00	200,399	200,399
Environmental Health Specialist III	1.00	1.00	-	66,077	-
Environmental Health Specialist IV	1.00	1.00	1.00	72,851	72,851
Executive Assistant	1.00	1.00	1.00	71,546	60,024
Financial Services Officer	1.00	1.00	1.00	108,166	108,167
General Superintendent-Development Services	1.00	1.00	1.00	157,903	157,903
Housing Development Officer	1.00	1.00	1.00	138,015	138,015
Housing Operations Officer	-	-	1.00	-	132,445
Housing Rehabilitation Counselor	1.00	1.00	1.00	64,426	64,426
Manager-Administrative & Financial Services	1.00	1.00	1.00	139,712	139,712
Manager-Code Enforcement	1.00	1.00	1.00	143,263	147,500
Manager-Housing & Neighborhood Services	1.00	1.00	1.00	164,753	164,753
Manager-Planning Bureau	1.00	1.00	1.00	161,372	163,879

## Personnel Summary

Classification	FY 18 Adopt FTE	FY 19 Adopt FTE	FY 20 Adopt FTE	FY 19 Adopted Budget	FY 20 Adopted Budget
Members - Boards and Commissioners	-	-	-	40,600	40,600
Neighborhood Improvement Officer	1.00	1.00	1.00	118,266	118,266
Neighborhood Resources Officer	1.00	1.00	-	123,782	-
Neighborhood Services Specialist I	1.00	1.00	1.00	55,558	55,558
Neighborhood Services Specialist III	3.00	3.00	3.00	192,885	192,885
Payroll/Personnel Assistant II	1.00	1.00	1.00	41,898	51,546
Permit Center Supervisor	1.00	1.00	1.00	76,882	82,443
Permit Technician I	5.00	5.00	5.00	286,797	263,175
Permit Technician II	6.00	7.00	7.00	445,660	457,146
Plan Checker-Electrical II	2.00	2.00	2.00	212,072	230,358
Plan Checker-Fire I	3.00	3.00	3.00	329,107	307,410
Plan Checker-Fire II	1.00	1.00	1.00	118,016	118,016
Plan Checker-Mechanical II	1.00	1.00	1.00	115,928	115,928
Plan Checker-Plumbing II	1.00	2.00	2.00	212,072	212,091
Planner I	1.00	1.00	1.00	61,247	63,990
Planner II	2.00	2.00	2.00	167,472	171,576
Planner III	5.00	5.00	5.00	455,869	432,330
Planner IV	5.00	4.00	4.00	407,435	385,804
Planner V	6.00	7.00	7.00	718,240	750,672
Planning Aide	1.00	1.00	1.00	48,983	52,179
Principal Building Inspector	8.00	8.00	8.00	858,985	835,697
Real Estate Project Coordinator III	1.00	1.00	1.00	109,560	89,377
Secretary	4.00	4.00	5.00	220,558	268,273
Senior Civil Engineer	4.00	4.00	4.00	512,473	512,473
Senior Combination Building Inspector	11.00	12.00	12.00	1,111,048	1,097,509
Senior Electrical Inspector	2.00	2.00	2.00	184,637	188,852
Senior Mechanical Inspector	1.00	1.00	1.00	92,077	93,643
Senior Plumbing Inspector	1.00	1.00	1.00	82,617	86,940
Senior Structural Engineer	1.00	2.00	2.00	255,826	255,826
Special Projects Officer	1.00	1.00	1.00	109,797	109,797
Superintendent - Building and Safety	1.00	1.00	1.00	169,482	169,483
<b>Subtotal Salaries</b>	206.32	212.78	214.78	17,870,383	17,977,630
<b>Overtime</b>	-	-	-	6,930	6,930
<b>Fringe Benefits</b>	-	-	-	9,655,177	10,066,702
<b>Administrative Overhead</b>	-	-	-	356,925	383,376
<b>Attrition/Salary Savings</b>	-	-	-	(263,883)	(263,883)
<b>Expenditure Transfer</b>	-	-	-	(2,967,764)	(3,138,898)
<b>Total</b>	<b>206.32</b>	<b>212.78</b>	<b>214.78</b>	<b>24,657,769</b>	<b>25,031,857</b>

