

1909 - 2019

18 | 19



ANNUAL  
REPORT



CITY OF HUNTINGTON BEACH



# SURF CITY

U.S.A.

# WELCOME



**Dave Kiff**  
Interim  
City Manager



Dear Huntington Beach Community,

It's been a great pleasure to stand in and work with you as an Interim City Manager these past few months. As I have gotten to know Huntington Beach better, I've been impressed with many things, including the hard work put in by the City Council, the City staff, and the many, many residents who are committed to Surf City USA's past, present, and future.

I'm pleased to share with you the Fiscal Year 2018-19 Annual Report which covers the achievements and milestones from our 14 departments. As a reminder, the following City Council goals, as updated in the 2019 Strategic Planning Session, assist the City in paving the way for continued success:

- Improve our quality of life
- Enhance and maintain our infrastructure (streets, sidewalks, pipes, parks, and more)
- Strengthen our economic and financial sustainability
- Enhance and maintain our public safety
- Enhance and maintain City service delivery

Surf City continues to receive positive accolades over this past year, including:

- WalletHub ranked HB as 14th of 150 "Best-Run Cities in America" as well as rated us #1 in "Quality of City Services."
- WalletHub ranked HB #15th as the "Best Place to Raise a Family" as well as "5th Happiest City in US"
- The City also maintained its solid AAA Credit Rating by Fitch Ratings
- USA Today ranked HB as the "Best California Beach"
- 3rd Annual Huntington Beach Airshow took us to new heights as nearly a million people watched the show
- Other event staples like the Annual 4th of July Parade and Vans US Open of Surfing brought hundreds of thousands of visitors from near and far

Iconic Surf City is the epitome of California – a laid back, casual coastal town, that offers summer vibes throughout the year. I thank our committed Council and staff for that for contributing to making Surf City just that. We are positioned well to maintain the many good things going on in Huntington Beach.

Lastly, I'm happy to announce the City has found someone to take the helm here, as Oliver Chi will soon become HB's City Manager. I am confident that Oliver will be a great asset to Surf City and lead the city government and community on a wave of innovation and creativity.

Thank you again for allowing me to assist the community during this transition. On behalf of the City Council and all City employees, we look forward to another year of serving you.

Respectfully,

**Dave Kiff**  
Interim City Manager

# MISSION STATEMENT

The City of Huntington Beach provides sustainable quality services to maintain and enhance our safe and vibrant community.

## CORE VALUES

The City of Huntington Beach values...

- Responsiveness
- Accountability
- Quality customer service
- Honesty and Integrity
- Teamwork
- Fiscal sustainability
- Community involvement
- Openness





Erik Peterson  
MAYOR



Lyn Semeta  
MAYOR PRO TEM



Kim Carr  
COUNCILMEMBER



Barbara Delgeize  
COUNCILMEMBER



Jill Hardy  
COUNCILMEMBER



Patrick Brenden  
COUNCILMEMBER



Mike Posey  
COUNCILMEMBER



# CITY MANAGER'S OFFICE

## OFFICE OF BUSINESS DEVELOPMENT



**Dave Kiff**  
Interim City Manager

The City Manager's office provides professional leadership in the management of the City, is responsible for the coordination of all municipal programs, and the executive supervision of all City departments. Working in a collaborative environment with a team-based approach, the City Manager implements the vision of the City Council. The City Manager's Office is comprised of four divisions: Administration, Public Information, Energy and Sustainability, and the Office of Business Development.

### SELECT ACHIEVEMENTS INCLUDE:

#### FY 2018/19 Accomplishments:

- Facilitated locating feedstock through the Recycling Market Development Zone Technical Assistance Program to four businesses located in Huntington Beach
- Established the Jet Noise Commission and worked with an aviation consultant, the Long Beach Airport, and the airlines to prepare a Glide Slope Analysis to potentially alleviate noise concerns from residents associated with Jet Noise.
- Led the City's Internal Telecommunications Group to successfully streamline the small cell permitting process within the City's right-of-way and permitted nearly 60 small cell attachments that bring in revenue to the City.
- Worked with our local Assembly Member to successfully secure \$1.7 million in specified funding from the State through the 19/20 Budget Process.
- Assisted City Departments with grant applications - successfully securing funding from Keep America Beautiful, CalRecycle, and California State Libraries
- Supported the City Council Intergovernmental Relations Committee with legislative advocacy efforts.
- Received the Orange County Business Council's Red Carpet Award for the Smart Fusion Pole project
- Facilitated the Organizational Effectiveness Studies of the Public Works Department and the Human Resources Department
- Received the Golden Hub of Innovation Award from the Association of California Cities - Orange County for the Sustainable Business Development Program
- Successfully facilitated and implemented the 3rd Annual Citizens Academy for City residents and business owners in the City to learn about City functions
- Supported the preservation of a historic home by processing one Mills Act application
- Worked to successfully transition the City out of its agreement with Public Cable Television Authority (PCTA) and move to operating the new Surf City TV in-house

- Planned and supported a number of special events including Vans US Open of Surfing, 115th Annual 4th of July Parade, 11th Annual Blessing of the Waves and the 3rd Annual Great Pacific Airshow
- Managed and generated interest in the City's official social media sites including Facebook, Instagram, Twitter, and Nextdoor.
- Wrote and provided timely information to local media, distributed media alerts, produced the biweekly City Manager Report, conducted ongoing media relations and relationship building with reporters, and updated website content.
- Received the Golden Hub of Innovation Award from the Association of California Cities - Orange County for the Sustainable Business Development Program
- Provided financial and technical assistance to over 25 local businesses in various sectors and certified them as a Sustainable Business, helping them save over 572,755 kWh with a total energy cost savings of \$58,032 and over 3.3 million gallons of water.

#### FY 2019/20 Goals:

- Provide administrative support to operating departments to ensure an attractive physical environment is maintained throughout the community.
- Provide fiscally responsible leadership to ensure the City maintains and enhances its sound fiscal base.
- Enhance the City's fiscal sustainability through closely monitoring CalPERS pension costs and providing the City Council with sound fiscal policy to balance growing pension obligations with continued City service delivery needs.
- Create a Fiber Master Plan to effectively market our dark fiber assets to private parties.
- Oversee the development of the City's annual budget and financial forecasting.
- Develop a comprehensive approach to capital planning efforts within the City.
- Expand marketing of the Office of Business Development as a business advocate.
- Continue promotion of the City's Mills Act Program.
- Continue to market the City's vertical infrastructure.
- Continue to expand the certification of businesses through the Sustainable Business Certification Program.
- Continue to work with State and Federal lobbyists on legislation that impacts the City.
- Continue collaboration with City departments on creating successful grant applications that meet the City Council's Strategic Goals.



# OFFICE OF BUSINESS DEVELOPMENT

The Office of Business Development administers the economic development, real estate, film permits, housing and Successor Agency functions for the City. The Office focuses on retention, attraction, and expansion for our business community, consistent with the City Council's strategic goal to "strengthen economic and financial sustainability." The Office also manages the City's centralized real estate functions, including leases for concessions on City-owned property, right-of-way acquisitions, and relocation. Other important projects include administering the federally funded Community Development Block Grant (CDBG) and the HOME Investment Partnership Programs, affordable rentals, inclusionary housing programs, and other related projects.

## BUSINESS / ECONOMIC DEVELOPMENT:

- Assisted Boeing with the sale of 56 acres to Sares-Regis for manufacturing buildings (Phase II).
- Helped 12 businesses including Boardriders Inc., Still Works, and Rocket Lab navigate the development process and expand businesses in the City.
- Facilitated four business roundtables focused on specific geographic locations including Downtown, Pacific City, Gothard Street Corridor, and Sunset Beach. The roundtables provide local businesses a platform to discuss business-related topics.
- Arranged nine business visits with local businesses in various business sectors including manufacturing, retail, restaurant, and distribution. The business visits provide a one-on-one opportunity for local businesses and the City to address issues, discuss potential opportunities, and partnerships.
- Updated the surfcitylocator.com tool with an improved interface and features to facilitate information on lease and sale properties for retail, office, and industrial space within the City of Huntington Beach.
- Regularly update HBBIZ.com with relevant business-related information including resources, demographics, and local trends.
- Worked with Visit Huntington Beach to create a new seven Tourism Business Improvement District (TBID) and the early termination of a Public Relations Agreement for the City.
- Worked with the Downtown Business Improvement District (DTBID) to renew the BID and to create additional services.
- In partnership with the Small Business Development Center of Orange County and Inland Empire, hosted a series of workshops that provided participating local businesses with social media and marketing skills.

## REAL ESTATE:

- Project Managed the LeBard Park project, to ensure the City park requirements are met with minimum impact to neighborhood and Seaview Little League.
- Negotiated a cell tower lease extension with American Tower at Warner Fire Station, generating \$1.2 million in revenue over the lease term.
- Negotiated a cell tower lease extension with T-Mobile at Murdy Park, generating an additional \$1.2 million over the lease term.
- Negotiated a License Agreement with Concours d'Elegance for use of Central Library parking lot for annual charitable car show benefiting the Library's Children's Resource Center.
- Prepared an RFP for concessionaire services at Central Park resulting in a five-year lease with Primo Nosh, generating over \$100,000 over the lease term.
- Negotiated a 10-year Lease Agreement with Zack's Pier Plaza for the ongoing operation of a beach concession at Pier Plaza, generating over \$900,000 over the lease term.
- Negotiated a new Lease Agreement with Kathy May's for beer and wine sales.
- Negotiated 2nd Amendment to License Agreement with AT&T increasing small cell attachments onto 34 street lights, increasing annual projected revenue to \$68,000.
- Finalized the Atlanta Widening Project including acquisition, relocation and various right-of-way issues.



Still Works



Zack's Pier Plaza

## HOMELESS TASK FORCE:

- Our Homeless Task Force became a Family Access Point within the county to streamline homeless families into housing.
- Entered into an Agreement with Orange County Housing Authority creating a partnership to allow our homeless admissions preference for Housing Choice Vouchers.
- Housed 64 formally homeless individuals and reunited 18 homeless individuals with families.
- Our Homeless Case Managers had over 2,000 contacts with homeless individuals.
- Coordinated with Homeless Solutions Coalition Meeting for all service providers, faith based groups and public to meet and discuss homeless issues.
- Continued to work with the Central Service Planning Area to create regional solutions to homelessness.
- Working on a Navigation Center for homeless individuals/couples.



Homeless Services  
Task Force



## HUNTINGTON BEACH Business Development

### FILMING:

- Issued more than 70 film permits during the 12-month fiscal year.
- Outreached to production companies to encourage filming in Huntington Beach bringing filming projects from Nike and NFL Productions.
- Generated more than \$100,000 dollars in film permitting revenue.
- Updated the FilmApp website to streamline the application process.

### HOUSING / CDBG / HOME:

- Administered the Interval House Tenant Based Rental Assistance Program (TBRA) that assisted five new households for a total of 10 households.
- Entered into an Affordable Housing Agreement with Tri-Pointe homes for five affordable units
- Administered the Mercy House TBRA Program that assisted 21 households.
- Entered into a new TBRA Program with Families Forward
- Continue to monitor and process transactions for 23 developments (384 homes) in the Ownership Inclusionary Housing Program.
- Approved ownership opportunities to seven households and assisted with seven refinances, through the Inclusionary Program.
- Held nine meetings of the Citizens' Participation Advisory Board and Administered more than \$1.5 million in Community Development Block Grant (CDBG) and HOME Investment Partnership Act-funded projects.
- Approved eight Loans/Grants through the CDBG Rehabilitation Program.



**Michael Gates**

City Attorney

ELECTED 2014 / REELECTED 2018

The Office of the City Attorney provides exceptional legal representation to, and successfully defends, a diverse client base, including: City Council, City Officers, employees, and 14 departments. Our experienced staff is committed to providing the highest quality legal representation possible in all lawsuits and administrative and municipal matters. As we say, “our legal office is as good, and provides as great results, as any other law firm of the same size.”

Additionally, we remain unwavering in our efforts to tirelessly prosecute all violations of the City Charter, Municipal Code, and now misdemeanors within the Penal Code. The City Attorney’s Office is extremely proud to offer unsurpassed customer service

and a new level of responsiveness to other departments and to the public. The City Attorney’s Office has worked diligently to reduce our turnaround times for, and dramatically increased the quality of, our legal research and legal opinions. We have also developed a very successful program to prosecute Penal Code and Huntington Beach Municipal Code crimes. This program began with an agreement with the Orange County District Attorney for the authority to prosecute and recruiting a full-time Deputy Community Prosecutor to join the City Attorney’s staff.

Overall, the legal department at the City Attorney’s Office has saved or found the City hundreds of millions through our legal work alone.

## SPECIFIC RESULTS

- **CRIMINAL PROSECUTION:** Since the creation and implementation of our new Community (Criminal) Prosecutor program, we have successfully prosecuted countless crimes that impact the quality of life for citizens. This is because of the good work of our Huntington Beach Police, and a result of the prosecutorial follow through from our prosecutor focusing on repeat offenders and obtaining stay-away orders, lengthy jail sentences, and substantial fees and fines. This Prosecutor Program received a Golden Hub Innovation Award in 2019.
- **WIN in LAWSUIT, TABARES v. HBPD OFFICER, CITY:** The civil action Tiffany Tabares v. City of HB, Police Officer was successfully litigated and thrown at by the Federal Court at the City’s request – which includes \$0 paid to plaintiff and no cost incurred by the City. Ms. Tabares’s action alleged a number of civil rights violations were made against her now-deceased son in an officer-involved shooting at a 7-Eleven by a Huntington Beach Officer. Ms. Tabares sought over \$20 million damages against the City and the individual officer. This case has been dismissed.
- **WIN in LAWSUIT, GONZALEZ v. HBPD OFFICERS, CITY:** The civil action Gonzalez v. City of HB, Police Officers was successfully litigated and thrown at by the Federal Court at the City’s request – which includes \$0 paid to plaintiff and no cost incurred by the City. Gonzales’s action alleged a number of civil rights violations were made against him during a search and arrest by Huntington Beach Officers. Gonzales sought substantial damages against the City and the individual Officers. This case has been dismissed.
- **TRIAL, AKM v. CITY:** Plaintiff contractor, AKM Engineering, in a lawsuit against the City of HB alleged breach of contract and sought \$6 million in damages. This case underwent a 6-week trial by our office. At the conclusion of trial, the jury awarded AKM only \$121,000 from the City. Based upon the facts of the case, the law, and the large demand of \$6 million, this outcome exceeded our expectations.
- **PENDING APPEAL:** Since we prevailed in the City’s Superior Court case against the State of California (case: Huntington Beach v. State of California regarding SB 54 or the Sanctuary State law) the State has filed an Appeal. All of the Appeal papers have been filed by both sides and we await a date from the Court of Appeal for Oral Argument. The Superior Court ruled that SB 54 violated the City’s Constitutional rights to exercise its Charter City authority to have exclusive control over its police department and local resources. The Superior Court ordered (Preemptory Writ of Mandate) the Governor, the State Attorney General, and the State to not enforce SB 54’s mandates against the City. We will keep everyone apprised of the results.
- **PENDING APPEAL in LAWSUIT, HCD (STATE) v. CITY:** The City is defending a lawsuit filed by the State of California alleging that the City is not complying with certain housing laws. While the City has done more for housing than other cities in the region, the City has always complied with applicable State housing laws. We are appealing a recent ruling denying the City’s request to throw out the entire lawsuit based on Statute of Limitations. We will keep everyone apprised of the result.
- **LAWSUIT, DECOCK v. CITY:** The City recently resolved a significant personal injury case, entitled Decock v. City of Huntington Beach, wherein plaintiff sought an excess of \$2,000,000. Through good, aggressive, and smart handling, the entire case was resolved where \$2 million was paid by the City of HB.

# CITY CLERK

The City Clerk plays a vital role in preserving democracy by complying with all federal, state and local regulations, and promoting public participation in local government. To ensure transparency in the City's decision-making process, staff members accurately prepare and upload City Council agendas and minutes online via **Granicus**, the industry leader in agenda management systems for government entities, and publish public notices according to the Brown Act and California Government Code guidelines.

As Elections Official, the City Clerk renders services that may involve stand-alone or consolidated elections for local positions, ballot initiatives, charter amendments, referendums, or recalls. As local Filing Official for all Fair Political Practices Commission (FPPC) and designated conflict of interest (COI) code and campaign disclosure filers, the City Clerk offers access to an online portal hosted by **NetFile** that accepts data and produces reports that are accessible to the public.

As Custodian of Records, the City Clerk safeguards vital, historic and permanent records of the City dating back to its 1909 incorporation. Vital records are physically stored in protective custody in a climate-controlled, fire-protective vault, and are carefully scanned and indexed into the **Laserfiche**® electronic database management system that is publicly accessible from the City's website. The **Online Records Library** is dedicated to store City Council documents (contracts,

deeds, historic photos, minutes, ordinances, resolutions). In addition, the City Clerk's Office utilizes **GovQA**, a public sector compliance solution designed to manage California Public Records Act (CPRA) requests in a timely manner.

The City Clerk's Office continues to provide exceptional customer service for people across the County that wish to apply for or renew a United States passport. This service not only provides convenience to local residents, but also serves as a valuable resource to raise and deposit dollars into the City's general fund.



**Robin Estanislau**  
City Clerk  
ELECTED 2016

## BY THE NUMBERS

- In FY 2018/2019, administered 260 FPPC Statement of Economic Interests – Form 700 Conflict of Interest (COI) code documents, and campaign disclosure documents for 38 active committees; received full paperless compliance.
- In FY 2018/19, processed 7,469 passport applications and produced 7,235 photos (\$261,415.00, and \$72,325.00 in general fund dollars).
- Scanned, indexed and quality-controlled approximately 20,000 pages into the **Online Records Library**.



# CITY TREASURER

The City Treasurer is an elected official who serves a four-year term. Per the City Charter, the City Treasurer is responsible to the electorate for overseeing the receipt, collection, disbursement, custody and safekeeping of all City funds.

Through prudent fiscal investment management, the City Treasurer ensures the City's cash liquidity needs are met and principal is preserved. The City Treasurer is accountable for the investment management of all City funds. Investments are consistently reviewed for compliance with the City's approved Investment Policy and governmental regulations. The City Treasurer presents a reporting of the City's investments at the City Council meetings on a quarterly basis. The investment reports may be found on the City's website at:

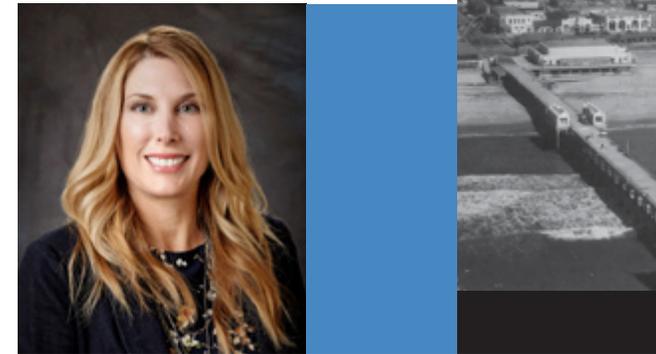
[http://www.huntingtonbeachca.gov/government/elected\\_officials/city\\_treasurer/investments/](http://www.huntingtonbeachca.gov/government/elected_officials/city_treasurer/investments/)

The City's Investment Policy may be found on the City's website at:

[http://www.huntingtonbeachca.gov/government/elected\\_officials/city\\_treasurer/investments/](http://www.huntingtonbeachca.gov/government/elected_officials/city_treasurer/investments/)

## SELECT ACHIEVEMENTS INCLUDE:

- Maintained the City's approximately \$225 million investment portfolio meeting all compliance requirements, utilizing investments that were both legal and suitable.
- Generated approximately \$4.5 million in earnings for the fiscal year (a 45 percent increase over the previous year) from the City's investment portfolio to be utilized to offset taxpayer funds for operating expenses, debt repayment, capital projects and other financial obligations.
- Through utilizing a consistent investment strategy, met core Investment Policy objectives of maintaining principal, providing adequate liquidity and generating a market yield through budgetary and market cycles.
- Provided monthly and quarterly investment reports of City funds and posted such reports to the City's website to allow for additional transparency.
- As a Board member of the City's Deferred Compensation Committee and the Supplemental Retirement Trust, oversaw investment management activities of such funds to ensure appropriate investment selection, safety of principal and appropriate investment returns and fees.
- As a member of the Deferred Compensation Committee, decreased recordkeeping fees for employee plans by 20 percent and 13 percent for the two available plans.
- Acted in the capacity of Treasurer for the City's Joint Powers associations.
- Participated on the City's Investment Advisory Board with council-appointed members and presented annual report to City Council.
- Participated in City's Youth in Government Day and Citizens Academy as presenter.



**Alisa Backstrom, CCMT, CPFIM**  
City Treasurer  
APPOINTED 2011 /  
RE-ELECTED 2016



Association of Public Treasurers  
of the United States and Canada



# COMMUNITY DEVELOPMENT DEPARTMENT

The Community Development Department is responsible for administering land use and development in the City and is comprised of three divisions: Planning, Building, and Code Enforcement. The Department processes zoning applications for all development projects, reviews construction drawings for consistency with state laws, issues building permits, and follows-through with building inspections. The Code Enforcement Division is responsible for the prevention, detection, investigation, and enforcement of violations of statutes and ordinances regulating public health, safety and welfare. The Community Development Department strives to deliver solution-oriented services in a timely manner that reflects the goals of the City Council and community while ensuring the health, safety and welfare of the public.

## SELECT ACHIEVEMENTS INCLUDE:

- Provided dedicated inspectors to facilitate a timely construction process at: the Pier Plaza Expansion project, 124 Main Street Mixed Use Building, 401 Main Street Commercial Building, and McKenna Subaru Car Dealership.
- Completed inspection work through final approvals for major projects such as: Springhill Suites, Luce Apartments, Surf City Jeep Dealership, Huntington Beach Mazda Remodel, and Oakmont Senior Living Facility.
- Completed Building, Mechanical, Electrical, and Plumbing Plan Checks for Holly & Gothard Townhomes, Sprouts Market Remodel, Farmer Boys Drive-Thru Restaurant, H2GO Express Carwash, and Target Store Remodel.
- Enacted expedited processing of electric vehicle charging (EVC) stations pursuant to AB 1236.
- Collected a total of approximately \$360,000 in civil citations, administrative fines, and fees from illegal medical marijuana operators.
- Collaborated with the City Attorney's Office to identify the top illegal businesses in residential neighborhoods such as suspected unlicensed recovery facilities (SURFs) and short-term vacation rentals (STVRs).
- Connected with local volunteer organizations to abate and clean-up three different nuisance properties on Community Service Day.
- Processed entitlements for new developments and businesses including Golden Road Brewery, Raising Cane's, Farmer Boy's Restaurant, Flashpoint Brewing Company, and Huntington Gateway Business Park (former Boeing property).
- Held Planning Commission and City Council study sessions and completed technical work on Zoning Text and Map Amendments to establish a Research and Technology (RT) zoning district pursuant to goals and policies adopted for the General Plan Update.
- Completed the first phase of a comprehensive update to the Huntington Beach Zoning and Subdivision Ordinance, which included changes that focus on decreasing processing times for applicants, adapting to current market trends, encouraging new businesses, and providing greater clarity in the code for residents, businesses and property owners.



Community Development Department

- Processed legislative amendments and development entitlements for Sea Dance Residential development through the Planning Commission and City Council. The project will provide 51 single family residences and several community benefits such as a 1.5 acres of public park dedicated to the City and fully improved by the developer; public art; and provision of funds for the Navy Railroad right-of-way improvements

## BY THE NUMBERS

- Reviewed and approved 8,250 permits with a construction valuation of \$150,000,000.
- Issued 720 Certificates of Occupancy for new and change of business.
- Performed 34,500 building, mechanical, plumbing and certificate of occupancy inspections.
- Processed 204 entitlements in accordance with the state-mandated Permit Streamlining Act.
- Conducted over 9,652 Code Enforcement field inspections.
- Proactively Initiated 2,647 Code Enforcement investigations to address code violations.
- Resolved over 4,716 Code Enforcement cases.
- Provided staff liaisons for 10 City boards, commissions and committees including: Planning Commission, Design Review Board, Zoning Administrator, Environmental Board, Historic Resources Board, Sunset Beach Committee, Public Nuisance Task Force, Environmental Assessment Committee, Southeast Area Committee, and Subdivision Committee.

# COMMUNITY DEVELOPMENT DEPARTMENT

## Programs and Services Division

- Utilized the Community Services Department Marketing Plan and Social Media Guidelines to increase accessibility to programs, services, and events that enhance quality of life.
- Completed the redesign of the SANDS Community Services Guide to enhance marketing class registration and program information, generating over 38,000 enrollments.
- Processed over \$1.6 million in contractor payments for recreational programs, including tennis lessons, art classes, personal fitness training, and instructional classes.
- Over 225 artists and 390 works of art were submitted for “Centered on the Center” Exhibition.
- The 4th Annual Artist Council juried exhibition, Inspired, presented over 170 works by 93 local artists.
- Hosted an international exhibition of comic arts with the National Cartoonists Society.
- Awarded an OCTA Enhanced Mobility for Seniors & Disabled (EMSD) grant valued at \$253,000 for the purchase of vehicles and transportation software for the City’s Seniors on the Go transportation program.
- Managed almost 55,000 volunteer hours in support of Senior Services programs valued at over \$1.5 million.
- Delivered almost 80,000 meals to seniors through the Home Delivered Meals program.
- Provided Care Management Services to almost 450 at-risk older adults.
- Logged over 33,000 senior transportation trips.
- Approximately 500 visitors per day participated in various programs and services at the Senior Center in Central Park.
- Logged over 40,000 visits/check-ins to the Hoag Fitness Center and over 7,500 personal training sessions.

Huntington Gateway Business Park (redevelopment of 30-acres of former Boeing site at Bolsa Chica & Bolsa)



Oakmont Senior Living Facility Construction



Raising Cane's



Peter's Landing Remodel Construction



Building Permit Counter

# COMMUNITY SERVICES DEPARTMENT

The mission statement of the Community Services Department is to provide outstanding programs, services and facilities that enhance and enrich the lives of our residents and visitors. The Department provides a full spectrum of year-round and seasonal recreational, cultural, and human service programs. The department also actively interfaces with the community by participating on 16 boards, commissions, task forces, and local citizen groups.

## SELECT ACHIEVEMENTS INCLUDE:

### Administration Division:

- Coordinated the hosting of the 3rd Great Pacific Airshow.
- Reorganized Special/Specific Event fees to include set-up/take down fees and expanded categories.
- Increased parking hourly rates at metered spaces from \$1.50 per hour (off-peak) or \$1.75 per hour (peak) to \$2.00 per hour generating estimated additional annual revenues of \$600,000 based on the purchase of new, more efficient, user-friendly parking equipment.
- Sold over 1,700 annual beach parking passes totaling almost \$170,000.
- Processed almost \$130,000 in Clubhouse reservations and over \$675,000 in Specific Event permit fees and reimbursement revenues.



Construction Day at Oak View Park



Pee Wee Soccer

### Facilities & Development:

- Processed approximately 75 Specific Event permits for major events on the beach, Pier Plaza or other locations.
- Completed replacement of Turf Field #1 at the Huntington Central Park (HCP) Sports Complex.
- Completed the Central Park-Urban Forest Trail project between HCP Dog Park & Edwards/Ellis.
- Completed trails and open space improvements in the undeveloped portions of Irby Park.
- Completed the design and construction documents for new restroom buildings in HCP and awarded contract for construction.
- Completed design and construction documents for the Murdy Park Sports Field reconfiguration project.
- Completed subsidence feasibility study to address issues at the Edison Park tennis courts and playground.
- Initiated the design development process for Murdy and Edison Community Center interior improvements.
- Completed playground improvements at three parks, including Baca, Wardlow, and Tarbox.
- Completed Oak View Park playground equipment project in partnership with Yokohama Corporation valued at approximately \$150,000 through a “Build it with KaBoom!” grant from KaBoom! (a national non-profit).
- Provided parking for almost 870,000 vehicles at beach lots and the Main Promenade Parking Structure.
- Completed the installation of new smart parking meters along Pacific Coast Highway.
- Completed restroom improvements at the Main Promenade Parking Structure.
- Completed recommendations for changes to parking meter zones.
- Purchased and installed a new waypoint at Beach Blvd. to begin capturing pass usage electronically.
- Purchased and installed 200 new parking meter housings.
- Created a new meter problem hotline to better serve beach visitors.
- Installed five pay stations in strategic handicapped accessible locations in the Pier Plaza, Blufftop, and Dog Beach Lots.

# COMMUNITY SERVICES DEPARTMENT

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Sunset Vista RV  
Campground  
at the Beach



Shiplely to Shore Project



Surf City Arts Festival



Senior Surf  
Invitational

# FINANCE DEPARTMENT

The Finance Department, through its four divisions, is responsible for the management and oversight of the City's complex financial resources. The Finance Department accomplishes its mission through:

- Annual and ongoing budget development and monitoring
- Purchasing and procurement expertise
- Accounting and financial reporting
- Payroll management, tax reporting, and accounts payable
- Cashiering, collections, and accounts receivable
- Utility billing and business licensing

Some of this year's accomplishments include:

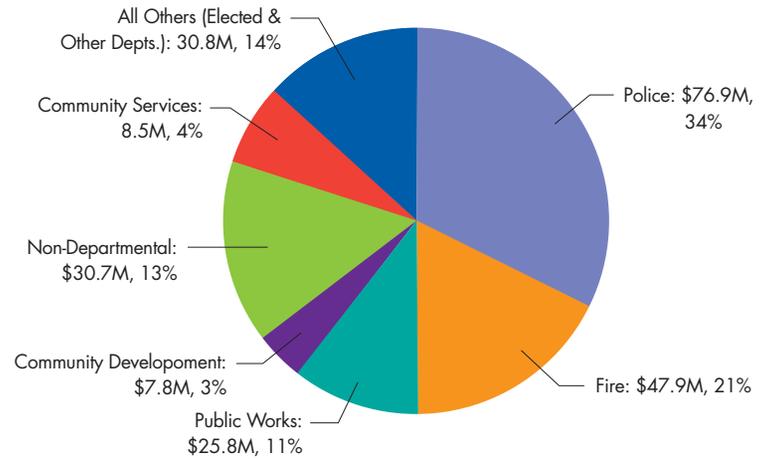
- Awarded Government Finance Officers Association's
- "Excellence in Financial Reporting" Award for 32nd consecutive year
- Maintained AAA bond credit rating from Fitch Ratings
- Received Unmodified (Clean) audit opinion from independent auditors for the FY 2017/18 Comprehensive Annual Financial Report (CAFR)
- Awarded Government Finance Officers Association's "Outstanding Achievement in Popular Annual Financial Reporting and Distinguished Budget" Awards

For the year ending June 30, 2019



For more information please visit our website at:  
[www.huntingtonbeachca.gov/government/departments/finance/](http://www.huntingtonbeachca.gov/government/departments/finance/)

## FY 2018-19 General Fund Adopted Budget by Department



## BY THE NUMBERS

- Maintained strong General Fund reserves totaling \$68.6 million
- Continued award-winning plans to eliminate unfunded liabilities for retiree medical and supplemental pension benefits in 10 years
- Handled 44,000 accounts payable invoices
- Processed 72,000 accounts receivable invoices
- Oversaw 675,000 transactions at the Finance Department front counter
- Provided billing services for 55,000 water, sewer, and trash/recycling accounts
- Processed more than 3,300 new business licenses and 22,000 business license renewals

# FIRE DEPARTMENT

The Huntington Beach Fire Department (HBFD) is dedicated to providing the highest quality fire, marine safety, fire prevention and emergency medical services to protect our community. HBFD prides itself in developing innovative solutions to maintain the most cost-effective, community oriented, customer care organization.

## SELECT ACHIEVEMENTS INCLUDE:

- Received an over 99 percent customer service satisfaction rating.
- Acquired the American Heart Association Lifeline EMS Silver Plus Award for excellent cardiac care.
- Participated in the Spark of Love Toy Drive, collecting an estimated \$100,000 in donated toys.
- Initiated and implemented “Compliance Engine” cloud based fire protection inspection tracking system.
- Marine Safety Division was recognized by the United States Lifesaving Association for maintaining its Advanced Lifeguard Agency Certification.
- Marine Safety was recognized by the American Red Cross for commitment to safety, training, and drowning prevention.
- Implemented Junior Lifeguard Program enhancements in addition to the traditional half-day format: an all-day option and a youth orientation program for 6-8 year olds.
- As part of the statewide mutual aid system, responded to 15 strike team requests for help with major fires and other significant disasters.
- Provided emergency planning and support for several large annual special events, including the Surf City Marathon, Fourth of July, US Open of Surfing and Pacific Air Show.
- Implemented peak load staffing for emergency transport services pilot program, including evaluation of response times, costs, fees and other program elements.



## BY THE NUMBERS:

### • Provided

- 20,630 medical, fire, hazardous materials and other emergency responses.
- 11,660 emergency medical transports, as part of a program generating \$6 million in revenue.

### • Performed

- 10,050 inspections (permit, new construction, oil well, fire final, life safety, hazardous materials, etc.).
- 1,870 development and fire protection/life safety plan checks, yielding over \$1.7 million in general fund revenue.
- 191,200 lifeguard preventative actions and conducted over 5,400 water rescues.
- 100% of all state mandated inspections for calendar year 2018.

### • Conducted

- A Junior Lifeguard Program with over 1,000 participants.
- More than 8,000 hours of new-hire academy training, in addition to over 28,000 hours of training for current Fire Department personnel.
- Held Fire Department Open House with over 900 attendees.

# HUMAN RESOURCES DEPARTMENT

The Human Resources Department's primary role is to provide responsive, professional human resource management assistance to City departments and to attract, develop, and retain quality employees. The Department is operationally comprised of five divisions: Administration, Benefits and Training, Employee Relations, Recruitment and Selection, and Risk Management.

## SELECT ACHIEVEMENTS INCLUDE:

- Provided a comprehensive menu of training and staff development options for all levels of City staff via Surf City University.
- Conducted a successful Huntington Beach Leadership Academy
- Facilitated issuance of Request for Proposals (RFP), and conducted RFP review and interview/evaluation process for a variety of Third Party Administrator (TPA) and managed care/ancillary services in support of the administration of the City's self-insurance Workers' Compensation program.
- Conducted 4 workshops and numerous informal meetings with department business partners to provide updates on legislation affecting application and selection processes and to provide department liaison training.
- Provided training opportunities for various departments by utilizing Safety and Loss Control online streaming videos to assist with regulatory training requirements and serve as an educational resource for managers and supervisors.
- Worked with the City Manager's office to create a new "Management Assistant Intern" program designed to attract and develop talented individuals into local government careers.
- Negotiated successor labor agreements with the Huntington Beach Firefighters' Association (HBFA), Municipal Employees' Association (MEA), and the Management Employees' Organization (MEO).
- Attended on-campus and local career fairs to improve recruitment outreach.



## BY THE NUMBERS:

- Facilitated over 115 new job postings for full and part-time positions.
- Recruited, assessed, selected and onboarded over 270 new full and part-time employees and 41 promotional appointments.
- Provided 129 training and professional development opportunities to employees through workshops, programs, and webinars.
- Six employees completed the City of Huntington Beach Supervisor/Manager Certificate Program.
- Sponsored three graduates to attend the California State University Fullerton (CSUF) Leadership Development for Public Agencies Program.
- Forteen employees completed the City of Huntington Beach Leadership Academy.
- Performed six ergonomic evaluation and office ergonomic assessments.
- Presented 24 class plan modifications and seven new job classifications to the Personnel Commission.

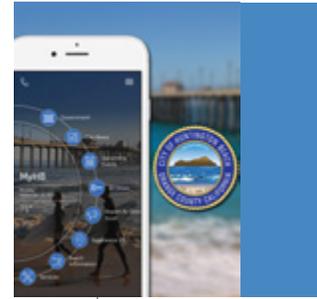


NEOGOV™

# INFORMATION SERVICES DEPARTMENT

The Information Services Department is comprised of a diverse group of technology professionals targeting specific areas where technology can meet the business needs of the city. Our staff is dedicated to actively leading, supporting, and advancing innovative and reliable solutions to guide the city in technical innovation. The department is responsible for the city's technological infrastructure, which includes hardware,

software, networks, communications, surveillance, and security systems, as well as project management and related services. The Information Services Department is comprised of a diverse group of analysts, technicians, project managers, and specialists targeting specific areas where technology can meet the business needs of the city.



My HB app

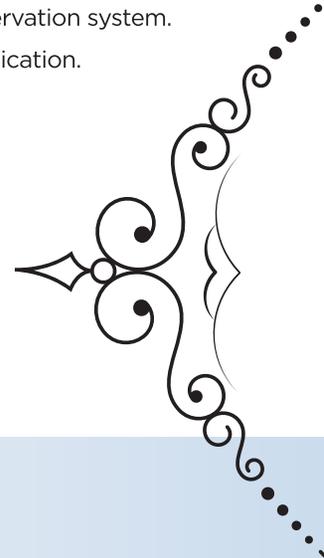
## ACCOMPLISHMENTS:

- Upgraded local and wide area network by replacing and upgrading aged network equipment.
- Replaced Police Department network core switch.
- Upgraded virtual infrastructure by replacing three servers.
- Continued implementation of new cyber security measures and tools.
- Replaced 25 percent of aged mobile devices citywide.
- Implemented a new Mobile Device Management (MDM) System.
- Upgraded Automatic Vehicle Location (AVL) system Modems in Fire Apparatus.
- Upgraded 30 percent of computer hard drives and parts citywide to extend the life of PCs.
- Prepared GIS data layers for Census 2020, Broadband, and Next Generation 911.
- Implemented centralized software management solution to roll out city wide software.
- Completed Public Works asset management study.
- Introduced new Microsoft Surface Pros into mobile computing device fleet.
- Upgraded Finance Department Audio/Visual equipment.
- Replaced Anti-virus solution to enhance protection of city computing devices.
- Completed Office 2016 deployment citywide.
- Implemented additional modules to the City's new IT management system.
- Continued the replacement of the Electronic Land Management (ELM) system.
- Completed the implementation of the enterprise Cashiering system.
- Completed Electronic Document Imaging System (EDMS) replacement.
- Implemented quality assurance software for city website.

- Replaced dispatch radio and phone voice recording system.
- Upgraded intranet portal to SharePoint 2019.
- Started the Police Computer Aided Dispatch and Records Management System replacement project.
- Developed and implemented oversized vehicle parking reservation system.
- Developed and implemented Library Literacy Program application.
- Implemented Enterprise survey software.
- Implemented new Citizen Engagement System (311).
- Expanded security camera system throughout the city.
- Expanded Wi-Fi footprint to most city facilities.
- Implemented city website search engine.
- Upgraded wireless microwave communication equipment.
- Enhanced city website internet security.
- Upgraded city electronic messaging security gateway.

## BY THE NUMBERS:

- Resolved 6,550 Help Desk tickets inquiries.
- Processed 340 Change Management requests.
- Processed 84,105 public views for GIS maps and mapping applications.
- Replaced and repaired 85 computers and laptops.
- Processed 1,642,193 website visits, and 4,496,860 web page and PDF document downloads.
- Resolved 8,416 Citizen inquiries through My HB App (Citizens Engagement System).



# LIBRARY SERVICES DEPARTMENT

Huntington Beach Library and Cultrual Center welcomes, empowers, and enriches the community by providing innovative and traditional library services that inspire and encourage transformations and growth.



## ACCOMPLISHMENTS:

- With a grant from the CA State Library, established a Veteran's Resource Center, to help connect veterans to the resources and benefits they need. The Veteran's Resource Center has volunteers from local Veterans groups providing office hours, and provides a wide range of support services to assist with re-entry into civilian life.
- Added a new lease with Braver Players, a Youth Theater Nonprofit, providing five productions a year in the Library Theater.
- Friends of the Library donated over \$238,000 in support of the Library collection.
- Friends of the Children's Library raised \$50,000 through the Taste of HB event.
- Recognized over 240 volunteers who each gave over 80 hours of service to the Library, with 50 volunteers with over 200 hours and one volunteer with over 950 hours.
- Established the framework for a Maker space at the Library, and opened our Maker Studio during Summer Reading.
- Expanded self-service features through the Cloud Library App, allowing patrons to track check outs, receive notifications and download digital audio and eBooks.
- Provided high speed connections to over 105,000 unique WiFi users.
- Over 103 TB of data downloaded and uploaded via WiFi at all Library locations.
- The Library's public computers provided high-speed access to over 75,000 users.
- Completed recruitment for a new Teen Librarian and a new Public Services Library Clerk.
- In partnership with the OC CA Genealogy Society, the Library became an affiliate of Family Search, providing online access to extensive genealogical resources.
- Huntington Beach Library Literacy continued successful fundraising programs, sponsoring the Literacy Wine & Words wine tasting event and Walk, Run, Read Literacy 5K.
- Huntington Beach Library Literacy supported 359 active learners, working with 195 active tutors, giving over 8,000 hours of volunteer time to Literacy programs and classes.
- Oak View Branch Library celebrated Children's Day/Dia de Los Ninos on April 25, 2019 and successfully launched a new book club, *Club de Libro*.
- Continued to offer after school Homework support at both Central and Oak View Library locations, assisting over 6,800 children with assignments.
- Expanded Book Clubs to Main Street, Banning and Oak View Branch Libraries.
- HB Reads had another successful Citywide reading program, with the book *Double Luck: Memoirs of a Chinese Orphan* by Lu Chi Fa.
- Volunteers gave over 55,000 hours of service to the Library.

## BY THE NUMBERS:

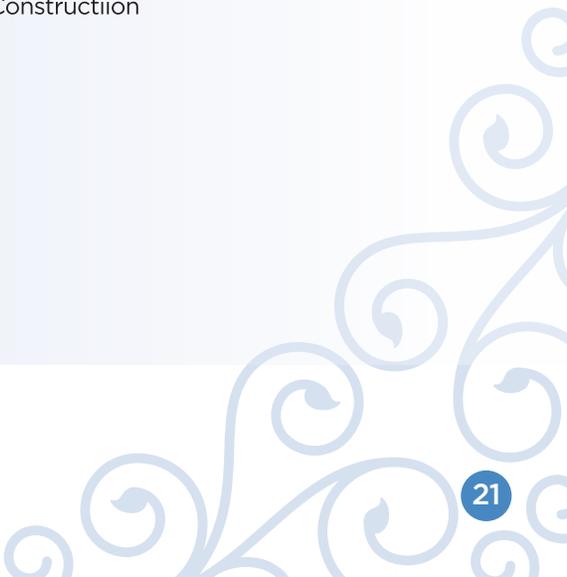
- The Library had over 2100 events in the Library Theater and meeting rooms in FY 2018/19.
- The Library checked out over one million items (books, DVDs, eBooks, etc.) and had over 800,000 visitors.
- The Library registered 11,238 new borrowers in 2018/19.
- The Library conducted 1,004 story times for children and families, with over 57,000 in attendance.
- The Library offered over 2,200 programs with 97,371 people in attendance.



Central Park Groundbreaking Ceremony



Library Construction



# POLICE DEPARTMENT

The Huntington Beach Police Department is responsible for providing law enforcement services within the City. The Department takes a community-oriented policing philosophy as it responds to calls for service from the residents, businesses, and visitors of our community.

## DEDICATIONS

- Three street signs were unveiled in memoriam for 3 officers killed in the line of duty. On October 13, 2018 Officer LeRoy Darst Ave was unveiled on Main Street at Crest Ave. Officer Darst was killed in a traffic collision less than one week after he began his career as an officer.
- On December 1, 2018 Officer Leslie "Les" Prince Ave was unveiled on Adams Ave at Beach Blvd. Officer Prince was killed after a drunk driver hit Officer Prince as he was conducting traffic control.
- On November 19, 2019 Orange County Sheriff's Deputy Ezra Stanley Ave was unveiled on PCH at near the Ecological Reserve. Deputy Stanley died while on duty in Huntington Beach. Deputy Stanley was killed after a drunk driver rear ended his patrol car.
- May 30, 2019 after renovating our front lobby, a committee was formed to re-design our fallen officer's wall. Huntington Beach Police Officers Darst and Prince as well as K9 Kim were honored. K9 Kim was killed when a suspect he bit stabbed K9 Kim.

## DUI

- Four Huntington Beach Officers were honored by Mothers Against Drunk Driving (MADD) for their efforts in eliminating drunk driving over a one year period. Officer Katelyn Jordan arrested 25 people suspected of driving under the influence, Officer Tai Huynh had 51 arrests and Officer Craig Moresco had 52 arrests. Officer Grant Hasselbach arrested 370 people earning top DUI Arresting Officer of Orange County.

## VOLUNTEERS

- The Huntington Beach Police Department has over 70 volunteers who perform a variety of duties throughout the department. Over the last year, volunteers contributed almost 16,000 volunteer hours! HBPD volunteers work at our police substations, in the field performing vacation house checks, and provide extra patrols in our community.



## RECORDS

- Over the last year the Police Records Unit remained busy processing copious amounts of paperwork and requests. More than 21,000 police reports were processed. Almost 8,500 court packages were sent to the District Attorney's Office for request to file with more than 6,700 involving arrests. The Records Unit also processed 335 drug, arson and/or sex registrants. There were more than 8,100 requests for various types of police reports.

## TEXT 9-1-1

- On February 6, the HBPD was part of a county wide roll out of the Text-to-911 system. if you are hearing impaired, speech impaired, or in an emergency where you can't call, you can now send a text message. When texting 911 for an emergency, the first message should be the location and type of emergency help needed (police, fire, medical). Call when you can, text if you can't!

# PUBLIC WORKS DEPARTMENT

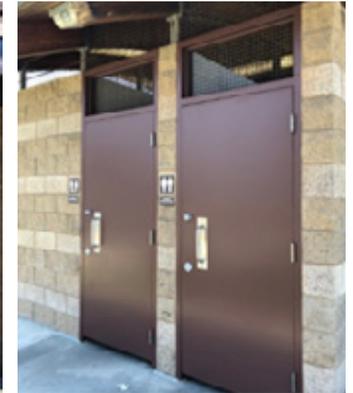
The Public Works Department delivers a wide range of services to the public as well as other City departments. The Department is responsible for the planning, construction, and maintenance of the City-owned infrastructure, including buildings, streets, parks, landscaping, flood control, utilities, City beach and pier. Essential services such as water, sewer, drainage, and traffic control systems are operated and maintained 24 hours a day.

## ACCOMPLISHMENTS:

- Performed maintenance on 6,500 fire hydrants.
- Replaced 60 six-inch to 12-inch diameter water distribution system control valves.
- Cleaned 1,884,900 linear feet (357 miles) of sanitary sewer pipelines.
- Cleaned and inspected 8,707 sanitary sewer manholes.
- Coordinated installation of two new storm water pumping units (66,000 gallons per minute per unit) at the Slater Flood Control Pumping Station.
- Coordinated the commissioning and operation of the Well No. 9 hydrogen sulfide remediation project.
- Completed the lead sampling and testing program at all 40 public school properties, prior to State mandated deadline.
- Completed a roof replacement and ADA improvements at the Huntington Beach Youth Shelter.
- Painted five restroom buildings in Sunset Beach.
- Replaced air conditioning units at City Yard, Buildings A & C.
- Completed over 2000 facility service and preventive maintenance requests annually.
- Completed over 1400 graffiti abatement requests annually.
- Maintain over 300 facilities/physical structures totaling 1.8 million square feet.
- Maintain over 800 mechanical systems i.e. HVAC, elevators, boilers, pumps, etc.
- Completed 6000 fleet equipment services requests.
- Replaced 33 vehicles.
- Completed renovation of Traffic Management Center.



ADA improvements at HB Youth Shelter



Painted restroom doors

- Provided plan reviews, coordination and inspection services for the on-going I-405 Improvement Project on behalf of the City of Huntington Beach.
- Repainted 20 miles of red curb.
- Developed and coordinated implementation of traffic control plans for more than 50 local special events (e.g. Surf City Nights, Marathon, 4th of July, Triathlon, Surf City 10, Surfing Walk of Fame Inductions).



- Completed traffic safety improvements to three traffic signals through the Federal Highway Safety Improvement Program.
- Constructed two miles of new fiber optic communication cable for traffic signal communications.
- Replaced five beach showers.
- Provided residential paving, concrete and sidewalk repairs in Maintenance Zone 6.
- Rehabilitated 56 landscaped acres of Central Park.
- Removed excess vegetation from Central Park lakes to restore water flow and to improve mosquito control.
- Implemented a pilot program for organic turf management in Central Park.
- Completed landscape improvements to slope at the Senior Center.
- Completed 2.5 miles of arterial and eight miles of residential rehabilitation.
- Provided plans review, coordination and inspection services for the on-going I-405 improvement project, including the start of substantial construction of McFadden and Magnolia bridges.
- 100% on-time for first plan checks for grading plans, exceeding the Strategic Plan goal of 85% and our department goal of 90%.
- Completed construction of the Shipley Nature Center parking lot.
- Completed the rehabilitation of Brookhurst and Magnolia bridges.
- Completed 80% of projects identified in the CIP.
- Completed construction of over 200 residential curb ramps.
- Efficiently processed development project entitlements (94) and plan checks in conjunction with other development services sections within the City.
- Efficiently processed 42 new applications to the City's new ordinance for wireless communication facilities (small cell).
- Issued 581 Encroachment Permits.
- Issued 56 grading permits, achieving 100% on-time turnaround on first plan checks.



Replaced air conditioning units



Renovated Traffic Management Center

WHAT THEY SAY ABOUT...

# SURF CITY U.S.A.

14th of 150 “Best-Run Cities in America” - **WalletHub**

#1 of 150 “Quality of City Services” - **WalletHub**

9th of 150 “Most Happiest City in US - **WalletHub**

“Best California Beach City” - **USA Today**

Reaffirm AAA Credit Rating for Huntington Beach - **Fitch Ratings**

Best of OC 2018: Best Beach - **OC Register**

Best of OC 2018: Best Dog Park - **OC Register**

“Golden Hub of Innovation Award” for  
the City Attorney’s Prosecutor Program - **ACC-OC**

“Golden Hub of Innovation Award” for the City Manager’s  
Sustainable Business Certification Program - **ACC-OC**





## CITY OF HUNTINGTON BEACH

2000 Main Street, Huntington Beach, CA 92648  
[www.huntingtonbeachca.gov](http://www.huntingtonbeachca.gov)

### CITY HALL DIRECTORY

City Attorney .....	(714) 536-5555
City Clerk .....	(714) 536-5227
- Passports .....	(714) 536-1600
City Council .....	(714) 536-5553
City Manager .....	(714) 536-5202
Community Services .....	(714) 536-5486
- Beach Operations .....	(714) 536-5281
Business Development .....	(714) 536-5542
Finance Department .....	(714) 536-5630
- Business Licenses .....	(714) 536-5267
Fire Department .....	(714) 536-5411
Human Resources .....	(714) 536-5492
Information Services .....	(714) 536-5515
Library Services .....	(714) 842-4481
Planning & Building .....	(714) 536-5271
- Code Enforcement .....	(714) 375-5155
Police Department .....	(714) 960-8811
- Emergency .....	911
Public Works .....	(714) 536-5431
Overnight Graffiti Removal .....	(714) 960-8861