

Innovation & Efficiency

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INTRODUCTION

The City of Long Beach aims to provide a community with a safe, healthy environment; well-maintained streets, buildings, and parks; a robust local economy; and opportunities for the fulfillment of personal and familial needs. However, the City's capacity to provide these things is constrained by our revenues, meaning that the City must do everything it can to find more efficient ways to deliver services to residents and to improve services within the existing resource constraints. To that end, City staff, under the leadership of the Mayor and City Council, has an impressive number of new initiatives underway over the past Fiscal Year in addition to the continuation of innovative initiatives from previous years. While these initiatives may not generate immediate cost savings, they are a part of a greater strategy of future cost avoidance, improved customer service, and increased sustainability.

In FY 23, the City declared one state of emergency while ending another. The Homelessness emergency and the ongoing COVID-19 health emergency were clear priorities requiring intensive resources and expedited rollout of programs and services. These emergencies made it more important than ever to apply innovations to City operations to successfully launch new efforts while continuing to maintain existing service levels. In addition to implementing measures to minimize threats to the health and livelihood of residents and the City's workforce, the City continued its transition into a digital service model and more accessible relief efforts wherever possible. To address homelessness, this included mobile resource centers, opening additional shelters, and expanding resources. For COVID-19, the transition of basic service types such as permitting/licensing, payment/deferrals, and reporting to a digital service model has also extended to services not previously considered readily adaptable to technology, such as recreation services and community meetings. Furthermore, essential services such as public safety, refuse collection, and business inspections required purposeful adaptation for City staff to continue to provide them safely and effectively. As the City emerged from the pandemic in FY 22, many of the innovations from previous years became part of ongoing operations and were essential to continue the City's work in FY 23.

CITY SERVICES

One Call City Hall

Building upon the recent upgrade to the City's telephone system, the Technology and Innovation Department (TID) launched a new citywide One Call City Hall system. The number, 562-570- 5000, features a voice recognition system and interactive voice response menus to quickly route calls to multiple non-emergency city phone lines without having to know the direct numbers to all the city phone lines. Existing city phone lines and call trees for departments, call centers, and individuals will not be changed by this new system. In 2023, TID collected data on call volumes, caller languages, common phrases, keywords, or utterances to continue to refine and improve this system with the goal to add self-service options.

Go Long Beach

Go Long Beach processed approximately 50,000 case requests during calendar year 2022 and has processed over 20,000 requests during the first half of 2023. Exact and up-to-date counts may be found by accessing the City's open data portal at <https://data.longbeach.gov>.

GUIDES Application Launch

The Long Beach City Prosecutor's Office was selected by the U.S. Department of Justice to create a data-sharing platform to assist law enforcement. The result is a mobile smartphone application called GUIDES.

Launched in early 2023, the GUIDES app was developed by Long Beach-based software company Laserfiche with funding from the U.S. Department of Justice, Bureau of Justice Administration, Innovative Prosecution Solutions (IPS) Grant Program. GUIDES allows police officers to connect and reconnect persons suffering from mental illness, substance abuse, or homelessness to the services they need.

The completion of the GUIDES app is critical to the next step of implementing Law Enforcement Assisted Diversion (LEAD). LEAD was piloted in North Long Beach from 2017-2020 in partnership with Los Angeles County's Office of Diversion and Reentry, and now with the GUIDES app it will be possible for police and social workers to rapidly respond to the city's homeless population.

GovTow

The City's Towing & Lien Sales Division upgraded their software to GovTow after 20+ years of using an on-premises solution. GovTow is a cloud-hosted solution enabling all data to be stored securely on the cloud, accessible from City devices both on the yard and in the field. This allows for increased efficiency for both office and field staff. GovTow is designed to streamline the towing process, providing staff with a range of features that make it easier to manage operations.

Aquarium Garage LED Lighting Conversion

The Aquarium parking garage received LED lighting upgrades in FY 23. The LED lights are much more energy-efficient than traditional lighting, providing cost savings on electricity while improving the structure's safety and creating a more welcoming and inviting atmosphere for Aquarium visitors.

Mattress Drop-off Pilot

Public Works has begun a mattress drop off pilot program to reduce the number of mattresses discarded in the public right of way. Long Beach residents can drop off mattresses at the Chester Place Yard on the first Saturday of each month.

Youth City Mentorship

In partnership with Long Beach Unified School District, the Long Beach Public Library, Long Beach Police Department, Department of Parks, Recreation and Marine, Human Resources, and Pacific

Gateway Workforce Innovation Network, the Office of Youth Development launched a City employee youth mentoring program. This City-sponsored program matches 100 middle school students with 100 City employee mentors. Students from middle schools in neighborhoods disproportionately affected by violence, poverty and COVID-19 were prioritized. The City contracted with Big Brothers Big Sisters of Greater Los Angeles to facilitate the program. These mentor-mentee relationships support positive youth development and provide City employees the opportunity to make a positive difference in students' academic readiness, social connectedness, and social capital.

Responsible Cannabis Vendor Program

The Health Department's GreenlightLB program hosted its Responsible Cannabis Vendor training course online, using Niche Academy, to prepare more than 200 Long Beach dispensary staff to sell cannabis products safely and legally. The Niche Academy platform makes it easier for vendors to access the tools needed to effectively mitigate the risks and liabilities associated with cannabis retail operations. Online training also elevates equitable access by substantially reducing cost and time constraints for dispensary staff.

Cemetery Database Management Software

The Parks, Recreation and Marine Department acquired new cloud-based, cemetery database management software to manage and maintain the Long Beach Municipal Cemetery and the Sunnyside Cemetery including accurate record keeping for nearly 20,000 grave sites including their internment records, deeds, contracts, permits, wills, obituaries, and other documents. The new software gives the public the ability to search the cemeteries through the internet, including using mobile devices to search while at the cemetery, and will improve record keeping by providing a single database for all cemetery records, work-order tracking, and customer data tracking.

Animal Care Services

The Parks, Recreation and Marine Department, Animal Care Services Bureau (LBACS) organized over 40 offsite adoption events focused mainly in communities experiencing shelter access barriers, bringing pets to people who may not normally have the opportunity to come to the shelter to adopt. Animal Care Services also updated its website to improve accessibility to training resources and pet advice as well as provide virtual opportunities to sign up for programs and become involved in caring for animals both at the shelter and through foster care. In FY 23, LBACS opened to full service to further improve shelter accessibility to people and pets in need. These efforts resulted in a record breaking 2,000 adoptions.

English Language Literacy Program

The ESL @ LBPL is the newest component of LB Reads, the Library's adult literacy program. ESL @ LBPL offers free English language learning programming designed to help adults build their English skills and gain success in their roles as individuals, family members, employees, and members of the community.

African American Resource Area

The African American Resource Area (AARA) at the Burnett Library got a refresh in FY23 in partnership with the African American Historical Society of Long Beach and the Friends of the Long Beach Public Library. Originally established in 1997 by Black community elders Indira Hale Tucker and Doris Topsy-Elvord, this rich City resource will receive new furniture, display cases for historical exhibits, and a much-needed update of its collection of Black history and fiction titles.

Culture Chat

The Library Services department launched "Culture Chat," a monthly program to highlight the culture, history, food, and traditions of different countries in February at the Michelle Obama Neighborhood Library.

Craft It Out

The Library's Public Health Associate for Teen Services launched a new monthly program for teens called "Craft It Out," which is designed to combine a crafting session where participants focus on well-being with an opportunity to talk it out or just craft it out.

Creative Literacy Workshops

Teen Services staff partnered with the lead MEDS Pathway teachers at Long Beach Polytechnic HS to bring a series of creative literacy workshops to 9th grade students. The workshops were based on the activities of the Public Library Innovation Exchange based at MIT. Students made visits to BJK Main Library Teen Space and Studio. The resulting project, Teen Survival Zine, was cataloged and added to the Library's collection.

Youth Poet Laureate Program

City's first Youth Poet Laureate program was launched, which is part of a national program that works with local youth literary arts organizations across the country to identify and celebrate exceptional youth poets who use their voice to inspire change.

Digital Library Expansion

LBPL has made multiple additions to our digital library in FY23, found here: <https://www.longbeach.gov/library/digital-library/>

- Hoopla Books/Film/TV/Comics: Read Comics and Graphic Novels, watch Movies and TV shows, and listen to Music—all on demand with no holds lists.
- Miss Humblebee's Academy: Award-winning kindergarten-readiness site with hundreds of fun, curriculum-based learning activities for children and caregivers, in English and Spanish.
- MakeMake: Digital, interactive, and animated book platform offering access to a unique collection of children's and youth literature in Spanish from Latin America. Includes more than 200 illustrated stories, comics, novels, myths and legends for readers from 3 years old and up.
- NatGeo Kids: Monthly issues of National Geographic Kids magazine and books with adventures in science, nature, culture, archeology, and space. Best for ages 6-14.
- CultureGrams: A trusted, up-to-date resource that provides social, cultural, and political information on countries and states for grades 3–12.
- Environmental Studies by Gale: Global environmental issues presented in easy-to-understand topic overviews that include news, statistics, videos, and other sources.
- Science by Gale: Bring biology, chemistry, anatomy, and earth science to life with interactive 3D models, key terms, and in-depth articles.
- Coursera: Start, switch, or advance your career with over 5,000 courses, Professional Certificates, and degrees from world-class universities and companies.
- Skillshare: Develop new skills and passions! Access to thousands of online classes from expert instructors that you can watch on your own time, at your own pace.
- Book Connections: All-in-one resource for finding exceptional children's and young adult books that reflect diverse cultural experiences, interests, and ability levels.
- Research Companion: Step-by-step guide on how to write an A+ essay.
- Launched the City's first Youth Poet Laureate program, which is part of a national program that works with local youth literary arts organizations across the country to identify and celebrate exceptional youth poets who use their voice to inspire change.

COMMUNITY HEALTH

Community Crisis Response

The new Community Crisis Response (CCR) pilot program seeks to improve overall community health and safety through programs and services that meet residents' needs through health-based approaches. The program consists of specialized, non-law enforcement teams who respond to non-medical, non-violent 911 police calls for service with a focus on behavioral health and quality of life issues. Responding teams will consist of a mental health professional, public health nurse and a peer navigator. This pilot team will respond to calls in the West Police Division from 10 a.m. to 5 p.m. on weekdays.

The CCR team can provide:

- Crisis intervention support
- De-escalation
- General health education
- Suicide assessment and intervention
- Items for basic needs (e.g., hygiene, clothing, nutrition supplements)
- Resource navigation and referral support for services
- Transportation to the Multi-Service Center, mental health urgent care, shelter and other resource agencies.
- Health triage to individuals requiring minimal medical aid (i.e., minor injuries including scrapes, cuts, and mild bruising).

Filipino Community Needs Assessment

The Long Beach Filipino Community Health Needs Assessment provides the City of Long Beach with an exciting and novel opportunity to remediate historical neglect and oversight while highlighting the unique strengths of the Filipino community. The Health Department's Racial and Health Equity team created a community asset map and needs assessment focused on the Filipino community in Long Beach with a concentrated focus on the impact of COVID-19 on the community. The project is guided by the community-based participatory research framework, a collaborative process that equitably involves all partners in the research process and recognizes the unique strengths that each brings. The project partnered with a community advisory board of Filipino community stakeholders in Long Beach to combine knowledge and action for social change.

Black Mental Health Providers at the Multi-Service Center

The Black Mental Health Program connects Black Long Beach residents with culturally-affirming behavioral health and social support services. The City of Long Beach pre-qualified 27 Black mental health service providers and awarded \$300,000 to six Black mental health providers, who engaged underinsured Black residents in seven to 10 free individual and group therapy sessions. Through this program, Black mental health providers also provide direct services to clients at the Multi-Service Center, in partnership with the Homeless Services Bureau, to address mental health disparities among the Black homeless population.

Telehealth Software

The Health Department successfully implemented and is utilizing new virtual, telehealth software for monitoring medication adherence and safety for clients. This provides greater scheduling flexibility and reduces transportation needs for both the client and staff.

Immunizations

The Health Department's Immunization Program expanded to utilizing a new online scheduling platform in the Sexual Health clinic, modeled on COVID-19 vaccine clinics, to improve access to the monkeypox vaccine.

HIV Care NextGen System

Fully integrating the HIV Care Coordination Clinic's benefits specialty services team into the NextGen system (an electronic medical record software), which eliminates paper charts for clients and enhances coordination across care providers in the local area.

Public Health Data Sharing

Creating a data exchange system between the Public Health laboratory with other California public health labs to allow for collaboration and data integration, including cross-laboratory sample routing and backup testing. This project will be completed in June 2023.

Long Beach Trans Wellness Workgroup

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

In-House Language Access Specialists

In FY 23, in-house Language Access Specialists funded by LBRA have been assigned to nearly 64% of the total translation requests and nearly half of the interpretation requests, helping to reduce costs associated with high usage of contracted translation/interpretation services

COMMUNITY IMPROVEMENT

Public Works Permit Data Publicizing

In FY 22, Public Works participated in the Smart Cities Challenge by working with a private vendor to implement a pilot program (<http://longbeach.municipal511.com>) for publicizing Public Works permit data, so that interested stakeholders may view all the permitted projects issued by the Private Development group of the Project Management Bureau. This has improved the transparency of permitted project activities through a GIS map which can be updated in real time and is available to both internal and external public stakeholders and has also increased the communication efficiency between the Private Development and Inspections groups on permitted projects. The capabilities of the map will be expanded in future years to include inspection activities such as inspection routing and scheduling, traffic rerouting due to lane closures, and more.

Short-Term Rentals

As of May 2023, the Development Services Department's Code Enforcement Bureau has registered 568 non-primary and 270 primary dwelling units for short-term rental (STR) use citywide, including 136 renewals. Following Coastal Commission approval in 2022, Code Enforcement began registering STRs in the coastal zone. Primary and non-primary STRs in the coastal zone account for 323 of the City's registered STRs. Code Enforcement continues to work with the two major STR hosting platforms, Airbnb and VRBO, on an ongoing basis to collaboratively identify and remove listings that do not comply with the ordinance. Host Compliance, the City's vendor and a leader in STR monitoring and compliance, works in close collaboration with staff to refine and improve the registration process for both the City and the public. In addition, their address identification ability drastically improves the City's ability to efficiently enforce the ordinance.

Mixed-Income Housing Policies

In the past two years, the City Council has adopted two regulatory tools to facilitate and support the development of mixed-income housing with affordable housing units interspersed within a market-rate housing development:

- An inclusionary housing requirement that all residential projects in the downtown and midtown areas set aside 11 percent of the units to be affordable to very low-income households for rental developments or 10 percent of the units to be affordable to moderate-income households in ownership developments
- A citywide enhanced density bonus of up to 70% for projects that include a proportion of affordable housing units

These two programs are designed to help reduce housing segregation by encouraging otherwise market-rate developments to include affordable housing units and create the housing needed for all income levels throughout the city with no direct funding assistance from the City. Because entitlement projects can take multiple years to approve and build, these programs take time to have an effect. In FY 23, the Planning Bureau oversaw important progress with both programs, including approval of a 900-unit market-rate project with 54 low-income housing units, and approval of the first affordable housing units in southeast Long Beach in the City's history.

First-Time, First-Generation Homebuyer Assistance Program

The Housing and Neighborhood Services Bureau launched the First-Time, First-Generation Homebuyer Assistance Program (Program) that provides grants of up to \$20,000 for down payment and closing cost assistance, including interest rate buy downs, for eligible homebuyers during an especially challenging homebuying market. The Program is designed to assist low- and moderate-income families traditionally underrepresented in homeownership with purchasing their first home and building multi-generational wealth. Both an online eligibility screening form and application portal were created to facilitate a transparent and efficient application and award process. The implementation team posted program orientation and application support videos on YouTube.

ECONOMIC DEVELOPMENT

Queen Mary - City/Port Collaboration

In FY 23 the City strengthened its commitment to stewardship of the iconic Queen Mary, ensuring preservation of this important cultural and historic resource. Upon entering into a direct agreement with an operator for the Ship, the City undertook several large-scale comprehensive projects to improve the structural integrity and operational safety of the Ship. These projects continued through this year. Additionally, the City entered into an innovative and collaborative agreement with the Port of Long Beach to create a new ongoing revenue source that would support the Queen Mary and Port operations.

In consideration of the transition from fossil fuels, and consistent with the Grow Long Beach Initiative, the City identified almost 14 acres of oil operations property within the Port of Long Beach that could be reverted from oil operations and made available to Port customers. This will result in approximately \$2 million a year annually to be split evenly between the City and Port. In recognition of the immediate needs of the Queen Mary, the Port will advance to the City \$12 million over the next three years, to be repaid with the City's portion of new revenue. Once repaid, the City's portion of this revenue stream will continue to flow to the City's Tidelands Fund.

The \$12 million advance will support re-opening efforts at the Queen Mary, continued improvements at the Ship, and development studies for the adjacent shoreside property.

Airport Taxilane FAA Grant

Received a Federal Aviation Administration grant award for \$8 million for the Taxilane K & U Improvements.

City Sponsored Career Fair

The Civil Service Department partnered with Long Beach City College to create job fairs on both campuses of Long Beach City College to inform and recruit students for jobs with the City of Long Beach. City departments were on hand to speak directly with students about the many opportunities available. Civil Service staff also provided workshops on how to apply for the many available positions with the City of Long Beach. With the success of this partnership the job fairs will become annual events.

Civil Service Online Testing

The Civil Service Department expanded its online testing process to make it easier for the more than 8,000 applicants to be considered for classified positions with the City of Long Beach. Several testing platforms are being utilized for written examinations and appraisal interviews for the convenience of applicants and City departments. This allows candidates the opportunity to apply for positions and go through testing without having to take time off from their current employment.

Civil Service Skill Building Institute – Professional Development

The Civil Service Skill Building Institute was developed as an internal staff development program, taught by City staff, with a catalogue of courses available to enhance the skills of City employees in their current positions and preparing them for future positions within the organization. During the first quarter of the program 234 employees received training.

Careers Taking Flight

As part of its new "Careers Taking Flight" youth programming, Long Beach Airport launched a week-long externship program, in partnership with Long Beach Unified School District, to introduce high school students at Cabrillo and Jordan High Schools to a wide variety of careers in aviation.

Activating Vacant Storefronts with Parking Changes

As a result of the pandemic and research on vacant storefronts, the City's Planning Bureau has updated zoning regulations for parking requirements when the use of an existing building or tenant space changes. The update's purpose is to remove a documented impediment to business development and

encourage new businesses to re-activate vacant storefronts . A change in the requirements is expected to help remove a significant operational barrier for businesses interested in leasing or buying vacant storefronts. By occupying those empty or underused commercial spaces, the new businesses can assist with economically revitalizing an area while also helping to reduce blight and other adverse impacts that vacancies can have on neighborhoods.

FINANCE

Measure A Bond Program

On May 9, 2023, priced \$75.4 million of Finance Authority of Long Beach, Lease Revenue Bonds, Series 2023, to fund the acquisition of 125 Elm and finance the first \$60 million tranche of the \$150 million Measure A bond program. This is the largest general fund backed debt issuance in the city's history.

Purchasing Efficiency Development

In partnership with the Harvard Kennedy School's Government Performance Lab, the Business Services Bureau was awarded an additional fellow to conclude the redesign of procurement processes in the City, including more approachable bid/RFP templates, recording Citywide trainings, enhancing processes and procedures, and focusing on vendor outreach and engagement as part of the Extreme Procurement Makeover. The work undertaken in FY 23 will support future changes for more inclusive and equitable contracting Citywide. Extreme Procurement Makeover goals were:

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

Youth Power Participatory Budget (Youth, Measure US)

Housed within the Office of Youth Development, the Youth Advisory Council implemented a participatory budgeting process to award \$300,000 in Measure US funds. Known as Youth Power PB Long Beach, the participatory process was led by a steering committee comprised of youth from the Office of Youth Development's Youth Advisory Council and the Invest in Youth Coalition. This youth-lead effort advised on all stages of the process, including planning and outreach. Through this process, the steering committee awarded grants, ranging from \$10,000 to \$75,000, to non-profit organizations undertaking work aligned with the goals of the Youth and Emerging Adults Strategic Plan. Participatory Budgeting allowed steering committee members to decide how to directly spend a part of a public budget. During the project presentation and voting phase of the Participatory Budget process, all youth in Long Beach from 13 to 26 years old could vote for potential projects. Through a focused PB process, youth expanded their leadership skills, built community power, and had a greater role in grant-making decisions in the City of Long Beach. Due to the success of the program, youth-led participatory budgeting will return for the next fiscal year.

Public Works Contracts Dashboard

The Contracts and Grants Division developed a Public Works contracts dashboard which includes various charts to provide quick insights on contract types, amounts, and renewal/expiration timelines. The Division also launched a contract routing list displaying the status of contracts from City Council approval to City Clerk conformation. Both resources are intended to improve data-driven decision-making and promote transparency throughout the department.

Grants Toolkit

Public Works staff developed a Grants Toolkit to apply, manage, and collaborate on grants. The toolkit assists with grant applications, management, and collaboration, contains valuable information on current grant opportunities, allows users to view ongoing grant pursuits, and provides grant application and management resources.

Munis Project Ledger Reconciliation

Over the past year, Public Works has completed the first phase of the MUNIS Financial System Project Ledger Reconciliation. Public Works has over 1,000 active projects in the Project Ledger totaling more than \$1.22 billion in appropriated budget. During the FAMIS to MUNIS crosswalk, multiple errors were made in the process which has taken years to reconcile. Phase one of the MUNIS Project Ledger reconciliation has been completed. This resulted in 812 projects reviewed, analyzed, and logged, with all known errors notated. Of that amount, 751 projects have been completed reconciled: a 92.5% success rate! To accomplish this, 1,500 budget and journal transactions were processed and approved resulting in \$590.35 million of budget and actuals corrected. Public Works is kicking off Phase II and III which will address the more complex issues. The complete Public Works MUNIS Financial Project Ledger Reconciliation effort is slated to be completed by 2024, which will result in much more streamlined operations and more secure and accurate financial practices.

FY 24 Budget Early Community Engagement

To gather community input and feedback on the FY 24 budget, staff conducted an earlier, more robust community engagement process as part of the FY 24 budget development. City staff conducted community engagement activities in January 2023, prior to the development of any budget proposals, including two virtual community meetings and the distribution and collection of the FY 24 Budget Priority Survey.

Equity Investment Framework

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

HOMELESSNESS

Mobile Access Center

In an effort to more strategically conduct outreach to people experiencing homelessness in Long Beach, the City expanded street outreach via a new Mobile Access Center (MAC). The MAC significantly lowers barriers to providing case management services and other resources for people experiencing homelessness. Unlike other forms of street outreach, the MAC allows Homeless Services Bureau staff to start the intake process right on the street. Operated by outreach staff and a public health nurse, the vehicle offers nearly everything available at the Multi-Service Center, excluding services from co-located nonprofits, a full-scale medical clinic, and showers.

Multi-Service Center Warming Shelter

To protect the lives of people experiencing homeless over last winter's consistently windy, cold, and wet weather, Homeless Services Bureau staff turned the Multi-service Center into a temporary warming shelter. Outreach workers canvassed the city to alert people about the warming center, which was staffed by people in the bureau who volunteered for extra shifts. This innovative program required thinking outside the box: every evening, the furniture in the MSC's lobby and classroom was swapped out for 60 cots, and every morning, the cots were broken down and replaced with lobby and classroom furniture. This allowed people experiencing homelessness access to an additional safe and warm place to sleep without interrupting the MSC's daytime services.

Homeless Services Information Hub Webpage and Data Dashboard

In an effort to provide a one-stop-shop of resources and information for the public, and to offer a more open and transparent platform regarding homelessness in Long Beach, the City launched a Homeless Services and Information Hub webpage at <http://longbeach.gov/homelessness>. The webpage serves as a multifaceted information and resource hub for people experiencing or at risk of homelessness in Long Beach and as a localized platform where all community members can learn more about the City's efforts to address the homeless crisis and how to get involved.

Shortly thereafter, the City unveiled its homelessness dashboard. This innovative tool, available at www.longbeach.gov/homelessnessdashboard, offers a comprehensive look at homelessness in Long Beach since 2018, with key demographic data including race, ethnicity, gender, and age of those served overall and, more specifically, in the housing programs; case management and service data such as program enrollment, number of people assisted, and program success indicators. Select data related to the City's emergency response is also included. Given the complex nature of homelessness, the dashboard comes with a data dictionary that describes every data element and provides the formulas and data sources behind every visualization.

Evening Mental Health Therapy

The Homeless Services Bureau now offers evening mental health therapy programming for people experiencing homelessness in Long Beach, including those who are unsheltered and those staying in congregate or non-congregate shelters in Long Beach. People experiencing homelessness can schedule a 45-minute phone therapy session with licensed and associate mental health clinicians. The Homeless Services Bureau and City partners participating in the program have been promoting this free mental health service to community members experiencing homelessness through outreach, on-site shelter care teams, and Multi-Service Center case managers.

Text Alert Program

The City launched its homelessness text alert program to connect residents who are unhoused with housing and support services and other resources. Research indicates a significant number of people experiencing homelessness have cell phones. This additional method of outreach increases the City's direct access to these individuals and connects people experiencing homelessness with a variety of updates, including:

- Operations updates for City-run services, such as the weekly schedule for the Mobile Access Center (MAC), additional services from partnering agencies available at the Multi-Service Center (MSC), and service capacity updates with alternative options, among others.
- How to sign up for programs such as Safe Parking or emergency shelters.
- Alerts for dangerous or inclement weather.

Donation Centers

All Long Beach Public Library locations are donation hubs for the Homelessness Emergency. Over 4,000 items have been collected at Library locations and are distributed through the Health Department's Multi-Service Center and partner organizations.

Library Outreach Programs

Three Library Health Educators are providing direct outreach to persons experiencing homelessness at three library locations—Billie Jean King Main, Mark Twain, and Michelle Obama. They link LBPL patrons directly to the resources available through the Health Department's Homeless Outreach Bureau, providing an added level of access to critical resources.

Clean Team

The Public Works Department has taken a lead role in overseeing the Homelessness Emergency Declaration efforts, with many staff members assisting in the various efforts therein. This includes enhanced Clean Team efforts in our Public Service Bureau as well as our Project Management Bureau leading various projects, including: Luxury Inn and Best Western renovations for Project Homekey, short and long term shelter planning, short and long term parking site development, Navigation Center improvements, Multi Service Center improvements, and the Tiny Modular Home project.

Facilitate and Streamline Housing Production

The City remains focused on policies, processes and procedures to support the production of housing, particularly affordable housing, consistent with the City's coordinated response to the homeless emergency and citywide policies including those in the 2022 Housing Element. Long Beach was the first large city in the six-county SCAG region to achieve certification status with the State, making the City competitive for considerable grants and State funding opportunities to support housing production and affordable housing.

Although there are many causal factors related to homelessness, data show that the cost of housing and housing insecurity are the primary driving forces behind the crisis. Therefore, the Planning Bureau's policy efforts remain focused on its "Zone In" rezoning program to support the location of new housing, including mixed-income and affordable housing, citywide, with a focus on providing housing opportunity along traditional commercial corridors throughout the city and in high quality transit areas such as the city's Downtown. Planning has provided even more streamlined housing entitlement review processes during the homeless state of emergency, leading to entitlement approvals in weeks instead of months. Despite market challenges, it has been a strong year for housing production. A Zoning Administrator position has been added in the FY24 budget to support further streamlined housing review processes and to respond to the increasing volume of reviews at the Zoning Administrator level.

INFRASTRUCTURE

Citywide Electric Vehicle Charging Stations

The City Vehicle EV Charger project has grown to over 100 dedicated electric vehicle charging ports and 4 mobile solar chargers. Coordination between Fleet Services and the Public Works Department has resulted in over 240 additional planned chargers at 11 city-owned properties. The City has three active Charge Ready Transport applications with Southern California Edison for EV infrastructure supporting the City's medium and heavy-duty electric vehicles. Additionally, there are 24 active applications with the California Energy Commissions' CALeVIP incentive program to provide funding toward EV infrastructure hardware, many of which are located in disadvantaged communities. The City's recently developed EV blueprint further supports the rollout of medium and heavy-duty electric vehicle infrastructure planning and implementation. This blueprint offers a crucial framework for our future widespread fleet electrification and valuable projection of energy requirements.

Freestanding Restroom Magnetic Door System

The Parks, Recreation and Marine Department manages fifty-two (52) freestanding restrooms in our Upland Parks area; forty-three (43) are communal or multi-stall facilities, and nine (9) are single-stall all-gender facilities. The Department is tasked with reducing the frequency and severity of the vandalism to our freestanding restrooms after park hours and to ensure accessibility to these restrooms to all visitors as part of the Park Safety Ambassador program. The Department will modify citywide exterior freestanding restroom doors and/or replace existing exterior restroom doors with a more heavy-duty design and a magnetic door locking system. At the completion of this initiative, every freestanding/outdoor restroom door will include a magnetic door locking system with a timer and push-button egress device mounted on the restroom's interior wall.

Baggage Claim Facility

Long Beach Airport opened a new Baggage Claim facility, the third major project in the Phase II Terminal Area Improvement Program to upgrade the passenger experience from curb to gate. The \$25 million project pavilion-style building complements the Airport's indoor-outdoor architectural design elements and solidifies its status as a first-class gateway to Southern California.

Airport Primary Runway

Major electrical upgrades to improve the safety and sustainability of Long Beach Airport's primary runway were completed. The \$9.5 million project, primarily funded by an Airport Improvement Program grant from the Federal Aviation Administration (FAA), brings the Airport's largest runway in line with the latest FAA standards.

Corridor Upgrade Projects

Public Works has four active major Corridor projects underway in varying phases. The Artesia Great Blvd. Project and Market St. Pedestrian & Streetscape Enhancements Project are in active construction and will implement over 3.5 miles and 2 miles of complete street improvements, respectively, and significantly enhance safety, mobility, and beautification on both corridors. The Anaheim Corridor and Studebaker Corridor projects are currently in design and are planned to enter the construction phase in the coming year. The Anaheim Corridor will provide signal, median, and safety upgrades as well as new landscaped medians which will restrict left turns at collision hot-spots. The corridor project also includes pavement work, concrete work, and ADA improvements along the corridor. The Studebaker Corridor includes the following: pavement rehabilitation, installation of landscaped median, installation of Class IV bikeway with raised median buffer, installation of pedestrian path of travel including ADA compliant curb ramps, installation of pedestrian/bicycle lighting, installation of fiber optic infrastructure, installation of protected intersections, traffic signal modifications, and transit stop improvements.

Infrastructure Investment Plan

The five-year (FY 23 – 27) Infrastructure Investment Plan (IIP) includes the planning and development of 130 projects located throughout the City. The investment plan has been modified from the proposed plan outlined in 2022 to a new total of \$532,968,718 spread across five funding categories:

- Mobility Improvements \$326,723,000
- Park Improvements \$54,656,000
- Public Facilities \$43,844,718
- Right-of-Way/ Water Quality/Climate Action and Adaption Plan \$81,750,000
- Critical Facilities and Grant Match Funding Reserve \$15,245,000
- Other Critical Needs Supporting City Infrastructure \$10,750,000

The plan is comprised of \$160,250,000 of Measure A Bond proceeds, \$88,939,718 of Measure A direct funding, and \$283,779,000 of anticipated grant and external transportation funding estimates that are expected over the next five years including Metro funds, Gas Tax, and SB-1. The Measure A Bond dollars are anticipated to be released in the following tranches: \$60.25 million in FY 23, \$50 million in FY 25, and \$50 million in FY 27.

This infrastructure investment plan is not an exhaustive listing of all expected infrastructure funding for FY 23 – FY 27 and does not include other infrastructure funding sources such as Tidelands, AB-32, Measure W, Park Impact Fees, and other miscellaneous Capital funding sources, or other external sources anticipated from the County, State, and the Biden Administration's Infrastructure Investment and Jobs Act of 2021. Any additional funding identified for FY 24 and beyond will be addressed annually during the City's budget development process.

LB MUST Project

The Construction of the Long Beach Municipal Urban Stormwater Treatment (LB-MUST) Project, Phase 1 is underway and scheduled for completion at the end of 2023. Phase 1 includes construction of a treatment facility with capacity to treat 2 million gallons of polluted stormwater and runoff per day, 2-acres of new community greenspace that include brackish water constructed wetlands sustained by water from the treatment facility, and connections to City stormwater pump stations to intercept polluted water for treatment and convey treated water from the wetlands to the Los Angeles River.

- **Phase 1** is supported by \$10.8M in regional Measure W funding along with other grants and funding sources, including \$1M of Measure A.
- **Phase 2** is in design and is planned to connect additional stormwater pump stations to the treatment facility, pilot water reuse for irrigation, and create additional community greenspace. Phase 2 is partially funded (\$4M State Water Resource Control Board (SWRCB) grant, \$4M Measure W Local for match), the City has applied for \$10.4M Measure W Regional funding to fully fund Phase 2. The City may pursue other grant opportunities to supplement the budget and/or replace part of the Measure W Local match. Phase 2 intends to bid for construction as a new contract, design is under way and construction could begin in 2024-2025 for completion Spring 2026.

Junior Lifeguard Building Rebuild

The Public Works, Project Management Bureau replaced the existing two-story Junior Lifeguard Building, which was outdated and did not offer the modern amenities required to support the expanding Fire Department Junior Lifeguard program and public safety needs. The Project supports continued access to the coast by participants in the Long Beach Junior Guard (LBJG) program in the summer and provides stingray treatment services for the public year-round. Through this program, the City has continued to develop future generations of lifeguards and educates program participants around the safe use of California's beaches.

The new Junior Lifeguard facility consists of a one-story modular building with a second level viewing deck, stingray response room, lockers, and office on the beach near Claremont Place adjacent to the existing launch ramp and public restroom. The construction activities included construction of a new foundation, installation of the modular building structure, and new utilities, as well as demolition of the existing Lifeguard Building.

Alamitos Beach Concession Building

The Alamitos Beach Concession Building Project includes a main cafe and concession building that consists of a 4,240 square foot building with a first floor and rooftop deck to maximize beach views and the visitor experience. A large outdoor deck wraps around the south portion of the building where a concession window will offer more traditional "grab and go" type snacks and other food options. Adjacent to the concession area is an outdoor play area and separate playground for smaller children. Further west, new public restrooms and a beach rental building were built. The project also included onsite pedestrian scaled lighting, drought tolerant coastal native plants, a shade structure, wayfinding signage, improvements to the public beach parking lot and hardscape improvements. Tenant improvements to the interior are being completed by the vendor and the location is anticipated to open Summer 2023.

Bayshore Beach Concession Building

The Bayshore Concessions Building Improvements Project improves accessibility by creating a new ADA access lift, enhancing the existing staircase and decking, and building pathways around the project site. The Project improvements will allow the public to access and enjoy the top deck of Bayshore Concessions Building.

Citywide Fiber Network Infrastructure

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

Expanding the citywide fiber network infrastructure will also benefit the overall Long Beach community through improved access for private Internet and Cellular Service Providers to reach unserved and underserved areas. This fiber network will generate savings on current and future communication costs and will create a foundation to support digital inclusion services and applications. Further, this program positions the City to pursue public-private partnerships to close the digital divide for those living and working in Long Beach. In FY 23, engineering plans will be completed, and construction bids will be received. In FY 24, contracts will be awarded, and work will begin to install fiber. In addition, the City engaged in several regional planning initiatives to coordinate broadband investments and pursue federal and State funding.

Public Safety Radio and Radio Dispatch System Upgrade

In 2022 the City completed a major update to the public safety radio dispatch system and completed the replacement of outdated radios used for emergency response communications. In 2023, the city implemented a new system to allow the programming of radios over WiFi, replacing the process of manually programming radios. In 2023 the City is currently in the process of planning for an enhancement to our 700-megahertz trunking radio system to provide expanded coverage for the entire city and beyond, add additional fault tolerance and redundancy, establish interoperability with other cities and agencies throughout the greater Los Angeles area, and ensure CLETS compliance is met.

MOBILITY & LIVABILITY

Emergency Rental Assistance

The Development Services Department's Long Beach Emergency Rental Assistance Program (LB-ERAP) is a federally funded program originally designed to provide at least \$57 million in support directly to eligible landlords and tenants. To provide more assistance, the Department applied for additional State and federal funding to local agencies that have successfully implemented an Emergency Rental Assistance Program, and as of May 2023 have received an additional \$20.3 million, all of which has been committed. A creative and comprehensive outreach and promotion strategy to notify Long Beach residents about LB-ERAP was implemented by the Department's Housing and Neighborhood Services Bureau. The strategy centered on direct outreach and hands-on technical assistance to the community through pop-up events and outreach to religious organizations, educational agencies, grassroots, and nonprofit groups as well as collaboration with other City Departments. Additionally, staff implemented an innovative digital application process, utilizing web tools and mobile equipment for a streamlined user experience and more efficient application upload.

Landlord Incentive Program

The Housing Authority of the City of Long Beach, a bureau within the Health Department, is offering several incentives to encourage new housing providers to lease up with people who are assisted through its Emergency Housing Vouchers (EHV) and Housing Choice Voucher programs. Monetary incentives – including direct payments to landlords – to cover leasing bonuses, security deposits, utility deposits, application fees, and damage mitigation or repairs were among the incentives offered. Additionally, the Housing Authority provided EHV families with costs associated with moving, renter's insurance, and furnishing their units. The incentives were part of a multi-pronged effort to help people with EHV's more easily obtain housing.

Internal Call Center

As part of the Housing Authority's program to encourage participation in the EHV and Housing Choice Voucher programs, the Housing Authority launched an internal call center where staff conducted phone outreach to Long Beach housing providers to inform them of the incentives available by participating in the housing voucher programs, including monetary incentives for homeowners and other resources. Outreach also provided public education on housing income discrimination and provided insight into the impactful difference property owners could make in the effort to decrease homelessness in Long Beach.

CLEAR Identification Verification System

CLEAR launched its identity verification technology at Long Beach Airport, giving travelers another convenient option for a streamlined security screening process.

Beach Streets University

The City held its first Beach Streets event since the COVID-19 pandemic in East Long Beach on Saturday, September 17, 2022. Beach Streets University closed streets to cars to create open streets for people to walk, bike and roll along Atherton Street, Bellflower Boulevard, Los Coyotes Diagonal, Spring Street and Studebaker Road. The event featured several entertainment hubs, including a dedicated children's area at Whaley Park, as well as outdoor music, activities, and food along the route. Public Works staff provided street sweeping, pothole repair, and traffic control assistance in advance of the event, which was organized by the Office of Special Events. Public Works staff also engaged community members regarding the City's Vision Zero program and conducted outreach for forthcoming active transportation capital projects during the event.

Beach Streets Downtown

Beach Streets Downtown was held on Saturday May 20, 2023, along Pine Avenue, Broadway, Cherry Avenue, and Fourth Street. The event, which was the most attended Beach Streets to date, was funded through a Metro Open Streets grant secured by Public Works. The four-mile route highlighted the Downtown, East Village, Alamitos Beach, Retro Row, and Bluff Park neighborhoods and featured live music, entertainment, local food vendors as well as the LB Proud! Fest at Bixby Park.

Micro Transit Shuttle

Public Works launched a micro-shuttle service in October 2022 which operates in two focused service areas: Downtown Long Beach/Alamitos Beach and Belmont Shore/Alamitos Bay Landing. The Thursday-Sunday service utilizes all-electric 5-passenger shuttles which can be requested for pick-up and drop-off anywhere within one of the two services using the rideshare (e.g., Lyft, Uber) mobile app model. The goals of the program included: 1) Reduce the number of private car trips within each service area, 2) Improve the circulation of visitors and residents within each service area to help boost the local economy after COVID-19 restriction were lifted, 3) Improve the use of under-utilized public parking spaces within each service area. Ridership more than doubled in the first five months to over 4,000 rides a month. Ridership is expected to increase even more as the program enters Summer 2023. The program is currently fully funded by Long Beach Recovery Act (LBRA) funds through October 2024.

Bike Share For All

Bike Share for All, which launched on Thursday, May 4, 2023, is a pilot program funded through the Long Beach Recovery Act, which funds economic and public health initiatives for Long Beach residents, workers and businesses critically impacted by the coronavirus pandemic. Bike Share For All (BSFA) is a new discounted bike share rental plan focused on accessibility, equity, and use of micro mobility in disadvantaged communities. Users can sign up for either a monthly or annual membership or pay an hourly fee. Users can locate and rent a bike by using the Social Bicycles app on their smartphones. BSFA members without smartphones can also receive a tap card to unlock bikes, available upon request during the application process. Eligible applicants can become members for only \$5 a year, and for those wishing to pay using cash can do so via appointment at the GoActiveLB Hub in downtown Long Beach, 223 E. First St. Applicants must provide proof of enrollment in one of 14 various local, state or federal assistance programs and will need to upload paperwork showing enrollment in a qualifying benefits program, such as Long Beach Utility Assistance, Medi-Cal/Medicaid, SNAP/EBT/CalFresh, or other public assistance programs. Bike Share For All members will have a daily rental time of three hours and individuals must be 18 years and older who live, work, or attend school in Long Beach.

QR Code Bike Share

The City's Bike Share Program launched in March of 2016 with an innovative bike share bicycle system which uses a proprietary onboard computer controller and U-bar lock combination. The computer controller is essentially a large cell phone on the back of each bike share bicycle paired with the U-lock and plays an important role in keeping each bicycle connected to the cellular network and available to members for rent. When the bike share program was initiated, it operated on the 3G cellular network which unfortunately was scheduled to be discontinued and upgraded to 4G by the end of summer of 2022. This meant that the city's bike share program required an upgrade to new computer controllers to keep the city's bike program operational and without any gaps in service. Another challenge the city's bike share program faced with the original equipment was with the keypads which were susceptible to sediment and sand making them difficult for members to use. The city decided to order 1,500 new computer controllers to replace the old ones on over 1,400 bike share bicycles. The new equipment was ordered, manufactured, and installed before the 3G cellular service was terminated. In addition, the ease of unlocking a bike share bicycle has improved significantly by the new computer controllers because of the QR code functionality significantly improving the overall bike share experience for its members and enhancing operations by eliminating the need frequently refurbish the old push button computer controllers.

PUBLIC SAFETY

Family Assistance Center Plan

Developed the City's first Family Assistance Center Plan, which when activated, provides support to help reunite families separated during a mass casualty event. Staff critical to the activation of the plan have participated in several training events.

Hazard Mitigation Plan

The updated Hazard Mitigation Plan was approved by City Council, the California Governor's Office of Emergency Services (Cal OES), and FEMA. The plan is required to be updated every 5 years to ensure the City's eligibility for FEMA disaster reimbursement funds. The plan identifies potential hazards that could affect Long Beach and mitigation factors to reduce their impact.

9-1-1 Staffing Study

Completed a consultant-led 9-1-1 Staffing Study to identify benchmarks and best practices, including staffing levels, recruitment and hiring practices, and overtime requirements. This study validates many of the 9-1-1 Emergency Communications Center operations and provides recommendations for enhancements.

Mobile 9-1-1 Radio Vehicle

Secured UASI grant funding to purchase a Mobile 9-1-1 Radio Vehicle to pair with our back-up 9-1-1 Center, in the case we need to evacuate our primary Center.

Nextdoor and Ring Engagement

To further expand communications with the community, the Police Department revamped their accounts on Nextdoor and the Neighbors by Ring. The Communications Division utilizes these accounts to share important public safety information with the Long Beach community.

Aircraft Rescue Firefighting Vehicle

Long Beach Airport purchased a new Aircraft Rescue Fire Fighting (ARFF) vehicle, which will be operated by the Long Beach Fire Department (LBFD) and housed at Fire Station 16 next to the airfield. The state-of-the-art firefighting vehicle provides the best available life-saving technology in case of an emergency on the airfield.

Fire Mobile Command Center Vehicle

To promote the City's resiliency in the event of natural or man-made disasters Long Beach Fire Department took delivery of a new Mobile Command and Communication vehicle. This apparatus was procured and purchased by grant funding using 2021 Urban Area Security Initiative (UASI) funding. The purpose of this vehicle is to provide a Mobile Command and Communication platform to use during special community events and significant disasters to dispatch emergency responses from and provide updated information on situation status reports via multiple TV providers, satellites, radios, and video links. Like all other grant-funded resources, it is an available vehicle to be requested from the Office of Emergency Services Region 1 for any major disaster. This vehicle will be a valuable resource for the Long Beach community and the federally designated urban area region we serve.

Fire Homeland Security Vessels

The City of Long Beach is a recipient of federally apportioned Homeland Security Grants to prevent, recover, safeguard, and rescue the Long Beach community in the event of a homeland security incident. The Fire Department took delivery of Fire Boat 15 (Vigilance) and Fire Boat 20 (Protector), which was manufactured with systems to protect the personnel who operate in a hazardous environments caused by industrial accidents or homeland security threats involving hazardous chemical agents. Such contaminants cause harm to the Long Beach community, port operations and the environment. The FB Vigilance and Protector are not only two of the most powerful firefighting vessels, but they are also two of the most technologically advanced vessels in the country.

Matrice 30t Aerial Aircraft

Through federal grant funds, the Fire Department has acquired a Matrice 30t unmanned aerial aircraft (drone). This technology asset is equipped with search and rescue capabilities, mapping tools, and live video transmission. The combined technology allows this tool to locate victims on the water requiring rescue, identify hotspots and hidden sources of fire, and enable firefighters to quickly prioritize their response and allocate resources effectively. The high-resolution video and photography capabilities provide real-time visual information, aiding in assessing the scale and intensity of the fire, as well as identifying potential hazards and obstacles. In search and rescue operations, the drone can rapidly survey large areas, identify individuals in distress, and guide first responders to their exact locations. The mapping feature enables the creation of detailed, up-to-date maps of the affected area, allowing incident commanders to plan and execute operations with greater precision.

Stryker Power Load Fastener Gurney System

The Long Beach Fire Department has implemented Stryker Power Load Fastener Gurney System Basic Life Support and Advances Life Support Ambulances. The system enhances the City's ability to safely move and transport patients. It communicates wirelessly with the Department's existing Stryker Power-Pro gurneys and eliminates the need to steer the cot when moving it into and out of the ambulance. Additionally, the system can support patient weights up to 700 pounds and minimizes drops by supporting the gurney until the wheels are on the ground. Not only will this boost patient safety by supporting the gurney through the loading and unloading procedure, but it will also improve employee safety by reducing spinal load on the crew members and prevent cumulative trauma injuries that could be occur from the regular lifting of patients.

LUCAS Chest Compression System Implementation

Cardiac arrest is a very dangerous and stress-inducing experience for members of the community. The Long Beach Fire Department has implemented the use of the Lund University Cardiopulmonary Assistant System (LUCAS) Chest Compression System, an automatic device that provides chest compressions during medical emergencies when cardio-pulmonary resuscitation (CPR) is required. The LUCAS device provides consistent, high quality chest compressions which has been shown, by research, to increase the chances of good patient outcomes. The device also improves the efficiency of our medical providers by allowing them to focus on other lifesaving tasks and the identification of reversible underlying conditions during cardiac arrest management. The device reduces risks associated with the transport of cardiac arrest victims by allowing the caregivers to remain seated and belted in the ambulance. The LUCAS also enables LBFD to participate in an innovative Countywide pilot that employs a cutting-edge, life-saving care bundle to improve the outcome of patients suffering from out of hospital cardiac arrest.

SUSTAINABILITY

Recapturing Natural Gas Emissions During Pipeline Construction

Long Beach Utilities recently implemented cross-compression technology to recapture natural gas that would otherwise be vented to the atmosphere during pipeline construction. The cross-compression device used by the utility is called ZEVAC, which stands for Zero Emission Vacuum and Recovery System. It is a portable system that uses a vacuum pump to collect natural gas from a pipeline being removed from service and safely reinjects the natural gas into the existing pipeline system. ZEVAC is a more environmentally friendly way to manage natural gas emissions than traditional methods that are approved by natural gas regulators. Long Beach Utilities has been using the system on a number of recent pipeline projects and is one of the first utilities in the country to implement the use of ZEVAC.

Fleet Alternative Fuels

The City continues to emphasize the use of alternative fuels in its fleet, focusing on zero-emission electric, hybrid-electric, and renewable compressed natural gas vehicles for new purchases. The motorized fleet is currently 57 percent alternative fuel, with 98 percent of new purchases being alternative fuel when such options are available. The City carefully evaluates emerging vehicle technologies and plans to deploy a wider range of electrified vehicles in FY 24, including exploring battery electric vehicle (EV) options for medium and heavy-duty vehicles. An EV Refuse truck demonstration was conducted in 2022 for our refuse operations to explore EV refuse trucks as viable candidates for wider deployment. The demo provided valuable feedback and resulted in the purchase of the City's first two EV Refuse Trucks.

The City of Long Beach's Fleet Services was ranked #2 Green Fleet in the U.S. by the National Association of Fleet Administrators (NAFA) as well as recognized as a leading Green Fleet by Heavy Duty Trucking Magazine.

ABC Preventative Maintenance Format

In 2023, the City's vehicle maintenance division has completed its transition to an industry standard ABC preventative maintenance format. With dry inspections, extended intervals, and less waste to our waste stream, this new program has the potential to save \$250,000 per year and further reduce the City's carbon footprint.

Renewable Fuels

In an ongoing effort to support a more sustainable fleet, vehicles in the City's award-winning operation continue to be downsized and alternatively fueled whenever feasible. This is reflected in the City's continued use of renewable fuels, with all compressed natural gas fuel being 100 percent renewable since 2017, and liquified natural gas since 2015. Renewable fuels greatly reduce greenhouse gas and tailpipe emissions and cost the same or less than traditional fossil fuels. Currently, 502 vehicles are powered by renewable fuels - 30 percent of the City's motorized Fleet. 54 percent of the City's overall 2024 fuel use is projected to be renewable fuels.

Solar Energy for Airport Parking

Long Beach Airport worked with Public Works to complete a large solar project on top of parking structures A and B that generates renewable energy accounting for approximately 70% of the electricity used by the Airport.

Airport Carbon Accreditation Program Renewal

Long Beach Airport renewed its Airport Carbon Accreditation (ACA) program Level 2 certification and continued making progress towards its pledge to reduce greenhouse gas emissions on a per passenger basis by 20% in 2025 and 40% in 2030, compared to 2016 levels. Administered by Airports Council International (ACI), the ACA program helps airports identify, manage and reduce their carbon emissions.

Solar Energy Array Network

Construction of 11 solar arrays at various public facilities at the following locations began in FY 21 and were completed in 2023:

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

The 11 solar arrays will generate enough energy to power an equivalent of 60 homes and will lower the City's carbon footprint by an estimated 530 tons. Design of an additional solar array at the Long Beach Expo Center began in 2023 and is expected to be constructed in 2024.

Medium and Heavy-Duty Zero Emission Fleet Vehicle Blueprints

The City of Long Beach was awarded a \$200,000 grant from the California Energy Commission for the creation of a Blueprint for the transition of Medium- and Heavy-Duty Fleet vehicles to Zero Emission. The City completed the Blueprint in 2023 and presented the findings to the California Energy Commission, which included the possibility of achieving a zero emission fleet by the 2030's, primarily using battery-electric vehicles. Upon full conversion to zero emission vehicles, the City is estimated to achieve \$600,000 in annual maintenance cost savings (in present value dollars) for its non-Public Safety fleet and additional operating cost savings, and air quality benefits are estimated to include a 740-metric ton reduction in annual Greenhouse Gas (GHG) emissions and a 5,500-kilogram reduction in annual criteria air pollutant emissions.

Tree Planting

Public Works totals approximately 126 additional trees being planted in FY 23, and the Office of Sustainability planted 81 parkway trees through its Street Tree Planting Program and 17 fruit trees in disadvantaged communities through the Fruit Trees in Front Yards Program.

Citywide EV Chargers

The Citywide EV Charger program continues to add charging stations for both public use and dedicated City vehicle use. Sixteen (16) new electric vehicle (EV) charging ports were installed in FY23 at various city-owned facilities to support the City's growing electric and hybrid-electric fleet and increasing public demand, bringing the Citywide total to 275 charging ports. The City is exploring funding opportunities provided by Southern California Edison and the US Department of Transportation for the possible installation of new charging stations for Public and Fleet use at additional proposed locations:

- Airport Lots A & B
- Bach Neighborhood Library
- Burnett Neighborhood Library
- DeForest Park
- El Dorado Neighborhood Library
- Lincoln Garage
- Marina Basin Lot
- Mark Twain Neighborhood Library
- Michelle Obama Neighborhood Library

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

Youth Climate Ambassador Program

In partnership with the Climate Action and Adaptation Plan and PGWIN the Pacific Gateway Workforce Innovation Network, the Office of Climate Action & Sustainability implemented the pilot offered the second year of the Youth Climate Ambassador Program (YOU CAP) which engaged 911 youth, ages 16-24. Ambassadors participated in weekly trainings and projects on issues related to ecological restoration, community outreach, climate action, and environmental justice. YOU CAP is planned to be continued through the upcoming Youth Climate Corps program.

Long Beach Tree Map

As part of the Opportunity Project for Cities, the Office of Sustainability, Technology & Innovation Department, Puente Latino Association, Westside Elevate, Fire House Community Farm, and Google.org collaborated to address the task of using open data to improve public health, build climate resilience and address inequities in urban forest access. The final product is a prototype Long Beach Tree Map, which includes an interactive tree mapping tool using existing tree data to map out locations for future sites where trees could be planted and maintained via educational engagement. This virtual Tree Map visualizes the urban tree canopy in different Long Beach neighborhoods, highlighting disparities in urban greenery and demonstrating which neighborhoods should be prioritized for tree planting. The Tree Map also illustrates the environmental benefits of an urban tree canopy by demonstrating how many tons of pollution are removed by the city's tree canopy and translating that to dollars. At the micro-level, the Tree Map provides key information on individual trees. This data includes the tree's species, its common name, its street address, its neighborhood, who it was funded by who it was planted by, and its grow space. Users are also able to report an issue with a specific tree.

TECHNOLOGY

Incident Based Crime Reporting System

The Police Department replaced its 20-year-old records management system (RMS). The new RMS supported the department's transition from summary-based crime (SRS) reporting to incident-based crime reporting (NIBRS). This new way of reporting provides greater specificity in reporting offenses, allows for the collection of more detailed information, and helps give context to specific crime problems.

Smart City Initiative

In March 2021, the Long Beach City Council voted to approve the Long Beach Smart City Initiative Strategy, which outlines a vision, guiding principles, and a set of actionable strategies and objectives for the City to explore and implement emerging technology. The vision of the Smart City Initiative, led by the Technology & Innovation Department (TID), is to advance solutions to civic challenges by engaging the community, City staff, and the private sector to explore and implement emerging technology.

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

In FY 23, TID has made significant progress in advancing the goals laid out in the Smart City Initiative Strategy and meeting emergent resident demands for accessible, transparent, and responsive technology services. TID has developed programs, led projects, forged partnerships, and engaged local stakeholders so the City can use technology and data to manage change and expand capacities to better the daily lives of Long Beach residents, enhance city operations and make the best possible use of resources across all City Departments.

The Smart City Initiative is a collaborative effort rooted in community voices. TID published the Smart City Initiative 2023 Annual Report report back to the community on this work, and in FY 24, will continue to work with City staff, local stakeholders, and community members to implement and evaluate progress on the strategies and objectives of the Smart City Initiative Strategy.

Key accomplishments and upcoming initiatives include the following:

- Launch of the Long Beach Collaboratory (LB Co-Lab) in November 2022, a new immersive technology program for Long Beach residents to design and deploy technologies in their neighborhood and gain career skills to find tech jobs. Over 30 community members representing four neighborhoods are actively participating.
- Success of the Smart City Challenge and Pitch Long Beach! technology pilot programs that allow City staff and vendors, respectively, to propose and implement short-term pilot projects. The 2023 Smart City Challenge has incubated five challenge ideas sourced from City staff who will work with tech vendors to implement no-cost solutions over a six-month period. After launching in March 2022, the Pitch Long Beach! open call for ideas has received over 120 vendor submissions, two of which moved to the pilot implementation stage with interested City staff teams that never would have known about these solutions otherwise.
- Design of a prototype Digital Rights Platform that aims to inform the public about the City's use of smart technologies (e.g. cameras, sensors, 5G cells) and data collection practices. The Smart City Initiative team piloted the Platform in Fall 2022, which includes a physical signage component with eye-catching iconography and a web-based portal for users to learn more and share feedback. The team, in partnership with CSULB, was recently awarded a National Science Foundation grant to continue these efforts.
- Single Sign-on Portal Pilot – TID is developing a pilot single sign-on platform for residents that, when fully implemented, would integrate several online City services onto one online portal. The

pilot single sign-on portal will be a user-friendly, web-based portal that provides Long Beach stakeholders with one account to sign into multiple City applications and eliminate the need for separate login information for different City services. If successful, lessons learned from the pilot will inform TID's approach and funding request for a full implementation.

Recovery Act Dashboard

Throughout the year, the Office of Civic Innovation (OCI) has been dedicated to driving innovation, fostering partnerships, and empowering the community. Here are some key highlights of the accomplishments. Firstly, OCI led the development and implementation of the groundbreaking Long Beach Recovery Act Dashboard, which is the first of its kind in the city. OCI successfully gathered and consolidated data from 84 unique programs, amounting to \$290 million, ensuring transparent information for the community.

By utilizing cloud-based technologies, the City ensured real-time updates and user-friendly data visualization, improving accessibility and comprehension. In terms of partnerships, OCI collaborated closely with Pacific Gateway to establish a transformative partnership with the department. Twelve first-generation college students were onboarded and mentored, offering them valuable hands-on experience and professional development opportunities. This partnership not only enriched the lives of these students but also brought fresh perspectives and innovative ideas to the team. Furthermore, OCI partnered with 12 different department leaders to create a framework for collecting financial and operational program information placing a strong emphasis on community engagement and involvement.

To ensure that the dashboard meets the specific needs and requirements of our diverse community, OCI conducted extensive outreach initiatives and actively encouraged community feedback, to continuously improve the dashboard and make it a valuable resource for all residents. By embracing innovation, fostering strategic partnerships, and adopting a community-driven approach, the team has achieved significant milestones in advancing technology for the betterment of the community.

Remote Work Capabilities

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

Enterprise Land Management System

After careful consideration, the City made the decision to pivot from the LBCOAST project, a project to deliver new Human Resources, Payroll, and Budgeting capabilities, to the implementation of an even higher priority City project – the upgrade or replacement of the City's current Enterprise Land Management (ELM) system. The system was implemented in 2008 with business licensing added several years later. Gaps in the system have been supplemented by the use of secondary software, e.g., inspection scheduling and external reporting systems. Even with all the customizations and add-ons, the system is perceived as very inefficient and time consuming to operate and not effective at meeting operational needs. Built-in reporting is a particular problem with it being difficult to use and not user friendly. In FY 23, the City will secure a consultant to assist with the ELM project. To make current services more convenient and efficient for the public, modernization of the existing online permitting portal continues. Significant work is taking place to redesign legacy permit types and make these available for online submission and payment.

Modernizing Outdated Equipment and Systems

In FY 23, TID modernized numerous systems to bring applications and related services (e.g. servers and databases) to modern standards. Specifics include significant upgrades to the City's GIS environment, Fleet Management System, Munis Financials System, Police Records Management System, Workers Compensation system, Utilities Mobile Workforce management system, and Electronic Healthcare records system. In addition, TID refactored numerous internally developed applications to leverage modern technology stacks. In addition, TID accomplished the following:

- Migrated the City backup and recovery system to new technology which includes an air gap cyber recovery vault to protect the backup system against ransomware attacks.
- Developed a strategy to transition our Mainframe computing from out of support on premise hardware, to a cloud hosted platform by years end.
- Migrated the Library Department's network over to the City's network to provide the Library better access to City resources. The next phase of the project is to move users and computers over to the city's Active Directory domain which will continue to provide better access and technology support to library staff.
- Completed most of the migration of computers with Windows 7 to Windows 10/11. In addition, TID replaced about 773 computers as part of the city's computer replacement program.

Workforce Modernization

TID continued to roll out and support technologies to modernize the workforce. Low/no-code applications continue to gain adoption as staff become more proficient in automating routine tasks and creating dynamic reports to inform their decisions. TID provided technology and support for City staff to their own create digital systems and workflows to aid in mobilizing a more efficient workforce.

Moreover, TID staff continued to partner with departments to reduce the amount of physical paper inventory by moving archived documents into Laserfiche. The net effect is less physical storage and better document retrieval capabilities.

TID continued to invest in and improve ServiceNow, the internal service request and work order management system used to manage TID's work, to better meet the needs of TID and our City partners. The newly branded Spark portal leverages ServiceNow's Employee Service Center to manage technology services, knowledge, and approvals via a unified experience.

Long Beach Television (LBTv)

LBTv produced 254 video segments which included weekly live updates regarding the Emergency on Homelessness, various community events, press conferences and department driven videos. LBTv also implemented new on-screen graphic hardware and software which allows live studio and field productions to have top-tier news style graphics.

ORGANIZATIONAL CHANGES

Consolidation of the City's Water, Natural Gas, and Sewer Utilities into One Department

In November 2022, the voters of Long Beach approved the consolidation of the City's water, natural gas, and sewer utilities into one Department, placing all three under the purview of the independent Board of Utilities Commissioners. The consolidation of the three utilities will allow for improved coordinated utility services to largely the same customer base, taking advantage of synergies within the like operations including pipeline maintenance and construction, engineering, customer service, commodity supply planning, utility billing, utility call center, accounting, administrative services. With the oversight of the Board of Utilities Commissioners, customers will realize increased opportunities to participate in budgeting and rate setting for the utilities, with greater transparency and customer focus than previously provided.

Development Permit Ombudsperson

As part of the LB Recovery Act, a new Ombudsperson position for the Development Services Department's Permit Center was created to help customers through the permitting process, bring resolution to conflicts or concerns about issues that may arise on individual projects and facilitate process improvements. Development Services has permanently added an ombudsperson to its staff.

Zoning Administrator Position

To respond to the growing volume of administrative hearings conducted by the City's Planning Bureau and to keep wait times low for such hearings, the Planning Bureau has added a dedicated Zoning Administrator position. The Zoning Administrator reviews standards variances, certain coastal permits, minor lot line adjustments, legalization of illegal housing units, and lot mergers that are processed through administrative hearings. This new position also supports the City's efforts to streamline the review of housing development. The Zoning Administrator is also tasked with improving services and processes that Planning Bureau provides through the Permit Center, most commonly zoning review of building permit applications and business license requests.

Police - Communications Division

In the FY23 budget, the Police Department created the Communications Division in the Executive Bureau. The creation of this new division is part of the department's commitment to enhancing internal and external communications. The division is led by the Executive Communications Officer, who reports to the Chief of Police.

Police - Community Services Bureau

As part of the FY23 Budget, the department created the Community Services Bureau and added several police officer positions. This past year, the Bureau has worked diligently to stand up the Neighborhood Safety Bike Team (NSBT), the Community Services Assistant (CSA) Program, and onboarded additional Quality of Life (QOL) Officers to assist with the homeless crisis.

The Community Services Assistant (CSA) Team was created to ensure efficient resource allocation and further the department's efforts to address crime in our community. These civilian employees will support law enforcement functions previously performed by sworn personnel responding to non-emergency calls for service for situations that do not require the specialized training or equipment of a sworn police officer. Call types include non-injury traffic collisions, blocked driveways, noise complaints, among others. This model went live in mid 2023.

Police - Recruitment Taskforce

To address the historic recruitment and retention crisis, the department launched the LBPD Recruitment Task Force. The Task Force, represented by both sworn and civilian employees from throughout the department, representatives from Civil Service and Human Resources will evaluate and implement solutions to expedite the recruitment, selection and hiring processes.

Police - Operations Center

To ensure the department has the appropriate staffing required to respond to emergency calls for service, the Department Operations Center (DOC) was activated full time. The DOC is managing and forecasting resources during a critical staffing shortage and has centralized all patrol staffing. In addition, by leveraging technologies, the DOC has created efficiencies in staffing protocols to better manage the limited resources and reduce effects on emergency response. The DOC is working to find and implement additional technology solutions to better manage resources and forecast the staffing requirements of the department.

Public Works – Engineering & Transportation Mobility

The Engineering Bureau and Transportation Mobility Bureau are being reprogrammed to better align department operations, focus on City priorities, create efficiencies, and deliver critical infrastructure projects. To set the team up for both short and long-term success, reduce redundancies, provide succession planning, and manage workload, the Engineering Bureau, led by the City Engineer, will continue to focus on civil engineering and stormwater CIP & compliance while adding a Traffic Engineering Division led by the City Traffic Engineer.

The Transportation Mobility Bureau (TMB) is being repurposed into a new Transportation Project Management Bureau with a focus on planning, grant management, and capital project delivery for transportation, mobility, and other horizontal infrastructure projects as outlined within the infrastructure and investment plan. This ensures alternative transportation and complete street elements are included within larger infrastructure projects providing a more streamlined and holistic approach to project management.

The major streets and residential streets and alleys programs from the Engineering Bureau will be merged under the new Street CIP Division within the new Transportation Project Management Bureau providing synergy, collaboration, consistency, and succession planning for both teams.

The new Corridor & Special Projects CIP Division within the new Transportation Project Management Bureau will bring together the planning team from the Transportation Mobility Bureau and the former Complete Streets Division in the Engineering Bureau to focus on planning, grant management, and project delivery of large transportation corridors and special projects.

The Local Infrastructure Division will be renamed the Civil Engineering Division and continue to focus on the Sidewalk/ADA program, Bridge Program, and Engineering Standards programs. The Assistant City Engineer will continue to address the needs of the Department, create standard plans and policies, update specifications, and ensure engineering best practices are maintained.

Public Works Right-of-Way Construction Division

The Right of Way (ROW) Construction Division established in-house concrete crews to place pervious concrete in tree wells with missing tree well covers. This process will protect pedestrians from uneven pavement caused by missing tree well covers while allowing water to pass through the pervious concrete to nourish the tree year-round. In FY 24, the Division will further expand the abilities of the in-house concrete crews to respond to needs in a timely, cost-effective manner.

Human Resources – Occupational Health Pre-Employment Requirements

Implemented a One-Stop Shop in Occupational Health where new employees can complete all of their pre-employment requirements (pre-employment physical, live scan, oath). Also, joined a live scan network of over 600 live scan locations where any potential City employee in the State of California can complete their live scan in a timely manner. The department was able to eliminate approximately 66% of drug screens/physicals for employee candidates.

Human Resources – Talent Acquisition Updates

Creation of LBRA HR Newsletter, LBRA Recruitment Dashboard, Veteran Resource's and Talent Acquisition Webpage which helped talent acquisition initiatives. They curated a Talent Retention Training Series. Equity Training for all city staff was conducted. This has led to successful Executive recruitment processes for Police Chief, Fire Chief, Director of Development Services, Director of Economic Development.

Human Resources – Training & Equal Opportunities Employment

Human Resources led a new learning management system & managed 120 citywide complaints/investigations. They also launched the Employee Demographics Online Portal for transparency.

Human Resources – Internships

The Human Resources department led an Intern Program Update to standardize the program citywide and conducted salary study to ensure competitive/fair pay.

Human Resources – Recruitment Incentive Program

The Human Resources department led and developed the Recruitment Incentive Program for hiring purposes during a historically tough season for recruitment.

Human Resources – Labor Relations

The Human Resources department successfully negotiated successor MOU's with 3 public safety groups (POA,FFA,LGA). They also led meet and confers regarding COVID-19 vaccinations, step placement policies for new hires, reopening of BJK library, retention bonuses, vacation cash-out, etc.

Police Oversight Department

Establish a new structure for Police Oversight in the City based on an Auditor/Monitor model that includes a new Police Oversight Department and Police Oversight Commission that work collaboratively with the Long Beach Police Department to enhance public trust, transparency, accountability, and oversight of Police operations. The new Director of the Police Oversight Department will report directly to and will serve at the discretion of the Mayor and City Council.