Innovation & Efficiency

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INTRODUCTION

The City of Long Beach aims to build a community with a safe, healthy environment; well-maintained streets, buildings, and parks; a growing local economy; and ample opportunities for economic and social opportunities for its residents. City staff is dedicated to maximizing these initiatives and services within existing budgetary constraints. Under the leadership of the Mayor and City Council, City staff continues to implement an impressive number of new initiatives each Fiscal Year in addition to the continuation of initiatives from previous years. While these initiatives may not always generate immediate cost savings, they are a part of a greater strategy of future cost avoidance, improved customer service, and increased sustainability.

In FY 25, the City continued to bring to bear innovative approaches to address pressing public safety concerns, the housing and homelessness crisis, as well as issues with staffing and human resources, all the while continuing economic recovery efforts and inclusive citywide communications. The City continues to build on the lessons learned through the pandemic, incorporating innovations into daily operations and looking forward to continuing this work in FY 26 and beyond.

Organizationally, FY 25 brought several significant changes aimed at improving service delivery, efficiency, and equitable allocation of resources. Long Beach voters approved an amendment to the City Charter to modernize and streamline the City's hiring practices, resulting in a successful merger of the Human Resources and Civil Service Departments, and several Departments restructured operations to more effectively coordinate across complex projects. In the realm of public safety, the City has implemented innovative programs to provide behavioral health services to individuals in custody; coordinated electronic records to reduce ambulance patient offload delays; and expanded the reach of its digital radio system. To address homelessness and the housing crisis, innovative efforts have included improvements to the emergency shelter and community roadshows to meet members of our community where they are. Finally, the City continued its transition into a digital service model, including an expansion of the Library's catalog offerings and integrated Library systems, cloud-based regional fire mapping, and electronic background checks.

CITY SERVICES

Community Development Virtual Counter Meeting Services

The Department has long offered internal and special meetings electronically, but permitting visits required an in-person visit to the Development Services Center (counter). The Community Development Department first began offering limited virtual counter meeting services in FY 24, so customers could get answers to building code questions remotely. After a successful trial period, the program has been expanded to include building, fire, mechanical, electrical and plumbing code questions. This service saves time and travel, giving customers direct access needed to get clarification on requirements impacting their project during the early design and pre-submittal phases. This enhances customer service and leads to better-informed project development.

Community Animal Medicine Project

Long Beach Animal Care Services (LBACS) partnered with Community Animal Medicine Project (CAMP) to bring low-cost vaccine clinics to the public each Monday and the 2nd/4th Friday of the month. LBACS partnered with CAMP and Helen Sanders Cat Paws to fix 125 community cats. LBACS participated in pet adoption events at Pet Supplies Plus, Sports Basement as well as participating in the vaccine/adoption clinics throughout the city. LBACS partners with volunteers for the Pet Literacy Program, with LB Adult School for medical team volunteers, K9 Kismet and Zoom Room for volunteer-led events and classes. Long Beach Animal Care Services engaged 185 volunteers aged 15 to adult in the Pet Literacy Program to help socialize dogs. Organized over 35 off-site adoption events, focusing on communities that may not have readily available access to the shelter for pet adoption.

Created Development Project Inquiry System

Created an online platform to allow developers and other interested parties to inquire about the status of their projects. The system leverages existing technologies and allows City Planners to receive and respond to inquiries using one unified system. The platform acts as a constituent relationship management system and allows staff to have a full view of the constituent and the property/project being inquired about. This in turn allows Planners to provide consistent and cohesive responses. The outcome is more uniform, consistent responses to the public without having to force constituents to make phone calls and/or visit City Hall.

Long Beach Animal Care Services Volunteer Expansion

LBACS streamlined and enhanced the onboarding process for volunteers, with efforts including emphasizing volunteer recruitment during outreach events; utilizing the Better Impact volunteer platform more effectively; increasing the frequency of volunteer orientations; creating animal handling “levels” for volunteers to achieve; distributing a monthly volunteer newsletter; holding general volunteer meetings with leadership; and forming volunteer committees to engage and empower core volunteers. Ultimately, this has led to a significant expansion of the volunteer base to 250 active participants and an enhancement of community engagement efforts

DocuPet

The City implemented DocuPet, a free, cloud-based pet licensing platform for residents to pay for pet licenses online and receive their tag via mail. DocuPet will streamline City operations, enhance the licensing experience, and increase licensing revenue by up to 17%.

Library Strategic Plan

In conjunction with OrangeBoy, Inc., the Library completed a new 2025-2030 Strategic Plan which unveiled a new mission and vision statement, new department objectives, and strategies to achieve them. The year-long process involved one-on-one interviews with key stakeholders and community leaders, an internal workgroup, and customer and community surveys.

Filipino American Cultural Heritage Collection

The Library celebrated the grand opening of the Filipino American Cultural Heritage Collection at the Bret Harte Library on May 31, 2025. Celebrations included a ribbon cutting ceremony, Kulintang Performance with Ube Arte, and Filipino Family Storytime with Author Rachell Abalos. This special collection features bilingual books and materials in multiple Filipino languages.

Sidewalk Vending Technology Solutions

Developed technology solutions to aid the City in sidewalk vending management and enforcement efforts. Products include: a mapping application for vendors to understand where they may/may not conduct business; a survey map for staff use intended to assist with enforcement efforts; and enhancements to Go Long Beach for reporting and responding to sidewalk vending concerns.

Modernizing Permitting and Licensing

Launched the LB Builds project to replace the City's legacy permitting and licensing system with a modern, online solution. The project is being implemented using a phased approach to ensure a smooth transition and effective adoption across departments and public-facing services.

GIS Map of Active Permits / Publicizing Public Works Permit Data

In FY 22, Public Works participated in the Smart Cities Challenge by working with a private vendor to implement a pilot program 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. The goal was to improve 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. The initiative has also increased the communication efficiency between the Private Development and Inspections groups on permitted projects. In FY 24, the Project Management team launched the Private Development Map to showcase permitted and active projects within the City of Long Beach. In FY 25, permit inspections operations have been fully integrated into the map. 500 average inspections a month are scheduled and tracked covering all Private Development permit types.

Go Long Beach

The Go Long Beach processed 69,312 case requests during 2024 calendar year and has processed over 29,500 requests during the first half of 2025. The app is used by constituents for a variety of services ranging from graffiti, dumped items, e-scooters, and more. All data is made publicly available via the City's open data portal at data.longbeach.gov.

COMMUNITY HEALTH

Dive Into Parenting

The Library (LBPL) served over 160 people through “Dive Into Parenting” workshops on children’s health. This program, aimed at parents of young children, is part of a collaboration between LBPL, Help Me Grow LA, and the Long Beach Health and Human Services Department.

Dive Into Reading Graduation Ceremony

The Library celebrated a graduation ceremony for 25 children ages 0 to 5 years old who read a thousand books before kindergarten as part of LBPL’s “Dive Into Reading” early childhood program.

Celebration of the Young Child

The Library hosted the 5th annual “Celebration of the Young Child” at the Billie Jean King Main Library and Lincoln Park, which is co-produced by the Health Department's Early Childhood Education Program and The Long Beach Public Library. Hundreds of families attended the festival which included an interactive resources fair, musical performances, a bounce house, crafts, and games.

Long Beach College Promise Graduation Stoles

The City of Long Beach proudly sponsored a milestone initiative to honor LBUSD seniors who have committed to attending Long Beach City College (LBCC) or California State University, Long Beach (CSULB) this fall. In close coordination with LBUSD, LBCC, and CSULB, the City distributed more than 2,900 Long Beach College Promise Graduation Stoles during Decision Day celebrations across LBUSD high schools —each symbolizing a student’s college enrollment and future aspirations. This effort reflects the City’s strong investment in the Long Beach College Promise and its continued commitment to building a supportive, collaborative educational ecosystem. We look forward to seeing these future college students proudly wearing their stoles at graduation ceremonies in the coming weeks, representing the promise of opportunity, partnership, access and achievement.

COMMUNITY IMPROVEMENT

Seismic Resiliency MAP

The Community Development Department is working closely with property owners, engineers and developers to actively explore measures that support seismic resiliency across the City. These efforts include a Building Seismic Resiliency Program to identify soft, weak or open front wall lines (SWOF) in wood-framed buildings, which are potentially vulnerable in major earthquakes. To support these efforts, the department led outreach efforts through in-person and virtual engagement events, released a GIS map identifying potential SWOF buildings and notified property owners to encourage voluntary seismic strengthening. This helps educate the community about seismic safety, alerts the public to safety efforts underway, and helps encourage voluntary preparedness and retrofit to mitigate risk.

Residential Organics Collection Program

During the first phase of the Residential Organics Collection program, the Department of Public Works – Environmental Services Bureau successfully connected with over 2,000 homes through targeted door-to-door outreach, ensuring direct and personalized communication. To enhance accessibility, bilingual education and outreach materials were mailed, with additional language options available upon request and online. Various education and outreach methods were also tested to identify the most effective communication strategies for the community. Insights gained during this phase were used to inform future program expansions.

Scooter Pilot Program on the Beach Path

Public Works launched a 12-month pilot program to allow e-scooters on the beach bike path. The pilot will determine what protocols need to be put in place to successfully allow e-scooters to share the bike path with bicycles along the beach path. Public Works is taking an education first approach to alert residents and visitors alike about how to safely use e-scooters along the path through a rigorous outreach plan. The City is also collecting valuable data for the pilot to be able to inform residents and City Council about the pilot's progress. Data collected will include the number of trips starting and ending on the beach path, e-scooter parking behavior and violations, ride duration and purpose, and overall community feedback. The pilot will also assess impacts on other high-traffic areas and general compliance with speed limits, right-of-way rules, and helmet usage for all modes of transportation.

Launched Second Cohort of Long Beach Collaboratory (LB Co-Lab) program

The Long Beach Collaboratory (LB Co-Lab) is a civic technology program that pairs community members with City staff to co-design and implement solutions that address real City problems. The central premise of LB Co-Lab is that inviting Long Beach community members to participate directly in the co-design process will lead to more effective, accessible City solutions that address neighborhood needs.

TID received 232 applications from Long Beach community members to become Innovators in Residence (IIRs), a 400% increase from last year. Our team conducted a rigorous three-stage evaluation process to select 12 diverse IIRs that will be part of the program for the next 18 months and serve as key members of each project team.

We solicited 41 ideas from City of Long Beach officials for community-facing challenges to explore and solve through LB Co-Lab. We evaluated each submission based on alignment with the 2028 Olympics, and results from a community poll we issued that received 150 responses. We selected three final challenges (below) which will form the basis for the neighborhood solutions we invest in. The challenges are: Business safety in commercial corridors, services for vulnerable populations, and vacant lot monitoring and activation.

ECONOMIC DEVELOPMENT

Grow Long Beach Economic Blueprint

A comprehensive, 10-year plan for creating more equitable economic opportunities for workers, investors and entrepreneurs in Long Beach. The policy recommendations embraced in the plan outline eight broad focus areas to drive economic growth. The plan document also highlights the Grow Long Beach Initiative and key strategies to further expand and diversify the economy by focusing on local entrepreneurship, talent, advancing targeted industry sectors and related efforts. The document will be made available in print as well as electronically in English, Spanish, Khmer and Tagalog.

2028 Games Collaboration Hub

To strengthen cross-departmental coordination and streamline planning for the 2028 Olympic and Paralympic Games, the City Manager's 2028 Games Executive Leadership Team launched a centralized Microsoft Teams workspace that brings together multiple departments to plan, track, and communicate Games-related goals and activities. The platform includes dedicated channels for each planning sub-group, templates to standardize processes, a Miro board outlining the organizational structure and membership, a tracker to assign and monitor Games tasks, and a Microsoft List where team members log key takeaways from LA28 meetings to keep the whole group informed. As a multi-year initiative, the platform will also serve as an onboarding tool, allowing new team members to quickly get up to speed as staffing evolves. Overall, the site enhances transparency, real-time collaboration, and efficiency across City teams working to deliver this major project.

2028 Games Strategic Roadmap

City staff collaborated with KPMG to develop a strategic plan for Long Beach's role in the 2028 Games. Through three core themes – equity, public safety and legacy activities with focus in the areas of small businesses; arts, culture and tourism; and youth engagement – the Strategic Roadmap will be used as a guiding framework for Long Beach's role in the 2028 Games to ensure a safe, world-class experience for athletes and attendees, represent Long Beach on a global stage, and provide a platform to nurture local communities.

Neighborhood Marketplace Profiles

The Economic Development Department has created a series of 25 collateral materials highlighting the city's diverse business corridors and various adjacent neighborhoods. The profiles will feature compelling narratives, demographic and business data, infographics and more and will serve as valuable tools to help attract more business and investment to every part of the city. The profiles will be printed and made available electronically on a dedicated, user-friendly project website.

Microenterprise and Grow Long Beach Funds Combination Approach

The City of Long Beach's small business loan program provides entrepreneurs with capital to start their business, assist with businesses growth and expansion, or to provide operating capital. During the calendar year 2024 through 2025, the City's small business loan program utilized a combination of program income from the Revolving Loan Fund (RLF), Community Development Block Grant Funding and the Grow America Fund (GAF) to assist small businesses within the Long Beach community. The program provided 13 businesses with a total of $983,700. Additionally, 6 of the 13 businesses leveraged their RLF loan to unlock $1.4 million in loans through the City's second loan program to expand and grow their business operations. Combining both loan programs saves each business hundreds of dollars through lower monthly interest payments by funding borrowing needs through the RLF. This further encourages job creation and retention, marketing, equipment and everyday business expenses and GAF to fund construction related needs, refinancing high interest debt as well as real estate acquisition. With the combination of loans, businesses have been able to create/retain over 40 jobs.

Legacy Business Program Launch

The Economic Development Department launched the Legacy Business Program in October 2024 to recognize and champion longstanding establishments that have helped shape Long Beach into the vibrant community that it is today. From historic, nationally known eateries such as Long Beach's oldest bar Joe Jost to culturally significant, neighborhood staples like the City's first Cambodian Kickboxing gym, over 60 businesses are now recognized as Long Beach Legacy Businesses. The Program will help preserve the unique character and cultural identity of Long Beach by recognizing and creating a system of support for qualifying businesses that have operated within the city for at least 10 years and are significant contributors to its history and identity. Certified Legacy Businesses will be formally recognized in the Program's registry and receive a certificate, plaque and window decal to display in their establishment. Participating businesses will have access to free technical assistance, marketing and promotional support, networking and referral opportunities and more.

Bludot CRM for Local Businesses

The Economic Development Department implemented the Bludot CRM system in February 2025. This system syncs with business license data to better inform program service delivery and track interactions with businesses over time. The system was implemented to provide better data on what businesses are being served through City programs and help direct outreach and services to where they are most needed.

Vacancy to Vibrancy Interactive Real Estate Map

The Vacancy to Vibrancy map provides resources for users to identify potential sites that offer prospects for economic growth for their business. Users can explore available listings by clicking on the interactive map to review site specific details, including location, description and intended use of space; or by using the filter or keyword feature to search by listing type, property type, square footage and more. This easy-to-navigate interface encourages business owners and entrepreneurs to engage in strategic decision-making to identify their appropriate real estate needs, whether commercial, industrial, or office.

Rapid Response Program

In FY 25, Economic Development launched the Rapid Response Program to deliver timely, on-site assistance to businesses impacted by break-ins, vandalism, and public safety concerns. The program ensures outreach within 24 to 48 hours of a reported incident, connecting business owners with resources such as the Visual Improvement Program (VIP), BizCare navigation, and coordination with departments like Police, Public Works, and Code Enforcement. The program has supported approximately 80 businesses across Long Beach, including legacy storefronts and immigrant-owned small businesses, many of which received multiple visits. Business owners have shared that the program made them feel seen and supported during vulnerable moments, helping them reopen faster and avoid permanent closure.

Homeless Youth Service Corps Pilot Program

California Volunteers, through its Youth Jobs Corps initiative, has provided critical funding support to advance the City of Long Beach's youth workforce development strategies, including the launch of the Long Beach Public Service Corps (LBPSC) and support for targeted internships such as the Urban Planning Internship and the Long Beach Youth Fire Corps. Through collaboration with LBWIN, California State University, Long Beach, California State University, Dominguez Hills, and Long Beach City College, LBPSC has created paid internships for over 200 young adults interested in careers in local government and public service. Many participants are from high-poverty areas or communities impacted by COVID-19, with over 30% reporting the fellowship as their highest-earning job and nearly 90% using the wages to cover essential living expenses. Evaluation data from the first cohort show promising results: over half of the participants applied for public service positions following their internships, and many secured employment or admission to graduate school.

Building on the success of these programs, the City recently submitted a proposal to the California Volunteers for funding to pilot a Homeless Youth Service Corps. This pilot aims to embed 15 transitional-aged youth into frontline homelessness response roles in collaboration with the Health Department's Homeless Services Bureau. The Fire Corps, also funded through California Volunteers, has offered a distinct pathway for youth exploring careers in public safety and emergency services, pairing civic engagement with professional exposure. Collectively, these programs reflect a broader commitment to scaling inclusive public service pipelines and ensuring young people, particularly those historically excluded from civic and economic opportunity, can access meaningful career pathways in Long Beach.

Fleet Services Internships

The automotive industry is expected to have a shortage of 200,000 technicians nationwide in 2025. In 2024, Fleet Services partnered with local automotive trade colleges to establish an internship program in Fleet Services maintenance facilities. The program is designed to give local students in the automotive industry hands-on experience. This internship also gives a potential pathway for interns to be employed by the City of Long Beach through the normal hiring process. Fleet hired two interns in the Maintenance Division from Long Beach City College, to provide out of the classroom training for real world mechanical experience and learning.

Labor Compliance Regulation Training

Labor Compliance hosted multiple staff trainings to ensure knowledge of Federal, State and local contractor's employee wage protection regulations for contracts completing public works of improvement. Continued to streamline and strategically train staff to ensure compliance with requirements such as Davis-Bacon, prevailing wage, and HUD.

'Doing Business with the City' Webinars

As of May 2025, Purchasing completed 8 monthly "Doing Business with the City" webinars with 439 businesses, to increase their access to City contracting opportunities.

Procurement Vendor Outreach Efforts

City staff has emphasized vendor outreach to improve contracting outcomes, and in 2024 attended 40 outreach events to provide vendors with information about the procurement process, contracting opportunities and Long Beach Buys, the City's procurement platform. Began targeted outreach and matchmaking efforts for active solicitations, both formal and informal, resulting in bid submissions from local businesses. This achievement supports the City's strategic goals for City procurement opportunities that help diverse local businesses expand, create jobs, and reinvest in Long Beach.

Sidewalk to Success Program

Business Services Bureau staff conducted direct community outreach to educate potential small and micro-business owners on the process of becoming a licensed Sidewalk Vendor. The new ordinance went into effect that complies with SB 946, a state law which offered guidelines for how cities could create a compliant ordinance (LBMC 5.73). As a result, the "Sidewalk to Success" comprehensive guide along with a variety of educational pieces were created, in various languages, to educate the stakeholders impacted by the new ordinance. City staff hosted "Sidewalk to Success" Town Hall meetings and weekly webinars in collaboration with Environmental Health staff, local Business Navigators, and Economic Development staff. The information presented covered all details of the ordinance, operating requirements, application process, documentation needed and information regarding support the City is providing for the first year of the program in terms of funding. Funding by the Long Beach Recovery Act allowed for a fee waiver of the business license tax and insurance reimbursement in the first year of the Sidewalk Vending Program for vendors. This program reduces barriers by covering the business license tax and cost of general liability insurance up to $450 for the first year of the first 150 sidewalk vendors licensed through February 2025.

Downtown Shoreline Vision

After two years of extensive community engagement and technical analysis, a draft vision concept to for the downtown shoreline was released for public review and feedback. The vision calls for an inclusive oceanfront destination for our community and the world. This project will contribute to the City's economic resiliency, as it builds on existing hotel, shopping, dining and convention resources to expand the downtown waterfront through improved transportation options, public and open spaces, and events and sports venues.

Modernized Parking Regulations through Zoning Code Updates

In FY 25, the City Council adopted a Zoning Code Amendment and Local Costal Program Amendment for the Change of Use Parking Amendment (COUPA). This update eases the pressure of parking requirements and increases business redevelopment and outdoor operational opportunities. A key component of the update addressed parking requirements for change of use, where one business use changes to another use with minimal or no expansion of the existing building or tenant space. These types of circumstances have previously been a barrier to filling storefront vacancies. COUPA helps accomplish a series of policy objectives by removing additional parking requirements for the change of use for a building more than ten years old, creating a Parking Exempt Area and removing parking minimums to bring the code into compliance with California Government Code Section 65863.2 (Assembly Bill 2097), and updating entitlement processes relating to parking requirements.

Downtown Focus Taskforce

On November 14, 2023, City Staff presented the Roadmap to Downtown Recovery: Enhanced Focus on Downtown Long Beach, a framework of strategies and approaches to enhance public safety and support businesses in Downtown Long Beach. On March 5, 2024, in partnership with Downtown Long Beach Alliance, Convention and Entertainment Center, Visit Long Beach, Los Angeles County, and Los Angeles Metro, the City convened the Downtown Focus Taskforce. This Taskforce met on a regular basis to improve public private partnerships and collaboration in the Downtown area. The Taskforce monitored implementation of the City's Roadmap to Downtown Recovery, discussed emerging needs, and shared information on local and regional resources. In addition to regular meetings, the Taskforce conducted three business walks, engaging business owners in each area to learn about specific needs, connect with City and DTLB Alliance resources, and collaborate on solutions. The three walks focused on the East Village neighborhood (June 27, 2024), Shoreline Village and Pike Outlets (November 7, 2024), and North Pine Avenue (February 6, 2025). The final meeting of the Downtown Focus Taskforce was on December 12, 2024.

FINANCE

Contracts Dashboard

The Financial Services Division's Contracts team worked with the Technology and Innovation Department's staff to create a Public Works Contract Database, transforming how contract information is presented and accessed across the department. This transition from a static report to a searchable, centralized, always up-to-date database allows staff to easily view and navigate current contract information.

The database provides many features that will allow staff to understand which contracts are available to use, assist with planning future procurements, and provide staff with up-to-date contract information. The database includes:

- Daily Updates: Contract information is updated online each day. Staff no longer need to wait a month to see updates to the contract report. All data included on the new online Power BI Database is pulled each day from Simpler to keep all data up to date.

- Email Reminders: The new database will provide email reminders to the contract coordinator and the contract manager when contract terms are near the expiration date. These reminders will allow staff to plan ahead if a contract renewal, extension, or new procurement is needed. The emails will also provide information on who to contact to help with these items.
- Search Features: The database will now allow users to search for contracts by multiple filters (coordinator, manager, vendor name, available amount, etc.).

Grants Guidebook

To increase efficiency and reduce unnecessary errors when staff are applying for, appropriating, and administering grant funding, the Public Works Grants Administration Division developed a Public Works Grants Guidebook that establishes consistent standard operating procedures for all grant cycles. Additionally, the Guidebook provides a clear framework for staff to follow when seeking, applying for, and managing grant funding.

Grants Submitted & Funding Secured

For Fiscal Year 2025, the Public Works Grants Administration Division submitted multiple grant applications to local, regional, state and federal agencies. As a result of these efforts, the Grants Administration Division secured over $20 million in grant funding. A total of 11 grant applications were submitted, with five grants awarded and six grants pending award status.

- Rivers and Mountains Conservancy: Awarded two grants totaling $5,446,650 for two Projects (Drake Chavez Connection, West San Gabriel River Trail Enhancement – Phase 2). The grant funding will assist in the design of the Drake Chavez Connection Project, and implementation for the West San Gabriel River Trail Enhancement Project.

- Local Highway Safety Improvement Program: Two grants awarded totaling $9,927,630 from Caltrans. The grant funding will assist with crosswalk improvements, and city signage and replacement citywide.
- Los Angeles County Metropolitan Transportation Authority (LA Metro): Secured an additional $9,000,000 for the Shoemaker Bridge Replacement Project. The additional funding will assist with the design phase of the Shoemaker Bridge Replacement Project.

Project Ledger and Fund Management

In FY 25, the Department of Public Works achieved a landmark milestone in financial management through the full reconciliation of its Capital Improvement Program (CIP) Project Ledger; an effort that has significantly improved fiscal transparency, project oversight, and strategic fund allocation. The Department currently oversees approximately 800 active CIP projects, representing a combined total of nearly $1.8 billion in appropriated funding. Approximately a third of these projects originated prior to the City's transition from the legacy FAMIS system to MUNIS, adding complexity to project tracking, revenue reconciliation, and fund management.

To address these long-standing challenges, the Business Operations Bureau mobilized a cross-functional team of CIP Budget Analysts to lead an exhaustive, multi-year ledger cleanup and reconciliation effort. Phase I was completed in Summer 2023, encompassing the thorough review and reconciliation of over 800 projects—representing over 95% of the active project portfolio. This included more than 1,700 approved budget (BGT) and journal entry (JE) transactions totaling $600 million in budget and actuals. The work required a deep understanding of MUNIS ledger mechanics, including REM codes, priority levels, revenue allocation rules, and project segment structures. Over 3,500 hours of staff time were dedicated to this initiative, which also benefitted from close coordination with Financial Management – Budget staff to ensure citywide fiscal integrity.

With the ledger now fully reconciled, the Department has been able to confidently identify available funding to bridge critical gaps in project delivery. In tandem with this achievement, Public Works launched a dedicated Capital Budget Division in FY 25. This new division is tasked with managing the CIP, developing improved fund forecasting methodologies, and maximizing the amount of available funding during a period marked by economic volatility and escalating construction costs. The enhancements to fund visibility and forecasting have enabled the Department to reallocate surplus funding into future CIP budgets, ensuring that vital infrastructure investments continue uninterrupted and aligned with citywide priorities.

HOUSING AND HOMELESSNESS

Inclusionary Housing

On February 11, 2025, the City Council voted to expand the Inclusionary Housing Requirement citywide. Inclusionary housing is the regulatory tool by which a small portion of every market-rate housing development is dedicated to affordable units. Inclusionary and other market and incentive-based tools are an effective way for the City to reach its housing targets with only limited public subsidy available. This action ensures that all future housing developments of 10 or more units will include a percentage of affordable housing units, with affordability categories varying based on an equity lens. This important policy change implements the City's 6th Cycle Housing Element Update by furthering the City's commitment to create mixed-income, more integrated neighborhoods while facilitating the development of much needed affordable housing.

Backyard Builders ADU Assistance

In 2025, the Community Development Department offered the Backyard Builders Program, providing comprehensive assistance for financing, designing, permitting and constructing Accessory Dwelling Units (ADU) to ten eligible Long Beach property owners interested in renting their ADU to income-qualified individuals at affordable rents for a minimum of five years. This popular program spurred interest from over 400 applicants and provided zero percent interest, 30-year loans to assist homeowners and also increase access to affordable housing for renters.

Parking Citation Forgiveness Program

In collaboration with the Health and Human Services Department, Homeless Services Bureau, and the City Prosecutor's Office, Financial Management created a parking citation forgiveness program. This program, incorporated in the Homeless Court Program, formalizes and expands the City's program to waive or offset parking citations for people experiencing homelessness to help reduce barriers to housing and services. Assisted 300 unhoused persons with over 2,000 parking citations.

Emergency Shelter Improvements

In June 2023 City Council approved the purchase of the Emergency Shelter at 702 W. Anaheim from the Long Beach Rescue Mission for $7.2 million as part of the response to the declared homelessness emergency to establish a permanent, year-round shelter. In FY 25 the Emergency Shelter Roof Improvements project was completed. Design is ongoing for the interior improvements that include a new energy efficient HVAC system, upgraded plumbing and sewer systems, an upgraded roof, and other tenant space enhancements to ensure suitable, safe, and welcoming conditions.

Youth Shelter and Navigation Center

Construction was completed for the new Youth Shelter and Navigation. The facility provides 13 beds as well as resources and support for transitional age youth experiencing homelessness. The project renovated the existing facility for a permanent homeless shelter and a daily storage facility. Building improvements included new interior walls, doors, shower rooms, remodeled restrooms, new interior ceilings, lighting, an upgraded electrical panel, exterior paint, and finishes. A new storefront with a partial glass façade was added in addition to sidewalk and driveway improvements in front of the building.

Homelessness Strategic Plan Update - Community Engagement

From February 2024 to February 2025, the City, in partnership with City Fabrick, implemented the first phase of its Homelessness Strategic Plan Update, focused on soliciting input to ensure this plan would incorporate the lived experiences, perspectives, and needs of individuals experiencing homelessness, service providers, community members, City staff, and other key stakeholders. The Team engaged over 1,100 people through multiple media, including six (6) listening sessions, a public survey available virtually and with six (6) in-person canvassing events, a community open house (September 26, 2024), and seven (7) roundtables. The Team developed a comprehensive report analyzing and summarizing the community input, which will be incorporated into the identification and prioritization of strategies and goals for the 5-year Homelessness Strategic Plan, to be completed in Summer 2026.

HOME Community Roadshows

On June 12, 2025, the Office of Homeless Strategy and Partnerships will host its first HOME Community Roadshow (Housing and Homelessness Opportunities, Mobilization, and Engagement) at the Doris Topsy-Elvord community center. The first in a series of quarterly events, the HOME Community Roadshow will be an open house event focused on exploring the root causes of homelessness, the City's homelessness response system, and evidence-backed solutions. City staff from Homeless Services Bureau, Planning Bureau, Housing and Neighborhood Services, and the Housing Authority will engage attendees and collaborate on solutions. Service providers and community-based organizations will also be present to promote their programs and services. These meetings are intended to create a space to better equip community members to understand the factors that create and perpetuate homelessness, as well as an opportunity to discuss how the entire community can respond and work together.

City Response to *Johnson v. Grants Pass* Supreme Court Decision

On June 28, 2024, the Supreme Court reversed the U.S. 9th Circuit Court of Appeals decision in the case of *Johnson v. Grants Pass* (9th Cir. 2022) 50 F.4th 787, setting precedent that public agencies may now enforce local laws restricting sleeping and/or camping in public space, regardless of the availability of shelter options. On August 12, 2024, City staff released a memo outlining the City response to this decision, a legal summary of the ruling and the City's proposed approach, including an encampment resolution strategy to address Priority Focus Areas. The memo also noted the limitations of over-reliance on criminal enforcement in homelessness response, potential challenges and unintended consequences, necessary resources, and other efforts to mitigate the impacts of increased enforcement.

In responding to the changing precedent, the City sought to maintain a balanced approach, incorporating the new enforcement mechanism as an additional tool within a larger, human-centered response to homelessness. The City's homelessness response system remains committed to leading with services, investing in proven, long-term solutions to homelessness such as outreach, supportive services, and temporary and permanent housing. At the same time, the City now incorporates enforcement of its anti-camping ordinance as one tool to ensure access to crucial public resources impacted by persistent encampment activity. As part of this approach, the City identified Priority Focus Areas, implementing an encampment resolution strategy including multiple days of outreach, offers of supportive services and shelter, clean-up protocols, and notification that the area needs to be vacated. Enforcement of the anti-camping ordinance may be used as a means of dispersing encampments in priority focus areas if other outreach and service provision measures prove ineffective. On May 12, 2025, the City issued a memo analyzing the impact of this adjusted approach.

INFRASTRUCTURE

City Facility Damage Report

In response to February 2025 rainstorms the Department of Disaster Preparedness and Emergency Communications, in collaboration with the City's Severe Weather Team and key facility maintenance staff, developed a damage reporting and tracking tool for City facilities. This tool allows staff to quickly document damage assessments, upload photos, share information and record repair efforts for possible FEMA reimbursement. This, in turn, allows for greater alignment between the Emergency Operations Center (EOC), and field staff. This damage assessment tool is now part of the EOC data gathering strategy for significant disaster events.

Throne Portable Restrooms

The Parks, Recreation and Marine Department coordinated with the Technology Innovation and Innovation department to conduct a 4-month pilot program deploying Throne Labs Smart Restrooms for public use at Belmont Pier, DeForrest Park, Harvey Milk Park and Shoreline Marina. This was an opportunity to implement an innovative approach to providing higher quality, portable public restrooms in a pilot project program for a limited number of high-demand locations. Unique aspects of the Throne Smart restroom and the contract service-based support include the units being solar-powered, flexibility in scheduling of maintenance cleaning depending on the usage, and user-friendly, Q-R Code access for managing and evaluating performance.

Pothole Program

In FY 24, the Public Service Bureau, Street & Landscape Maintenance Division was able to fill a record number of over 48,000 potholes in a year. This was needed due to a heavy rainy season including a storm that dropped over 10 inches of rain in four days. The Bureau was able to accomplish this by temporarily reallocating staff throughout the Bureau, supplementing City staff with Conservation Corps of Long Beach members and committing to running pothole repairs six days a week. Operational efficiency has led to another successful year on target to hit approximately 47,000 potholes by the end of FY 25

Corridor Projects

Public Works has multiple major Corridor projects underway in varying phases. The Anaheim Street Corridor, Studebaker Road Corridor and Orange Avenue Backbone Bikeway projects have completed the design phase and will go to bid in FY 25, and staff have begun preliminary designs for the Willow Street and Pacific Avenue Corridors with complete street elements being incorporated into the scope of both projects.

- The Studebaker Road Project is planned to begin construction in Summer 2025. The Studebaker Corridor includes pavement rehabilitation, landscaped medians, Class IV bikeways with raised median buffer, pedestrian path of travel including ADA compliant curb ramps, pedestrian/bicycle lighting, fiber optic infrastructure, protected intersections, traffic signal modifications, and transit stop improvements.
- 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 Orange Avenue Backbone Bikeway will bridge gaps along the corridor for an 8.6-mile continuous bikeway between Jackson Street and Ocean Boulevard. The Class IV Bikeway will include protective measures such as raised concrete barriers and separation from the road with vehicle parking. It will feature safe connections to intersecting bikeway corridors, protected intersections with traffic signal upgrades, highly visible crosswalks, bus islands with dedicated transit boarding areas, as well as commemorative monuments and enhanced wayfinding signage.

Elevate ‘28 Infrastructure Investment Plan

In Fiscal Year 2025, the City increased the Elevate ’28 FY 23 – FY 27 five-year plan with an additional $180 million of funding received from additional sources, such as grant awards and funding appropriated for Elevate ’28 projects.

The Elevate ’28 Infrastructure Investment Plan now includes $305.9 million of Measure A funding and $626.8 million of funding anticipated from additional funding sources, such as LA Metro Transportation Funding (Prop A, Prop C, Measure M, Measure R), State Gas Tax, SB-1, LA County Measure W, and various grant awards, for a total plan amount of $932.7 million. The plan includes over 180 projects, as well as right-of-way improvements, located throughout the City, spread across eight funding categories:

- 2028 Olympic Legacy: $ 209,927,918
- Community & Cultural Investments: $17,000,000
- Gold Medal Park Refresh Projects: $61,115,000
- Mobility & Safety Improvements : $422,594,818
- Park Improvements: $44,765,244
- Public Facilities: $50,215,000
- Right-of-Way / Water Quality / Climate Action and Adaption Plan: $108,050,000
- Critical Facilities and Grant Match Funding Reserve and Other Critical Needs: $19,100,241

Parking Access Revenue Control Systems (PARCS)

Recent upgrades have been completed at The Pike Outlet and the Aquarium of the Pacific garages. The previous PARCS equipment in these garages was nearing the end of its useful life, making an upgrade essential to ensure efficient revenue collection, effective traffic management, and improved an experience for visitors.

Flash Parking equipment, which has proven successful in the Civic Center and City Place garages, has shown high cost-effectiveness for ongoing operations. It supports various modern payment methods and experiences minimal downtime. Investing in this modern PARCS equipment aligns with the City’s Climate Action Plan, which aims to reduce emissions. By improving parking procedures, decreasing vehicle idling times, and enhancing traffic management, the implementation of this new equipment will help lower greenhouse gas emissions and contribute to a more sustainable city. Also, providing visitors with an improved overall experience.

La Verne Beach Parking Lot Gate Arm

A new security access control system has been installed at the La Verne Beach Parking Lot. This upgrade includes a new median with an access kiosk, a gate arm, tire spike strips for vehicles, clear signage, and solar panels to enhance site security. These improvements are designed to prevent unauthorized vehicle access to the parking lot after hours, thereby increasing safety for both visitors and residents in the area.

Camera installation at City Place B and Pike garage

The Public Works parking operations team, in partnership with the Technology & Innovation Department, has upgraded the surveillance cameras at the City Place B and Pike garages. The City Place garages serve the Downtown Long Beach area, providing parking for visitors to local restaurants and businesses, as well as for employees, residents, and special events. Meanwhile, the Pike Garage serves the Shoreline area, offering parking for guests of the Pike Outlets, the Aquarium, city employees, contractors, and special events, including the Grand Prix. These security enhancements will improve safety and provide visitors with a better overall experience.

Establishment of In-House Concrete Crew

In Fiscal Year 2025, the Public Service Bureau added a structural in-house concrete crew to increase the City's responsiveness to needed localized sidewalk and ADA path of travel repair. This team was created to strategically address a longstanding backlog of sidewalk uplifts and concrete failures that pose safety risks to pedestrians and expose the City to potential liability. While large-scale, block-by-block concrete rehabilitation continues to be managed through external contractors, the new in-house crew is specifically tasked with executing smaller, high-priority repairs where deploying a full contracted team would be cost-prohibitive or operationally inefficient.

This targeted approach allows the City to address safety concerns more rapidly while maximizing the effectiveness of available resources. In FY 25, the Public Service Bureau began work on a backlog of 156 identified sidewalk uplift sites and anticipates full resolution of this list by the end of the calendar year. The strategic deployment of internal resources has already improved service delivery timelines and reduced public hazards related to sidewalk offsets and damaged curbs.

Looking ahead to FY 26, the Public Service Bureau's concrete crew will expand its collaboration with the Engineering Bureau's ADA/Sidewalk Capital Improvement Program Delivery Team. This interdepartmental coordination will play a critical role in supporting the City's compliance with the terms of the Ochoa Settlement, particularly in delivering accessible, ADA-compliant sidewalk infrastructure. Through this partnership, the City is laying the groundwork for a more agile and integrated model of infrastructure service delivery that advances both public safety and long-term liability reduction.

Enhanced User Communication Experience

TID is improving how employees communicate by transitioning to a modern, cloud-based phone system. This project replaces older phone technology with Webex softphone dialing and is integrated with Microsoft Teams. This means staff can make and receive calls directly from their computers or mobile devices, making it easier to stay connected whether working in the office or remotely. This transition improves reliability and user experience, and the future transition to a cloud-based phone system.

TID has implemented technology that allows remote workers to access internet-based resources directly from their remote connection, improving access and response time.

MOBILITY & LIVABILITY

Citywide Electric Vehicle Charging Stations

The Citywide EV Charger program continues to involve constructing charging stations for both public use and dedicated City vehicle use. Twenty new EV charging ports were installed in FY 25 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 326 charging ports. The City is exploring funding opportunities provided by Southern California Edison and the California Energy Commission for the possible installation of new charging stations for Public and Fleet use at additional proposed locations:

- Airport Lots A & B
- Animal Care Services
- Bach Neighborhood Library
- Burnett Neighborhood Library
- El Dorado Neighborhood Library
- Energy Resources Department
- Environmental Services Yard
- Fleet Services Yard
- Lincoln Garage
- LB MUST
- Main Health Building
- Marina Basin Lot
- Marina Green Lot
- Marine Maintenance Yard
- Marine Stadium Crew Yard
- Michelle Obama Neighborhood Library
- Parks, Recreation and Marine Department Administration and Maintenance Operations Bureau Yard
- Public Service Yard

Fleet Services and the Public Works Department continue to work together to support the installation of additional charging ports across 24 other City-owned properties for over 700 ports over the eight-year phased period. As current fossil fuel vehicles are being replaced, Fleet Acquisitions is assessing the needs and providing EV equivalent options for vehicles. To help lower carbon footprint, Fleet has deployed a pilot program to use UBER for pick up and drop offs, which reduces the number of vehicles on the road.

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. In 2025 the micro-shuttle program expanded, connecting the two zones for increased access and footprint. The program acquired 6 new vehicles capable of traveling longer distances under a single charge and allow travel on streets over 25 mph. This brings the entire micro-shuttle fleet up to 14 vehicles covering almost the entire area of the City south of 7th street.

The program successfully moved to being funded via Prop A funds after LBRA funds were exhausted. The program has also secured funding to research additional expansions to connect more areas of the City. It has become a necessary part of the micromobility landscape in Long Beach with seniors, accounting for 6% of riders in some areas. Grocery stores consistently live in the top 3 requested locations for drop off or pick up, and the number of pooled rides ranges from 31-60% of total rides.

Studebaker Corridor Complete Street Project

The Studebaker Corridor Complete Streets Project represents a transformative investment in Long Beach's transportation infrastructure and multimodal mobility network. Spanning 5.1 miles from 2nd Street to Carson Avenue, this historic investment will fully reconstruct Studebaker Road to better serve pedestrians, cyclists, transit riders, and motorists alike. The project will implement comprehensive infrastructure enhancements, including new crosswalks, ADA-compliant curb ramps and travel pathways, upgraded traffic signals, landscaped medians, protected bikeways, and designated bus islands. These improvements are designed to elevate safety, accessibility, and efficiency along the corridor while also supporting regional sustainability goals.

This project embodies the City's commitment to modernizing its transportation corridors with equity and environmental stewardship in mind. By incorporating protected intersections, upgraded wayfinding, and expanded urban greening efforts, the Studebaker Corridor Project promotes safer and more attractive streetscapes that encourage alternative modes of transportation across all age groups and abilities. In addition to its mobility enhancements, the project includes the expansion of the City's fiber-optic communication infrastructure to the eastern portion of Long Beach, thereby supporting future-ready technology needs and enhanced digital connectivity.

The estimated cost of the project exceeds $60 million, and the City has successfully secured full funding for its completion. Following a competitive bidding process, a construction contract has been awarded within the project's budget parameters. Construction is expected to begin in Fall 2025. Upon completion, this corridor-wide investment will significantly improve traffic flow, increase safety, and offer protected bikeways for the public, all while contributing to the broader vision of a more livable, connected, and sustainable City.

Electric Vehicle Fleet Upgrades

Numerous electric vehicle (EV) charging infrastructure projects in the works. Working with Public Works in sourcing vendors and contractors for the planning and construction of charging sites. As current fossil fuel vehicles are being replaced, Fleet Acquisitions is assessing the needs and providing EV equivalent options for vehicles. To help lower carbon footprint, Fleet has deployed a pilot program to use UBER for pick up and drop offs, which reduces the number of vehicles on the road.

PUBLIC SAFETY

Enhancing Behavioral Health Services in Custody

In partnership with the Department of Health and Human Services, the Police Department launched a Clinician in Jail program which brings a qualified mental health professional into the LBPD Jail on a full-time basis. The Clinician provides wellness resources and referrals to address housing and other social service needs inmates may be experiencing, to aid in re-entry and reduce recidivism.

Emergency Preparedness and Interagency Collaboration

The Police Department advanced its emergency readiness through targeted multi-agency training exercises. The All-Hazard Incident Management Team (AHIMT) partnered with the U.S. Coast Guard Incident Management Assistance Team for a comprehensive two-day oil spill scenario exercise, refining incident command protocols. Additionally, the Department participated in an active shooter tabletop exercise with the FBI and Jewish Long Beach, enhancing response coordination and reinforcing operational partnerships with federal and community stakeholders.

"602 No Trespassing" Property Crime Prevention Program

With support from neighborhood organizations and the Downtown Long Beach Alliance, the Police Department and City Prosecutor's Office expanded the "602 No Trespassing Program," citywide streamlining the process for property owners to authority officers to warn, issue citations, or arrest trespassers, in the absence of the owner or agent. Patrol Resource Officers continue to support enrollment citywide, enhancing proactive enforcement and fostering collaboration between officers and property managers to deter illegal occupancy and property-related crime.

Inclusive Workforce Recruitment

The Police Department achieved a historic milestone by hiring its first cohort of police recruits eligible under the Deferred Action for Childhood Arrivals (DACA) program. This landmark recruitment underscores the Department's commitment to workforce diversity and inclusivity, creating pathways for qualified individuals to contribute to community safety regardless of citizenship status.

Transparency Through Year in Review and Accountability Report

Demonstrating its ongoing commitment to transparency, the Police Department published its third annual Year in Review and Accountability (YIRA) Report in March 2025. This comprehensive report details departmental operations, community engagement efforts, demographic data, and performance outcomes. The YIRA, available on the Department's website, serves as a vital tool for public accountability and will continue to be released annually.

Jail Operations Modernization: Pilot Program

Developed a pilot program enabling Special Services Officers to handle the booking process, reducing the administrative burden on police officers and allowing them to focus on other critical duties. This new program, coupled with enhanced staffing in the Booking and Jail Transport Details, ensure that police officers are able to quickly return to responding to calls for service and proactive policing.

Youth Leadership Development and Public Safety Awareness

As part of the 2030 Youth Strategic Plan, the Police Department launched its first Youth Leadership Academy (YLA), engaging 47 Long Beach high school students in a weeklong program focused on leadership, conflict resolution, and civic responsibility. Each day emphasized one of the Department's core values: Respect, Accountability, Compassion, Integrity, and Service. In partnership with Pacific Gateway and Parks, Recreation and Marine, participants applied their skills through short-term employment at park activations, promoting youth-led community engagement and upstream violence prevention.

Citywide Procurement Training Initiative

In FY 25, the Police Department launched a robust procurement training initiative, delivering 15 targeted training sessions to 138 sworn and civilian staff members. The program increased knowledge of purchasing policies, compliance procedures, and best practices. By promoting informed procurement decision-making, the initiative strengthened internal controls and advanced the City's goals of fiscal responsibility and operational efficiency.

Emergency Information Webpage

In response to the devastating January 2025 wildfires that ravaged Los Angeles County, the Joint Information Center (JIC), in coordination with the Emergency Operations Center (EOC) launched a dedicated public facing webpage to provide real-time public health and safety information. The website served as a central hub for community members to access information regarding air quality, health advisories, evacuation orders, and impacts to City services. This webpage will now be used to share similar information to residents and visitors during future emergencies or disasters.

Mass Evacuation and Shelter In Place Plan

The Department of Disaster Preparedness and Emergency Communications led a multi departmental team and external partner agencies to develop the City's first comprehensive Mass Evacuation and Shelter-in-Place Plan. This plan provides a structured framework and operational guidance to assist decision-makers in planning for and supporting local evacuations, shelter-in-place orders, and re-entry efforts. The plan takes into consideration the needs of the City's older adults as well as the unique needs of our DAFN community. The plan underscores the critical need for well-coordinated and effective evacuation and shelter-in-place strategies.

Stabilized Ambulance Operator Staffing

The Fire Department has made the stabilization of Ambulance Operator recruitment, onboarding, and hiring a key organizational priority. In partnership with the Human Resources Talent and Acquisition Bureau, the department has successfully recruited non-career Ambulance Operators to support Basic Life Support (BLS) services. To maintain staffing levels, the department conducts recruitments every two-to-three months and operates a structured three-week Ambulance Operator Academy. This academy is designed to equip new personnel with the skills and knowledge necessary to perform high-quality BLS services. This proactive and coordinated approach has enabled the department to maintain a fully staffed roster of Ambulance Operators, despite naturally high turnover rates as individuals transition to full-time roles within the Long Beach Fire Department or other public safety agencies.

Lithium-Ion Battery Fire Prevention and Mitigation

The widespread adoption of lithium-ion batteries in consumer electronics, electric vehicles, and energy storage systems has introduced new fire safety challenges to consumers, businesses and public safety. In response, the Fire Department partnered with the Environmental Protection Agency and the Port of Long Beach to develop standardized operating guidelines for lithium-ion battery fire prevention and response. These efforts include stakeholder engagement with port terminal operators to increase awareness, education, and resources to ensure operational readiness among commercial partners.

Ambulance Patient Offload Delay (APOD) Tracking Dashboard

The Fire Department has developed a real-time dashboard to track Ambulance Patient Offload Delays (APODs) which occur when emergency personnel experience delays transferring patients to hospital emergency departments. Increased medical demand has led to a rise in APODs across local hospitals. The Fire Department now tracks all APODs by hospital, incident type, and unit. This data-driven approach has supported strategic engagement with hospital partners, with a particular focus on improving offload times for Advanced Life Support patients.

Completion of Fire Station 14

In March 2025, the Fire Department, Public Works, and City partners celebrated the grand reopening of Fire Station 14 to mark the strategic investment into a critical public safety facility. The renovations to Fire Station 14 include significant upgrades to modernize living and sleeping quarters for firefighters. Prior to the remodel, the station had one male restroom and one gender neutral restroom for fire personnel; now the station includes additional male, female and gender-neutral restrooms. The station also now includes expanded and improved storage areas for firefighting equipment, enhanced safety features such as upgraded systems and fire suppression capabilities and modernized administrative spaces. Additionally, the renovated station now includes the latest state-of-the-art technology and systems designed to optimize emergency response times and provide a safer work environment for LBFD personnel.

Complaint Response Team

In January 2025, launched a pilot Complaint Response Team (CRT) to address increasing citywide vending complaints. The multi-department effort includes Environmental Health, Financial Management, the Police Department and Public Works. The focus is on vendor education, removal of unsafe food, and confiscation of unpermitted equipment.

Digital Radio System Expansion

TID's expansion of the City's 700MHz digital radio system from a single site to a four-site simulcast network represents a major innovation in public safety communications. This upgrade significantly enhances radio coverage, signal reliability, and system redundancy across the city ensuring that Police, Fire, and other emergency responders can communicate seamlessly in real time, even in high-demand or challenging environments. With improved clarity and coverage, first responders can operate more efficiently and safely, ultimately providing faster, more coordinated service to the community during both routine operations and critical incidents. The project is currently 5 months ahead of schedule and is expected to be completed in the 4th quarter of calendar year 2025.

Initiated Electronic Citations Pilot

Initiated a pilot project for the Police Department to deploy electronic citation capabilities. The pilot is currently underway to a small number of patrol officers. Lessons learned will be compiled before expanding use of the pilot. Anticipated outcomes include greater efficiency and accountability by eventually eliminating the need to create, store, and route paper citations.

SUSTAINABILITY

Parks Lawn-to-Garden Program

The Parks, Recreation and Marine Department partnered with the Surfrider Foundation and Long Beach Utilities Department for the Lawn to Garden Program. Lawn to Garden events at Alamitos Bay's have transformed non-recreational turf areas into beautiful native landscapes. The projects restore healthy watersheds using contoured landscapes that direct water back into the ground instead of into storm drains.

Ocean Core Trash Can Replacement Initiative

The Parks, Recreation and Marine Department successfully completed the final phase of the Ocean Core trash can replacement initiative, strategically placing 320 new units using recycled material across beaches, inner bays, parking lots, and Rainbow Harbor docks. These innovative receptacles are composed of 40% post-consumer recycled material and 10% ocean-bound plastic, reinforcing our commitment to sustainable waste management and marine conservation.

Aquarium of the Pacific Volunteens Program

The Parks, Recreation and Marine Department worked with the Aquarium of the Pacific "Volunteens" to capture and catalogue marine debris caught with new trash skimming technology.

Marine Stadium Solar Panels

Solar Panels were installed on the Marine Stadium Landscape Building and Grandstand.

Solar Powered Trees in the Bay

The Parks, Recreation and Marine Department continued to transition to sustainable and climate resilient methods by adding nine additional solar powered Christmas trees for the Trees in the Bay program, for a total of ten. The Department converted all Trees in the Bay platforms to energy efficient LED bulbs.

Smart Irrigation Controller System

The Parks, Recreation and Marine Department completed the implementation of smart irrigation controller system in Rainbow Harbor, Marine Green, Rainbow Lagoon, and the South Waterfront. These smart irrigation controllers allow for more efficient irrigation.

Organics Program

To comply with the State's unfunded mandate, SB 1383 (Short-Lived Climate Pollutant Reduction Act), the Environmental Services Bureau (ESB) initiated a residential organics collection pilot program in FY 25. Building on the pilot's success, ESB began a phased rollout in the latter half of FY 25 to expand the program citywide, with full implementation for all 112,000 City-serviced residential accounts expected by the end of calendar year 2025. Once fully operational in FY 26, the residential organics collection program will bring the City into compliance with SB 1383, address the State's corrective action plan, and significantly reduce the amount of organic waste sent to landfills.

ESB Solid Waste Collection Routing Software

Alongside the program expansion, ESB implemented routing software and installed tablet devices in all solid waste collection vehicles to further enhance operational efficiency. In collaboration with the Technology & Innovation Department and Fleet Services, these tools provide refuse operators with optimized routes and allow refuse supervisors to assign service requests in real time. By diverting organic material from landfills, the City will not only reduce methane emissions—a potent greenhouse gas—but also contribute to the production of renewable energy and compost. Residents will join communities across California in a collective effort to mitigate the impacts of climate change through more sustainable waste management practices.

Number of Trees Planted in FY 25

The Department of Public Works and the Office of Sustainability will plant approximately 1,050 trees in FY 25.

TECHNOLOGY

Library In Demand

The Library implemented use of a national library subscription, In Demand, to address the high volume of holds on popular titles, decrease patron wait time for books, and increase circulation of physical items. This new program aims to put more copies of hot new books into the hands of readers quickly, thereby increasing patron satisfaction with the library's service.

Digital Offerings Expansion

The Library significantly expanded its digital offerings, including the addition of over 150,000 non-English-language titles, through the hoopla Digital platform. With this enhancement, the Library now offers over 1.9 million digital materials through hoopla, including over 275,500 non-English language titles, aligning with its commitment to serving its diverse community. This expansion allows patrons to instantly access a wide range of digital materials, including eBooks, audiobooks, comics and manga, movies, television shows and music with no wait times and in over 120 world languages.

Updated Integrated Library Systems

The Library’s integrated library system, which handles all patron borrowing accounts, materials acquisitions and cataloging, and circulation data reporting, and the library public access catalog were upgraded. The new systems brought improved access to the library’s collection, expanded search capabilities and enhanced the overall library experience online and in person. This was an 18 month- long project which required the data mapping and migration of nearly 2 million records.

Modernized Customer Forms

The Community Development Department manages a robust Permit Center operation that supports development customers applying for a wide variety of services. In FY25, the department updated all customer-facing forms to fully fillable online versions, significantly improving accessibility, convenience, and user experience. Customers can now easily complete and submit forms from any device, at any time. This provides several benefits, including enhanced flexibility, reduced barriers to service, and increased access to alternate formats, which better ensures inclusivity and equity.

Enterprise Land Management System (ELM) Update – LB Builds

The City currently has an outdated enterprise land management (ELM) system to support permitting and licensing functions. In FY25, the City launched a multi-year, multi-department effort to implement a new system, Clariti, which will better meet both customer and City needs. The new system will allow customers to submit, track, and upload documents; pay; and communicate with City staff conveniently through an online public portal. It will also offer more robust, accurate data management, which will help facilitate decision making. This will enhance the City's ability to offer expedient, transparent, and predictable review processes for permits, entitlements and licenses for the businesses and residents requiring business license, permit, and plan review services.

Digital Fire Recruit Evaluations

In FY 24, the Fire Department initiated its Tech-Enabled Fire Recruit Academy initiative with Fire Recruit Class 2023A by issuing laptops to all Fire Recruits to encourage a modern educational environment. The Fire Department has advanced this effort by transitioning from paper-based to digital field performance evaluations. Utilizing iPads and digital evaluation tools, Fire Academy staff can conduct live and electronic assessments of recruits, which enhances recordkeeping, improves evaluation accuracy, eliminates inefficient data entry, and establishes a data repository to identify instructional trends and areas for improvement.

Regional Fire Mapping Cloud-Based Platform

The Fire Department in partnership with the Los Angeles Area Fire Chief Association has joined an Los Angeles County regional fire incident data-sharing, mapping, and analytics platform. The effort involves a cloud-based common operating platform that allows for seamless data sharing across multiple LA County fire department agencies and their computer-aided dispatch in real time. This new technological partnership will provide live regional and interactive mapping tools, locations of units and resources, and hazards and high-risk locations. This improves partnership, collaboration, communication and inter-agency resource deployment in large scale wildland fires and other hazardous incidents.

Streamlined Recruitment through the LBFD Recruitment Database

To enhance the efficiency and effectiveness of its recruitment strategies, the Fire Department launched the LBFD Recruitment Database—an integrated platform designed to track, engage, and support prospective Fire Recruit candidates. At recruitment events, interested individuals complete contact cards via QR code, which are promptly stored into the database. Within 24 hours, new entries receive outreach from the LBFD Recruitment Team, including invitations to attend Fire Recruit preparatory courses and other departmental engagement opportunities. The system enables personalized follow-up communication throughout the recruitment process, particularly in preparation for the Fire Recruit examination. Additionally, the database provides valuable insights into the impact of recruitment events, allowing the Department to assess and refine its outreach efforts for continued effectiveness.

Education, Engagement, Enforcement (E3) Campaign Expansion

The Police Department enhanced its E3 campaign with multilingual printed resources and digital outreach tools to improve community awareness around public safety. Materials such as safety tip leaflets, “Who to Contact” QR flyers, and magnets were distributed, while a dynamic social media campaign provided guidance on online reporting, hate crime awareness, and recent enforcement successes. These efforts support informed public engagement and accessibility to essential services.

Electronic Citation Pilot Program

In collaboration with the Collaborative Response Division’s Motor Team, PD launched an electronic citation pilot program. Officers can now issue printed citations in the field, improving accuracy and reducing the administrative burden. This technology streamlines traffic enforcement operations, allowing officers to allocate more time to community engagement and proactive safety measures.

Mobile Data Computer Deployment

The Police Department began phased deployment of new Panasonic CF-33 Mobile Data Computers (MDCs) in patrol vehicles, enhancing reliability of critical technology and improving officer efficiency. This upgrade supports the Department’s long-term strategy of modernizing its fleet and improving working conditions.

Employee Wellness Technology: CORDICO App Launch

The Police Department expanded its wellness initiatives through the deployment of the CORDICO mobile application, which provides 24/7 confidential mental health resources and peer support access. This tool is a cornerstone in supporting employee well-being, helping staff manage occupational stress and sustain long-term resilience.

Technology Upgrades: Body-Worn Cameras and TASERs

The Police Department has negotiated a five-year agreement with Axon Enterprises, Inc. to provide upgraded Body-Worn Cameras and TASER 10 devices. These advanced tools enhance transparency, accountability, officer safety and usage of non-lethal alternatives, supporting the City’s ongoing commitment to modernizing public safety equipment.

Handheld Radio Firmware Upgrade

Firmware upgrades were successfully completed for 616 handheld radios, improving communication clarity and security for nearly all field personnel. These upgrades ensure uninterrupted, encrypted communication during critical operations, contributing to both officer safety and public protection.

Streamlined Hiring: eSOPH Background System Implementation

To expedite applicant processing, the Police Department implemented the eSOPH electronic background system, significantly reducing hiring timelines for sworn and civilian candidates—from over six months to approximately three months. The system improves applicant tracking, accelerates onboarding, and enhances user experience for both applicants and internal recruitment teams.

Power BI Dashboards for Data-Driven Policing

The Police Department has implemented the use of 12 Power BI dashboards to support internal analysis of crime trends, staffing performance, and strategic initiatives. These dashboards provide real-time insights for data-driven decision-making and will be expanded with a public-facing version in 2025 to further promote transparency and accountability.

Solid Waste Collection Upgrades

The City's solid waste collection program is undergoing a transformation through a range of technological innovations aimed at enhancing operational efficiency and sustainability. A central focus has been the residential organics program, which was developed and expanded through data-driven decision-making. By integrating pilot program data and supporting the second phase with detailed analysis and coordination, the citywide program is positioned to significantly reduce landfill waste generated by City-serviced accounts and optimize new and current solid waste collection routes. Tools like MapIt are also playing a critical role by streamlining outreach efforts—ensuring that targeted addresses are accurately compiled and used to inform residents effectively. Meanwhile, early groundwork on replacing TAMS (Tracking and Monitoring System) promises future benefits by enabling more precise tracking of program performance and asset management once development resumes.

In parallel, integration of advanced routing tools like RouteSmart and SmartSuite is expected to modernize field operations by improving communication, implementing turn-by-turn routing technology, reducing route inefficiencies, and enabling real-time data updates.

Also, to support ESB’s solid waste cart audit, key data automation efforts were implemented to improve efficiency and accuracy in the city’s collection program. Over 14,000 CC&B tasks were automatically generated, eliminating the need for the ESB call center to manually enter each one—a process that would have required extensive overtime. Address data was reformatted and aligned across systems, and discrepancies were resolved through automated scripts and targeted ID checks. These efforts streamlined field operations, reduced manual workload, and enhanced the integrity of the city’s service data.

These efforts highlight how digital tools and data-centric strategies are reshaping waste collection to be smarter, more responsive, and more sustainable.

Facility Condition Assessment (FCA) Dashboard

Following the successful completion of the Citywide Facility Condition Assessment (FCA) in Fiscal Year 2022, the Department of Public Works has advanced its use of data-informed capital planning through the development of a dynamic Facility Condition Assessment (FCA) Dashboard. The FCA, which evaluates the Facility Condition Index (FCI) of the City's 253 structures, identified an estimated $526 million in critical repairs needed across the municipal portfolio. The resulting FCI data serves as a foundational tool to prioritize funding for essential facility upgrades including roof repairs, HVAC replacements, energy efficiency improvements, structural integrity interventions, and overall maintenance needs.

Recognizing the complexity of the dataset and the necessity of maximizing limited funding resources, Public Works staff are collaborating with a specialized consultant to design and implement a user-friendly FCA Dashboard. This tool will enable City staff to easily interpret FCI data and model a range of investment scenarios. Staff will be able to click into any City owned facility and browse each facilities condition with relative ease. The dashboard will allow for real-time, data-driven decision-making by enabling users to toggle various funding levels and forecast their impact on FCI reduction over a 40-year horizon. It is also designed for ease of maintenance, with the ability to update the data manually to incorporate recent project completions and reflect updated facility conditions without the need for a multi-million-dollar revised FCA.

Once complete, the FCA Dashboard will significantly enhance the City's ability to prioritize facility investments strategically and equitably. By illustrating where targeted funding will yield the greatest impact, the tool will support the development of future Capital Improvement Plans and multi-year infrastructure investment strategies. Preliminary analysis suggests that annual investments in the range of $20 to $40 million are necessary to meaningfully improve the overall condition of City facilities. With the FCA Dashboard in place, Long Beach will be better positioned to manage its civic infrastructure proactively, extend the life of its assets, and improve service delivery through more sustainable facility stewardship. Completion of the dashboard is anticipated within FY 25.

Public Works Communications Hub

The Division has created a centralized SharePoint site to improve access to essential project and communications information. It includes:

- Project messaging templates
- Current and archived project updates
- Branding and style guidance
- A centralized resource library for communications tools and materials

Project Charter Process

To ensure clear, consistent messaging and a clear engagement and communications plan from the outset of every project, Public Works has introduced a standardized department-wide Project Charter process. This document:

- Captures key project details
- Establishes primary contacts and stakeholders
- Highlights considerations for public communication

- Sets a unified narrative and timeline for outreach

Department-Wide Calendar

Public Works has developed a comprehensive calendar to give staff a clear overview of:

- Active and upcoming Public Works projects
- Public meetings and engagement opportunities
- Key departmental milestones and events

Digitized Collateral Employment Forms

Introduced electronic forms and workflows to fully digitize the City's process for submitting, receiving, and processing external business collateral forms. The outcome of this effort was over 9,000 staff submissions using a straight-forward digital solution that replaced a previous system reliant on paper, email, and PDF documents.

Electronic Time Entry System

Launched the Time Entry project to replace paper time sheets with an online solution. Phase one includes developing a new data pipeline and onboarding three departments; phase two will roll out the system to the rest of the City departments.

Initiated GenAI pilot

TID Initiated a pilot project to implement Generative Artificial Intelligence via an enterprise-grade tool. Currently undergoing requisite security review and platform training to ensure that next phase of pilot is conducted in a responsible manner.

Enabled Responsible Generative AI Adoption

TID released an updated version of its Generative AI Guidance, that provides best practices and tips for maximizing one’s use of these tools. Additionally, TID introduced a use case registry to offer more in-depth guidance for some of the more popular staff use cases for Gen AI (such as writing and analysis) and conducted six training courses to educate staff on how to responsibly use Gen AI.

Conducted Community Privacy Workshops

In September 2024, the City conducted a series of four data privacy community workshops. Over 50 residents learned about the rights granted to them by the California Consumer Privacy Act (CCPA), how we deploy civic technologies and use data to serve the public and the importance of protecting their personal information in the digital world.

The workshops began a dialogue to learn more about the challenges residents face around protecting their data. This is important because to shape a meaningful and collective digital future, the public must have up to-date, factual, and accessible information to better understand the role of technology and data in our everyday lives.

Implemented TID28 IT Strategic Roadmap

The Technology and Innovation Department implemented and received City Council approval for TID 28, a four year IT Strategic Plan that articulates a clear and achievable vision, principles, strategic focus, and implementation roadmap for TID to have in place by the end of 2025 to achieve the City's 2030 Strategic Vision.

TID28 provides a four-year roadmap that contains 31 actionable recommendations to guide and shape how the City delivers innovative, cost-effective, and efficient technology services throughout the organization and to the Long Beach community at large. TID28 was informed by a robust stakeholder engagement effort where TID received feedback from nearly 900 unique individuals.

Cloud-Based Phone Systems

TID is improving how employees communicate by transitioning to a modern, cloud-based phone system. This project replaces older phone technology with Webex softphone dialing and is integrated with Microsoft Teams. This means staff can make and receive calls directly from their computers or mobile devices, making it easier to stay connected whether working in the office or remotely. This transition improves reliability and user experience, and the future transition to a cloud-based phone system.

TID has implemented technology that allows remote workers to access internet-based resources directly from their remote connection, improving access and response time.

ORGANIZATIONAL CHANGES

Measure JB - Civil Service & Human Resources Merger

In November 2024, Long Beach voters approved Measure JB to streamline and modernize the City's hiring processes to create a more efficient, community-centered, and responsible city government. In May 2025, the merger of the Civil Service and Human Resources Department was completed. The new, restructured HR Department will manage all employee recruitment and hiring processes, implement local preferences in classified service, and achieve a goal of hiring most position within 90 business days. In accordance with Measure JB, an independent Civil Service Employee Rights and Appeals Commission was established to adjudicate employee disciplinary appeals and resolve complaints regarding Civil Service rules. The newly restructured HR Department continues to make significant strides in modernizing and centralizing workflows to enhance service delivery across the organization and create a more efficient and effective operational framework.

Planning Bureau Signature Projects Team

The Planning Bureau formed a Signature Projects Team to lead strategic initiatives to shape a more resilient, inclusive and economically vibrant city. These efforts align with the City's 2030 Strategic Vision, focusing on reducing oil revenue dependence by reimagining and capitalizing on public land and resources to create new fiscal, economic and community development opportunities to support a more resilient Long Beach. The team will use forward-thinking, planning and collaboration to spearhead visioning and planning efforts to position and streamline major City development initiatives that will foster inclusive economic development, fiscal stability, resiliency and community stewardship. Major projects led by this team include the Downtown Shoreline, Long Beach Amphitheatre, Queen Mary Island, Alamitos Bay, Alamitos Beach rezoning and enhanced Electronic Signage that entertains, encourages wayfinding, and facilitates advertising and revenue generation.

Parks, Recreation and Marine Business Operations Bureau

The Parks, Recreation and Marine Department streamlined operations to champion the goals of its Strategic Plan by realigning its Partnerships Division and Planning Division into the Business Operations Bureau. The benefit of this transition is to foster greater collaboration between Department administrative functions. This will be achieved by creating a cohesive team to advance important strategies such as grant administration and revenue analysis, partnership and relationship building with other entities and departments to continue to seek funding for new projects and programs.

Library, Arts, and Culture Department Cultural Affairs Division

The Library, Arts, and Culture Department engaged Lord Cultural Resources to complete a six-month study defining the Library's role within the City's cultural affairs ecosystem and mapping out its future strategic growth and development. This study culminated in the addition of a new Cultural Affairs Division within the Executive Bureau.

Clean Team Structural Funding

The Department of Public Works is advancing a significant initiative to structurally fund the Clean Team Division following the expiration of temporary Long Beach Recovery Act (LBRA) funding. During the pandemic and post-emergency recovery period, the Clean Team was expanded to address a growing number of sanitation and abatement needs that fall outside the traditional Refuse Fund scope. This included pressure washing, targeted encampment cleanups, graffiti abatement, and public space beautification; services that became increasingly essential as public expectations grew. The LBRA funding made it possible to temporarily staff the Clean Team with unbudgeted Maintenance Assistants and provide critical services across the City. However, with the conclusion of this funding, the Department now proposes a structural investment to ensure continuity and growth of these essential services.

The proposed expansion includes the addition of eight (8.0) Maintenance Assistant I positions to complement the existing two (2.0) General Funded Maintenance Assistants, creating a fully staffed, ten-person Clean Team crew. This team will be overseen by one Street Maintenance Supervisor I and will be tasked with citywide beautification and sanitation work that cannot be charged to the Refuse Fund. Notably, this includes service delivery in public areas such as sidewalks, parkways, transit corridors, and commercial corridors that require consistent maintenance to maintain public health, accessibility, and visual appeal. To support the broader mission of the Clean Team, the Department is also proposing a structural operating budget of $300,000 for contracted services, specifically for dedicated cleanups of encampments and areas impacted by homelessness.

Encampment cleanups are conducted with the dual goals of maintaining safe, clean public spaces and assisting people experiencing homelessness (PEH) in transitioning to services and housing. The additional contracted funding proposed will allow for more strategic and humane cleanups in coordination with outreach teams, ensuring that abatement activities are conducted with care, dignity, and attention to long-term solutions rather than short-term displacement.

Budget Equity Tool for FY 26 Planning Process

The Budget Office partnered with the Office of Equity to create an integrated Budget Equity Tool to collect and assess departmental budget proposals with citywide equity goals. The tool is integrated into the internal budget development process and ensures that budget proposals incorporate the equity lens into their development.