

# 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 means for 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 actual cost savings, they are a part of a greater strategy of future cost avoidance, improved customer service, and/or increased sustainability.

In 2020, the City's response to the Coronavirus pandemic required "innovation and efficiency" in every aspect of its operations and services. In addition to implementing measures to minimize health threats to residents and the City's workforce, the City quickly transitioned to 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. It is likely that many of these changes will become the "new normal" when the pandemic is over.

## **ECONOMIC DEVELOPMENT**

### BizCare

In November 2020, Economic Development launched the Long Beach BizCare Program to support small businesses from across the city which have been impacted by the COVID-19 pandemic. BizCare mobile pop-ups are available to all Long Beach small businesses and are focused on businesses in communities that have been most impacted by the pandemic. The pop-ups provide business owners or their representatives with free one-on-one, in-person support to complete grant applications and learn about other business and community resources, such as loans and free technical assistance. Multilingual translation services are available on-site at each of the pop-ups. This program also provides job training experience to youth enrolled in the Pacific Gateway Workforce Innovation Network's work experience program.

### ZoomGrants

In September 2020, Economic Development implemented ZoomGrants, a comprehensive online application portal. ZoomGrants streamlined receiving, reviewing, and approving small business and non-profit grant applications. This new process also utilized electronic signatures for the first time making it easier for City staff and grant recipients to quickly review, approve, and process grant applications. The use of ZoomGrants also strengthened City staff ability to track grant activity in real-time, such as applications received by geographic area, number of applications received versus applications approved, and more. All these improvements helped improve customer experience, accountability, oversight, and the equitable distribution of grants.

### Data Science Fellowship

In July 2020, Economic Development launched the Data Science Fellowship. This innovative program creates an opportunity for college-level students to get hands on experience in data collection, data processing, and data reporting in a fast-paced, dynamic environment. Economic Development's Data Science Fellow has developed multiple dashboards and reporting systems that track business license activity, provide comprehensive reporting for the City's small business grant programs that help staff derive insights that inform program delivery, and manage the Economic Insights Dashboard.

### Small Business Transition & Technology Grants

In 2020, the City launched its first working capital and technology acquisition grants to directly assist small businesses survive and adjust to the business restrictions related to COVID-19. Utilizing its new online application platform ZoomGrants, the Small Business Transition and Technology (SBTT) Program provided grants to support small businesses operating in Long Beach with an emphasis on those most impacted by COVID-19. Approximately \$3,300,000 was made available to local small businesses through this program. SBTT provided working capital grants up to \$5,000 and technology grants up to \$2,000.

### Inclusive Business Centers

In 2020, the City partnered with three community-based organizations to operate Inclusive Business Centers that connect small business owners to important business resources and training opportunities. This is part of Economic Development's inclusive entrepreneurship strategy focuses on connecting underserved entrepreneurs to resources that will help them sustain and scale their businesses by working through trusted community partners

### 4Biz Hotline

In March 2020, Economic Development Department created the (562) 570-4BIZ Hotline to connect businesses and workers to business resources and information during regular business hours from Monday to Friday. This was the first time the City operated a one-stop business phone line, email address, and voicemail option specifically for business owners and workers to ask and answer questions about small business grants, loans, unemployment insurance benefits, information on Health Orders and other City policies. To date, over 3,800 individual calls and over 500 emails at [4BIZ@longbeach.gov](mailto:4BIZ@longbeach.gov) have been answered. This creative partnership – funded in part by the CARES Act grant – also provides job training experience for Youth Ambassadors enrolled in the Pacific Gateway Workforce Innovation Network's work experience training program.

### Long Beach Tech Accelerator

In 2020, the Economic Development Department partnered with the new non-profit [Long Beach Tech Accelerator](#) to launch its first technology business accelerator program that will provide a comprehensive set of training and advisory services to accelerate the growth of innovative companies. Located in the World Trade Center, and supported by a unique partners, including California State University Long Beach (CSULB), City of Long Beach Economic Development, and a number of local private sector business leaders who serve on its Board of Director, the City has helped to create opportunity for low-to-moderate income, diverse entrepreneurs to participate in the Long Beach Tech Accelerator's first cohort through a grant from the Community Development Block Grant (CDBG) program.

### Long Beach Center for Economic Inclusion Partnership

In 2020, as part of recommendation from the “Everyone In Economic Inclusion Implementation Plan”, the City Council approved \$125,000 to kick-start a new non-profit community development corporation called the [Long Beach Center for Economic Inclusion](#) (LBCEI). The mission of LBCEI is to advance priorities focused on inclusive entrepreneurship, financial literacy, and more. Almost immediately, LBCEI played an instrumental role in advancing COVID-19 rapid response efforts that connected underserved entrepreneurs to important small business resources and information, such as grants, low-interest loans, bid opportunities, and technical assistance. The community development corporation continues to work with the Economic Development Department to deliver services through several CARES Act grant programs.

### Long Beach Economic Partnership

In 2020, as part of the Blueprint for Economic Development, the City Council approved a \$100,000 grant to help to kick-start a new non-profit economic development corporation named the [Long Beach Economic Partnership](#) (LBEP). The LBEP is an action-oriented organization that will sustain, grow business and expand citywide economic opportunities with a global vision that is locally focused through meaningful partnerships. In 2020, LBEP launched in partnership with Wells Fargo Bank, Union Bank, Omniworks, and the City of Long Beach, a financial literacy training and one-on-one business training to small businesses in the underserved areas of Long Beach. To date, about 130 businesses have received a small grant and technical assistance, including access to various COVID-19 related financial recovery resources. To increase awareness about the City of Long Beach as a destination for private sector investment, the LBEP also took-over the delivery of the Quarterly Economic Forums in partnership with the University and the City.

### Financial Literacy Partnerships

The City in partnership with Wells Fargo Bank and Long Beach Economic Partnership is providing financial literacy training and one-on-one business training to small businesses in the underserved areas of Long Beach. To date, about 130 businesses have received technical assistance including access to various COVID-19 related financial recovery resources.

### Small Business Restart Grant Program

The City of Long Beach Small Business Restart Grant was designed to provide emergency relief to help small businesses that were impacted by property damages related to the civil unrest that occurred on May 31, 2020. Qualified applicants received up to \$10,000 in grant funding for replacing lost inventory, repairs, and insurance deductibles. Over \$300,000 in grant funding was issued

### Project Labor Agreement (PLA) Administration Innovation

As the new administrators for the City’s PLA, Pacific Gateway had to create all new PLA forms to use on assigned projects. To assure for a seamless transition from the consulting firm to in-house, Pacific Gateway staff obtained access to the same data platform as Financial Management for worker data and project reports. Prior to the Covid-19 Pandemic, Pacific Gateway took steps to outreach the new PLA administration to the community by meeting with local resources to develop new partnerships and strengthen existing ones. We met with agencies such as Metro, Long Beach Job Corps, LBCC, and LBUSD. Additionally, PG met with the LA/OC Building Trades Council pre-apprenticeship readiness program (MC3)

representative to discuss on how to connect and prepare local residents for the MC3 existing programs in the area. Just as important to communicate to the community and local resources, Pacific Gateway recognized how equally important it is to bring awareness within the Workplace as well. Pacific Gateway started DRAFTS to roll out a Cohort for a Construction Career Pathway for residents within the center. Then the Pandemic struck, and Pacific Gateway took the Construction Career Pathway plan virtually, by hosting quarterly Construction Career Pathway Webinars to the community and industry partners, as well as, attending virtual Neighborhood Association Meetings. Meanwhile, Pacific Gateway was able to select a third-party Jobs Coordinator through an RFP process and utilize the firm on an active project.

### Aerospace Council

In February of 2019, several Pacific Gateway and City of Long Beach Economic Development staff completed a week-long training in the Next Generation Sector Partnership Model which is founded on convening and growing industry-led, community supported partnerships that both strengthen regional economies and connect people to good jobs. One of the outcomes from the training was looking at whether an aerospace, aviation and connected manufacturing partnership would be both feasible and of interest to our related employers in Long Beach. Long Beach has historically been a hub of aviation and aerospace manufacturing going back to the early part of the 20th century and exploding during the 1940's with the arrival of Douglas Aircraft. More recently, there has been a boom in the number of private space and satellite launch companies moving and growing within our city limits driven here by the need for top talent and to be close to major suppliers.

### Rapid Response

Since the beginning of the COVID-19 pandemic, the Economic Development Department Rapid Response team has answered 95 filed WARN's (Worker Adjustment and Retraining Notifications) for impacted workers and employers within Long Beach and Signal Hill. On top of these in-area notices our team was selected to provide regional support to both The Boeing Company and Weber Metals whom have facilities in and out of our immediate service territory, but requested that we take the lead on easing the transition of their impacted workers.

Under an award near \$900,000 from the State of California 25-percent Additional Assistance Grant, the team was able to create and launch a targeted assistance program for aerospace and aviation impacted workers that had been employed at Boeing, Weber Metals, Neill Aircraft and Gulfstream Aerospace. With a target of serving 125 by March 31, 2021, we are exceeding trend lines as our team has fully enrolled and are now serving nearly 90 customers through our "Flight Crew" wrap around service delivery model that includes staff from both our adult facing centers and our business engagement team.

Notable efforts were made to create inroads and fast track employment channels with more than a dozen local, regional and even national aerospace and defense companies to source directly from our new pool of exceptionally talented customers. The participating employer partners include the Long Beach based Virgin Orbit, NuSpace, Rocket Lab, Spin Launch and Relativity Space. The regionally and national based partners include Northrop Grumman, Raytheon Technologies, Lockheed Martin and SpaceX.

The team is currently working closely with Gulfstream Aerospace's corporate offices in Georgia to insure a rapid and successful transition of their nearly 650 impacted workers, who are facing uncertain futures due the phased closing of Gulfstream's Long Beach facilities. Staff is also

again working with Weber Metals, who just announced an additional downsizing effort that has taken their nearly 800 employee count from one year ago to now less than 300.

### PPE Distribution

In July of this year, Economic Development Department staff met with the Small Business Development Center to discuss whether we could assist in the distribution of more than \$750,000 dollars of personal protective equipment (PPE) that had been acquired from California Governor's Office of Emergency Services, which is a California cabinet-level agency responsible for overseeing and coordinating emergency preparedness, response, recovery and homeland security activities within the state. Staff designed and implemented a model that took the boxed PPE that included face masks, face shields, and hand sanitizer and created a team of youth workers led by the owner of a Long Beach business that had to be shuttered due to COVID-19 restrictions. Together, they created a manufacturing line where over 8,000 individual PPE kits were provided to over 1,000 Long beach businesses to be used in the protection of their employees, customers and ultimately the community at large.

### PACE

In January 2020, the PACE (People Advancing to City Employment) job pilot program was launched to assist high-need residents who are experiencing homelessness with employment. Pacific Gateway was awarded \$300,000 from the City of Long Beach's Health and Human Services Department to help move residents through a sequence of activities that build their job skills, support their personal development, and equip them for entry-level work within the City or private sector. The pilot will serve 30 residents, and many will participate in the Office of Sustainability's Willow Springs Park Wetlands Restoration Project, which consists of: (1) the opportunity to work 300 hours and earn \$15/hour, (2) transportation provided daily from the Long Beach Multi-Service Center to the worksite, (3) lunch provided at the end of each shift, (4) support from an onsite job coach, and (5) job search and placement into unsubsidized employment.

### Youth Ambassador Program

In June of 2020, Pacific Gateway partnered with other City departments to provide work experience to at-risk youth, age 17-24, including those who are out of school, homeless, low income, basic skill deficient, foster, and high school dropout. Sixty-three (63) individuals were trained as a Youth Ambassador and deployed to assist with City efforts in the fight against COVID19. Some examples of their involvement are:

- Assisting at COVID Test Centers
- Educating the public on COVID safety at City parks and public spaces
- Conducting contact tracing
- Assisting at the Call Center
- Operating pop-up tents
- Assisting at PPE distribution centers

Since the implementation of the program, the City has spent over \$332,000 in youth wages.

### Strengthening Working Families Initiative (SWFI)

To support working families, the U.S. Department of Labor awarded Pacific Gateway \$4 million for the H-1B Strengthening Working Families Initiative (SWFI). The purpose of the grant is to address training barriers for low-to middle-skilled parents by prioritizing the needs of this targeted population; addressing childcare needs for parents seeking education and training; increasing access to childcare resources; and bridging the gap between workforce development and childcare systems. Parents are provided with the opportunity to advance their careers in specific high-growth or in-demand industries: Healthcare, Financial Services, Educational Services, or IT/Logistics. This grant gives working parents a career pathway to secure higher wage jobs by addressing significant barriers to participating in or completing training, finding affordable and quality childcare, and access to supportive services. Pacific Gateway has served over 260 eligible families and is expected to serve over 400 by June 30, 2020.

### Work Long Beach

The Pacific Gateway Workforce Partnership, Inc. (Pacific Gateway) received funding from the CARES (Coronavirus Aid Relief and Economic Security) Act to provide free in-home childcare services to families impacted by the pandemic. Families can receive up to 40 hours of free childcare services seven days a week, 24 hours a day, based on a family's care needs, including support for children with disabilities and special needs. Pacific Gateway has partnered with Skills4Care to provide approximately 90 families with quality childcare from the comfort of their home.

### Agiloft Lease Management Program

The Economic Development Department's Real Estate Development Bureau unveiled the Agiloft Lease Management Program in FY 20-21. Agiloft is a contract management program that streamlines asset management of Department's new and existing contracts and leases. This program provides an efficient way to manage leases and contracts by providing a one-stop database that contains detailed lease/contract information, rent management, storage for all supporting documentation, task assignment and history. Agiloft enables Real Estate Development Officer to not only monitor the leases with ease, but can also assign lease-specific tasks to each project manager/portfolio manager. The program also sends out customized reminders to ensure that no task is unattended and that all deadlines and milestones for the lease are met.

### Enhanced Infrastructure Financing District (EIFD)

In 2020, the Economic Development Department initiated the preliminary steps to create and implement Enhanced Infrastructure Financing Districts (EIFD's) in areas that have not seen the level of investment that other areas of the City have experienced. EIFD's are a financing tool used to fund public infrastructure projects to meet housing and sustainability goals. Like former redevelopment areas, EIFD's are financed through tax increment generated from the growth of property taxes. EIFD's help further development and growth through public infrastructure improvements that act as a catalyst for change and revitalization.

### City Property Commercial Tenant Relief

On March 24, 2020, the City issued Ordinance No. 20-0010 temporarily prohibiting evictions and allowing tenants to defer any rents due between March 4, 2020 and May 31, 2020 to November 30, 2020, provided they notify the Landlord and provide supporting

documentation. On May 26, 2020, an extension to the moratorium was approved extending the rent deferment period for 60 days, to July 31, 2020, and the repayment period to July 31, 2021. The additional 60-day deferment did not apply to multi-national companies, publicly traded companies, companies with 500 or more employees, all tenancies managed by the Long Beach Airport and Harbor Department and those tenants located in the Tidelands area. On July 29, 2020, the Ordinance was further extended to September 30, 2020 and made retroactively applicable to the Tidelands Area. The City moratorium still did/does not apply to multi-national companies, publicly traded companies, companies with 500 or more employees, and all tenancies managed by the Long Beach Airport and Harbor Department.

On September 1, 2020, the Los Angeles County Board of Supervisors expanded the County's own temporary eviction moratorium to incorporated Cities within the County, which includes the City of Long Beach. This action made the County's temporary eviction moratorium immediately applicable to commercial tenants/landlords in the City along with the City's moratorium through September 30, 2020. At that time, the City Ordinance was superseded and no longer effective, but the County ordinance provided similar protections to commercial tenants. The County Ordinance was subsequently amended to push the expiration date out to November 20, 2020 and most recently January 31, 2020. Under the County moratorium, tenants can apply for protection under the County's temporary eviction moratorium to defer rent owed. Rent deferred is due and payable twelve (12) months from the end of the County's moratorium for commercial tenants with nine (9) or fewer employees and six (6) months after the end of the County's moratorium for employers with 10 to 100 employees, payable in equal monthly installments. Commercial tenants with more than one hundred (100) employees are not eligible for deferment.

### Shaun Lumachi Innovation Center

Significant progress was made on the construction of the Shaun Lumachi Innovation Center at 309 Pine Avenue in 2020. The partnership agreement originally approved by the City Council in December 2017, will create a new downtown learning and working center for business owners and entrepreneurs. The lease agreement formalizes a partnership between the City, Long Beach City College, and BlankSpaces to revitalize 309 Pine Avenue into a shared working environment and entrepreneurial innovation center. The Innovation Center is anticipated to be fully operational in January 2021 as part of the post-COVID-19 economic recovery strategy for entrepreneurs and early stage startup businesses.

### Office of Civic Innovation

The City launched the Office of Civic Innovation (OCI) in FY 19. With funding from departments and foundations, OCI serves as in-house consultants to City departments and together co-create innovative and effective approaches that address the most pressing issues. OCI deploys a six-pronged approach to problems. The following is a summary of OCI's accomplishments over the past year:

- Provided data science and design support to develop the COVID-19 Data Dashboard.
- Developed the Homeless Services System Map that visually represents interactions with individuals experiencing homelessness across jails, government agencies, nonprofit providers, and hospitals.
- Launched the Development Services Mapping Tool online highlighting over 75 major development projects



- Co-sponsored Wonder Women Tech with over 250 participants to highlight, celebrate and educate women and the underrepresented in STEAM industries (Science, Technology, Engineering, Arts, and Math).
- Worked with the Police and Fire Recruitment to research the City, LBUSD, LBCC, and CSULB in how we can do a better job aligning resources, curriculum, and recruitment to target future public safety professionals.

## **TECHNOLOGY**

### Technology Strategic Plan

Beginning in 2015, the City began to prioritize technology as a fundamental capability to enable civic engagement, stimulate growth, create jobs, improve neighborhoods, and improve City services. Several citywide technology programs were launched, including an Enterprise Resource Planning Systems, a new Civic Center, and a High-Tech Infrastructure Master Plan. These citywide technology programs were ambitious, complex, and highly impactful to the future of the City and drive and influence the Technology and Innovation Department's (TID) strategy, plans and priorities today.

Over the past year, TID continued this multi-year effort to evaluate and improve the core technology infrastructure to ensure the City has a strong foundation to support current and anticipated service demands. Technology programs included initiatives to modernize outdated equipment, to establish citywide fiber connectivity, and to improve technology services to support the on-going development of a high-tech government, business, and community environment, and to improve civic engagement and access to government services.

Each year, TID updates its progress and strategic plans during the annual budgeting process and throughout the year, TID updates its strategic plans through memos and updates to City Council and through updates to the Technology and Innovation Commission. In the coming year, TID plans to update its long-term strategic plan in an effort called TID25.

### Updating the City's Technology Infrastructure

In December 2017, TID presented to City Council an overview of the critical technology infrastructure needs which aimed to address foundational infrastructure that is end-of-life and incapable of supporting the new Civic Center and the City's business needs, including improved cyber security protections and resiliency. The Critical Technology Infrastructure Program successfully delivered a new infrastructure foundation supporting the new City Hall and new Main Library, and enhanced services across 150 City locations. The infrastructure includes a new data center, enhanced network communications, wireless infrastructure, audio video, and security systems that enable the City to provide better services to staff, residents, and businesses.

Key initiatives in FY 21 and beyond include:

- Expanding the telecommunications infrastructure to support key projects including LB COAST Phase II, Enterprise Document Management, Customer Relationship Management, network cameras, Body Worn Cameras, Public Wi-Fi systems, and new collaboration devices and services such as Zoom, WebEx, MS Teams. All of these projects are dependent on a highly reliable, fast and pervasive network foundation across the city.

- Continuing to stabilize and optimize the new technology environment in the new City Hall Data Center. This new data center is delivering the core IT infrastructure, including modern servers, storage, printing, backups, building management, public safety systems, databases, and cyber security systems that deliver technology services to the City's departments, businesses and residents.

### Enterprise Resource Planning System (LB COAST)

Phase I Munis, the City's new Enterprise Resource Planning (ERP) system that will integrate the Financial, Human Resources, and Payroll systems, went live on April 15, 2019 with the Financials Phase I. Phase II will deliver new Human Resources, Payroll and Budgeting capabilities and is currently being developed and planned for go-live in late-2021 to early-2022.

The implementation project, known as LB COAST, has been a cross-departmental effort, comprised of three dozen staffers dedicated to replacing the City's antiquated Financial Management and Human Resources systems with the new, and much-needed Munis system. Migrating our critical Financial and HR/Payroll systems away from the City's mainframe computer and 1970's technology represents a multi-generational leap that will benefit every department, and will bring a wealth of citywide improvements, including major advances in efficiency, transparency, and controls. It will also significantly improve information for decisions by management and elected officials.

### Citywide Fiber Network

As part of the Critical Technology Infrastructure Program, TID is working with Public Works, Economic Development, Water, and Energy Resources Departments on a plan to implement a citywide fiber network to interconnect City buildings and to establish a citywide fiber backbone that will enable the City to continue to grow (e.g., more bandwidth, future buildings), to be resilient (e.g., redundant paths, cyber protections, adapt to climate change), and to improve 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.

### Smart City Initiative

In 2019, under the direction of the City Manager, TID launched the Long Beach Smart City Initiative. This Initiative will provide Long Beach with a program to evaluate emerging technologies and deploy them in a rapid manner to best meet City objectives and improve the quality of life for our residents.

TID is developing a Smart City Strategic Plan document in consultation with community members, the local tech community, City staff from over 15 Departments, universities, and the Technology & Innovation Commission. TID launched a public-facing website in Spring 2020 and surveyed residents to better understand the best way to balance the efficiency gained from smart technology with concerns about data privacy and technology access. The survey was distributed in English, Spanish, Tagalog and Khmer languages to reach as many residents as possible. From November 2019 to July 2020, City staff equitably engaged the Long Beach community to understand their excitement and hesitation about smart city projects. TID led

over 10 community conversations specifically with community groups that had the most to gain or lose from emerging technology.

The Initiative will provide the City with a coordinated approach to exploring smart technologies, as well as standards and policies to ensure emerging technologies protect residents' privacy, don't adversely impact underserved communities, and advance our digital inclusion goals. TID expects to complete the Smart City Strategy, in addition to Data Privacy Guidelines, by early 2021.

### COVID-19 Digital Dashboard

In 2020, the City used data to inform the City's response and recovery activities for COVID-19 by developing a digital dashboard to display both internal and external data sources such as State and County COVID data, city workforce data, social media sentiment data and Apple mobility data. The dashboard is powered by TID's emerging Automation-First strategy which emphasizes automating the processes needed to acquire, cleanse and post data.

### Zencity

In 2020, the City began leveraging Zencity – a software that aggregates social and local news media discourse and provides our leadership with data-informed insights on our residents' needs. We have over 50 active Zencity users, including the City Manager, who uses Zencity data to analyze and adapt to emerging community needs.

### Open Data

TID continues to lead the City's Open Data Program which aims to promote a culture of data-informed decision making and promote data sharing. In 2020, we convened a quarterly Data Committee meeting focused on upskilling City staff to use data analysis and business intelligence tools in their day to day work. The City also participates in the Bloomberg Foundation's What Works Cities program and receives free access to GovEx Performance Labs training courses with topics ranging from advanced GIS mapping to beginner data analysis principles. Over the past 12 months, we have had approximately 30 staff enroll and complete training courses.

In 2020, TID partnered with the Results for America Open Cities Team to enhance the City's capacity for data sharing on homelessness issues. The City and Results for America completed a number of interviews with City staff, service providers, people experiencing homelessness, residents, and other stakeholders working on issues related to homelessness to better understand their data needs. As a final step, the City plans to design and launch a new open data dashboard to illustrate our homelessness county data, improving the accessibility of this data and increasing reach.

The same techniques used to power the City's COVID-19 dashboard have been tapped to bolster the City's open data offerings. Staff from multiple departments are working with TID to incorporate new open datasets that embrace TID's Automation-First strategy; the net effect is that the City will soon begin to release self-updating datasets for public use.

### Tools to Facilitate Remote Working, Meetings and Community Engagement

During the COVID-19 crisis, TID organized a Technology Response Plan that tracks the overall development of remote technologies, conferencing and voice technologies, productivity

technologies, digital services (e.g. electronic forms and workflows), facility needs, crisis management and internal departmental needs. Some of the accomplishments include:

- Developed a Work from Home Toolkit and educational materials to communicate about the new remote working tools to make sure that staff could continue to be productive while working remotely.
- Deployed collaboration technologies to enable staff to stay connected whether on-site or teleworking. Microsoft Teams, WebEx and Skype are being used internally, and Zoom is being used externally to facilitate public meetings.
- Developed a Digital Community Engagement toolkit to continue engaging the community while in-person interactions are not safe. The toolkit includes recommendations on the types of technology to be used to facilitate remote meetings and receive community input.
- Deployed laptops, webcams, headsets, MiFi's, and monitors to ensure staff had the technology necessary to provide City services while working remotely.

### LBTV

In 2020, LBTV successfully implemented LIVEU, a technology that allows LBTV to broadcast live from anywhere in the City using cellular data to transmit LBTV's video and audio signal back to LBTV's master control. This is a major step forward and was helpful during this past year due to the significant increase in the number of press conferences and the ability for staff to work remotely.

LBTV also integrated the SWITCH video distribution device that allows LBTV to send and receive video transmissions from major news affiliates across the nation. For example, the Mayor and other City officials are now able to conduct one-on-one live camera interviews with major news affiliates. The City is also able to feed video to major news organizations during live events such as the opening of the new Gerald Desmond bridge.

### Digital Transformation

Completed Phase 1 of the Enterprise Document Management System (EDMS) project aimed at digitizing manual and/or paper-based processes. Two departments, City Clerk and Long Beach Energy Resources, released newly-created processes to their respective communities. In addition to digital workflows created as part of the EDMS project, TID has utilized existing investments in technology to introduce electronic forms and workflows in support of COVID-19 related activities. Staff from TID worked with numerous partner departments to quickly develop digital experiences to enable the City's operations to continue as City facilities closed to the public.

### Online Self-Service Portal

To increase the overall customer experience, the City is finalizing the implementation of an online self-service portal for the licensing and permitting process. With the use of an online self-service portal, businesses and residents can access a single interface to apply for and obtain permits and licenses, submit or view publicly available service requests, and pay application and permit fees through their browser at home or on the go. Information can be easily accessible to both members of the public and internal staff in real time, reducing the

amount of staff time to process requests for information and reducing the overall time to issue licenses and permits.

### Go Long Beach Replacement/Customer Relationship Management System

Working with partners in the City Manager's Office, Parks, Recreation and Marine, and Public Works, TID released a fully revamped version of Go Long Beach. The new app provides the same capabilities that customers have grown accustomed to, along with new functionality such as custom translation capabilities in adherence to the City's language access policy and a robust and growing knowledge base that answers frequently asked questions about City services. The new app features numerous back-end enhancements, such as drastically improved reporting and integration capabilities with other systems. Future plans for Go Long Beach include new topics, more transparency via integration with the City's open data portal, and other fixes/enhancements to meet constituent and staff demand. The new Go Long Beach also introduced a full-fledged Customer Relationship Management (CRM) platform that will be leveraged for improved communication with the public.

### Website Modernization

Most City departments and services have been migrated into the City's modern design and Content Management System (CMS). In FY 20, Long Beach Airport's website was upgraded and went live in December 2019 and features a fresh design and a host of features aimed at maximizing passenger experiences. The Redistricting and Special Events & Filming websites were also migrated onto the City's current design and CMS in FY 20 and FY 21 respectively.

### Phone System Upgrade – One Number

Over the past few years, TID has been upgrading the City's telephone system, which includes a modern call manager, unified messaging, voicemail, contact center, and over 8,000 handsets at over 100 city buildings. The new telephone system improved the performance and reliability of the phone services, the new system streamlined public safety access to caller locations when emergency calls were placed from City facilities, and this year during COVID-19, the new system enabled soft phones, so staff could place/receive office phone calls from laptops and cell phones, and enabled voicemails to be managed from their email accounts.

Leveraging the new telephone system, TID is working to build a new citywide "one number" system. The number will be 562-570-5000 and will feature a voice recognition system and 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 "one number" system. During this past summer, TID worked to collect the data regarding call volumes, caller languages, and common phrases, keywords or utterances that will help to direct calls in the future. This project is anticipated to be completed in FY 21.

### Project Management Software

In 2018, the City awarded a contract for new project management software to be used by the Public Works, Long Beach Airport, Water, and Energy Resources Departments to manage City Capital Improvement Projects (CIP). This system works in tandem with the new LB COAST Financial System to help manage and track the City's projects from project inception, to design, construction and then through project close out. The use of the software by various departments will allow for easier communication/coordination of construction-affected areas of

the City and with the implementation of the City's dig once policy. The first phase of software development and rollout was completed in October 2019, the integration with The second phase, which includes geographic information system (GIS) mapping and other refinements, is still in development and planned for completion in the summer of 2021.

### Access Control System Upgrade and Integration

In 2019, TID launched a project to upgrade the City's outdated access control system that manages employee and visitor access at 50+ city buildings, multiple parking lots, and the City's fuel management systems. The new access control system was necessary for the operations of the new Civic Center buildings and to improve physical security performance, reliability and supportability.

In FY21 and beyond, additional enhancements are being considered including stronger integration of Access Control Systems with other security systems, upgrades of outdated badge control systems at older city buildings, upgrade/standardize badge card technology, and expansion of access control systems to new city facilities under construction, including new Housing, new Fire and Police locations, new parking lots, and new Energy Resources Department facilities.

### Network Cameras

In October 2017, TID launched a two-year effort to modernize the City's network camera systems. This initiative was a partnership between TID, the Long Beach Police Department (LBPD), and the Public Works (PW) Department. TID has upgraded camera components at Rainbow Harbor, Convention Center, Pine Avenue Entertainment District, Promenade, Vets Park, Orizaba Park, Craftsman Park, Seaside Park, Houghton Park, Magnolia Industrial Group, Long Beach Blvd, City Hall, Property Building, as well as completed significant upgrades to the camera system back end servers, storage, and system software to improve performance, reliability, and security. TID has also added cameras at several priority intersections and several city facilities and parking structures, including Washington Middle School, Police North Division, Long Beach Public Libraries, Public Safety Building, City Place Parking Lots, Aquarium Parking Lot, the new City Hall, and the new Civic Center Plaza. This network camera modernization project enhanced the City's network camera technology foundation while providing LBPD improved performance, reliability, and usability.

Over the next year, TID will continue to complete network camera integration work such as upgrading the Genetec camera monitoring software, enhancing archival storage for public safety, integrating the security systems for the Civic Center, Energy Resources Department, and Airport. TID will also continue to work with departments to enhance the network camera system by installing and/or upgrading cameras at the new Housing Development Building, new Lincoln Park, new parking garage, Main Health, Fleet Services, and the Public Safety Building.

### Theft Detection Security System

In FY 20, the Disaster Preparedness and Emergency Communications Department and the Long Beach Police Department partnered with 3SI Security System to implement a state-of-the-art technology that offers GPS tracking of stolen goods. When items with embedded 3SI devices are stolen, a signal is sent to a cloud-based system that communicates its location to dispatchers in the 9-1-1 center. Dispatchers then alert the police of the location of the stolen items. 3SI works with retailers, banks, pharmacies, and local law enforcement agencies to

impact felony level crimes. The 3SI system is funded by the private sector users, making it free to the City for use in the 9-1-1 Center.

### Public Safety Radio and Radio Dispatch System Upgrade

In 2018, the City completed a two-year process to replace the aging public safety radio dispatch infrastructure leading to improved radio dispatch sound quality, new public safety communications functionality, greater interoperability with Los Angeles County agencies, and improved technology support. In FY 19, the City launched a project to replace the outdated portable and mobile radios used in day-to-day and emergency response communications. The public safety radio dispatch infrastructure is continuing its process on replacing aging equipment. In FY20, the Long Beach Police Department was able to replace all portable radios used in day-to-day and emergency response communications. The next step in FY 21 will be to replace all the aging radios in the vehicles and to improve the security of the communication to better protect the personal identifiable information of the citizens of Long Beach along with continually working on interoperability with agencies across the Southern California Region.

### CopLogic

The Police Department implemented CopLogic, an on-line crime reporting system in early 2017. This system allows the public to file police reports online in the following categories: Lost Property, Theft or Attempt theft, vandalism, hit and run and annoying or harassing phone calls. Since its implementation, the Department has seen a consistent increase in the number of reports being filed online. FY20 had a significant increase of 72 percent compared to FY19 of police reports filed online. FY21 continues to increase and is expected to exceed FY20 numbers.

### Development Services Online

The Development Services Department, which normally handles tens of thousands of visitors and callers annually to its Permit Center, this year, modified its operations in nimble response to the COVID-19 pandemic. The Department accomplished this through strategic extensions of entitlement deadlines, electronic submittal, and hearing processes as well as Municipal Code amendments to aide in economic recovery efforts.

These various modifications involved, for example, the transfer of the plan review process to an all-online paperless system, the use of fillable permit forms and numerous updates to Department webpages. Also, preparations were made for upgrades to the Department's Infor, Q-Matic and Kubra (online payment) automation systems. In addition, a convenient online housing dashboard was created to better track and share progress in meeting the City's housing needs and obligations. The City also worked with wireless telecommunication providers and Long Beach neighborhoods to thoughtfully permit to roll-out of 5G telecommunications technology in the City.

## **PUBLIC SAFETY**

### Early Intervention Program (EIP)

In January 2020, the Police Department started the process of implementing an Early Intervention Program (EIP). The EIP reflects the department's commitment to provide mentorship to officers and will also allow the department to identify officers exhibiting patterns of behavior related to certain key point indicators. This will be a key risk management tool for

the Department and a step toward increased public trust. The Department was preparing to begin the implementation and training related to this initiative when all in-person training was halted due to the COVID-19 pandemic. The training and implementation plan was scaled down to accommodate the necessary health restrictions and was implemented in two patrol divisions in October 2020. The training and implementation will continue with a plan to have full, department-wide implementation in 2021.

### Office of Constitutional Policing

In July 2020, the Office of Constitutional Policing (OCP) was created to rethink traditional policing in a manner that will help implement equity, justice, and constitutional public safety to our entire community. To meet these goals, the office is responsible for:

- Ensuring the Department is up to date with best practices in policing, legal mandates, and community expectations
- Guiding the expansion of data analytics for accountability and transparency
- Engaging with key stakeholders and other city departments for inclusivity and equity
- Liaising with the City's Office of Equity

### Use of Force Policy Revision

In January 2020, a comprehensive Use of Force Policy revision came into effect that emphasizes the reverence for life and treating all persons with respect, and that:

- Mandates prioritizing the reverence for life
- Requires the duty to intervene
- Application of de-escalation training techniques in both verbal and physical tactics
- Applies force based on proportionality
- Mandates medical aid assistance

### Research Project - Opioid Related Overdose and Death

In 2020, the Police Department with grant funding from the National Institute of Justice (NIJ), initiated a research project with Cal State University Long Beach titled, *using social network and spatial analysis to understand and address Fentanyl distribution networks in America's largest port City*. Through this collaborative effort, LBPD will share information with CSULB to develop a technologically sophisticated data analysis system. The goal will be to use the data to engage in intelligence and smart policing strategies to disrupt fentanyl and other opioid distribution networks and reduce opioid overdoses and deaths.

### SB1421 Team

In August 2020, the Police Department created the SB1421 Team to comply with legal mandates. Five staff members were reassigned from their current positions to provide support with response to requests, searching, reviewing, extracting, and redacting body worn camera footage, police audio files, and document files. The new SB1421 staff joined three full-time Clerk/Typists in the Public Records Act (PRA) Compliance Division. In addition to SB 1421 requests, the PRA Division has received 2,006 public records requests this year, which is a 25 percent increase for the same period the year before. The Police Department is currently in the process of recruitment for the Public Records Compliance Administrator. A final decision is pending.



### Integrated Medical Response

In October 2020, the Police Department introduced a coordinated team effort with the Fire Department and emergency dispatch to safely detain, and provide medical aid to, individuals exhibiting behavior that may be the result of drug substance disorder, mental illness, anger, or a combination of factors.

### Shared Access to Manual and Training Policies

In 2020, as legislation mandates, the Police Department publicly shared posted its Manual, Orders, and In-Service Training information on its website for anyone to read. To ensure accountability and transparency, the Department continues to upload updated policies and training manuals as current ones are amended to safely provide officers with the training and resources needed to interact with our community. In the same fashion, the Department continues to share operations and training materials through our monthly newsletter, social media, and news releases to educate our community, increase communication, and enhance community trust.

### Mobile Assessment Team

In April 2020, during the early stages of the COVID-19 pandemic, the Fire Department (FD) implemented a newly created Mobile Assessment Team (MAT), specifically assigned to transport individuals with confirmed positive results or positive screenings of COVID-19, in an effort to limit the spread of COVID-19 to other patients, hospital staff and first responders. The Department, in collaboration with the County of Los Angeles Department of Health Services, developed this first of its kind program within the County. The MAT was staffed 12 hours a day, seven days a week, and consisted of two paramedics and one ambulance, responded from central locations within the city to facilitate a rapid response. The team also provided patient assessments, treatment and transportation to local area hospitals as needed, in accordance with Los Angeles County emergency medical services protocols. The MAT represented a proactive effort to manage the spread of COVID-19 in the community. The creation of this unit enhanced the City's capabilities and provided an additional resource during the pandemic.

### Fire Department Diversity

The Fire Department continues to implement recommendations and best practices for recruiting highly qualified and diverse firefighter candidates. Building on the success from the first year of the program, the Department continued to implement long- and short-term solutions to improve diversity in its hiring of firefighters. One of the long-term solutions is the Department's collaboration with the Long Beach Unified School District. Jordan High School's Fire Science Pathway Program began in fall 2019 with 35 students enrolled in the Fire Science course. The implementation of the first course was very successful and generated interest among students. Accordingly, a second course, Emergency Medical Response, was added to the curriculum in fall 2020, with an additional 30 students enrolled. Additionally, in December 2019, the Department hosted its inaugural Girls' Fire Camp, a one-day event in which 40 young women ages 14-18 years, primarily from LBUSD high schools, were provided information on careers in the fire service. Participants used firefighting equipment, participated in hands-on exercises, had discussions with female firefighters.

### Unmanned Aerial System Program

In 2020, the Fire Department trained seven (7) additional staff, bringing the total number of departmental staff qualified in drone piloting to 12, in accordance with Federal Aviation Administration standards. The Unmanned Aerial System, or “drone,” program uses cutting edge video technology to rapidly deploy a drone to the scene of an emergency. This greatly enhances overall situational awareness for incident commanders and streamlines development of response strategies. They will also provide the aerial reconnaissance needed to effectively mitigate all types of incidents such as fires, rescues, and hazardous material spill events.

### Body Worn Camera Program

Over the past two years, the Police Department (PD) with the assistance of the Technology and Innovation Department, deployed the Body Worn Camera (BWC) system. Over 600 cameras were deployed across North, South, East, West, Field Support, Harbor, and Long Beach City College locations, with final implementation in 2020. Thus far, BWC deployment has been a step toward increased departmental transparency, as well as enhanced support for the safety of our residents and employees. Preliminary data indicates great success in capturing video of critical incidents and the program is fully expected to serve as a promising risk management tool.

## **COMMUNITY HEALTH**

### Health and Human Services Department Response to the COVID-19 Pandemic

While all City departments were required to make significant, expedient, and innovative changes to their service delivery models to adapt to the pandemic, no department had greater challenges than the Health and Human Services Department (Department). The following is a summary of the efforts undertaken by the Department:

- To deliver clinical services, the Department is now able to provide clinical telehealth appointments and asynchronous Video Directly Observed Therapy (V-DOT). These new opportunities have minimized potential COVID-19 exposure to both staff and patients. They have allowed for more scheduling flexibility and have removed the barriers that prevent patient engagement and medication adherence.
- To respond to the needs of our most medically vulnerable persons during the COVID-19 pandemic, the Department set up non-congregate shelter settings within hotel/motel sites to provide interim housing, medical support, case management, meals and other support services to assist people in moving toward permanent housing. Utilizing additional federal and state funding, the Department purchased a 103-bed hotel which will allow it to continue to use this approach for two years and may, in the future, be used to expand permanent housing opportunities for persons experiencing homelessness.
- During 2020, the Department activated five permanent COVID-19 testing sites with a daily capacity of at least 3,200 tests.
- From April through December 2020, the Department tested more than 254,000 people for COVID-19 at our City operated testing sites. Additionally, the Department partnered with LA County to host a State-operated testing site in Long Beach.
- The Department procured and positioned mobile refrigerated trailers to support morgue overflow at our local hospitals.

- From the beginning of the COVID-19 emergency declaration, the Department partnered with members of the City’s all-hazards Incident Management Team (IMT) to begin response planning and operations. The IMT built a “Main Street” to house the different Incident Command Center sections (operations, planning, finance, logistics, etc.) and remained in unified command with the Health Department through the first several months of the COVID-19 response.
- The Department procured funding and, in coordination with the Incident Management Team, activated a local distribution site. This warehouse (42,000 sq. ft) has housed over a million items including PPE, hand sanitizer, and other essential equipment needed for our response. The Local Distribution Site has been fully operational since early March and receives and distributes critically needed supplies daily.
- Working with our private lab partner, Fulgent Therapeutics, the Department was able to begin screening in early November for both COVID and flu using the same testing process, a self-administered swab. This was the first of this model in Southern California.
- The Department built a COVID contact-tracing application that allows people to test positive to submit the names of people they have had contact with. This improved outreach and follow-up efforts in the field.
- The Department hosted 16 flu vaccination drive-thru points of dispensing (PODs) during the months of October-November. These PODs were coordinated as an exercise for the upcoming COVID-19 vaccination PODs.

### Framework for Reconciliation

Following the killing of George Floyd, the Long Beach City Council engaged in an earnest conversation about racism as a public health crisis, the need to restore public trust in City government, and how to reconcile a gap in the experiences of impacted and vulnerable people with current City policies, especially the Black community. The City Council unanimously adopted the Framework for Reconciliation, which contains four key components to ending systemic racism:

- Acknowledging the existence and long-standing impacts of systemic racism in Long Beach and the country;
- Listening to accounts and experiences of racial injustice, inequity, or harm to community members; and
- Convening stakeholders to analyze feedback from the listening sessions and racial disparity data to recommend initiatives that shape policy, budgetary, charter, and programmatic reform;
- Catalyzing action that includes immediate, short-term, medium-term, and long-term recommendations for the City Council's consideration.

The Racial Equity and Reconciliation Initiative – Initial Report was shared with Mayor and City Council on August 3, 2020 to coincide with the release of the Fiscal Year 2020-2021 budget. The report details actions to address anti-Black racism, advance racial equity, and create a vision for Long Beach’s future where race does not determine social and economic outcomes.

The initial report represents the fourth step in the Framework for Reconciliation following acknowledging, listening and convening with stakeholders to shape policy and ideas.

On August 11, 2020, the entire City Council voted unanimously to formally adopt and approve the Initial Report as amended by the Council. The goals and strategies of the initial report include actions related to government/infrastructure, public safety and policing, violence prevention, health equity and economic inclusion. Altogether, the plan consists of 21 distinct strategies and 107 potential action plans to advance racial equity in Long Beach.

### Equity Toolkit

The Office of Equity produced the Long Beach Equity Toolkit for City Leaders and Staff, which provides an overview of what equity means and provides specific strategies that City leaders, staff, and partners can apply to make positive changes through equitable policies, programs, and services. The Office of Equity has developed task-specific tools City staff can use, along with a series of case studies highlighting best practices and showcasing the great work already taking place in the City. The tools and case studies cover the following areas:

- Communications
- Community Outreach and Engagement
- Gathering Data and Information
- Monitoring and Evaluation
- Planning Services, Projects, and Programs
- Policy Development
- Strategic Planning
- Training Staff and Volunteers
- Working with People (clients, staff, volunteers, community)

### Long Beach Justice Fund

In FY 19, the City established the Long Beach Justice Fund in partnership with Vera Institute of Justice Safety and Fairness for Everyone Network. A one-time grant of \$250,000 from the City of Long Beach and the \$100,000 catalyst grant from Vera initiated the Fund and legal services program. The Justice Fund provides legal representation, through the Immigrant Defenders Law Center, for individuals facing deportation who live or work in the City of Long Beach. To date, the Long Beach Justice Fund has provided legal representation to 25 clients facing deportation.

### Citywide Fireworks Committee

At its June 23, 2020 meeting, the City Council adopted recommendations for an Illegal Explosives and Fireworks Action Plan to address the illegal use of fireworks and explosives in Long Beach. To facilitate the implementation of these recommendations, the City Manager formed a Fireworks Committee (Committee) comprised of City staff, including the Assistant City Manager (Chair), Police Chief, Fire Chief, City Prosecutor, and two Deputy City Attorneys. The Committee, which meets monthly, held its first meeting on July 21<sup>st</sup>.

To address the future use of illegal fireworks in Long Beach, the Committee will focus on six key areas:

- Supply Chain
- Collaboration with Regional Cities
- State Legislation
- Fines
- Community Outreach & Education
- Data Collection (including a live mapping application)

### Animal Care Services Strategic Plan

With assistance from the Mayor’s Animal Care Visioning Task Force, Long Beach Animal Care Services (LBACS) completed a comprehensive process to develop a strategic plan with a mission, core values, integration and action plans, determining desired outcomes, goals and objectives, and internal capabilities and capacity. Animal Care Services achieved a 98 percent save rate in 2020, and realized a 32 percent decrease in the intake of dogs and cats (5,355 to 3,659)

## **HOMELESSNESS**

### Atlantic Bridge Housing Community

On October 1, 2020, the City opened the Atlantic Bridge Housing Community (ABC), the first city-owned year-round, 24x7 interim housing site for 125 people experiencing homelessness. The village-style development, located at 6841-6845 Atlantic Ave. in North Long Beach, will help address a critical gap in the City’s Continuum of Care and offer a safe place and supportive resources for individuals experiencing homelessness.

The bridge housing model is designed to match people to housing options as they become available, with supportive services to help individuals move into permanent housing as quickly as possible. The 2.28-acre community consists of modular-style dormitories for adults with a total capacity of 125. ABC is the first of a two-phase project on the site that will include a state-of-the-art campus for housing and services and a variety of supportive housing types focused on the specific needs of individuals experiencing, or at risk of experiencing, homelessness.

### Supportive Housing

With \$16.7 million in funding from the state’s Project Homekey program, the City purchased the Best Western Hotel at 1725 Long Beach Blvd. The 102-room hotel will be converted into interim housing for those who are homeless, and it will provide support services including domestic violence programs, health education, employment development, and referral to mental health treatment. Additionally, the County of Los Angeles has purchased the Holiday Inn at 1133 Atlantic Ave. and the Motel 6 at 5665 East 7<sup>th</sup> Street for the same purposes.

### State Funding for Homeless Services

In an effort to obtain more local funding for affordable housing, the City submitted a successful State Permanent Local Housing Allocation grant application that will bring an estimated \$15.7 million over a five-year period. These funds will provide gap financing for the development of new affordable multifamily residential rental housing projects serving households earning 60 percent of the Area Median Income and below. In addition, the Long Beach Community Investment Company, the City’s nonprofit affiliate, was also awarded a \$4.9 million CalHome

Grant from the state to assist with homeownership efforts and the development of accessory dwelling units.

#### Mental Health First Aid for Public Safety Training

With grant funding from the Substance Abuse and Mental Health Services Administration in the amount of \$360,000, the Fire Department continued to utilize the Homelessness Education and Response Team (HEART) to provide mental health first aid training to an additional 200 employees, bringing the total number of trained staff to 500. This program has demonstrated the importance of mental health awareness in emergency response and created a model for other agencies in the State.

#### Library Social Work Pilot Project

The Library Services Department placed social work interns at two library locations, Mark Twain Library and Billie Jean King Main Library. Under the supervision of the Department of Health and Human Services staff, 163 contacts were made with persons experiencing homelessness, mental illness, and drug addiction to connect them to much needed social services. The interns worked side by side with Library staff to conduct in-reach service to Long Beach's most vulnerable populations. The pilot, which began in September 2019, was unfortunately cut short in March due to the pandemic.

### **INFRASTRUCTURE**

#### Gerald Desmond Bridge Replacement

On October 2, 2020, the City dedicated California's first cable-stayed bridge for traffic, a 515-foot-tall, two-tower span that provides an important starting point for national cargo movement and a much-improved transportation link for commuters in coastal communities of Los Angeles and Orange counties. The six-lane, nearly 2-mile-long bridge is scheduled to open to traffic Monday morning, marking the end of a nearly 10-year, \$1.47 billion effort to replace the 52-year-old Gerald Desmond Bridge, which was too narrow and too low to accommodate today's roadway cargo traffic demands and the larger cargo ships that began arriving at the Port of Long Beach years ago. While the Port of Long Beach is big ship ready, the lower Desmond Bridge was nearing of its expected lifespan, and needed to be replaced to provide a long-term, reliable connection to Terminal Island. More than 15 percent of the nation's imported container cargo travels over this bridge route.

#### Pavement Management Plan (PMP)

In 2015, the City completed its first formal Pavement Management Plan (PMP), a tool used to catalog, impartially rate, and effectively plan-out maintenance and repair of the City's street network by providing a structural rating for each street. To obtain this rating, the firm that conducted the PMP measured both the surface condition via lidar scan and strength by dropping 9,000 pounds onto the street surface and measuring the results. In 2015, the condition of the City's streets by category was "good" for the major roadway network and "fair" for the minor roadway network. In the 2017 PMP update, the condition of the City's streets remained in the same category with "good" for the major roadway network and "fair" for the minor roadway network. The next PMP update is scheduled for Summer 2021.

### Alley Management Plan (AMP)

With over 100 dirt alleys across the city, funding to pave and maintain those alleys has been a challenge. The Public Works Department recently completed the first Alley Management Plan (AMP), similar to the Pavement Management Plan, and presented the findings to the City Council. The AMP uses methods similar to the PMP to inventory and provide a condition for every alley across the City. The initial findings are that there are over 200 miles of alleys throughout the City with 11 (approximately 5 percent) of those miles being alleys that are unpaved. The estimated cost to pave these alleys is \$5 million. The total cost of all the alley needs is estimated at \$98 million. Measure A will fund the paving of all the City's dirt alleys by the end of FY 21. The next AMP update is scheduled for Summer 2021.

### 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 and further the City's ongoing commitment to create inclusive and accessible public places. This plan found a \$631 million need for investment in the City's sidewalks and ADA curb ramps.

A budget of \$9.5 million was allocated in FY 21 for curb ramps. In September 2020, Assembly Bill 2932, sponsored by Patrick O'Donnell, was approved to allow for a more streamlined construction delivery process which will help the City meet the terms of its ADA Settlement Agreement which requires the construction of 4,500 curb ramps by the end of FY 22.

### Parking Facility Improvements

Citywide Parking Operations aims to improve the customer experience through infrastructure and technology investments. Major upgrades to parking facilities include the following:

- Aquarium parking structure – surveillance camera upgrade
- Civic Center parking structure – LED light upgrade, parking equipment replacement
- City Place C – parking equipment replacement

These improvements support visitor safety, reduce greenhouse gas emissions, and enhance the overall parking experience through the replacement of aged parking equipment (entry and exit gates and parking payment kiosks). Further, new parking equipment allows staff to review and analyze parking data which supports policy development and ensures compliance with revenue collection and management.

### Belmont Beach and Aquatics Center

The City continues to make significant progress on the entitlements for the Belmont Beach and Aquatics Center. The facility has been significantly redesigned to address City Council and California Coastal Commission concerns while maintaining the available water and access for all users. The Coastal Development Permit application has been deemed complete, and a Coastal Commission hearing is anticipated in early 2021. The City is developing and implementing a robust community outreach and access program to enhance the entire community's access to the facility while serving the broadest population possible.

### Taxiway C Improvement Project

The Airport's Taxiway C improvement project, funded through \$26 million in federal grants, was completed at Long Beach Airport. The construction work was required to meet current FAA standards and enhance the overall safety of the airfield.

### Phase II of Terminal Area Improvements

The Airport continues its \$110-million Phase II Terminal Area Improvements Project that focuses on increasing customer service and the safe movement of vehicular and pedestrian traffic through the Terminal Area while maintaining and enhancing the current character of the Airport's Historic Terminal Building as a Long Beach Cultural Heritage Landmark. The major components of the project are:

- Checked Baggage Inspection System (CBIS) facility
- Baggage claim area improvements
- Ticketing facilities
- Terminal renovation and seismic retrofit
- Rental car customer transaction services
- Pre-security concessions, meet and greet plaza, and restrooms
- Roadway and signage improvements
- Rental car vehicle storage
- Ground transportation improvements

## **MOBILITY & LIVABILITY**

### Open Streets Initiative

The COVID-19 Pandemic (COVID-19) posed significant impacts on business operations and resident's mobility and recreational opportunities resulting from the Safer at Home Order for Control of COVID-19 (Safer at Home Order) physical distancing requirements. Public Works launched the Open Streets Initiative in May 2020 to allow for increased outdoor activities, safer access to public transit, and stronger economic recovery, all while maintaining appropriate physical distance and adherence to the current health order through the repurposing of the public right-of-way (ROW), and open public and private property such as parking lots.

The City of Long Beach Safer at Home Order for Control of COVID-19 (Safer at Home Order) implemented physical distancing requirements to limit the spread of COVID-19. As such, the 1,300 restaurants throughout the city shuttered their indoor dining operations, effectively reducing their capacity to conduct business and stay afloat. Many households find themselves supporting an environment of virtual learning for students, work-from-home for family members, pseudo day-care for young children, and laid-off or furloughed individuals. Because of these challenges, physical activity and safe mobility options are essential to the health of our community, especially in those areas which have experienced high numbers of COVID-19 infection, high renter density, and lack sufficient greenspace. The Public Works team launched the Open Streets Initiative's goals focused on supporting increased outdoor activities and operations for residents and businesses, respectively; provide safer access to public transit, and support economic recovery while maintaining appropriate physical distance and adherence



to the currently health order through the repurposing of the public right-of-way, and open public and private property such as parking lots.

### Parking Touchless Payment Solution

In Fiscal Year 20, the Public Works Department expanded its mobile payment parking solution from beach lots (launched in FY 19) to on-street parking. Mobile and touchless payment through Passport, Inc., application (Passport) is available to visitors using multi-pay space pay stations within the 4<sup>th</sup> Street parking district and along Broadway and 3<sup>rd</sup> Streets in the Downtown Long Beach area. Further expanding the mobile parking payment opportunities, staff have deployed a pilot program for mobile payment at single-space pay meters in the Pike and Shoreline areas. The mobile payment solution for parking is available for iOS and Android users, has proven successful based on user data, and provides a sanitary, touch-free option to support COVID-19 personal care and safety practices. Continued benefits to the City include decreased operational costs, increased parking revenue, and compliance with parking payment and revenue management policies, as well as compliance with the City's PCI standards.

### No Litter Zones

The No Litter Zone program educates Long Beach businesses and residents about the importance of keeping our city clean and improving our community's appearance. Another priority is to hold accountable those who litter as well as those who engage in more serious illegal dumping. Participants receive a window cling for their business' window that conveys their commitment to a cleaner and safer City. If more than 50 percent of the businesses in an area participate, the City will recognize the businesses with an acknowledgement on the City's website, which encourage all residents to support these businesses by shopping at, dining at or visiting them frequently. Currently, 46 businesses are participating.

## **COMMUNITY IMPROVEMENT**

### Neighborhood Leadership Program

Twenty (20) residents graduated from the Neighborhood Leadership Program, bringing the total number of graduates to 771 over 27 years. Program participants completed six class projects including five online events and one drive-through household cleaning essentials giveaway event – activities that had a total value of more than \$29,000. In partnership with residents, business owners, non-profits and neighborhood associations, the City held or hosted 55 neighborhood association meetings and online workshops, including training sessions.

### Historic Preservation

The City continued to commemorate its past and honor neighborhood legacies by completing a re-survey of historic resources in the Drake-Wilmore and Craftsman Village historic districts, the first comprehensive update to existing historic district surveys. In addition, the City launched the preparation of its innovative and first-ever Race and Suburbanization Historic Context Statement and convened a Historic Context Statement Advisory Committee to inform the project and support the update of an existing 2009 Citywide Historic Context Statement.

## Planning Advancements

The City adopted Omnibus Zoning Code Amendments to include new uses and update development standards to ensure the Municipal Code remains responsive to evolving land use trends and planning best practices. The City, through the efficient use of staff time and resources, was able to complete the long-awaited planning process for the Southeast Area Specific Plan and obtained California Coastal Commission approval to transform the area into a vibrant waterfront mixed-use environment.

## Affordable Housing

Amid the COVID-19 pandemic, as the statewide need continues for affordable housing and the homeless crisis persists, the City endures in its commitment to do what it can to help. A carefully planned comprehensive economic analysis and public outreach effort was undertaken to develop recommendations for a citywide Inclusionary Housing Policy, which was recommended by the Planning Commission and approved by the City Council. The policy phases in, but ultimately requires that 11 percent of all units in new residential rental developments be set aside for very-low income households earning up to 50 percent of the area median income.

## Digital Inclusion Initiative

The City's Digital Inclusion Initiative (Initiative) is focused on ensuring that everyone has access and use of digital literacy training, the Internet and technology devices to be successful in society, democracy and the economy regardless of their background and identity. The Initiative is recognized nationally as a Digital Inclusion Trailblazer by the National Digital Inclusion Alliance (NDIA). Long Beach is one of 15 jurisdictions in the country to receive this recognition. Digital Inclusion Trailblazers is an honor roll of local government initiatives that promote digital literacy and Broadband access for underserved residents.

The City allocated \$1 million in CARES Act funding towards digital inclusion efforts. The City is partnering with local community-based organizations to implement the following digital inclusion resources, services and programs:

*Digital Inclusion Resources Hotline:* The City launched a multilingual Digital Inclusion Resources Hotline (Hotline) to help connect Long Beach residents with a variety of resources and services, including computers, low-cost Internet services and computer literacy training. Digital Inclusion Navigators are available by phone to help Long Beach residents connect to various digital inclusion resources and services. The digital inclusion navigators provide real time Spanish and Khmer interpretation services and address the entire digital inclusion spectrum (e.g. computer literacy skills, home connectivity, devices). The Hotline is being implemented in partnership with the Long Beach Public Library (LBPL) and the United Cambodian Community (UCC).

*Administering Digital Inclusion Resources and Services:* The City is partnering with human-I-T to implement the following activities:

1. Distributing free Internet service plans, hotspots and computing devices to Long Beach residents most in need.
2. Providing technical support for computing devices and hotspots administered.
3. Coordinating a computing devices and hotspots lending program.

4. Conducting virtual digital literacy training classes for Long Beach residents and local small business owners.

*Implementing Community Outreach Efforts:* The City is partnering with local community-based organizations (CBOs) to implement community outreach efforts. The CBOs are promoting and connecting digital inclusion resources and services to communities most in need during the COVID-19 pandemic.

*Connected LB:* The City launched the ConnectedLB Platform, a centralized platform for Long Beach residents to access low-cost Internet services, computers and digital literacy resources. ConnectedLB allows Long Beach residents to find low-cost Internet services and computers in their local neighborhoods by entering their zip code. Long Beach residents may qualify for low-cost Internet services and computers based on verification of income status and household participation in public benefit programs. The platform is available in both English and Spanish and is expected to run through April 2021 or until further notice.

The City is also in the process of developing a Digital Inclusion Roadmap (strategic plan) with community members and local stakeholders. This Roadmap will be a blueprint for ensuring that everyone in Long Beach has equitable access and use of digital literacy training, the Internet, technology devices and other digital inclusion resources. The foundation of the Roadmap will include a vision, goals, objectives, performance indicators and strategies for advancing digital inclusion through a collective impact approach and equity lens in the following focus areas (e.g. capacity, connectivity, technology). The Roadmap is scheduled to be developed by early 2021.

### Short-Term Rentals

In June of 2020, the City Council passed an ordinance to regulate short-term rentals in the City. Concurrently, City staff also hired a consultant to assist with implementing and regulating the ordinance by developing the registration process, identifying STR addresses, collecting fees and transient occupancy taxes, and providing a range of other services that will serve to assist the City's enforcement process. In October, the City began accepting the first applications for those wishing to legally register their STR operation with the City. In December, the City Council voted to amend the ordinance and allow for a limited amount of un-hosted STR operations.

## **CITY SERVICES**

### Recreation Re-Imagined Programs

On March 19, 2020, the City of Long Beach Health Officer issued the "Safer at Home" to mitigate the spread of the COVID-19 resulting in the immediate shut down of hundreds of after-school and recreation and programs citywide. In June, Health Orders were amended to allow for the re-opening of day camps with required safety protocols. This prompted the birth to *Recreation Re-Imagined* programs. The Department of Parks, Recreation and Marine (PRM) worked diligently to structure the programs to meet all Covid-19 safety protocols. Two key safety protocols, the need to implement physical distancing within the program and the requirement to keep groups of children in small, stable groups have inadvertently reduced the ability of program providers to accommodate the many youth in need of in-person programs.

A summary of Recreation Re-Imagined Programming follows:

*Recreation Re-Imagined Day Camp:* PRM opened 22-day camps with reduced capacities and very affordable cost point. Participants from 5 to 12 years could experience summer camp activities with their family and friends in a safe and friendly environment.

*Virtual Summer Camp:* To offer another safe option for much needed education and entertainment, PRM staff designed a virtual camp with many of the experiences offered at PRM's in-person camps along with academic enrichment activities designed to minimize summer learning loss. The free Virtual Camps include real-time meets with recreation staff, dancing, art, trivia and much more.

*El Dorado Nature Center Summer Camps:* Children between five and eight years old had the opportunity to join PRM naturalists at the Nature Center for fun and exploration, including hands-on activities, games and crafts.

*Middle School ARISE Camp (adaptive):* PRM offered summer camp for middle school-aged ARISE (Adaptive Recreation in Special Environments) participants with recreational and enrichment activities. Once the school year started there was still much need for recreation programming. PRM continued to offer a variety of programs to meet the needs of the community.

*After-School Day Camps:* PRM offered afterschool recreation programs at 21 park sites. Activities include homework assistance, art and crafts, indoor and outdoor games, fitness activities all in safe and friendly environments.

*Community Learning Hubs:* The Learning Hubs are offered at four PRM facilities located within communities in Long Beach identified as having residents with the lowest income. These facilities provide space and structure so that youth may use the wi-fi within these centers to access LBUSD online program. Facilities are open Monday through Friday during the hours that the Elementary and Middle School online instruction will be provided. Recreation Leaders provide supervision during the school instruction period. Immediately after the daily instruction period is completed, Recreation Leaders provide various recreational activities that promote exercise, enrichment and social engagement utilizing health protocols contained within Safer at Home Health Order.

*Mobile RECESS Program:* To address the inequity and ensure vulnerable youth populations aren't excessively impacted by the COVID-19 pandemic, PRM mobilized a youth recreation program to be known as "Mobile RECESS" in communities that are located in areas disproportionately affected by COVID-19, have a lack of open space and are overcrowded, which brings greatly needed opportunities for safe play, social connection and enrichment activities.

### Library Services

Much like the Department of Parks, Recreation and Marine, the Library Services Long Beach Public Library (LBPL) was also required to adapt its programs and services in response the COVID-19 pandemic. A summary of the LBPL's adaptations and new programs follows:

*LBPL To-Go:* LBPL developed and implemented a contactless pickup service which provides access to the Library's print and DVD collections to residents in a safe manner. Similar in concept to restaurant takeout service, residents order their library materials online or via phone and schedule an appointment to pick up those items at one of seven

designated libraries. Contactless pickup service was initially launched at four libraries and then expanded to seven libraries. Since the service launched in June, more than 85,600 books and DVDs have been borrowed; half were for children and teens.

*Virtual Programming:* Although library facilities were closed to the public in March, Long Beach Public Library (LBPL) continues to provide high quality programs virtually through social media, Zoom, and Beanstack. The library produces a weekly virtual BabyTime, ToddlerTime, and PreschoolTime, and hosts the bilingual storytime program Cuentos y Cantos regularly. Staff also present weekly programs to highlight new books added to the collection and host author/artist/maker lectures in our Webchat Wednesdays and Miller Room lecture series. LBPL brought its annual Summer Reading Program totally online, as well as Dive Into Reading, the library's early literacy program for children ages 0-5 and their parents and caregivers. Library Studio staff host video game design workshops for teens and ArtLab and crafting programs for all ages.

*Podcasts:* LBPL staff have entered the podcast arena with two new productions, "Don't Know Beach about History: Short Histories of Long Beach" hosted by our special collections librarian and "Book Bites", which highlights great reads for teens recommended by teen services librarians. The podcasts are available at [www.longbeach.gov/library](http://www.longbeach.gov/library) and podcast channels.

*Learning Together Program:* This program offers families access to early childhood resources including parent education workshops and kindergarten readiness programs that will ensure that children enter school ready to learn. The workshops and kindergarten readiness program will be offered in English and Spanish and will be tailored directly to the needs of the community. Families that participate in Learning Together will gain real world skills and strategies to create nurturing environments for healthy child development and early literacy.

*LB Reads:* A new component was added to the LBPL's adult literacy program – Family Literacy. Through this added service, adult literacy learners with pre-K children would also receive family literacy services, including instruction on how to read to children, how to select appropriate books on particular topics, storytelling, word games, and other exercises to promote reading enjoyment.

### Improved Children's eBook Access

LBPL streamlined children's ebook access by moving from the Axis360 platform to Overdrive in the beginning of FY 20. This action was taken based on patron feedback and patron concerns regarding device compatibility. This change brought about immediate and huge increases in usage: annual circulation of children's ebooks more than doubled in the first month once moved to OverDrive. LBPL's ebook collection can be found in the LBPL Digital Library: <http://www.longbeach.gov/library/digital-library/>

### LBPL Digital Library Expands

The Library expanded its electronic resource offerings again this year by adding Udemy, Chilton, Enki, and Homework Central. Udemy offers on-demand video learning covering a variety of creative, professional, and educational topics (this was also used to support telework for staff citywide in the early days of the COVID-19 pandemic). Chilton provides access to repair, maintenance, and service information on the most popular cars, trucks, vans, and SUVs on the road today. Enki is provided by the California State Library and uses geolocation to

provide immediate access to more than 5,300 eBooks to anyone physically located in the state of California. Also made possible by the California State Library is Homework Central which consists of six different resources to support K-12 learning. These resources, and many more, can be accessed through the LBPL Digital Library on the City's website.

## **FINANCE**

### Procurement Efficiency

In September 2020, the Purchasing Division launched a project to transform the City's procurement processes to be more efficient, equitable, transparent, and results oriented. This work will be done as part of the What Works Cities (WWC) Initiative with technical assistance from the Harvard Kennedy School Government Performance Lab (GPL), one of WWC's expert partners and a research organization based out of the Harvard Kennedy School that works with cities to improve the results they achieve with their contracted dollars. To support the work, the GPL has embedded a Fellow within the Purchasing Division, who will support initiatives to streamline processes and policies, develop resources for internal and external stakeholders, and incorporate recommendations related to the Language Access Policy, Everyone In initiative, and Framework for Reconciliation.

### New Short-Term Rental Transient Occupancy Tax Website

Business Licensing is currently working on a new website that will allow new Short-Term Rental (STR) hosts in the City to report and pay their Transient Occupancy Tax (TOT) online for stays they book through online platforms other than Airbnb. The website will also send reminder emails to the hosts letting them know when it is time to report each month, and penalty emails letting hosts know when they are late reporting and penalties will be assessed. The new STR ordinance went into effect on October 2020 and staff is working to have the new website tested and ready for the first TOT reporting by the new STR hosts that register with the City by November 2020. This will be a new revenue stream for the City and will allow hosts to easily report and pay their taxes due.

### Flexible Financing

The Treasury Bureau created and implemented two unique revolving lines of credit to address vastly different goals. Besides the pandemic, the world financial market is in the process of creating a new standard interest index. To provide the Water Department liquidity and construction flexibility, Treasury staff negotiated a first-of-its-kind revolving line of credit, developing a transition methodology to minimize interest cost and contractual restrictions. Early in the COVID-19 pandemic, the needs and response costs for the City were unknown. To provide maximum expenditure flexibility, this unique revolving line of credit was applied to COVID-19 response costs and structured similarly to a lease revenue bond to address California Constitutional Debt Limitation. The application of this structure to a revolving line of credit had not been done before, and created the cost savings and financing flexibility sought by the City

### Expanded Customer Service for Parking Citations

In the wake of COVID-19, in-person services for Parking Citations were temporarily disrupted. Staff modified procedures with an eye toward meeting both the needs of the customer while also improving internal efficiencies. To provide continuity of service, customer services were quickly expanded to include online and telephone options for administrative hearings,

expanded payment option requests, and appeals – all of which were previously in-person services only. The virtual experience has produced positive customer interactions, and on-going process improvement.

## **SUSTAINABILITY**

### Climate Action and Adaptation Plan

In 2015, the City joined the Global Covenant of Mayors, signaling the City of Long Beach's commitment to an array of efforts to reduce its carbon footprint and better prepare for the impacts of climate change. From 2017 through 2019, the City gathered community and agency input to inform development of the Climate Action and Adaptation Plan (CAAP). The outreach process engaged more than 10,000 community members. Development of the CAAP also involved preparation of technical studies of climate stressors and communitywide vulnerabilities.

In 2020, the City finalized a proposed draft CAAP — created with an equity lens to address disproportionate environmental burdens and to help ensure benefit to communities most impacted by climate change — which will establish an innovative set of programs and policies to:

- Meet the statewide greenhouse gas (GHG) reduction target of 40% below 1990 levels by 2030 and generally minimize the City's contribution to global GHG emissions; and,
- Adapt to the impacts of climate change while maintaining quality of life, prosperity and equity for all of its citizens.

The CAAP's mitigation actions identify the steps that will be taken to meet state reduction mandates, while the adaptation actions identify the measures the City will take to adapt to climate change impacts: extreme heat, air pollution, drought, flooding, and sea level rise. The proposed draft CAAP is scheduled for consideration by the City Council in January 2021 with the final adoption anticipated in Fall 2021 after completion of an environmental review.

### Airport Electronic Chargers

Long Beach Airport installed 15 state-of-the-art electronic chargers to reduce emissions for ground support equipment, achieving 100 percent electrification for all 11 commercial gates. The state-of-the-art technology quickly charges airline-owned ground support equipment, commonly used for repositioning and servicing aircraft, loading and unloading cargo, and transporting passenger checked bags. With the airlines' complementary investment in zero emissions equipment, LGB expects to reduce nitrogen oxide emissions by nearly 2,000 pounds per year by 2023.

### Sustainable Fleet

The City continues to emphasize the use of alternative fuels in the fleet, focusing on electric, hybrid-electric and renewable CNG for new purchases. The motorized fleet is currently 45 percent alternative fuel, which includes both hybrid-electric and fully electric vehicles, with a goal of 46 percent in FY 21. The motorized non-safety fleet is currently over 60 percent alternative fuel. The City purchases alternative fuel options over 98 percent of the time when such options are available. This includes the FY 20 purchase of 10 hybrid-electric Police patrol vehicles, 46 plug-in hybrid Escapes and new CNG refuse trucks and street sweepers. Fleet

plans a wider range of electrified trucks in FY 21, as well as expanded use of the pursuit-rated hybrid-electric interceptors for the Police Department. The City is exploring the use of battery electric options for medium and heavy-duty vehicle replacements as technology progresses and viable alternatives to traditional fossil-fueled vehicles become available.

### Renewable Fuels

For years, vehicles in the City's award-winning fleet have been downsized and alternatively fueled whenever feasible. This is reflected with the City's continued use of renewable fuels. All compressed natural gas (CNG) fuel has been 100 percent renewable since 2017 and liquified natural gas (LNG) and diesel fuels have been 100 percent renewable since 2015. Renewable fuels greatly reduce greenhouse gas (GHG) and tailpipe emissions and cost the same or less than traditional fossil fuels. Currently, 432 vehicles are powered by renewable fuels, 26 percent of the City's motorized Fleet. 54 percent of the City's overall 2020 fuel use is projected to be renewable fuels.

In 2020, the City continued its renewable fuel evolution as it transitions its high fuel use refuse trucks and sweepers to renewable CNG. The new renewable CNG engines enable use of the lowest emission engines available, allowing the City's early compliance with 2023 emission standards. Additionally, the City continues to use renewable diesel fuel in all diesel trucks and equipment used for maintenance, emergency response, and transportation purposes. Renewable diesel is produced from waste fats, residues and vegetable oils, and considered sustainable.

### Citywide Electric Vehicle Charging Stations

Over 50 charging stations were installed at three City facilities in FY 20 to support the City's growing electric and hybrid-electric fleet. Fleet Services continues work with the Public Works Department on the installation of another 230 charging stations at 19 other City-owned properties. The Citywide EV Charger project involves constructing charging stations for both public use and dedicated City vehicle use.

### 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 plant — formally named Long Beach Municipal Urban Stormwater Treatment Recycle Facility, or LB-MUST. The plant will be built along the east bank of the Los Angeles River in the general area between 4th and 7th Streets and will capture polluted urban runoff before it enters the river. The runoff will come from approximately 12,000 acres of western Long Beach. This will stop pollution from entering the river and beaches, provide a resource of water to be used in parks, and create recreational space along the LA River. The project is currently at 95-percent design and the environmental documentation is complete. The preliminary phase of construction consisting of roadway improvements, utility relocations, and soil stabilization is currently underway. Construction of the treatment facility and wetlands is scheduled to begin in late 2021.

### 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 to maximize coastal habitat regimes, restore and increase tidal exchange, and reserve and



improve recreational uses of Marina Vista Park. It is anticipated the project will achieve its 90-percent design milestone by the end of 2020. Initial site preparation has begun, and the bid package will be released in early 2021.

### Park Central Control Irrigation Project – Project Update

With persistent drought conditions, Parks, Recreation and Marine (PRM) initiated the Citywide Irrigation Upgrade program in 2012 to address increasing water costs and overall conservation goals. The work began in 2014 by assessing sites and inventorying parts and equipment for systems including some over 60 years old. The project includes new smart controllers, flow sensors which measure and track water use in real time to enhance staff's ability to program and manage water allotments, and master valves that control water flow from street meters. These upgrades will result in water usage and weather data tracking, higher water-use efficiency, and diminished water loss. The installation of smart controllers with "two-wire" technology allows older hydraulic systems to be converted to efficient electric systems.

At the completion of the project in January 2021, a total of 114 parks will be upgraded with more than 160 controllers operating the water distribution system, and staff programming the controllers remotely. Staff gardeners will access the park controllers in the field via tablets, locate broken components and make adjustments, and do irrigation system audits. The total cost of the program is approximately \$2.2 million with funding including a grant from the office of former Los Angeles County Supervisor Don Knabe and rebates from SoCal WaterSmart, Southern California Metropolitan Water District's regional rebate program. Approximately \$65,000 in rebates from the Metropolitan Water District will be received by the end of the project. The project allows the Department to maximize staff and budget resources, improve water conservation and keep parks and open space areas green and safe.

## **ORGANIZATIONAL CHANGES**

### Human Resources Department

In the face of COVID-19 and the unpredictability of the pandemic, the Department of Human Resources quickly adapted and implemented the following procedures to accommodate the rapidly changing work environment while minimizing the impact to both employees and City operations:

*Personnel Transactions:* With telecommuting and social distancing in place, the Department implemented an electronic method to process personnel transaction changes utilizing existing resources and with electronic approval paths. The transition was seamless and there were no negative impacts to the workforce. The process became so efficient that it has not been expanded to Benefits transactions and EEO & Citywide training.

*COVID-19 Related Leaves:* in response to the COVID-19 pandemic and subsequent shutdown in March, the City implemented 80 hours of paid sick leave for employees who experienced a COVID-19 work related exposure prior to the federal FFCRA leave law, which was later passed in April 2020.

*Self-Service Employment and Income Verification:* In December 2020, the City will be implementing self-service Employment and Income Verification automated Services through its third-party Unemployment Insurance administrator Corporate Cost Control. This streamlined process will give employees 24/7 control through a secure FCRA compliant

platform, allowing employees to manage time-critical requests to verify their income (i.e., mortgage lenders, leasing companies, car loans, etc.).

In addition, the Department also implemented the following programs to further streamline employee benefits and employee engagement.

*Health Advocate:* The service was implemented in August 2020 and provides employees and retirees with personalized concierge services to assist with navigating the complexities of healthcare. Staffed by health and medical experts, Health Advocate helps motivate individuals to take an active role in their health. Services provided include member education, assistance with understanding medical bills, second opinions, medical records transfers, appeals and more.

*Disability Insurance Coverage:* As of January 1, 2021, the City will provide employer-paid Short-Term and Long-Term Disability Insurance coverage to over 3,000 eligible employees who are not currently covered by the benefit. The new enrollees will also have the option of purchasing additional coverage on a voluntary basis.

*Gympass:* The program introduces City employees to a new way to look at fitness. Based on a membership platform, employees pay one monthly fee based on the selected tier and Gympass provides unlimited access to a gym network with fitness classes, studios, online classes, wellness apps. Go live is planned for January 1, 2021.

*Paid Parental Leave:* Effective January 1, 2021, the City will offer up to 30 days of Paid Parental leave to full time employees who have been employed with the City for at least 6 months or longer.

*Maternity/Paternity Leave Guide Booklet:* In response to the growing families within COLB, HR will be releasing its first Maternity Leave Guide Booklet in first quarter 2021, nicknamed the "Mat Pack." The guide will be a useful resource to expectant employees and included a checklist to help plan for a new child. The booklet will incorporate the newly passed provisions of the California Family Rights Act recently signed by Governor Newsom.

### Public Works Department

To improve management and oversight of critical citywide projects, the Project Management Division in the Engineering Bureau of the Public Works Department was changed to the Project Management Bureau. As part of this reorganization, the Department centralized the management of capital projects citywide, including parks, public facilities and projects in the Tidelands area. Positions were reallocated at a zero-net cost to the General Fund. The Bureau is also responsible for managing the permitting and Engineering records within the Department.