



2020
YEAR
IN REVIEW

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WELCOME MESSAGES

To say that 2020 was unprecedented would be a profound understatement. So many faced tremendous challenges and loss. But this great city has persevered.

Long Beach's response to the pandemic has been backed by science. The decisions haven't always been easy, but the commitment has been saving lives while also helping residents and businesses as much as possible.

Everyone should be proud of the City's commitment to a robust COVID-19 testing program in 2020, which far exceeded State testing capacity requirements. The City also launched mobile testing, which brings testing to underserved communities here in the city as well as households and care facilities where people have mobility limitations or other issues. From the beginning of this emergency, the City team established a helpline for residents: they took about 40,000 calls in 2020, scheduling testing and answering questions from the community.

Greatly needed aid, through the City, has been provided to businesses with programs like tax and fee payment deferrals, emergency microloans and business support services such as BizCare mobile pop-ups. And more than 4,300 people called the City's business support helpline in 2020.

Through the City's workforce development arm, the City offered job retraining for those who lost their jobs and childcare support for essential workers who needed it. And when it was apparent back in March 2020 that renters were going to suffer economically during this time, the City put an eviction moratorium in place. A program also was created to provide direct rental assistance to those who needed it most.

Additionally, the City offered parking relief for residents; services, including meal delivery and transportation, to older adults; medical supply and personal protective equipment (PPE) distribution; mental health services; supplies for infants, toddlers and children; community learning hubs for school-age kids; and low-cost internet services and computers.

With the start of 2021, there is no doubt that challenges lie ahead, but they will be met head-on, and there is great hope for a much brighter year.

Robert Garcia
Mayor
January 2021



As I look back at 2020, it is with soberness as well as pride. At the beginning of the year, Long Beach was booming, and the economic outlook was bright. Little did we know that the mysterious flu-like illness developing on the other side of the world would soon spread into a worldwide pandemic.

As of the end of the year, the pandemic claimed the lives of more than 400 Long Beach residents and burdened many more, both emotionally and economically. Then, in May, the murder of George Floyd ignited civil unrest and protests across the country, including in Long Beach. The cost of the City's pandemic response, in combination with a dramatic decrease in revenue, resulted in significant fiscal challenges.

But amid these challenges, I saw the people in our city rally again and again. The Department of Health and Human Services coordinated the pandemic response, administering more than half a million COVID-19 tests and, in the last month of 2020, getting the first round of vaccines into the hands of healthcare providers.

And every department changed the way they work to serve the public during this critical time. Some staff were reassigned to the pandemic response effort whereas others were asked to work from home, and City of Long Beach employees made a financial sacrifice to prevent additional layoffs by agreeing to up to 26 furlough days.

We have responded to the calls of our residents for greater racial justice, leading to the City's Framework for Reconciliation, a multi-step action plan to rid our community of racial inequality. The work ahead will not be easy, but it is critical and a priority.

I am so proud of our City staff for all they did in 2020, but I'm also overwhelmed with gratitude for the patience of all those who live and work in Long Beach. And I am grateful to everyone who has complied with the health order, engaged in the budget process and called for greater racial equality in our beloved city.

Now, as we start 2021, I look forward with hope: hope that, through the coordinated efforts of City departments, along with support at the State and federal levels, we will see more people able to get back to work; hope that the light shone on racism will allow the city to move forward in its framework; hope that a widely distributed vaccine will provide extra protection against this deadly virus; and hope that we've all come away from 2020 with a little more humility and willingness to help our neighbors.

Tom Modica
City Manager
January 2021



2020 QUICK STATS

76,000 calls for service responded to by the Fire Department (daily average 208)

4.5-minute average response time for Police Priority One Calls, one of the fastest for any large city in the United States

1.25 million square feet of graffiti abated

25,000 trees trimmed

30,000 potholes filled

370 film permits issued, with a total of 540 production days

208,006 tons of trash collected

16B

**gallons of clean,
safe drinking water
provided to Long Beach
customers**

205,750

**calls for service
responded to by
the Police Department
(daily average 562)**

26,568 mattresses and box springs collected, including 15,329 that were scheduled for pick-up and 11,239 illegally dumped

29,574 requests to remove illegally dumped items completed

170,061 customer calls, 798,757 contacts through the online service portal and 6,858 email responses conducted by City's Call Center/Utility Services

9.1 billion cubic feet of natural gas provided to residential, commercial and industrial customers



76K

**CALLS FOR SERVICE RESPONDED
TO BY THE FIRE DEPARTMENT
(DAILY AVERAGE 208)**

15,760 gas and water turn-on orders completed

7,979 tons of debris that would have gone into the ocean collected by street sweepers

55,000 commercial and residential building inspections performed

215,001 e-books and audiobooks borrowed from the Long Beach Public Library



AWARDS & DISTINCTIONS

The City of Long Beach works to ensure exemplary services, and continues to be recognized locally and nationally

No. 2 “Digital City” by the Center for Digital Government; Top 10 for the tenth consecutive year

No. 3 “Leading Fleet Award” for excellence in fleet management from Government Fleet Magazine

Perfect score plus 7 bonus points, on the Human Rights Campaign Municipal Equality Index (MEI) for Lesbian, Gay, Bisexual, and Transgender (LBGT) inclusion in municipal law and policy

2020 California Park & Recreation Society Award of Excellence recipient for Agents of Discovery Augmented Reality Application for Park Exploration

Municipal Green Building Conference and Expo award for Long Beach City Hall and Billie Jean King Main Library projects

American Public Gas Association’s (APGA) National Bronze System Operational Achievement Recognition (SOAR) award for excellence in the operation of a natural gas utility

Charles Benton Digital Equity Champion Award from the National Digital Inclusion Alliance (NDIA) for outstanding leadership and dedication toward advancing digital inclusion

Southern California Association of Governments 2020 Sustainability Award for efficient and sustainable land use for the City’s General Plan Land Use Element Update

TOP 10

Best Small Airport by
USA Today 10Best.com
Readers' Choice Awards





PROJECT OF THE YEAR



The Southern California Chapter of the American Public Works Association for the Atlantic Avenue Bridge Community

More Awards and Distinctions

American Planning Association Los Angeles Section award for Excellence in the Comprehensive Plan and the Award of Merit in the Hard-Won Victories category for the City's Land Use Element

Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for the thirteenth consecutive year

No. 23 "Best Park Systems" in the USA in the Trust for Public Lands Parkscore® Index

President's Award from the Partnership for Safe Water for the sixth consecutive year for surpassing water quality regulations and decreased water main breaks



2020 Highlights

PUBLIC SAFETY

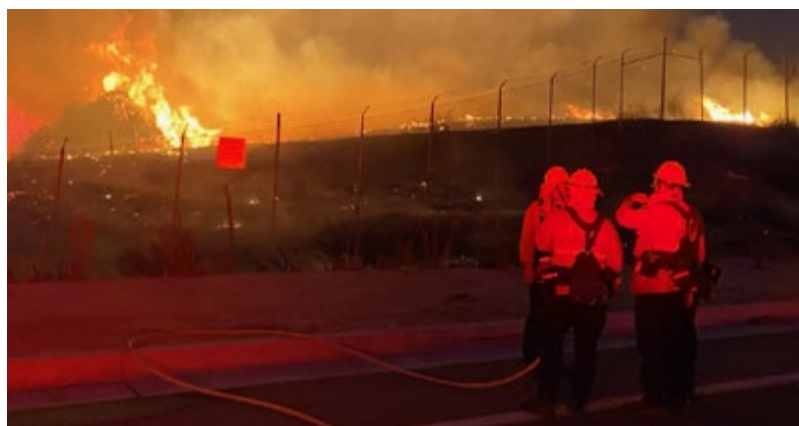
Public Safety leads the way as one of the essential services and the City relooked at how those services are delivered



23 new firefighters and 23 ambulance operators graduated from the Fire Academy and Ambulance Operator Program

5,197 emergency calls for service responded to by the Energy Resources Department

THE FIRE DEPARTMENT DEPLOYED 149 STAFF THROUGHOUT THE STATE TO 19 WILDFIRES THAT BURNED OVER 2.5 MILLION ACRES





Since 2016, significant declines have been realized in the number of officer involved shootings (50%), citizen complaints (31%), use of force incidents (27%) and citizen complaints alleging excessive/improper force (56%).

A comprehensive Use of Force Policy revision went into effect in January 2020 that:

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

702,000 calls handled by the Emergency Communications Center, an average of 1,923 per day

64 at-risk missing persons located and reunited with family

50 new police officers graduated from the Police Academy in 2020

The Police Department created the Office of Constitutional Policing (OCP) to rethink traditional policing in a manner that will help implement equity, justice and constitutional public safety to our entire community.

To meet these goals, the office is responsible for:

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



50

NEW POLICE OFFICERS
GRADUATED FROM
POLICE ACADEMY IN 2020

More than 6,800 volunteer hours donated to the Police Explorer Program by Long Beach youth, and over 13,000 hours donated to the Police Department by volunteers. Additionally, Community Emergency Response Team volunteers utilized their training by contributing over 3,500 hours of service for the City's COVID-19 response

Deployed 681 body-worn cameras to field personnel

The Police Department suspended use of the carotid restraint in July 2020



292 hazardous materials spills responded to and more than 1,100 hazardous waste generators and chemical handlers inspected by the Health and Human Services Department's Hazardous Materials Unit

Conducted 3,239 food safety inspections in more than 2,200 restaurants, markets, food vehicles and special events

259 fires investigated and 43 arrests made by the Arson Unit

11,500 Fire Prevention inspections conducted

Co-located Engine 9 and Rescue 9 to a temporary facility closer to its original location, leading to improvements in response times

43 adults received training through the Community Emergency Response Team (CERT) Program

3,650 restraining orders processed

Over 850 firearm seizures and the arrest of 295 prohibited possessors, as part of ongoing efforts to reduce gun violence throughout the city

The Police Department formed the Looting Task Force with the sole purpose of conducting criminal investigations for significant crimes during the civil unrest experienced on the night of May 31. Over 125 criminal cases have been filed to date

Created a Citywide Fireworks Committee comprised of staff from multiple departments to identify and implement additional mitigation measures for the illegal use of fireworks in the city

Provided First Amendment protections to over 130 social justice and/or politically motivated events held since May 31

The Human Dignity Program and Human Trafficking Program provided diversion services to 17 victims of human trafficking and, in partnership with the Police Department, responded to 18 hate crimes

Created the City of Long Beach Continuity of Government Plan to provide guidance to ensure continuation of vital City functions should key members of the governing body or the physical seat of government be impacted by a disaster. The plan includes identification of an alternate seat of government, a Citywide succession plan and recovery procedures



2020 Highlights

NEW DEVELOPMENT

The City works to reach the appropriate balance of new high-quality construction and historic preservation



The Alamitos

PROJECTS COMPLETED

The Alamitos, a seven-story residential building with 136 units (101 Alamitos Ave.)

AMLI Park Broadway, a seven-story mixed-use building with 222 units (245 W. Broadway)

Pacific Edge Industrial, former U.S. Post Office facility; light industrial project with approximately 430,000 square feet in three buildings (2300 Redondo Blvd.)

The Crest, a five-story residential building with 113 units (207 E. Seaside Way)



PROJECTS COMPLETED



Long Beach Garden Condominiums, a four-story, 10,000-square-foot residential development with 102 units (1570-1598 Long Beach Blvd.)

The Pacific, a mixed-use, seven-story building with 163 units (230 W. 3rd St.)

Long Beach Garden Condominiums, a 36-unit condominium project and commercial space (1570- 1598 Long Beach Blvd.)

Staybridge Suites, a six-story hotel with 125 guest rooms (2640 N. Lakewood Blvd.)

PROJECTS UNDER CONSTRUCTION

The Breakers, adaptive reuse of a 175-room hotel with restaurant and meeting spaces (210 E. Ocean Blvd.)

Shoreline Gateway, a 35-story mixed-use project, which will be the City's tallest building, with 315 residential units and retail/restaurant space (777 E. Ocean Blvd.)

Ocean Center, adaptive reuse of the historic Ocean Center building to 80 modern apartments (110 E. Ocean Blvd.)

Broadway Block, a two-building, mixed-use project, including a 23-story tower and seven-story mid-rise with 400 residential units that includes 14 affordable units and creative office and retail space (200-256 Long Beach Blvd.)

Eight-story, mixed-use project with 120 residential units and retail space adjacent to the Metro Blue Line (1101-1105 Long Beach Blvd.)

Ocean View Tower, adaptive reuse of the former Verizon Building with 94 residential units and retail space (200 W. Ocean Blvd.)

The Hotel, 34 guest rooms (107 Long Beach Blvd.)

Pacific-Pine, 271 new residential units and commercial space (635 Pine Ave./636 Pacific Ave.)

5N° at The Streets, 20 residential units and commercial space (495 The Promenade N.)
Silersands, a four-story, 56-unit condominium complex with 40 hotel rooms (2010 E. Ocean Blvd.)

Broadway & Magnolia Apartments, a seven-story mixed-use development with 142 residential rental units with active ground floor commercial space (500 W. Broadway)

Laserfiche, a three-story office building with 104,000-square-foot creative office space (3435-3459 Long Beach Blvd. and 3464 Locust Ave.)

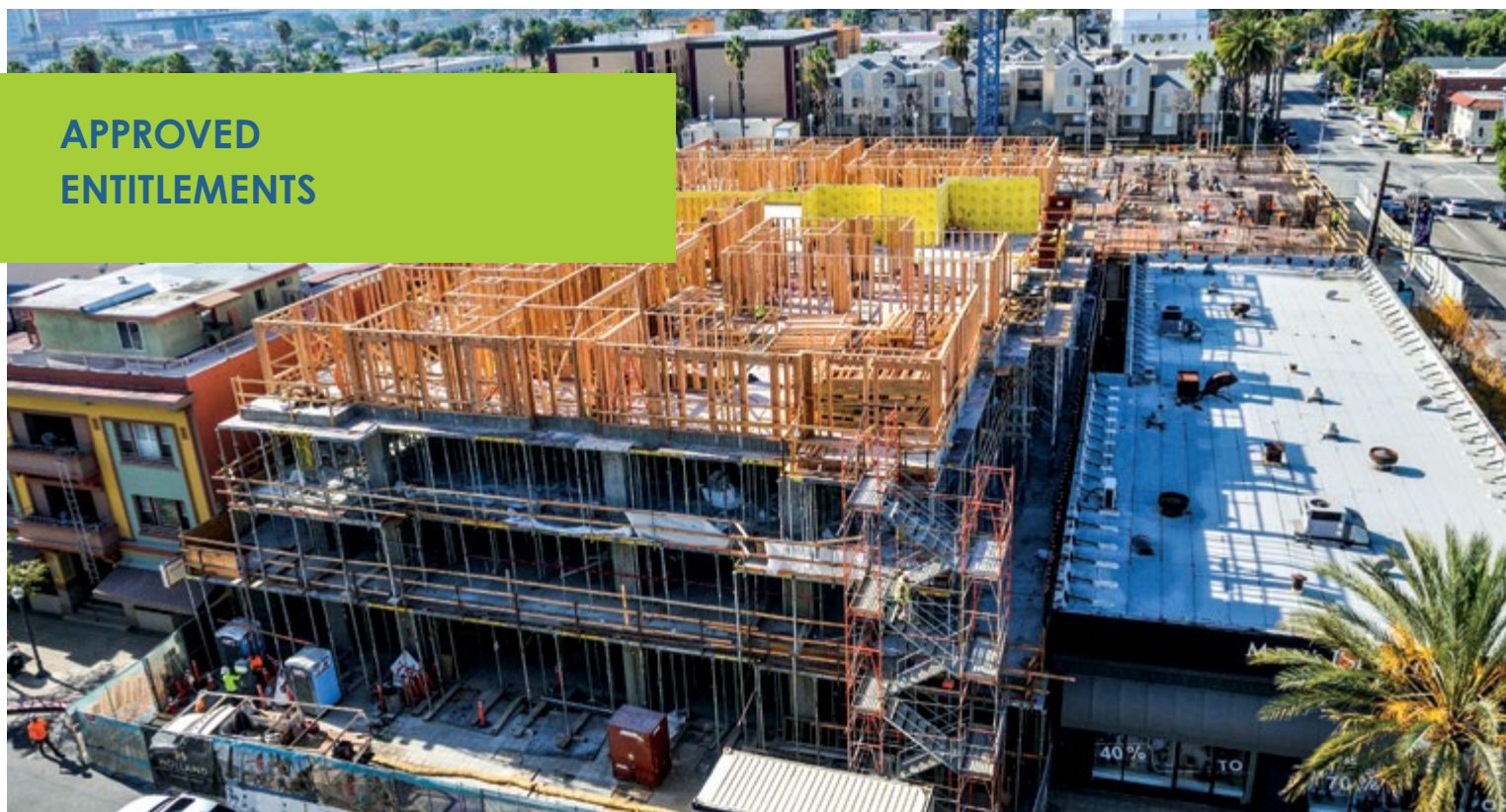
Douglas Park Northwest, final development site in the build-out of Douglas Park, including company headquarter sites totaling more than 390,000 square feet (3550 Carson St., 3881 McGowen Ave., 3861 Worham Ave., and 4001 Worsham Ave.)

Dorado, 40 single-family homes (3655 Norwalk Blvd.)

Bridge Development, a 415,600-square-foot industrial warehouse with 21,000 square feet of office space (2400 E. Artesia Blvd.)



APPROVED ENTITLEMENTS



Civic Center Mid-Block, a 40,000-square-foot project consisting of two, eight-story buildings with 580 units, including 58 affordable units (321 W. Ocean Blvd.)

Inkwell, an eight-story, mixed-use project consisting of 172 apartments with 10,000 square feet of retail space (127-135 E. Broadway)

Aster, an eight-story, mixed-use development consisting of 218 apartments and commercial space (125 Long Beach Blvd.)

ANA on North Pacific Avenue, 158 condominiums and commercial space (507 N. Pacific Ave.)

Locust Long Beach Apartments, a seven-story, 97-unit residential project (1112 Locust Ave.)

LB + 14th, a four-story, 65-unit condominium complex (1400 Long Beach Blvd.)

Residences at Linden, a five-story, mixed-use development with 82 residential units and commercial space (135 Linden Ave.)

Residential Project, a five-story, multi-family development with 19 residential units (825 E. 7th St.)



APPROVED ENTITLEMENTS

3rd + Pacific, a two-building, mixed-use development, including a 23-story tower and eight-story mid-rise containing 344 residential units with retail and commercial space (131 W. 3rd St.)

West Gateway, six buildings of varying heights from 6 to 40 stories, with 756 residential units and commercial space (600 W. Broadway)

Anaheim & Walnut, a five-story, mixed-use development with 88 affordable units (1500 E. Anaheim St.)

Residential Project, a seven-story, 77-unit development (320 Alamitos Ave.)

Mixed-Use Project, a development including 26 residential units (101 Pacific Coast Highway/1814 Pine Ave.)

469 West Apartments, a four-story, 40-unit residential development (469 W. Pacific Coast Highway)

Mixed-Use Project, a six-story 138-unit development (201-245 W. Pacific Coast Hwy./1827 Pacific Ave.)

Mixed-Use Project, an eight-story 218-unit development (250 E. Broadway/ 125 Long Beach Blvd.)





PLANNING INITIATIVES

Adopted policies allowing for the operation of short-term vacation rentals (STRs), balancing property owner rights and community concerns regarding quality of life, noise, safety, housing affordability, parking and enforcement



PLANNING INITIATIVES

COMPLETED A DECADES-LONG PLANNING PROCESS FOR THE SOUTHEAST AREA SPECIFIC PLAN (SEASP) AND OBTAINED COASTAL COMMISSION APPROVAL TO TRANSFORM THIS AREA OF THE CITY INTO A VIBRANT, WATERFRONT MIXED-USE ENVIRONMENT

Developed the 2020-2021 Action Plan to submit to the U.S. Department of Housing and Urban Development (HUD); The Action Plan addresses overall strategies, objectives and priorities outlined in the Fiscal Year (FY) 2018-22 Consolidated Plan and describes affordable housing and community development activities to be carried out from Oct. 1, 2020 through Sept. 30, 2021

Established new zoning districts on Atlantic Avenue and Artesia Boulevard in implementing a new land use vision for North Long Beach

Adopted Omnibus Zoning Code Amendments to include new uses and update development standards to ensure the Code remains responsive to evolving land use trends and planning best practices



2020 Highlights

HOMELESSNES

Long Beach seeks out new models and tools to end homelessness and support those at-risk

STREET OUTREACH TEAM

1,200

people provided outreach to and connected to services

8,499

visits to the Multi-Service Center (MSC) for showers and linkages to comprehensive services and housing

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

The Homeless Services Division received \$9.4 million in federal funding, \$21 million in state funding and \$4.7 million from Los Angeles County to provide services, shelter and permanent housing to individuals and families experiencing homelessness; In addition to this funding, \$18.5 million was received to provide COVID-19-related services and resources to people experiencing homelessness



Updated zoning regulations for emergency shelters, interim housing and social services to better address the homelessness crisis, including the adoption of the Interim Motel/Hotel Conversions Ordinance

City maintenance staff conducted 975 clean-ups at encampments for people experiencing homelessness throughout the City, including more than 250 clean-ups in parks

The Police Department established the Law Enforcement Assisted Diversion (LEAD) model that diverts individuals with

repeated low-level drug-related offenses at the earliest contact with law enforcement to harm-reduction-based case management and social services as an alternative to jail and prosecution

The Office of Civic Information (OCI) led City efforts to develop a Homeless Services System Map that visually represents interactions with individuals experiencing homelessness across jails, government agencies, nonprofit providers and hospitals; Additionally, OCI created infographics and workflow charts to inform the community about available support for people experiencing homelessness



1,399 PERSONS EXPERIENCING HOMELESSNESS PERMANENTLY HOUSED

125 BED YEAR-ROUND INTERIM HOUSING SITE FOR PEOPLE EXPERIENCING HOMELESSNESS OPENED

Opened the Atlantic Farms Bridge Housing Community, the first City-owned, year-round interim housing site



The Police Department's Homeless Outreach and Mental Evaluation (HOME) Detail, which consists of the Quality of Life (QOL) and the Mental Health Evaluation (MET) teams, made 8,110 contacts offering services to persons experiencing homelessness, resulting in temporary housing for 268 and permanent housing for 43

The Fire Department's Homelessness Education and Response Team (HEART) responded to 1,536 incidents; Twenty one percent of the time, on 327 responses, the dispatched frontline engine and/or rescue were either canceled or downgraded

Opened two emergency pop-up shelters to mitigate the spread of COVID-19, a 133- bed, non-congregate shelter and an Isolation and Quarantine Site (IQS) for people experiencing homelessness and people unable to isolate at home

Social work interns at City libraries had 163 meaningful contacts with individuals to connect persons experiencing homelessness, mental illness and drug addictions with available assistance opportunities



2020 Highlights

AFFORDABLE HOUSING

Long Beach continues to provide new housing opportunities through the preservation and development of affordable housing, and exploring other innovative approaches

7,592 rent-supported households in Long Beach

Adopted tenant harassment policies that bar local landlords from shutting off utilities, failing to perform repairs, illegally entering for inspections and pushing a tenant to vacate through fraud or threats during the pandemic

Monitored affordability covenants on 3,191 assisted rental units, 303 second mortgage loans, 304 single-family rehabilitation loans and 92 mobile home rehabilitation loans

The Long Beach Community Investment Company (LBCIC), the City's nonprofit affiliate, was awarded a CalHome grant from the California Department of Housing and Community Development (HUD) in the amount of \$4.9 million; The grant will be used for homebuyer mortgage

assistance and funding for the development or reconstruction of accessory dwelling units and junior accessory dwelling units for low-income residents

Submitted a Permanent Local Housing Allocation grant proposal that would bring an estimated \$17.5 million in funding over a five-year period; These funds will provide gap financing for the development of new affordable, multi-family rental housing projects serving households earning 60% of the area median income and below

Awarded \$3 million to Mercy Housing California for the development of a 68-unit senior housing development located at 901-945 E. Pacific Coast Hwy; The project will serve low-income senior households, 33 of which have experienced or are at risk of experiencing homelessness



1800

households will receive support through the Long Beach CARES Emergency Rental Assistance Program to assist income-qualified renters who have been economically impacted by the COVID-19 pandemic

Awarded \$3 million to Mercy Housing California for the development of a 68-unit senior housing development located at 901-945 E. Pacific Coast Hwy; The project will serve low-income senior households, 33 of which have experienced or are at risk of experiencing homelessness

Awarded \$3 million to Excelerate Housing Group for the development of 76 apartment units for low-income individuals experiencing homelessness located at 3590 E. Pacific Coast Hwy.

Awarded \$3 million to Skid Row Housing Trust for the development of 142 new affordable rental housing units at 1401 Long Beach Blvd; 105 units will be set aside for low-income families and individuals and the other 36 units will serve seniors and senior veterans who have experienced homelessness



**LOW INCOME/AFFORDABLE
HOUSING PROJECTS**



**ADOPTED A CITYWIDE INCLUSIONARY HOUSING
POLICY THAT REQUIRES 11% OF ALL UNITS IN NEW
RESIDENTIAL RENTAL DEVELOPMENTS BE SET ASIDE
FOR VERY-LOW INCOME HOUSEHOLDS EARNING
UP TO 50% OF THE AREA MEDIAN INCOME**



LOW INCOME/AFFORDABLE HOUSING PROJECTS

The Beacon, 161 residential units for low-income seniors and veterans at risk of experiencing homelessness (1201- 1235 Long Beach Blvd.) – Completed

The Spark at Midtown, 94 units reserved for families and households experiencing homelessness, and 12,000 square feet of commercial space, including a new 5,150-square-foot YMCA facility (1900-1940 Long Beach Blvd.) – Completed

Federation Tower, adaptive reuse project providing 50 affordable apartment units for low-income seniors (3799 E. Willow St.) – Completed

Vistas Del Puerto, 47 affordable apartments for families and households experiencing homelessness (1836- 1852 Locust Ave.) – Under Construction

Las Ventanas, 101 affordable units for families and households experiencing homelessness, and 4,000 square feet of commercial space (1795 Long Beach Blvd.) – Under Construction

Bloom at Magnolia, 40 affordable housing units (460 W. Pacific Coast Hwy.) – Under Construction

Three, single-family group homes for individuals experiencing developmental disabilities (4734 Sunfield, 6127 E. Keynote St. and 6711 E. 9th St.) – Acquired

Woodbridge Apartments, 49 units for lower-income families (1117 Elm Ave. and 421 W. 33rd St.) – Under Construction

Habitat for Humanity, 10 for-sale affordable townhomes for low-income households (116 W. 14th St.) – Approved

469 West Apartments, 39 affordable units for households that have experienced homelessness (469 W. 17th St.) – Approved

Anaheim and Walnut, 88 affordable units, with office space and a health clinic (1500 E. Anaheim St.) – Approved

Century Villages at Cabrillo, 90-unit development for veterans experiencing homelessness (2221 W. Williams St.) – Approved

Senior Housing Project, 68-unit development (941 E. Pacific Coast Hwy.) – Approved

Supportive Housing Project, 77-unit development (3590 E. Pacific Coast Hwy.) – Approved



2020 Highlights

INNOVATION & EFFICIENCY

147 INDIVIDUALS PROVIDED WITH TRANSPORTATION SERVICES AND LINKED TO AN EMERGENCY SHELTER FACILITY THROUGH THE CONNECTION OF CARE GRANT, WHICH FOCUSES ON JAIL DIVERSION EFFORTS, REDUCING THE IMPACT ON POLICE OFFICER AND EMERGENCY RESPONSE STAFF TIME

The City's response to the coronavirus pandemic required innovation and efficiency in every aspect of its operations and services. In addition to implementing measures to minimize health threats to residents and the City's workforce, the City quickly transitioned to a digital service model wherever possible. This included basic service types, such as permitting/licensing, payment/ deferrals and reporting, but also extended to services not previously considered readily adaptable to technology, such as recreation services and community meetings. Furthermore, essential services such as public safety, refuse collection and business inspections required purposeful adaptation for City staff to continue to provide them safely and effectively. It is likely that many of these changes will become permanent following the pandemic.

65 youth workers hired as community ambassadors in response to COVID-19 and Coronavirus Aid, Relief, and Economic Security (CARES) Act program delivery including personal protective equipment (PPE) distribution, small business support and education programs

Implemented a state-of-the-art technology that offers GPS tracking of stolen goods through the 9-1-1 Emergency Communications Center. 3SI coordinates with businesses, such as banks, pharmacies and armored cars, to help law enforcement track felony-level theft

Offered free combination influenza and COVID-19 tests at City-run testing locations to help prevent the spread of COVID-19 and keep the community safe during flu season; Free flu vaccinations were offered at several City-run testing sites



Park irrigation controllers were upgraded to a centrally managed computerized system that will allow more than 160 controllers to be remotely accessed and enable staff to access the park controllers in the field via tablets, locate broken components and conduct irrigation system audits



Added 17 new rear-loader refuse trucks and 11 new street sweepers to the Public Works fleet in Fiscal Year (FY) 20; The new vehicles allow operators to travel more efficiently through the City's alleyways and streets

Achieved 92% on-time preventive maintenance on all City vehicles and equipment, significantly reducing time and repair costs

Fleet Services certified as a Ford Motor Company warranty repair center, saving customers more than \$225,000

Completed a pilot program using automatic license plate readers (ALPR) for parking enforcement, which could replace the old method of "chalking" tires, introduce more environmentally-friendly vehicles and identify stolen vehicles which will result in a higher rate of stolen vehicle recovery

Implemented an online contract management system for more efficient and effective monitoring and administration of City leases and associated agreements



550 Long Beach Airport (LGB) customers and 22 Airport staff and tenants surveyed by the City's Office of Innovation to enhance the LGB customer experience

The Graffiti Abatement Program was transferred to the Public Works Environmental Services Bureau, allowing for increased coordination between the Clean Team and the graffiti contractor when performing deep cleanings throughout the city

With assistance from the Mayor's Animal Care Visioning Task Force, Long Beach Animal Care Services (LBACS) completed a comprehensive process to develop a strategic plan with a mission, core values, integration and action plans, determining desired outcomes, goals and objectives and internal capabilities and capacity

The City Auditor continued to operate the Fraud Hotline allowing anyone to confidentially report tips of City fraud,

waste or abuse; For every tip received, the office opens a case; Forty-seven percent of the cases closed in the previous year had sufficient basis and were investigated. Six cases had substantiated allegations and 15 corrective action recommendations were issued to departments

Facilitated community pop-ups, workshops, interviews and surveys with Long Beach residents to co-develop strategies for the Digital Inclusion Roadmap, which aims to ensure everyone in Long Beach has equitable access and use of digital literacy training

Completed a pilot program to replenish beach sand on the Peninsula by pumping sand from other beach areas; Though the pilot program revealed the process was too costly, the technology could be adapted to a barge in the Alamitos Bay Channel, whereby dredgings would be pumped to Peninsula Beach, solving two problems concurrently



2020 Highlights

TECHNOLOGY

The City works to ensure all those who live, work and play experience top quality service through enhanced digital systems

Technology and Innovation Department staff quickly procured, configured, prioritized, deployed and trained City staff on remote technologies to ensure staff could work remotely; The equipment distributed included MiFi's, webcams, headsets, more than 500 laptops and over 200 monitors for home use, as well as virtual private networks (VPNs) and tokens for secured access to the City's network and procedures for remotely accessing office computers for advanced applications

Established longbeach.gov/COVID19 as the City's authoritative portal for information regarding pandemic response, including a digital dashboard to display both internal and external data sources such as state and county COVID-19 data; COVID-19-related content received 1.8 million page views from March through October

Continued efforts to modernize the City's critical financial and human resources systems, which had utilized 1970s technology and practices, through the implementation of a new Enterprise

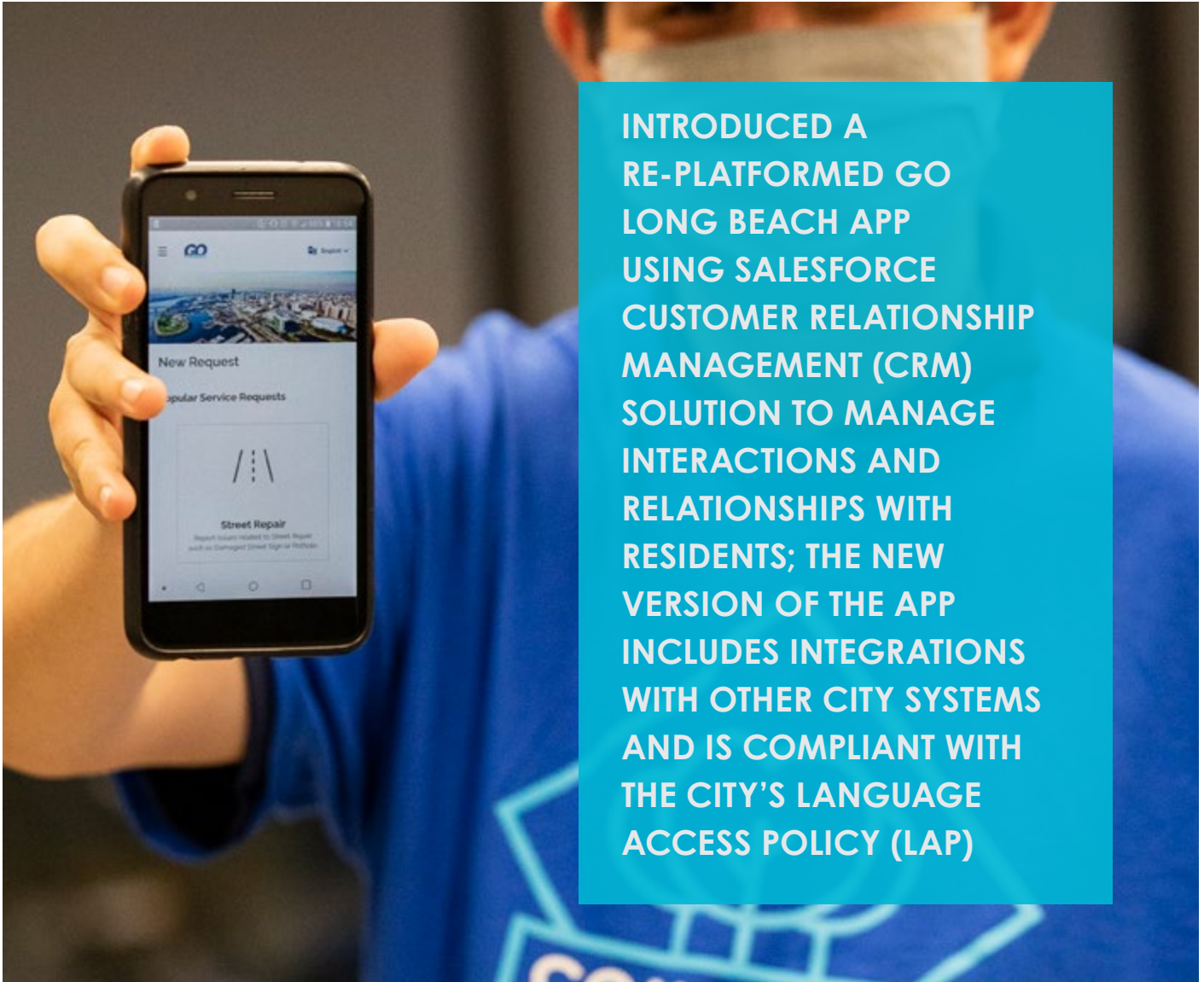
Resource Planning system called Long Beach City Operations and Strategic Technologies (LB COAST)

Launched new, redesigned website for the Long Beach Airport

Produced 300 videos for the Long Beach Television (LBTv) cable channel, website, social media sites and other City social media pages

Launched the Digital Inclusion Resources Hotline in English, Khmer and Spanish to provide information to residents and businesses on low-cost internet, computers and digital literacy resources and training, made possible through the City's Coronavirus Aid, Relief, and Economic Security (CARES) Act funding

Launched a centralized online platform, ConnectedLB, in partnership with California Emerging Technology Fund, EveryoneOn and human-I-T for Long Beach residents to access low-cost internet, computers and digital literacy resources and training



Completed rapid build-out of City facilities to support the City's COVID-19 Incident Management Team (IMT), Emergency Operations Center (EOC), Joint Information Center (JIC) and various Department Operating Centers (DOC) needs, including trailers and recreational vehicles, mobile command center deployments and backup operations planning

Deployed collaboration technologies to enable staff to stay connected whether on-site or telecommuting; Microsoft Teams, WebEx and Skype are being used internally and Zoom is being used externally to facilitate public meetings

Launched mobile app for City inspectors to enable digital business license inspections



>25,000

views of streamed community meetings, press conferences and videos on content specific to the Fiscal Year (FY) 21 budget process; 3,240 views were from individuals accessing new budget videos produced in Khmer, Tagalog and Spanish

Completed Phase I of an Enterprise Document Management System project, which will enhance operational efficiencies by automating business processes and greatly reducing paper files and storage

Replaced 1,895 outdated portable and mobile radios used in day-to-day and emergency response communications by the Police, Fire, Public Works, Airport and Disaster Preparedness and Emergency Communication Departments

Preparing release of an advanced customer self-service portal providing smart customer engagement by offering utility customers user-friendly interfaces for account management, scheduling service and tracking energy and resource consumption



2020 Highlights

ECONOMIC & WORKFORCE DEVELOPMENT

The City of Long Beach strives to ensure economic prosperity is a reality citywide

Generated **\$16 million** in state and federal grant revenue to support local businesses with worker hiring, training and job growth

1,118 job seekers received in-depth career counseling and job placement support from Pacific Gateway's team of career and job placement specialists

The WorkPlace, Pacific Gateway's Job Center, provided more than 5,300 hours of free counseling, interview preparation and job coaching



9,400 served through the Pacific Gateway Workforce Innovation Network

Pacific Gateway issued more than **\$525,000** in training scholarships to over 130 residents for a variety of vocational programs including information technology, truck driving and nursing certification



More than 600 small businesses received Coronavirus Aid, Relief, and Economic Security (CARES) Act Small Business Transition and Technology Grants totaling \$3.3 million; additionally, over 100 Small Business Restart Grants totaling over \$300,000 were distributed to support businesses that were impacted by property damages that occurred as a result of civil unrest on May 31, 2020

54 job seekers received no-cost childcare through a newly coordinated network of local childcare providers; Developed classroom and online curriculum and provided instruction for the Fire Pathways Program at Jordan High School; 35 students are enrolled in the Fire Science class and an additional 30 students are enrolled in the Emergency Medical Response class

Job centers supported nearly **2,000 workers** who had been laid off through benefits and employment orientations with State Employment Development Department (EDD)

Over **\$300,000** provided to hundreds of local families for COVID-19-related rental assistance



Pacific Gateway served more than **680 young people** ages 16 to 24 years old by offering work experience and training programs through the Youth@Work program, career coaching, training and job placement in collaboration with community-based organizations Centro CHA and United Cambodian Community

Pacific Gateway served over **2,300 businesses** through recruitment and job fair events, workforce planning, connection to human resource support, youth worker programs, on-the-job training subsidies and downsizing support

Through programs administered by the Economic Development Department, 89 small businesses received investment loans totaling **\$1,895,000**, and another 25 small businesses received Paycheck Protection Program loans from a City partner, National Development Council, totaling **\$1,039,649**

Supported the development and launch of three new economic development non-profit organizations including the Center for Economic Inclusion, Long Beach Economic Partnership and the new Long Beach Technology Accelerator, per the Blueprint for Economic Development

Continued strategic partnerships with nine business improvement district associations totaling over **\$10 million** to support place-based economic and community development programs

As a result of the efforts of Special Events and Filming staff, over **75%** of television

productions return to Long Beach for production needs; Continuing this trend, the City attracted top tier television shows that film in Long Beach on a regular basis, including: LA, 9-1-1 and 9-1-1: Lonestar, All American, Animal Kingdom, For All Mankind, The Goldbergs, SWAT, Seal Team, Lucifer and This is Us; Other television shows also use Long Beach as one of their favorite backdrops, including Silicon Valley, Bosch, Million Dollar Listing, Space Force, Dead to Me, Battle Bots, House Hunters, Sneaky Pete, Drunk History and Perry Mason

29 former Long Beach Redevelopment Agency parcels were sold for **\$22 million** resulting in \$5 million to the City as a share of property tax distribution; These dollars were directed to project area programs and made available for citywide economic development programs

The Virginia Village Parking Lot opened, adding 19 spaces to a commercial corridor in North Long Beach

San Pedro Fish Market Long Beach opened its doors on Jan 30 after a 28-month, \$4 million renovation of the former Joe's Crab Shack, creating 100 new jobs

Southwest Airlines announced one daily nonstop flight from Long Beach Airport (LGB) to Honolulu beginning in March 2021; The new flight is the airline's only direct service to Hawaii in the Greater Los Angeles area



INFRA STRUCTURE

Maintaining infrastructure citywide is a priority for Long Beach and the City has made great strides in ensuring Americans with Disabilities Act-compliance

16 miles of sidewalks replaced

1.3 lane-miles of alleys rehabilitated

1.7 miles of new bikeway installed 626 access ramps constructed, in accordance with Americans with Disabilities Act (ADA) guidelines

4,500 traffic signs and street name signs replaced

6.5 miles of curb repainted and 50 miles of lane lines restriped

Installed 80 new on-street disabled parking zones

Traffic signal timing at 50 intersections was investigated and modified

3,500 traffic control plan checks completed

Responded to 15,400 DigAlert tickets for the state-mandated Underground Service Alert program

Safe Streets Long Beach Vision Zero Action Plan adopted by the Long Beach City Council

22,000 feet of natural gas distribution main pipeline and more than 300 service pipelines replaced

35 traffic-calming elements installed including roundabouts, median islands, rapid flashing beacons, speed feedback signs and crosswalks

37 construction inspections conducted at construction sites one acre or greater
Surveyed over 50,000 gas meters for atmospheric corrosion

1.75 LANE MILES of alleys rehabilitated

86

lane miles of major and residential streets rehabilitated

300 Full Trash Capture connector pipe screens were installed inside catch basins throughout the City

Began and completed construction of the new, five-level Downtown Public Safety Parking Structure, providing 297 parking spaces



DEVELOPED AND IMPLEMENTED

The Open Streets Program, providing 120 parklets for local businesses and 14 neighborhood street closures to enable more open space for physically-distanced activity during the COVID-19 pandemic

Phase 2 of the Naples Seawall Replacement Project completed

Construction continues on Long Beach Airport's (LGB) \$110-million Phase II construction program for pre-security improvements, including construction of a new ticketing lobby and a seismic retrofit and renovation of the 1941 historic terminal

Taxiway C and Taxiway D improvement projects completed at LGB. The \$33-million project, funded by federal grants, was required to meet current Federal Aviation Administration (FAA) standards and enhance the overall safety of the airfield



2020 Highlights

3,500

TRAFFIC CONTROL PLAN
CHECKS COMPLETED

6.5 M

OF REPAINTED CURB
AND 50 MILES OF
RESTRIPE LANE LINES

16 M

OF SIDEWALK REPLACED



2020 Highlights

PARKS & OPEN SPACES

Parks, playgrounds and other facility projects continued on and made great progress throughout the City

Awarded three Port of Long Beach Community Grants totaling \$2.97 million for landscape and irrigation for the 51st St. Greenbelt, Drake/Chavez Expansion and the Lincoln Park projects

Received \$500,000 from a private donor for the development of a new playground at Channel View Park

Awarded \$40,000 from the Long Beach Navy Memorial Heritage Association for development of restoration plans for the Houghton Park Clubhouse

\$2 million Land and Water Conservation Fund Grant awarded through the National Park Service Grant for development of the Davenport Park Expansion





PROJECTS COMPLETED

Houghton Park Community
Center Expansion

Houghton Park Sound Garden

Pike Park at 195 W. Seaside Way

Improvements to Gumbiner and Harvey
Milk Promenade Parks

Plant and trail restoration at DeForest
Wetlands and El Dorado Nature Center,
in partnership with Conservation Corps
of Long Beach

Improvements to the Bixby Park
Community Center and structural repairs
to Stearns Park Community Center

Athletic field and irrigation improvements
to Silverado and Heartwell Parks, and
irrigation improvements to Cherry Avenue,
Martin Luther King, Jr. and El Dorado
Regional Parks

New playground at Jenni Rivera Park

Stearns Park Community Center structural
repairs and facility renovations

72nd Park Lighting

Whaley Park concession stand

Shoreline Marina Fishing Pier along mole
road rehabilitated

Rainbow Harbor dock improvements

Design of Colorado Lagoon Open Channel

Design of Junior Lifeguard Facility



PROJECTS UNDER CONSTRUCTION OR IN DEVELOPMENT

Beach concession stands at
Alamitos Beach, Junipero Beach
and Granada Beach

New Lincoln Park

Improvements at MacArthur and
McBride Parks, and 51st Street Greenbelt

14th Street Park rehabilitation

Bixby Park improvements

Willow Springs Park expansion

Marina Vista Park shade
structure improvements

Long Beach Greenbelt trail design

Wardlow Park restroom improvements,
in accordance with Americans with
Disabilities Act (ADA) guidelines

New Channel View Park playground and
improvements to Peace Park playground

Silverado Park lighting improvements

Community Center improvements at
Scherer, Martin Luther King, Jr.,
Chavez and Whaley Parks

Silverado Park gym rehabilitation

El Dorado Golden Grove picnic
area rehabilitation

Red Car Greenbelt art installation



2020 Highlights

FINANCIAL MATTERS



\$190 MILLION

in funding allocated, over multiple years, for COVID-19 pandemic relief-related efforts from the State Coronavirus Aid, Relief, and Economic Security (CARES) Act, U.S. Department of Housing and Urban Development (HUD) Emergency Solutions Grant Program, Federal Emergency Management Agency (FEMA), Centers for Disease Control (CDC), Los Angeles County, Transportation Security Administration (TSA) and a number of other agencies and organizations



Successfully applied for and received over \$1.1 million in clean air grant funding, which was applied to the purchase of 12 new fire trucks

The funding provides for a wide variety of services and relief efforts including, but not limited to:

- Emergency response
- COVID-19 testing and supplies
- Cleaning and sanitation services
- Sheltering and housing for people experiencing homelessness
- Family assistance
- Rental relief
- Food services for seniors
- Mental health and counseling
- Small business relief
- Nonprofit organization relief
- Open Streets Initiative for outdoor dining
- Digital inclusion
- Youth programming
- Airport operating

\$5.33 billion managed in cash flows

\$10.4 million in General Fund revenue generated through gas operations

Prepared Fiscal Year (FY) 21 Capital Improvement Program totaling over **\$107 million** in funding

Administered **\$5.5 million** in of Homeland Security Grant Program (HSGP) funds for disaster preparedness training, planning and equipment acquisition

Utility Services processed monthly utility bills for 165,000 customer accounts generating **\$250 million** in annual revenue

Engaged in price protection strategies to ensure unforeseen seasonal gas price spikes do not unduly impact natural gas customers

Long Beach residents' average monthly water and sewer bills continue to be amongst the very lowest of the largest cities in California

Issued **\$131 million** in Harbor Department Refunding Bonds resulting in net interest savings of **\$22.6 million**

Issued **\$145 million** Harbor Department Short-Term Notes to reimburse the Harbor Department for costs related to the Gerald Desmond Bridge Replacement Project

Issued a **\$60 million** revolving line of credit to enhance the Water Department's flexibility in managing water system infrastructure improvements and cash flows



Two Federal Aviation Administration (FAA) Airport Improvement Program grants totaling **\$38.9 million** – more than any other California airport – were awarded for infrastructure projects at Long Beach Airport (LGB)

Issued a **\$25 million** revolving line of credit to lend flexibility to the City's COVID-19 response efforts

The City Auditor reviewed over **\$2.2 billion** in disbursements of City funds including vendor payments, workers'

compensation claims, employee payroll checks and wire transfers to ensure payments are authorized and documented

The City Auditor oversaw the City's annual comprehensive financial audit and federal single audits, along with quarterly verification audits of the City's cash and investments and completed the annual audit of Prop H revenues and expenses to ensure those funds were spent as intended on public safety



2020 Highlights

HEALTHY COMMUNITIES

The City works preserve and promote the health of the community

The Health and Human Services Department was on the frontlines of the COVID-19 response by:

Activating numerous sites for distribution, testing and alternate care

Investigating approximately 33,271 COVID-19 cases

Testing more than 254,00 individuals and processing samples

Addressing outbreaks in 34 skilled nurse facilities

Responding to 38,283 resident inquiries on the City's COVID-19 Information Line
Providing data analyses to facilitate planning and decision-making

Training and leading over 100 staff to conduct case investigations, contact tracing, outbreak investigations, data updates and reports, laboratory triage, testing site procedures and education to local schools and businesses

Educating 8,000 businesses about the COVID-19 Safer at Home Health Order and protocols

Working in concert with the Health and Human Services Department, the City's EOC oversaw the opening of six testing sites, five of which are City-managed, including a Mobile Testing Unit; distributed over 1 million pieces of personal protective equipment (PPE) to businesses; and operated two shelters to house people experiencing homelessness affected by COVID-19

Activated the City's Emergency Operations Center (EOC) at Level 2 for seven consecutive months in response to the COVID-19 pandemic; More than 60 staff from all City departments participated in the activation, which is ongoing



6,000 COVID-19 test samples collected and prepared for processing by the City's public health laboratory prior to the activation of other labs

Designed and implemented medical assessment teams to decrease COVID-19 exposures to first responders and provide more specific care for Long Beach residents that met positive screening criteria

Launched the Older Adult Resource Line, where call line operators connect residents to information, resources and partnering agencies in multiple languages; The line is expected to be expanded to provide support to any resident of Long Beach in need of resources such as food, mental health supports and rental assistance

Partnered with Food Finders and the Los Angeles Regional Food Bank to organize four emergency food distribution and nutrition education events, providing over 3,500 households with an average of 70 pounds of food, the equivalent of 162,000 single-serving meals

Long Beach Airport (LGB) procured new solutions, such as a PPE vending machine for travelers and an electrostatic disinfection machine to efficiently sanitize public areas; New signage, floor decals and plexiglass barriers were also installed

The Library held approximately 65 virtual storytime readings and other programs with nearly 13,000 participants



Learning hubs implemented at four park facilities located within communities in Long Beach identified as having residents with the lowest income, providing safe spaces for youth to access free Wi-Fi for Long Beach Unified School District (LBUSD) online programming; Facilities are open Monday through Friday during school hours; PRM staff provide supervision during the school instruction period and recreational activities that promote exercise, enrichment and social engagement in accordance with the City's Health Order

Secured and distributed over one million diapers, hand sanitizer, learning supplies, small furniture, books, soap and more to childcare providers and families in need through a partnership between the Early Childhood Education Program, the Mayor's Fund for Education and the Early Childhood Education Committee

Conducted approximately 15,000 business inspections to ensure compliance with the City's Health Order and offer educational outreach to business owners and employees

Together with the Health and Human Services Department and the Fire Department Public Information Officer, established the City's Joint Information Center under the Incident Management Team and then the Emergency Operations Center to deliver effective, accurate and timely information to the public regarding the City's COVID-19 response and actions

Published (and translated into Spanish, Khmer and Tagalog), primarily through the City's Joint Information Center, over 540 press releases, notices and media updates (compared to 200 in FY19) to keep the public informed about City services, accomplishments, opportunities for community engagement and the City's response to the COVID-19 pandemic

Coordinated and operated, through the City's Joint Information Center, approximately 74 livestreamed press conferences with the Mayor and Health officials providing updates on the City's COVID-19 response as well civil unrest

The Office of Equity facilitated the Framework for Reconciliation, a process to acknowledge the impacts of systemic racism, listened to community members' experiences with racism, convened stakeholders to review data and catalyze recommendations into an action plan to advance racial equity in Long Beach



Developed hundreds of graphics for digital, social media and print to keep the community updated about COVID-19 Health Order changes and awareness

Delivered over 290 updates, through the City's Joint Information Center, to employees regarding updates to the COVID-19 Health Order and corresponding news

The Joint Information Center supported the process and deliverables pertaining to the City's Racial Equity and Reconciliation Initiative, the forthcoming Youth Strategic Plan and the updated Go Long Beach mobile app.

The Office of Equity produced the Long Beach Equity Toolkit for City leaders and staff, which provides an overview of the meaning of equity and specific strategies that City leaders, staff and partners can apply to make positive changes through equitable policies, programs and services

The Long Beach Justice Fund provided legal representation to 25 clients facing deportation

GreenlightLB, the City's cannabis education program, launched the first annual Long Beach Safe Streets Awareness Week in collaboration with Walk and Roll Long Beach to promote safe and sober driving; An e-toolkit was distributed to 20 community organizations and an educational pop-up brought visibility to drivers and cyclists while providing materials to 200 community members

27,000 bicycle trips were made through the City's Bikeshare program, with 78,000 miles traveled

Long Beach Water Department conducted more than 70,000 water quality tests to ensure safe drinking water

Medi-Cal Outreach/Health Access Program provided outreach to 3,486 individuals, enrollment assistance into a comprehensive health coverage program for 1,537 individuals and families and insurance renewal assistance for 745 individuals



Over 70,000 meals provided to older adults at seven community centers across the city, providing nutrition in a safe environment to residents in need

Conducted approximately 850 mosquito surveillance and mosquito control abatement activities for vector-borne disease and set approximately 176 mosquito traps at 25 mosquito surveillance sites

For the 41st year, Parks, Recreation and Marine (PRM) offered the USDA Summer Food Service Program for children and youth; 80,000 free lunches were served over nine weeks at 34 locations in Long Beach and Signal Hill

Tobacco Retail Enforcement Program conducted 443 routine, licensing, complaint and follow-up inspections and surveys to reduce the availability of tobacco products and paraphernalia to persons under the age of 21

A \$1.1 million grant was awarded to the City by the Board of State and Community Corrections' California Violence Intervention and Prevention Grant Program to interrupt the cycle of violence in the Washington Neighborhood using an evidence-based and community-informed framework



2,300 families were provided food through drive-through neighborhood food pantry events facilitated by Development Services Department Neighborhood Resource Center

Police Department assisted residents in clearing approximately 3,600 warrants

The Human Dignity Program and Human Trafficking Program provided labor trafficking training to over 150 participants from law enforcement, code enforcement, environmental inspectors, service providers and county agencies

The Language Access Program translated 554 documents in Spanish, Khmer and Tagalog, and provided interpretation at 102 public meetings

160 fathers participated in the Life Coaching and Fundamentals of Fatherhood

Program; The program was awarded a new five-year, \$4.9 million grant effective Oct. 1, 2020

Received 390 applications for the City's Foreclosure Registry Program

Graduated 21 Family Self-Sufficiency Program participants, who collectively earned more than \$200,000

2,300 families were provided food through drive-through neighborhood food pantry events facilitated by Development Services Department Neighborhood Resource Center



2020 Highlights

COMMUNITY IMPROVEMENTS

Long Beach achieved great progress to enhance quality of life citywide

51,500

GoLongBeach work order requests received from residents completed; requests for service include graffiti abatement, illegally dumped items, abandoned shopping carts and potholes

2187+

tons of litter and illegally dumped items were collected by Clean Team; Over 5,056 court referral hours were utilized to assist in litter clean-ups





Launched COVID-19 parking permit relief program to provide free parking to residents in parking-impacted communities

Performed 45 deep cleaning events, which included weed abatement, graffiti removal, addressing code violations and litter and dumped item removal on selected streets and alleys

Performed 815 alley and neighborhood clean-ups

243 community volunteers partnered with the City to host 19 neighborhood clean-up events and remove 171 tons of litter

Adopted three new historic landmarks, including two properties from prominent Long Beach resident Gail Cooper, in a continuing effort to preserve the City's iconic buildings

79 litter citations issued by the Police Department

20 residents graduated from the Neighborhood Leadership Program amid the pandemic, bringing the total number of graduates to 771 over 27 years

74 residential property owners and 68 commercial property owners received rebates for exterior improvements

Continued implementation of the North Place-Based Neighborhood Improvement Strategy to address neighborhood

distress and blight along the Long Beach Boulevard corridor through a combination of programs, including small high-impact infrastructure and beautification projects designed with neighborhood residents

Police Department personnel continues to meet with diverse community groups to understand perceptions of law enforcement and share policies and procedures related to accountability, training, use of force and hiring; staff participated in more than 300 virtual community meetings and events

546 participating businesses in the No Litter Zone program, pledging to help keep their areas litter free and clean

4,000 properties inspected for zoning and other code violations

Approved 13 contracts to rehabilitate historic landmark properties under the City's Mills Act Property Tax Abatement Program

Implemented a micro-mobility program, permitting four vendors: Bird, Lime, Razor and VeoRide



LONG BEACH COMMUNITY HOSPITAL

Negotiated a long-term lease to facilitate the re-opening of the shuttered Long Beach Community Hospital, as an acute care hospital



2020 Highlights

SUSTAINABILITY

Sustainability is top priority in Long Beach and guides decisions throughout the city

385,000

tons of refuse processed at the Southeast Resource Recovery Facility (SERRF), the City's waste-to-energy plant processed and recycled 7,776 tons of metals that otherwise would have gone to landfills, generating \$6.6 million in electricity sales





239

tons of mulch diverted from landfill;
419 home deliveries made to residents

33,390 tons of recycling collected from residential accounts, multi-family accounts and commercial accounts

Long Beach residents generated 4.3 pounds per person per day of solid waste, far below the current state targeted maximum of 7.6 pounds per person per day person/day

1,232 industrial/commercial facilities inspected for National Pollutant Discharge Elimination System requirements

Partnered with Long Beach Water to highlight and promote sustainable efforts of local restaurants and educate the public about the City's Polystyrene Ordinance

900 gallons of used motor oil and 180 oil filters collected

Conducted 12 household hazardous waste (HHW) and tire amnesty events; 8,251 cars dropped off 828,142 pounds of HHW waste, including 164,250 pounds of e-waste

Certified 21 businesses through the Green Business Certification and Recognition Program under the California Green Business Network

Planted 4,921 street trees as part of the I Dig Long Beach - 10,000 Trees by 2022 initiative funded by the Port of Long Beach and California Department of Forestry and Fire Protection (CAL FIRE)

Completed interdepartmental and interagency coordination on the draft Climate Action and Adaptation Plan (CAAP) to identify and gain consensus around actions to reduce greenhouse gas emissions (GHG) reduction, in compliance with 2030 mandates from the state

Installed 50 electric vehicle (EV) chargers in City facilities

Rolled out new requirements relating to the materials accepted through the curbside recycling program in response to dramatic changes in the global recycling markets, including China's National Sword Policy, which virtually eliminated the main export market of recyclable materials

Long Beach Airport (LGB) established a partnership with The Good Traveler, a program for travelers to voluntarily offset their environmental impact by purchasing carbon offsets.



Renewable fuels made up 54% of the City's overall fuel usage in 2020

87% of the City's beaches received "A" and "B" grades for water quality during the summer months

LGB installed 15 state-of-the-art electronic chargers to reduce emissions for airline ground support equipment, achieving 100% electrification for all 11 commercial gates

LGB's passenger concourse building received Leadership in Energy and Environmental Design (LEED) Silver Certification from the U.S. Green Building Council

Planted more than 100 trees in city parks, 125 street trees through the free residential Street Tree Planting Program and 72 fruit trees through the Fruit Trees in Front Yards Planting Program

Initiated a trial operation and performance test of 10 Police Department hybrid interceptor patrol vehicles that will be placed into service in the near future



2020 Highlights

OTHER GOOD THINGS

This year provided many accomplishments and memorable events throughout Long Beach

60 Career Online High School (COHS) program graduates received their high school diploma through the Long Beach Public Library (LBPL), bringing the total number of graduates to 107 since the program began in 2016

More than 35,000 lap swimmers and 12,400 water exercise participants visited the City's three community pools

The Ethics Commission conducted a selection process for the remaining three members and was fully seated in July 2020, with seven members; Immediately after, the Commission was tasked with reviewing hundreds of applications for the Independent Redistricting Commission and established a sub-pool of applicants and randomly selected the first nine commissioners in Oct; The Commission has begun to form a workplan identifying its goals, activities and priorities as defined by, and in alignment with, the City Charter

The City Auditor lead the effort to develop a comprehensive Citywide Ethics Program with clear ethical policies and procedures for City employees and elected officials,

including details on how ethical violations can be reported, what disciplinary actions can be imposed and how outcomes can be reported

Parks, Recreation and Marine (PRM) launched the Mobile Recess Program to offer safe recreational programs for youth ages five to 14 years old

11,655 neighborhood newsletters produced with the assistance of the Development Services Department Neighborhood Resource Center

Successfully transitioned efforts to create an African American Cultural Center in Long Beach (AACCLB) to the independent AACCLB organization, which will continue the pursuit of organizational, programmatic and fund development, and identify the appropriate site to realize its vision

Over 8,000 adults and children participated in Healthy Active Long Beach's in-person and virtual nutrition workshops where participants learned about the benefits of healthy eating and maintaining physical activity and learned how to prepare healthy recipes



98% SAVE RATE

in 2020, and a 32% decrease in the intake of dogs and cats, from 5,355 to 3,659 by Animal Care Services



Developed and published the City's first Citywide Strategic Communications plan in over 10 years

Developed and published the City's first Citywide Community Engagement Playbook

Developed and published the City's first Citywide Digital Community Engagement Toolkit

96,000 Twitter followers, 52,000 Facebook Likes, 32,500 Instagram followers and 16,000 LinkedIn followers on the City's primary accounts; an 4.3% increase (5,430 followers) on Twitter, 39% (14,700 followers) on Facebook, a 105.5% (16,700 followers) on Instagram and 28% (3,500 followers) on LinkedIn since December 2019

Received a California Public Information Officials EPIC Award for the five-part video series called, Long Beach Life, that was created in partnership with local artist, Ulises Roman; Also received the City's first Government Social Media Award for best LinkedIn presence



19 YOUTH AMBASSADORS

representing the City's diverse communities and council districts were engaged to lead and inform efforts related to the Youth Strategic Plan; The youth ambassadors received training in outreach and data collection; Five community forums were held across the City, engaging more than 200 residents in focus groups and conversations about the types of support that youth need to succeed in Long Beach.

Initiated a process to update the City's Historic Context Statement as well as the first-ever with a focus on race and suburbanization; These important documents will guide future planning and land use decisions and will enable those decisions to be rooted in a deeper understanding of the City's history and evolution, including the communities of color that have helped shape Long Beach

PRM partnered with Conservation Corps Long Beach to maintain and operate Willow Springs Park, while providing valuable job training for at-risk youth; The Park encompasses 15 acres of natural habitat, open space and trails open to the public vista point in Long Beach, and is the home of the City's Mulch Program and the Office of Sustainability Work Yard

Fire Ambassadors unveiled a new Fire Safety House designed for school presentations and visited 29 schools

throughout the Long Beach Unified School District (LBUSD), engaging more than 1,500 students

The Office of Civic Innovation worked with the Police and Fire Departments to evaluate how the City, LBUSD, Long Beach City College (LBCC) and California State University, Long Beach (CSULB) can better align resources, curriculum and recruitment to target future public safety professionals

Trauma and Resiliency-Informed Long Beach (TRI LB) trained 340 City staff members on trauma- and resiliency-informed practices and developed a policy guide for implementation in two pilot departments, Health and Human Services (Health Department) and LBPL; Next phases of the effort include continuing TRI LB implementation within the Health Department and offering training to additional City departments



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To request this information in an alternative format or to request a reasonable accommodation, please contact the Office of the City Manager at **www.longbeach.gov** or **562.570.6111**.

A minimum of three business days is requested to ensure availability; attempts will be made to accommodate requests with shorter notice.