





Torrance Airport

Torrance Airport, also known as Zamperini Field, is a general aviation airport with approximately 543 based aircraft. While home to primarily private aircraft, it also houses several Fixed Base Operators that are available for flight instruction, aircraft repair and charter flights.

TABLE OF CONTENTS

01 MISSION STATEMENT

03 ELECTED OFFICIALS

05 MESSAGE FROM THE MAYOR & CITY MANAGER

07-55 THE DEPARTMENTS

CITY ATTORNEY

CITY CLERK

CITY MANAGER

CITY TREASURER

COMMUNICATIONS & INFORMATION TECHNOLOGY

COMMUNITY DEVELOPMENT

COMMUNITY SERVICES

FINANCE

FIRE

GENERAL SERVICES

POLICE

PUBLIC WORKS

TRANSIT





Torrance Plunge

The Victor E. Benstead Plunge has been serving the community since 1956. The Plunge is an Olympic-sized 50x20 meter heated pool. It was named for Victor E. Benstead, a City Councilmember from 1952 to 1964. Benstead championed the development of City parks and recreational facilities.

MISSION STATEMENT

The mission of the City of Torrance is to encourage and respond to community participation as we provide for an attractive, clean, safe, secure and enriching environment that assures a high quality of life.

We evaluate and act on the needs of the community within a complex, changing environment. We provide quality service with integrity, professionalism and accountability in an efficient, cost-effective manner.

Click on or scan QR codes throughout the report to learn more about City services and programs.





TORRANCE CENTENNIAL PLAZA
2012

Centennial Plaza

Centennial Plaza, which lies at the eastern end of El Prado Park, was dedicated in 2012 as part of the events to commemorate the City's founding in 1912. During the dedication ceremony, a time capsule reflecting life in Torrance in 2012 was buried at the Plaza with plans to open it the City's bicentennial in 2112.

ELECTED OFFICIALS

IN GOD WE TRUST



**Mayor
Patrick J. Furey**
Phone: (310) 618-2801
Fax: (310) 618-5841
PFurey@TorranceCA.Gov



**Councilmember At-Large
Heidi Ann Ashcraft**
Phone: (310) 618-2801
Fax: (310) 618-5841
HAshcraft@TorranceCA.Gov



**Councilmember District #2
George Chen**
Phone: (310) 618-2801
Fax: (310) 618-5841
GChen@TorranceCA.Gov



**Councilmember District #6
Mike Griffiths**
Phone: (310) 781-7667
Fax: (310) 618-5841
MGriffiths@TorranceCA.Gov



Rebecca Poirier, City Clerk
Phone: (310) 618-2870
Fax: (310) 618-2931
CityClerk@TorranceCA.Gov



**Councilmember District #4
Sharon Kalani**
Phone: (310) 618-2801
Fax: (310) 618-5841
SKalani@TorranceCA.Gov



**Councilmember At-Large
Aurelio Mattucci**
Phone: (310) 618-2801
Fax: (310) 618-5841
AMattucci@TorranceCA.Gov



**Councilmember At-Large
Jack Walser**
Phone: (310) 618-2801
Fax: (310) 618-5841
JWalser@TorranceCA.Gov



Dana Cortez, City Treasurer
Phone: (310) 618-5801
Fax: (310) 618-2907
DCortez@TorranceCA.Gov



Pine Wind Garden

Pine Wind Japanese Garden was designed by National Landscape Award winner Takeo Uesugi. It features traditional Japanese landscaping and architecture, including waterfalls, a koi pond and rustic stone pathways.

MESSAGE FROM THE MAYOR AND CITY MANAGER



Mayor Patrick J. Furey, right, and City Manager Aram Chaparyan, left

We are proud to introduce the 2021 City of Torrance Annual Report with the goal of providing our community with an overview of City services and resources available to residents, businesses and visitors. Despite the challenges related to Covid-19 due to restrictions, business closures, vaccination requirements and multiple variants, Torrance City employees continued to provide services to our residents, businesses and visitors.

In 2021, we experienced significant budget challenges, citywide vacancies to balance our budget, employee departures and retirements; however, we welcomed many new employees to our organization ready to serve and exceed the public's expectations with their dedication and commitment to Torrance. The challenges of 2021 are certain to carry into 2022. But with our collective partnerships and focus on serving our community, we will overcome the hurdles of uncertainty and remain a community of balance and prosperity.

Looking ahead to 2022, we are certain a year of change and opportunity awaits us all as we open the Mary K. Giordano Regional Transit Center and welcome a new Mayor and City Council. We encourage you to review this report and visit the associated webpages to learn more about the wide variety of services, programs and resources provided by the City of Torrance.

One major takeaway we have learned during the Covid-19 response is that uncertainty is the new certainty. We must build resilience through fiscal self-reliance in order to maintain local control and not allow adversity to deteriorate the fabric of our community. There is a direct correlation between public safety, great schools, high home values, business retention and attraction, tourists and visitors staying and shopping in Torrance.

On behalf of the City of Torrance and all City employees, we want to express our sincere gratitude to you – the Torrance community – for supporting our efforts and complying with health orders under very difficult circumstances. Thank you for shopping and supporting local Torrance businesses and for reaching out to City Hall to share your concerns, suggestions and compliments. We are certain that the future is bright for Torrance as we work together to maintain a safe, secure and prosperous City.

Patrick J. Furey, Mayor
Aram Chaparyan, City Manager



Torrance Art Museum

Torrance Art Museum, which opened in 2005, is located on the Civic Center campus as part of the Cultural Arts Center. It showcases several exhibits throughout the year with an emphasis on contemporary art, including many local artists.

THE DEPARTMENTS

CITY ATTORNEY

CITY CLERK

CITY MANAGER

CITY TREASURER

COMMUNICATIONS & INFORMATION TECHNOLOGY

COMMUNITY DEVELOPMENT

COMMUNITY SERVICES

FINANCE

FIRE

GENERAL SERVICES

POLICE

PUBLIC WORKS

TRANSIT





Seaside Heroes Park

Seaside Heroes Park was dedicated in 2011. The name is intended to honor three fallen Army soldiers who grew up in the neighborhood near the park: Cpl. Joseph Anzack Jr.; Capt. Matthew Ferrara; and Cpl. Micah Gifford.

CITY ATTORNEY

ADVISING THE CITY COUNCIL AND CITY DEPARTMENTS

The mission of the City Attorney's Office is to provide the City Council and City Departments with the highest quality legal services in a professional and timely manner. To accomplish this goal, the office is divided into three divisions: General Advice, Civil Litigation and Criminal Prosecution.

CIVIL DIVISION – GENERAL ADVICE & CIVIL LITIGATION

General Advice includes ordinances, resolutions, contract review, employment and labor matters, records retention compliance, land use, code enforcement, and municipal law. More than 1,000 Work Requests for General Advice are opened annually. The City Attorney advises the City Council and serves on the Investment Advisory Committee and the Deferred Compensation Committee. Attorneys serve as advisors to the Civil Service Commission, Planning Commission, License Review Board, Claims Review Board and Social Services Commission.

Representation of the City in Civil Litigation lawsuits and Pitchess Motions.



CITY ATTORNEY

CRIMINAL PROSECUTION



1,800 average number of cases handled per year

The Criminal Prosecution Division prosecutes state law misdemeanors and Torrance Municipal Code violations that occur within the City of Torrance and that they think can be proved beyond a reasonable doubt, which is the highest burden of proof in the country. Cases begin when someone is arrested for committing a misdemeanor crime in the City of Torrance. Misdemeanors are

Torrance Superior Courthouse. The Prosecution Division staffs the arraignment court every day. There, defendants are advised of the crimes they are charged with and may enter a plea of guilty, no contest or not guilty. During arraignment, prosecutors argue any number of motions, including bail motions, probable cause motions, and protective orders. After the defendant is arraigned, future

any crime where the punishment is 364 days in jail or less. Crimes in which the punishment is one year or longer in jail or prison are considered felonies and are usually handled exclusively by the Los Angeles County District Attorney's Office.

Some misdemeanors prosecuted in the City of Torrance include domestic violence, driving under the influence, child abuse, vehicular manslaughter, theft, fraud, sexual battery, vandalism, resisting or obstructing an officer, elder abuse, possession of controlled substances, and illegal street racing. Prosecutors review the case to determine if there is enough evidence to file the case with the Los Angeles Superior Court. After a case is filed, the defendant must appear in the arraignment court at the

hearings are sent to the pre-trial court, which only handles City of Torrance cases. In the pre-trial court, prosecutors run a daily calendar, which can include arguing evidence suppression motions, restitution hearings, discovery motions, probation violation hearings, and more. If a plea negotiation cannot be reached, a defendant has a right to a jury trial. Torrance Prosecutors conduct the jury trials, where they argue pre-trial motions, select a jury, give an opening statement, give direct examinations of witnesses, present evidence, cross-examine defense witnesses, present closing arguments, and ultimately wait for the jury to make its decision. When necessary, Torrance Prosecutors handle any appeals, which typically include intensive briefs and motions.

In addition to staffing arraignment and pre-trial courts in the Torrance Courthouse, the Prosecution Division has cases in the L.A. County Mental Health Court. This court handles cases where defendants have been legally declared mentally incompetent to stand trial, which suspends the criminal proceedings. Torrance Prosecutors attend these hearings in which they work with judges, doctors, social workers and defense attorneys to decide the best course of treatment to help the defendant regain mental competency while still protecting the public.

The Criminal Prosecution Division is working with the Los Angeles County Board of Supervisors, the Superior Court and Torrance City staff to develop a Homeless Court in Torrance. The focus of Homeless Court is to delay or avoid criminal prosecution proceedings for those who are eligible and experiencing homelessness. (Crimes of violence, including domestic violence, sex crimes, driving under the influence, vandalism and other crimes are not eligible). Homeless individuals are incentivized to attain permanent housing so that their criminal charges may be dropped. The Prosecution Division will collaborate with the judicial system, local law enforcement, and community-based organizations to further the goals of this program.

CITY CLERK

RESPONSIBLE DEMOCRACY AT THE CITY OF TORRANCE

The City Clerk's Office is the

- Driver for open and transparent government
- Caretaker and custodian of public records
- Steward for the elections process
- Ambassador to and the conduit for the democratic processes of the City

We balance the public's need to know with the individual's right to privacy.

Under state law, the City Clerk has responsibility for the impartial, effective administration and implementation of laws related to the government of the City. The City Clerk is the local official who administers democratic processes such as elections, access to city records, and all legislative actions ensuring transparency to the public. The City Clerk acts as a compliance officer for federal, state and local statutes including the Brown Act, the Public Records Act, the Political Reform Act, the Maddy Act, Conflict of Interest Law, Election Law, Ethics Law, Tort Claims Act and California Voting Rights Act.

Per the City's Charter, the City Clerk supervises all record reproduction functions pertaining to records retention. The City Clerk's Office has been scanning the City's records into Laserfiche. Our public Laserfiche portal opened in January 2021. Records are scanned and uploaded daily.



The City Clerk also:

- Updates Records Retention Schedule to remain in compliance with the law
- Accepts public records requests through our online public portal
- Oversees codification of the Torrance Municipal Code
- Posts agendas and public notices on the public notice board, in a newspaper of general circulation and on the city's website
- Administers the Oath of Office
- Recruits and trains Commissioners to serve on City Commissions
- Is the Elections Official for the City of Torrance, administering the electoral process for the City
- Provides Candidate Ethics Training for candidates for elective office
- Maintains the City of Torrance Election History

Goals accomplished were:

- Laserfiche Public Portal opened January 8, 2021
- Contract Insurance Tracking via Laserfiche was implemented
- Successfully redistricted based on the 2020 Census
- Retention Schedule was updated July 2021

More than
59,000
Documents scanned to Laserfiche

227
Contracts for 2021

41
City Council Agendas

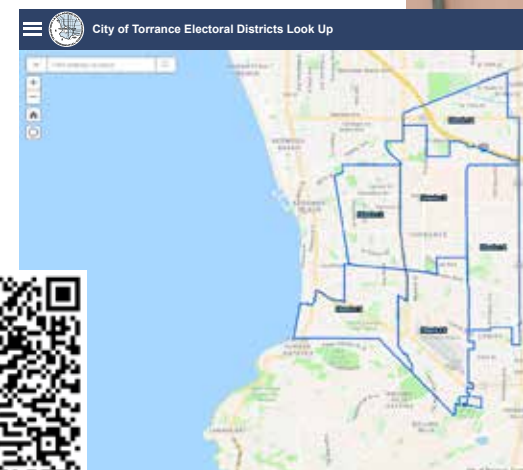
178
Commission Agendas

1,925
Public Records Requests

54
Bids and RFPs

350
Conflict of Interest Filers for 2021

175
Subpoenas processed for 2021



Election Districts Map





Downtown Torrance

Downtown Torrance is the historic core of the City. The area retains its charm with historic buildings that house a variety of businesses, including coffee and tea shops, antique stores, boutiques and some of the best and most varied dining options in Torrance.

CITY MANAGER

MANAGING THE CITY OF TORRANCE

The City Manager is responsible for the management of all municipal activities, which include strategic planning and advice to the City Council on financial and capital improvement needs and other municipal matters. The City Manager's Office manages city properties and capital improvement projects and is the focal point for Economic Development and Community Relations.

Responsibilities of the City Manager's Office include:

- Cable Television
- Citizen Assistance
- Community Relations
- Economic Development
- Emergency Preparedness
- Employee Relations
- Film Permits
- Homeless Response Team
- Legislative Affairs
- Special Events Review
- Torrance Strategic Plan
- Volunteer Program



CITY MANAGER

HUMAN RESOURCES DIVISION

RECRUIT – ENGAGE – SUPPORT

The mission of the Human Resources Division is to attract, develop and retain an exceptional workforce in partnership with all City departments. The Human Resources supports Departments in meeting goals by empowering our most valuable resource – our people. The high quality of services offered to our community would not be possible without the staff's commitment and efforts.

ACCOMPLISHMENTS

COVID-19 Response

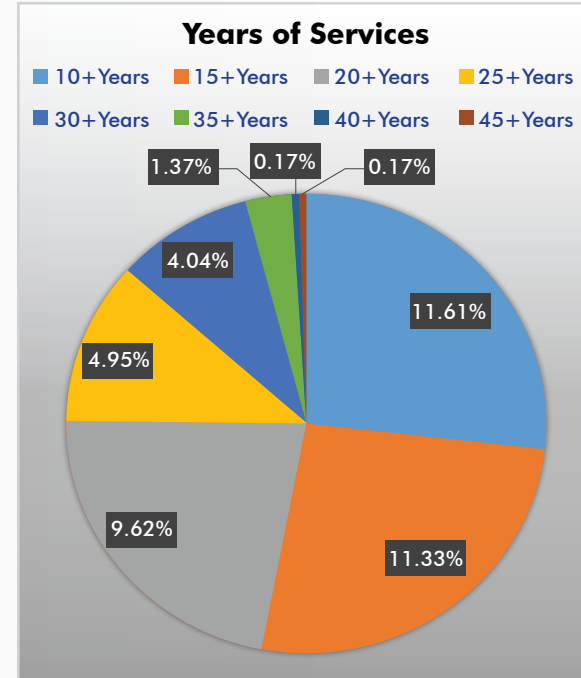
- Deployed Citywide COVID workplace safety standards.
- Coordinated signage, policies and training for safety compliance.
- Implemented vaccine and COVID test requirements for fire emergency medical services personnel and other affected groups to comply with health orders.
- Established vaccination clinic to encourage vaccinations and safety in the workplace.

Employee Engagement

- Designed and implemented annual Employee Engagement Survey.
- Created Workforce Planning Dashboard for key metric tracking.
- Responded to COVID-19 by conducting Virtual Benefits.

RECOGNITION PROGRAMS

Since the dedication of its employees enhances services, we believe in recognizing commitment and dedication to the City through our Employee Recognition Programs for their outstanding work and service to the City and its residents.



6,628 Job Applications Received

187 Hired



CITY MANAGER

HOMELESS OUTREACH

OUTREACH – COORDINATION – ASSISTANCE

The homeless outreach program was created in 2021 to provide outreach to people experiencing homelessness in an effort to improve safety and quality of life for all. The team also responds to business concerns on this matter.

- The team works with the Social Services Commission, as well as the City Council. Through this work a temporary housing program was developed and recommended to City Council. The program couples tiny homes with case management with the goal to transition people experiencing homelessness to permanent housing.
- The team works with businesses, external agencies and internal departments to address areas of concern. In addition, the team seeks grant funding from various agencies and other sources, as well as researches and reviews best practices for homeless response.
- Members of the team help coordinate toiletry drives to assist people experiencing homelessness. They also lead the annual homeless count for the area.

16 people experiencing homelessness in the City of Torrance were matched from the 33 vouchers received by HUD through the ARPA funds in 2021.

12 individuals experiencing homelessness in the City of Torrance were permanently housed in 2021.

24 individuals experiencing homelessness were serviced with getting them document-ready in 2021.

\$9,792.36 in Client aid funds were accessed for various services to people experiencing homelessness in the City of Torrance in 2021.

\$450,000 from office of L.A. County Supervisor Fourth District – Janice Hahn

\$100,000 South Bay Cities Council of Governments Innovation Funds

\$1,645,460 Permanent Local Housing Allocation grant funds 2019, 2020, 2021

\$30,000 private donations



Homeless Outreach Coordinator Valerie, providing outreach services to someone experiencing vehicular homelessness in the City of Torrance.



CITY MANAGER

CABLE AND COMMUNITY RELATIONS

COMMUNICATE – EDUCATE – ILLUSTRATE

The Office of Cable and Community Relations was established to coordinate internal and external communications. The Office serves as a central depository of information concerning community issues. It offers a wide variety of services to City staff and to the community to inform, engage, involve and respond to the residential and business communities.



428 Episodes of **COVID-19 Today** since March 30, 2020

1,606 Subscribers of **Weekly Newsletter**


17K Followers on **Facebook**

9,272 Followers on **Instagram**

9,691 Followers on **Twitter**

18,287 **TorranceAlerts**

Responsibilities include:

- Management of mass emergency notification system, **TorranceAlerts**
- Management of citywide content and look/feel for interactive communications
- Management of citywide Community Relations and public information 
- Monitoring the video franchise for compliance with the State of California video franchise agreement
- Facilitating cable subscriber inquiries regarding billing, service, and other cable-related matters
- Monitoring and participating in federal, state and local legislation involving the video services and social media
- Operating the City's Government Access Channels, CitiCABLE 3/31 & 22/35; audio/visual services; audio/video documentation; training
- Operating CitiSOUNDS AM 1620 (traffic and road condition low power broadcast radio station)
- Managing live and archived programming (audio/video streaming)
- Supporting cable, video or audio requirements by departments
- Providing commercial television services, facility rental, and audio/visual services upon request
- Providing administration and day-to-day operation of Public Access Foundation activities and Torrance Community Television Center (TCtv 28/36) www.TorranceCA.Gov/TCtv;
- Providing day-to-day operation of two Educational Access channels: El Camino College channel 8/33 and Torrance Unified School District 30/37, including www.YouTube.Com/TUSD-TV



COVID-19 Today is a daily live news program with the latest pandemic updates, legislative news, features and information pertinent to our Torrance viewers. The office manages the content, look and feel of the website, as well as assisting with coordination of Citywide special events.

The Office is home to **TorranceAlerts**, the City's emergency alert system. Interactive Communication Officers are staffed 24/7 to alert the community at a moment's notice. It is the first 24/7 municipal emergency operation that is managed by non-sworn officers from the City Manager's Office.

Pre-pandemic, CitiCABLE produced nearly a dozen programs including the regularly scheduled City Council Meeting, Community Cooking, The SportsDesk, This Week in Torrance and Common Cents to name a few. Since the pandemic, staff have shifted gears to focus on the ongoing health crisis with COVID-19 Today.



CITY MANAGER

ECONOMIC DEVELOPMENT

ATTRACT – RETAIN – OPTIMIZE

The City of Torrance prides itself on being a premier city, carefully balancing the residential, commercial and industrial sectors. Our mission is to help existing businesses grow, to attract new investment, to strengthen infrastructure and to improve the economic base.

Business Attraction

Economic Development works with other City departments to develop relationships with businesses looking to relocate or establish operations in Torrance. Several projects are in the works or have been completed.

Business Retention

Economic Development is part of a City team that is assisting bioscience companies Bachem and Polypeptide Laboratories with expanding their facilities. These companies have been working on COVID-19 vaccine and treatment components.

Business Optimization

Economic Development connects with local businesses to refer workforce development services (recruitment, training or layoff assistance), tax incentives, workshops, etc.

Staff also continues to assist with **Discover Torrance** tourism marketing efforts, Downtown Torrance Association, Torrance Auto Dealers Association and South Bay Entrepreneurial Center, as well as starting the process to form a Technology Committee. Another project in planning is a Business Improvement District.

Staff worked with businesses to help cover operational costs associated with the pandemic via the COVID-19 Business Assistance Program. This program allowed dozens of businesses to convert to some outdoor operations, as well as covering certain fees for parking and licensing.





Torrance Beach

Torrance Beach is 1.5 miles of beautiful coastline. The paved 22-mile Marvin Braude Bike Trail, commonly known as “The Strand,” reaches its southernmost point at Torrance Beach. The beach is also a popular filming location for TV and movie productions.

CITY TREASURER

BANKING ON THE CITY OF TORRANCE

The City Treasurer is responsible for receiving and depositing all monies coming to the City and is responsible for the investment of idle funds. In Torrance, the City Treasurer serves a dual capacity as an elected position and department head for the City Treasurer's office.

The City Treasurer is responsible for creation and implementation of the investment policy, investing of all municipal funds, and daily monitoring of surplus funds. The City Treasurer manages all banking relations and activity, including funds held with our Fiscal Agents and the administration of the City's Employees Deferred Compensation Plans. The City Treasurer's Office is responsible for receipting all revenue activity.



The office of the City Treasurer is located adjacent to the Permit Center.



Madrona Marsh

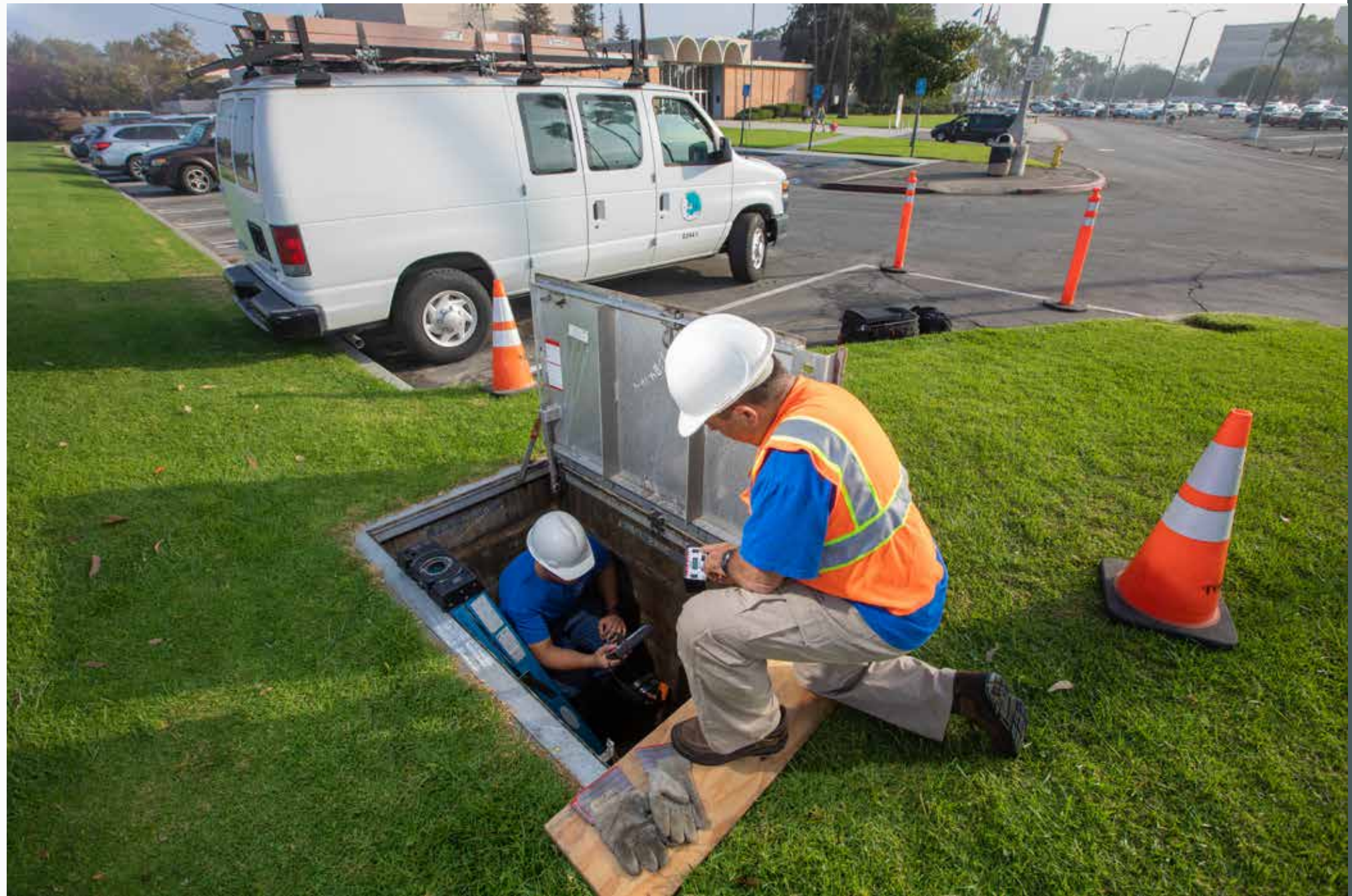
Madrona Marsh Preserve is one of the last freshwater marshes in Los Angeles County. This urban oasis is a key stop along a wildlife corridor for many species of migratory birds and butterflies. The Madrona Marsh Preserve is designated as a Significant Ecological Area by L.A. County, which means it contains irreplaceable biological resources.

CIT

CONNECTING PEOPLE AND TECHNOLOGY

The Communications and Information Technology Department is responsible for administering the City's information and communications systems and infrastructure. Our services include the planning, procurement, delivery, maintenance and training that support City departments' business functions through technology. The Communications and Information Technology Department's responsibilities include:

- Computer hardware systems
- Data and Telecomm infrastructure
- Data management
- Information security
- Radio and wireless communications
- Software and applications
- Telephone and voice systems



COMMUNICATIONS

PLAN – INSTALL – MAINTAIN

Communications' mission is to provide wireless, telephone and networking technologies to support the City's life safety, mission-critical and daily business operations for all City departments.

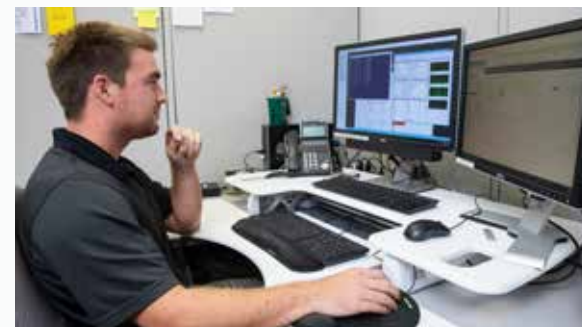
The division maintains a highly diverse inventory of about 7,200 real and virtual assets deployed across 65 manned and unmanned facilities. The division manages an asset inventory with a combined value of more than \$10.3 million and performs about 1,900 service requests per year, including on-demand drive-in services for Police, Fire and Transit at our City Yard service facility. Division staff directly repairs systems, manages a variety of technical services contracts, and serves as a solutions broker in support of hundreds of small and large technology projects submitted by client departments every year.

Staff also represents the City's technology interest before agencies such as the Federal Communications Commission, Federal Aviation Administration and California Public Utility Commission. Specially trained staff represents the City's membership within the Interoperability Network of the South Bay special district to construct, operate and maintain a \$6 million jointly owned two-way radio system.

The telephone system processes more than **2 MILLION CALLS** per year.

About **350 MILES OF FIBER/COPPER CABLES** are installed inside and in-between City facilities.

The data network **BLOCKS 19.2M MALICIOUS THREATS** before they enter the network per year.



INFORMATION TECHNOLOGY

APPLICATIONS – PC SUPPORT – SERVERS

Information Technology division supports and implements technology to enable City Departments to conduct their services efficiently and effectively. IT enables innovation through the use of cost-effective technology and improved business processes.

Projects for 2021:

APPLICATIONS:

official mobile app; enable additional online applications, including film permits and street use permits; expanded the City's GIS capabilities; automated business processes, such as form routing, to enhance Departments and enable efficiency.

SERVER GROUP:

enhance security and data protection; plan and deploy Microsoft Office 365; plan and design IT Business Continuity Plan and possibilities of virtual EOC.

DESKTOP SUPPORT:

Upgrade 300+ Windows 7 PCs to Windows 10



IT supports more than 500 business processes.

In 2021, IT worked with City Departments to deploy new or streamlined online applications across 7 different functional areas such as film permits, Economic Development, and citizen requests. More will be released in 2022.

In 2021, IT enabled nearly \$8.5 million and 8,500 in online transactions for permit applications, licenses, and inspections. Increasing convenience for citizens, enabling City staff to focus on other aspects of customer service, and helping reduce exposure to COVID-19.

Despite reductions in business licenses due to the pandemic, the number of online transactions for permits, licenses and inspections increased 14 percent in 2021 due to the expansion of online applications and payment options.

DID YOU KNOW:

City permitting systems to communicate directly with systems operated by the State of California (such as contractor licensing) to verify information, provide high levels of data quality and timeliness, and streamline citizen and staff processes?



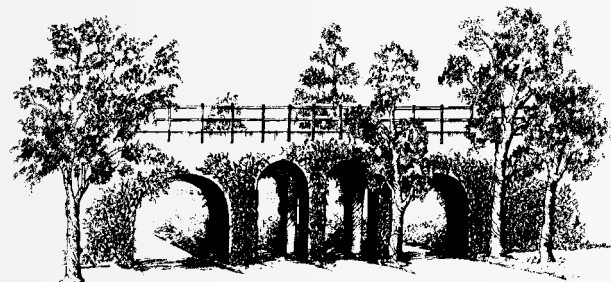
COMMUNITY DEVELOPMENT

BUILDING ON THE CITY OF TORRANCE

Advancing a Safe, Accessible and Sustainable Built Environment

The Community Development Department oversees a number of divisions including Building & Safety, Engineering, Planning, Environmental (Code Enforcement), Housing, and the Geographic Information System (GIS) Divisions. A total of 67 employees, with multiple disciplines and backgrounds, make up the Department's services and specialties.

As 2021 began, staff prepared a Community Development Department annual report that includes an overview of activities and accomplishments for 2020, despite the challenges of COVID. Throughout 2021, as the pandemic continued and surges occurred, the Department rose to the challenge to maintain its support of community investment by sustaining and enhancing the safety measures that allowed the Permit Center to remain open, field inspections to be completed and long-term planning initiatives to be advanced.



COMMUNITY DEVELOPMENT

JOB VALUATION

6,285 Permits Issued Residential

1,105 Permits Issued Non-Residential



\$46,699,728

**TORRANCE
GATEWAY**



\$10,000,000

POLYPEPTIDE



\$2,934,913

**GROCERY STORE
@ HAWTHORNE**



\$3,385,000

**TARGET
STOCK ROOM**



\$8,184,340

**TOWER
PROJECT**



\$2,825,442

**ARLINGTON
PLAZA**

\$189,286,172 2021 Total Job Valuation



COMMUNITY DEVELOPMENT

PERMIT CENTER

105 AVERAGE DAILY VISITORS

93% CHECK IN AT SELF-SERVE KIOSK

1,035 ONLINE APPLICATION



CUSTOMERS SERVED IN PERMIT CENTER

9,823 BUILDING & SAFETY

1,035 ENGINEERING

2,258 PLANNING

2,218 TRIAGE

593 CODE ENFORCEMENT

1,420 PLAN CHECK

2,577 BUSINESS LICENSE



COMMUNITY DEVELOPMENT

DOWNTOWN REVITALIZATION

Downtown Torrance is a place where residents, employees and visitors can live, work and play in a vibrant, active, and walkable environment. Here, local businesses can thrive in the midst of new dining, shopping, housing and recreation. The Greater Downtown will celebrate its history. Its streets and public spaces will be well-maintained and programmed with events, and it will be a welcoming, safe and inclusive environment for all.



Facade improvement at key intersection corners

Continue pedestrian crossing and landscape improvements

Add bike lane

Reconfigure street to relocate diagonal parking adjacent to sidewalk shops

New gateway sign (Designs have not been finalized)



HISTORIC PRESERVATION

The primary purpose of the **Torrance Tract Historic Preservation Plan** is to encourage the listing of homes as historic landmarks and groups of homes as districts in the Torrance Register of Historic Resources in order to preserve the Torrance Tract's unique place in the city's history, maintain its neighborhood character, manage appropriate change and promote its sense of place. In 2021, the Historic Preservation Commission returned to meeting to discuss issues related to preservation in Torrance. Currently there is one application filed for designation of a Historic Landmark, which will be reviewed by the Commission in the near future.



COMMUNITY DEVELOPMENT

HOUSING

HOUSING ELEMENT UPDATE

The Community Development Department is currently updating the City's 6th Cycle Housing Element of the General Plan, which will cover the eight-year planning period from October 2021 to October 2029.

Local governments across California are required by State Housing Element law to adequately plan to meet their share of the State's overall housing need. The City of Torrance has been allocated 4,939 units to plan for during this cycle.



HOUSING CORRIDOR STUDY

The City of Torrance was awarded a grant, funded by Senate Bill 2, to facilitate planning activities that promote housing development. With these funds, the City sought proposals to explore the creation of new housing corridors from areas that are not currently zoned for residential uses. The City hopes to contribute to the housing crisis solution by creating more housing stock through expedited planning review, provided proposals are consistent with the new zoning standards for the area.



ASSISTED HOUSING

The City is currently assisting more than 500 low-income families, seniors and disabled persons through the Federal Section 8 Program. This program allows recipients to pay approximately a third of their income for rent and the program pays the difference. The Section 8 Program is very popular and currently has a wait list of more than 10,000 applicants.



COMMUNITY DEVELOPMENT

SERVICE AND INFORMATION



**BUILDING PERMITS
and
ONLINE PERMITTING**



CODE ENFORCEMENT



DEVELOPMENT REVIEW



ENGINEERING PERMITS



GIS ONLINE MAPPING GALLERY



**HOUSING PROGRAMS
(INCLUDING SECTION 8)**



**NPDES (NATIONAL
POLLUTANT DISCHARGE
ELIMINATION SYSTEM)**



**PROPERTIES, PERMITS
AND RECORDS SEARCH**



UTILITY PLAN REQUEST

COMMUNITY SERVICES

CREATING AND ENRICHING COMMUNITY THROUGH PEOPLE, PROGRAMS AND PARTNERSHIPS

The **Community Services Department** offers Torrance residents of all ages, abilities and backgrounds unique opportunities to experience physical, emotional and intellectual growth within the specialized areas of Cultural Arts, Libraries and Humanities, Parks and Recreation. As a professional organization, each of our dedicated team members strive to deliver services to our community with integrity, honesty, and respect for all participants. Across

**Parks
Make
Life
Better!**

our services, we work to foster lifelong learning and personal development, with a goal of cultivating joy, delight and wonder. In addition, we foster the axiom that “Parks Make Life Better” for everyone.



COMMUNITY SERVICES

PARKS

PARKS HIGHLIGHTS

- Maintenance of all City parks, Civic Center Complex and Sea-Aire Golf Course
- Maintains all trees, turf, barbecues, benches, game courts and athletic fields
- Responsible for the rehabilitation of all parks
- Monitoring and repair of playground equipment, park buildings and restrooms and park irrigation systems
- Division staff includes certified play equipment inspectors and a certified arborist
- Manage the operation, plant and animal life at the Madrona Marsh Nature Center and Preserve

Our parks are for the community, and in them you can enjoy all manner of sports and recreation, dogs on a 6-foot leash, picnic areas, a splashpad and so much more. Community members can dedicate a tree, park bench or other amenity in honor of a loved one, and they can also volunteer to beautify their parks including forming or joining a Friends of the Park group.



Park Services staff and community volunteers clean up and make improvements at Waleria Park.



Park Services manages **412 ACRES** of parks and open space in Torrance.



RECREATION

RECREATION HIGHLIGHTS

Bartlett Senior Citizens Center was able to reopen July 12, 2021 for our Senior Lunch Program and served a total of 2,351 meals to Seniors in 2021.



Youth Sports section of the Recreation Division received the 2021 National Alliance for Youth Sports (NAYS), Excellence in Youth Sports Award. The award was based on the City's innovative ways to return to play safely amid the COVID-19 pandemic. Staff created a Co-Ed Outdoor Basketball Skills Clinic for children in grades K-8 at Wilson Park. The Youth Sports Section served 743 participants in 2021.

Sea-Aire Golf Course was able to safely stay open for all of 2021; the course set a new single year record with 36,968 total rounds of golf played in 2021. This is a testament to the hard work by Recreation Services and Park Services staff to keep the course open and running.



Recreation Services served more than **65,000 PARTICIPANTS** throughout all their programs in 2021.

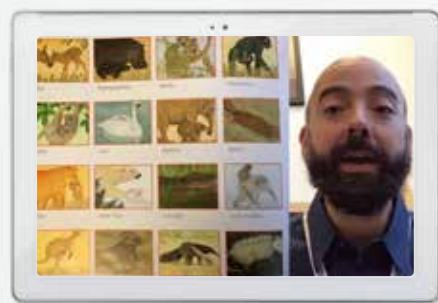


COMMUNITY SERVICES

LIBRARY

LIBRARY HIGHLIGHTS

- At the height of COVID in 2021, the Library pivoted to provide contactless services—which included curbside circulation services, make-and-take craft kits and the California State Library funded ZipBook program to engage and maintain library users.
- Library staff created and implemented a 10-week All Ages Summer Reading Program that was completely virtual and well-received with more than 1,700 participants.
- The Library increased its digital services exponentially with the introduction of Hoopla, Kono, Overdrive and PressReader, as well as six additional learning resource databases: Skillshare, LinkedIn Learning, Coursera, GetSetUp, Learning Express Library and Northstar Digital Literacy, all funded by the California State Library’s Career Pathways Program.



The Library established a robust social media presence utilizing Facebook, Instagram and YouTube platforms where staff promoted library services and resources and presented programs, including Pantry Helpers, cooking tutorials incorporating foodstuffs from Torrance Cares 2 Go supplies.

The Open Plus concept and design was initiated at El Retiro Library, and the transformation continues to offer additional self-service library options. Although the building was closed temporarily, programming continued outdoors and virtually.



CULTURAL SERVICES

CULTURAL HIGHLIGHTS



Offered yoga classes and youth dance classes on the Torino Plaza during the pandemic.



The annual summer musical returned this year, featuring “Nunsense: The Mega-Musical.”

Ambitious Cultural events and programs were provided to the community under specific guidance for participant safety. Season highlights included the restoration of creative and wellness classes such as yoga and ceramics, as well as Torrance Theatre Company productions at their Downtown theater, including an acclaimed production of “Nunsense: The Mega-Musical,” at the Armstrong Theatre. There also was continuation and expansion of the Farmers Market. Plus the Torrance Art Museum presentation of the ULTRA! exhibit and public art festival for more than 2,000 guests followed by NOMAD, the largest pop-up of contemporary art in Southern California history showcased at the Del Amo Crossing office complex.



A new mural was added to Torrance Art Museum as part of the Ultra! events this past summer.





Torrance Batting Cages

Torrance Batting Cages at Charles H. Wilson has facilities for baseball, as well as fast-pitch and slow-pitch softball. There also are private pitching tunnels and a curveball machine. You can even get your glove relaxed at the pro shop!

FINANCE

STEWARDS OF THE CITY'S FINANCIAL RESOURCES

The mission of the Finance Department is to effectively administer the City's finances, from budgeting to auditing, and protect its assets while also supporting the Torrance community through sound financial advice in a timely, cost-effective and professional manner. The Finance Department delivers these services through the following program areas:

- Accounting
- Accounts Payable
- Budget
- Business License & Permits
- Cashiering
- Internal Audit
- Payroll
- Purchasing
- Revenue
- Risk Management
- Workers Compensation



FINANCE

ACCOUNTING

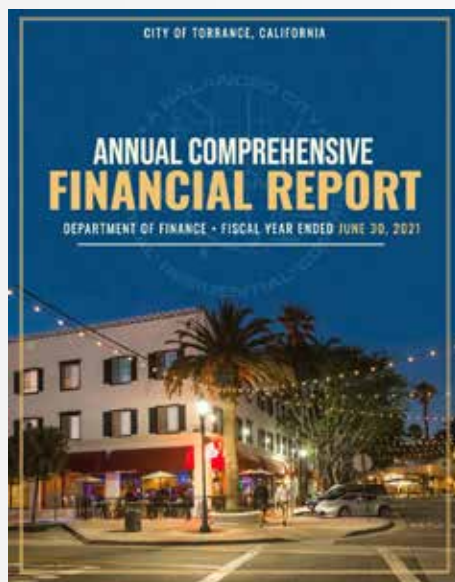
ACCOUNTING – ACCOUNTS PAYABLE – PAYROLL

The Accounting Division is tasked with properly accounting for and monitoring the fiscal performance of the City of Torrance, including issuing all payments to City employees and vendors and reporting on outcomes in compliance with the Government Accounting Standards Board (GASB). The Accounting Division is comprised of 12 dedicated professionals that execute these tasks with precision in support of every City Department's mission. During the course of 2021, the Accounts Payable program area processed 15,274 invoices for payment while the Payroll program area issued 37,670 payments to employees and issued an estimated 1,837 W-2s.

Accounts Payable
Invoices processed:
15,274 per year
(approx. 294 per week)

Payroll Payments issued:
37,670 per year
(approx. 1,449 per pay period)

W-2s issued:
1,826



REVENUE

PROCUREMENT – CASHIERING – BUSINESS LICENSE

The Revenue Division is tasked with the collection of City revenues, business license administration, and the efficient use of public resources. The Revenue Division is comprised of 12 dedicated professionals that ensure the City collects and recognizes revenues timely; supports the issuances of business licenses for all businesses working with the City; and ensures City resources are spent efficiently through public procurements in compliance with the Torrance Municipal Code. During the course of 2021, the Purchasing program area oversaw the issuance of 658 purchase orders in compliance with the Torrance Municipal Code and the City's Purchasing Policy. Additionally, the Business License program area issued 12,619 business licenses to businesses located within the City of Torrance, as well as those located outside the City conducting business with the City.

658
Purchase Orders Issued

12,619
Business Licenses Issued

142,702
Cashiering transactions:
(549 per day)



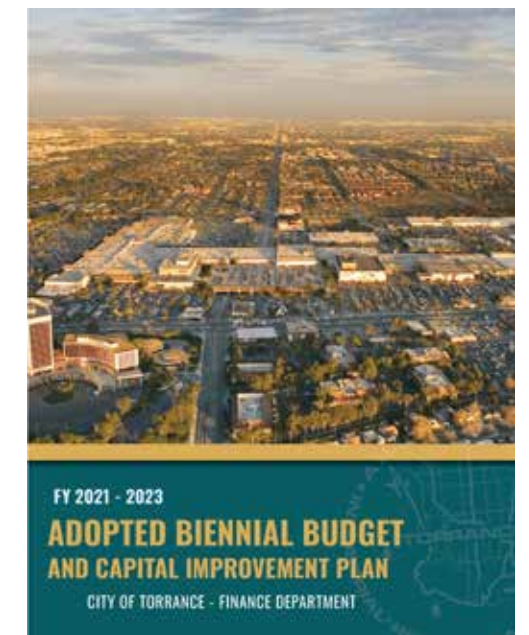
ADMINISTRATION

OPERATING & CAPITAL BUDGET – CUSTOMER SERVICE – LABOR NEGOTIATIONS SUPPORT

The Administration Division is tasked with assembling the City's annual operating and capital budgets, assisting the City Manager's Office with projections related to labor negotiations, and overall support of internal departments and the public. The Administration Division is comprised of 5 dedicated professionals that ensure the City's resources are allocated in accordance with the City's Strategic Plan, overall priorities and negotiated memorandums of understanding; supporting the City Manager's Office Labor Negotiations process by completing detail projection calculations; and supporting internal and external stakeholders of the City. The Budget program area has recently redeveloped all budget documents to better articulate spending priorities to the community in support of the City's Fiscal Year 2021-22 operating budget totaling \$385.5 million and the 5-year capital budget of \$93.5 million.

\$385.5 MILLION
Operating Budget

\$93.5 MILLION
Capital Budget



FINANCE

ENTERPRISE RISK MANAGEMENT

RISK MANAGEMENT – WORKERS COMPENSATION

The Enterprise Risk Management Division is tasked with taking care of our workforce to keep the City moving. This includes responding to loss or liability which would significantly affect the ability of the City to achieve its objectives and provide medical care to employees who are injured on the job. The Enterprise Risk Management Division is comprised of 8 dedicated professionals that ensure these goals are met. In response to the COVID-19 pandemic, this division has implemented a Citywide Injury & Illness Prevention Program; coordinated citywide safety training; established COVID-19 testing for fire responders; and encouraged vaccination. More specifically, this Division processed 295 workers compensation claims and return-to-work processes; realized \$500,000 in recovered losses and subrogation claims; and reviewed 200 insurance contract provisions and film permits.

295

Workers comp claims and return-to-work processes coordinated

\$500,000

Recovered losses and subrogation

200

Insurance contract reviews and film permits



INTERNAL AUDIT

INTERNAL AUDITS – ADVISORY ENGAGEMENTS

The Internal Audit Division helps ensure City operations are conducted according to the highest standards by providing an independent and objective assessment to all departments and by advising on best practices. This is accomplished by conducting operational reviews which focus on effectiveness and efficiency of processes while advisory projects assist with innovation and conducting business differently. The Division also manages and responds to internal fraud allegations reported on the whistleblower hotline. The Internal Audit Division is comprised of 4 dedicated professionals that ensure these goals are met. This division has conducted workplace safety inspections in response to the COVID-19 pandemic; advised on enhancements to cybersecurity governance and controls; and completed a fuel contractor audit which yielded a \$167,000 recovery and an SCE electric bill audit that yielded approximately \$75,000 annually.

\$167,000

Fuel Contractor Audit Recovery

\$75,000

Annual SCE Billing Audit





Torrance Fire Department

Torrance Fire Department started as a volunteer fire department in 1912. The department now has six fire stations across the City, as well as Fire Prevention and Hazardous Materials Administration offices at the Civic Center.

FIRE

PROACTIVE EMERGENCY RESPONSE

DESIRE TO SERVE – ABILITY TO PERFORM – COURAGE TO ACT

The Torrance Fire Department's vision is to be a premier Fire, Emergency Medical Service and Public Safety provider that adapts to exceed our Community's expectations. The Torrance Fire Department is a nationally recognized CPSE accredited and ISO Class 1 premier all-risk public safety organization, whose primary mission is to proactively protect, serve and improve the quality of life for the entire Community of Torrance. A team of 144 uniformed personnel and 45 civilian staff members working across 6 stations to continuously provide the following programs to the Community:

- Fire Suppression
- Emergency Medical Services: Including Basic and Advanced Life Support
- Hazardous Material Mitigation
- Community Risk Reduction
- Fire Investigation
- Basic and Technical Rescue
- Domestic Preparedness Planning and Response
- Public Fire and Life Safety Education



15,043 incidents responded to

including

11,066

Rescue and Emergency Medical Service incidents

183

Fire incidents

11

Overpressure rupture, explosions or overheat incidents (no fire)

290

Hazardous condition incidents (no fire)

1,304

Service calls

1,591

Good intent calls

538

False alarm & false calls

15

Special incident type calls



More than 9,000
Fire and life safety inspections performed

110 YEARS
of serving the Community of Torrance

FIRE

COVID-19 VACCINATION PROGRAM

The Torrance Fire Department took the lead early last year to provide and coordinate COVID-19 vaccination not only to our first responders (TFD, TPD and many other South Bay responders) who were at risk of exposure through their daily



Firefighter receiving COVID-19 vaccine

duties, but also to City personnel, Torrance Unified School District, and the community at large. To provide vaccination, TFD had to become an approved provider to order, store and administer vaccinations, as well as document vaccine inventory and administration. This required significant input and coordination of many people and agencies. To provide the volume of vaccinations, TFD paramedics volunteered for training to administer vaccinations in clinic and in-home settings. Within a period of 5 months, TFD facilitated the administration of

close to 4,000 doses of COVID-19 vaccines. 1,988 doses were provided in TFD-led vaccination clinics. Another 1,101 doses were provided with our vaccine allotment in partnership with Providence Little Company of Mary - Torrance and Torrance Memorial Medical Center. Through the collaboration between our department, Torrance Memorial Medical Center and Los Angeles County Department of Public Health, 116 of those doses specifically went to at-risk, homebound individuals within our community.



Homebound citizen receiving COVID-19 vaccine

TFD further assisted in coordinating more than 600 additional doses with a non-profit group to assist in vaccinating some of our residents within the city. Staff kept in regular contact with skilled nursing facilities and assisted living facilities to ensure their residents had access to vaccinations.



TFD firefighter collecting vaccine from apparatus

Our paramedic vaccinators reported that many homebound recipients gave them tearful “thank yous,” with some stating that they had not been able to physically touch or see their families for more than a year. Public Health stated that the Torrance partnership for homebound vaccination was the model that the rest of the county should emulate. TFD and our community partners worked hard to stay ahead of vaccine rollout, so that we were able to provide vaccination as soon as it was available for the different tiers. This was particularly important as we planned and collaborated with Torrance Unified School District to ensure that the vaccine was available to TUSD faculty and staff as early as possible to keep them and their students safe in the classroom. In order to provide vaccines

to the entire school district, individuals from TUSD, Torrance City employees, TFD personnel and nurses from Providence Little Company of Mary – Torrance worked together to plan, coordinate and implement multiple large-scale vaccination clinics. The successes of these clinics assisted in the planning of further City-sponsored community clinics.



TFD members with Torrance Memorial hospital staff

Almost

4,000

TFD, community members and City staff vaccinated

FIRE

EMERGENCY MEDICAL SERVICES TRANSPORTATION PROGRAM

The Torrance Fire EMS Department, is proud to report our success during 2021 and the implementation of our Patient Transportation Program. In January of 2021 our Mayor and Council approved the City of Torrance EMS Transportation program. The Fire Department developed a phased-in plan, which allowed the department to adjust and make modifications to the program. The program initially started with two City-owned ambulances.



Due to supply chain challenges, our new ambulances were delayed, but we were able to move forward with expanding the program thanks to our relationships with regional partners. Over the course of six months, the Fire Department has been able to build up the program with the addition of 24-hour units as well as two peak staffed units.

We anticipate to have the program fully implemented in 2022, once we receive our new ambulances.

For three weeks, starting Dec. 26, 2021, our EMS Transportation Program has been instrumental in patient care and treatment during the recent COVID surge. The COVID Omicron variant surge resulted in an increase in EMS calls that Torrance has not experienced in the past. This increase in call



volume, coupled with an unprecedented reduction in emergency responders due to illness, stressed the pre-hospital system in Los Angeles County. Adjacent Los Angeles County EMS providers were forced to adjust how patients were transported to their local emergency room, as private providers were unavailable due to staffing shortages. Emergency room staffing was decreased as well, increasing

Ambulance Patient Off-load Times (APOT). Due to our in-house EMS transportation program, Torrance was able minimize the impact to our community transport capabilities for every patient who called 911 for assistance. Thanks to the Fire Department's agility, the department was able to develop deployment strategies to ensure sources were available to transport our patients to an emergency room.

The success of the program shines a bright light on the commitment of the personnel, not only with the Fire Department but the entire City of Torrance, embracing a culture of continuous improvement and a mindset of excellence.

We are extremely excited about the future of the program as we accept the challenge of setting the new standard for pre-hospital care.



FIRE

NEW APPARATUS

New Fire Engines, New Fire Truck

In collaboration with the Finance Department and Fleet Services Division, the Torrance Fire Department maintains an “All-Risk-Ready” fleet of fire and rescue apparatus. Fire engines and aerial ladder trucks remain in our fleet for 20 and 25 years, respectively. 2021 proved to be an exciting year for our proud fleet as we welcomed the arrival of two new Pierce Arrow Fire Engines and a Pierce Arrow 107’ aerial ladder truck. The new engines, Engine 93 and Engine 94, were placed into service this past spring. Both units have seen significant action throughout Torrance, and the entire State of California during numerous mutual aid brush fire responses during the record-setting fire season. Our new Truck 91 can be seen responding out of Station 1, Fire Headquarters. As a “mobile toolbox,” Truck 91 responds to all structure fires in the City, as well as traffic accidents requiring victim extrication, trench/confined space/rope rescue incidents, elevator entrapments, medical emergencies, freeway incidents, etc.



TFD Answers the Call for a Record-Setting Fire Season

Torrance Fire worked alongside other California fire agencies during the historic 2021 fire season. TFD personnel were deployed to various fires throughout the state from July through October. Torrance Fire also answered the call to increase capabilities in the urban fire environment by accepting a CAL OES (Office of Emergency Services) Type 6 fire engine. OES Engine 1619 was immediately deployed to two fires as the fire season peaked in October. The Fire Department stands ready to fulfill its mission to the citizens of Torrance and communities around the state, including those who benefitted from our response to the Dixie Fire, Caldor Fire and Monument Fire among others.



GENERAL SERVICES

SUPPORTING THE CITY OF TORRANCE

The mission of the Department of General Services is to provide quality services that support City departments in a manner which enable them to carry out their community missions; to provide these services in a cost-effective and efficient manner which best serves the operational needs of City departments and the community. Responsibilities of the General Services Department include:

- Airport Administration and Operations
- Building Maintenance
- Central Services
- Cultural Arts Center Administration
- Custodial
- Fleet Services
- Graffiti Abatement Program
- Capital Projects
- HVAC / Electrical
- Warehouse



Graffiti being removed from City park

GENERAL SERVICES

FLEET SERVICES

VEHICLE PROCUREMENT – VEHICLE MAINTENANCE AND REPAIR – WAREHOUSE

The Fleet Services Division of the General Services Department supports City departmental needs of safe and efficient vehicles and equipment to enable their operations to provide direct and indirect services to Torrance residents. The Fleet Services Division manages the City's assets of more than 700 vehicles and equipment in addition to the stocking of items necessary in support of core City services. The City's fleet includes a variety of vehicle and equipment types ranging from diesel, gasoline, compressed natural gas (CNG), propane, hybrid and all-electric powered vehicles.

The Warehouse is also part of Fleet Services, and they have been instrumental in keeping the City stocked in sanitizers, personal protective equipment, paper goods and cleaning supplies. They also supply and procure auto parts and many other items for other City Departments.



700+ CITY VEHICLES

are maintained in top working condition by our teams of highly trained mechanics.

Preventive maintenance is the cornerstone of Fleet Services maintenance activities. By enhancing the reliability of vehicles, reducing repair cost and extending the life of City assets, Fleet Services aims to ensure City vehicles are safe, reliable and available to customer departments so that they may perform their direct and indirect services to Torrance Residents. Fleet Services provides all vehicle maintenance services including preventive maintenance, mandatory inspections, general repairs and welding services.



FACILITY SERVICES – CAPITAL PROJECTS SECTION

NEW CONSTRUCTION PROJECTS – FACILITY RENOVATIONS – ADA UPGRADES

Capital Projects is a section within the Facility Services Division of the General Services Department. The division manages Capital Projects to build, maintain and improve long-term capital assets including the Mary K. Giordano Regional Transit Center (currently under construction), which will serve as a multi-modal transportation hub for the South Bay region.

The division recently completed park lighting retrofit of 236 fixtures at 16 City parks for energy efficiency. Upcoming projects include construction of a temporary housing site on the City Hall campus, elevator modernization at the Katy Geissert Library and above ground fuel storage tanks at the Torrance Municipal Airport.



Park lighting retrofit

Underground storage tank removal



236 fixtures at **16** City parks

GENERAL SERVICES

FACILITY OPERATIONS – CENTRAL SERVICES SECTION

Graphic Design – Production Printing – Wide Format Printing
Print Finishing – Mail Services – City Hall Campus, Shipping and Receiving

Central Services is a section within the Facility Operations Division of the General Services Department providing support for all City departments. It encompasses a wide variety of graphic communications services beginning with creative concepts, graphic design, print production and finishing. Central Services supports print media, as well as digital media communication, for all departments communicating internally or with the City of Torrance community. Some examples include: City Council Agenda, budget books, reports, business cards, letterhead, logos, flyers, forms, banners, vehicle graphics, signage, and wall and floor graphics.



In addition, mail services are performed within Central Services Division for interoffice to every department, inbound and outbound to the community. Central Services, also serves as the City Hall hub for receiving and shipping of packages, as well as office paper distribution to all departments.



1,771 PROJECTS
completed in 2021





Police Forensics Lab

Torrance Police has its own forensics laboratory. The Forensic Identification Specialist Unit is responsible for evidence collection, documentation and preservation; forensic photography, latent print examinations, providing expert testimony and other related work as required.

POLICE

OUR JOB TOGETHER

The Torrance Police Department's mission is to preserve public safety and quality of life within the City of Torrance, to respond effectively to the changing needs of the community, and to promote mutual respect between the Police Department and the people we serve. The Police Department is comprised of the following divisions:

- Patrol Division
- Traffic & Special Events
- Detectives
- Special Investigations
- Personnel
- Research & Training
- Records
- Communications
- Services
- Community Affairs
- Chief's Office



POLICE

CHIEF'S ADVISORY BOARD

The **Torrance Police Department** has long benefited from the relationship with our community. The Chief's Advisory Board (CAB) will provide a forum where key stakeholders can act as a community resource for the Chief of Police in the development of strategies, sharing community concerns and increasing public trust.

The Chief's Advisory Board will be established and maintained under the direction of the Chief of Police. The board will be comprised of a diverse group of people that is reflective of our city with various backgrounds in business, education, non-profit organizations, public relations, the faith-based community and others.

The purpose and role of the Chief's Advisory Board will be as follows:

- Act as an advisory group for the Chief of Police regarding community needs and concerns, as well as a community response to proposed police programs and priorities
- Apprise the Chief of Police directly of the community's needs for police services
- Assist in educating the community at large about the function and role of the Torrance Police Department
- To promote community awareness, understanding and involvement between the Torrance Police Department and the citizens of Torrance



VOLUNTEERS IN POLICING

Provide and maintain an atmosphere of cooperation and communication between the Police Department and the community by promoting mutual proactive efforts in crime prevention, problem solving and emphasizing that effective law enforcement requires a community partnership. Volunteers are an important part of this organization. They bring new skills and expertise along with enthusiasm to increase department responsiveness, delivery of services and provide new program opportunities.



- **Citizens Assisting Police (CAP)** – Volunteers in CAP are those willing to directly participate in improving police services. CAP members operate as “Observe & Report” for TPD. CAP volunteers may drive designated department vehicles or participate in our CAP Bike Detail to support police services. Some of the assigned duties may include: assisting at DUI checkpoints; traffic control for requested incidents; Safe Shopping Detail; reporting on city code violations such as illegal dumping/trash accumulation and graffiti; welfare and vacation checks; Armed Forces Day Parade Watch Detail; and other department requests in the field.
- **Specialized Volunteer Response (SVR)** – Volunteers who have a unique and specialized area of expertise may be appointed to our SVR program. This program requires special privileges and qualifications based on the volunteer's background and experience. An example of an SVR member would be a volunteer who has extensive expertise in the financial sector. They may be appointed to assist our Detectives Division with criminal financial investigations.



PUBLIC WORKS

SERVING THE CITY OF TORRANCE

The Public Works Department is made up of more than 200 employees who provide a variety of services to the residents and businesses in the City, as well as other City departments. The Department maintains and/or rehabilitates roadways, bridges, traffic signals, storm drains, channels and retention basins, sanitary sewer and water systems facilities, water reservoirs and pump stations in Torrance.

The Public Works Department includes:

- Administration
- Engineering
- Operations
- Sanitation
- Streetscape
- Water

\$94 MILLION of grant funding administered and managed to finance critical Public Works projects

300 contractor invoices processed per year to construct significant infrastructure projects

11,064 calls from the public that are answered and addressed

3,386 service requests processed, ranging from potholes to tree trims to sidewalk repair

ADMINISTRATION

ADMINISTER – SERVICE REQUESTS – PAYROLL

Every service that the Public Works Department provides to our residents and businesses starts with the Administration Division. The success of every infrastructure project also relies upon the Division to carry out various administrative tasks each step of the way from project commencement to completion. From processing and closing out public service requests to administering Department Council Items to managing payroll, the Administration Division provides support to all Public Works Divisions through the management of several administrative tasks.



PUBLIC WORKS

ENGINEERING

PLAN – DEVELOP – COORDINATE

Responsible for the development and implementation of infrastructure projects

Maintain and/or rehabilitate roadways, bridges, traffic signals, storm drains, channels and retention basins, sanitary sewer and water system facilities water reservoirs and pump stations

Tasks include planning, budgeting, securing outside funding, design, bidding and construction management of capital improvement projects

Liaison to the City's Traffic Commission and responsible for traffic engineering which includes the design of traffic signals, timing and coordination of traffic signals, signs and pavement striping



PACIFIC COAST HIGHWAY AT HAWTHORNE BOULEVARD INTERSECTION IMPROVEMENT, T-131

This regionally significant project will widen the intersection to allow for two left-turn lanes, three through lanes, and a dedicated right-turn lane in each direction. Construction will include full-depth pavement reconstruction, new sidewalk, curb and gutter, storm drain lateral and catch basin relocations and retaining walls.



Construction Cost:

\$8.1 M

(Measure R South Bay Highway Program Funds)



I-405 AT 182ND STREET/ CRENSHAW BOULEVARD OPERATIONAL IMPROVEMENTS, T-155

This is a joint project between the City of Torrance and Caltrans that includes the widening of the subject intersection, the freeway, and the addition of freeway on-ramps. This project is ongoing and it will address increased traffic demands, reduce congestion delays and improve safety. Construction is anticipated to be complete in December 2023.



Construction Cost:

\$41.6 M

(Measure B & State Funds)



SEPULVEDA BLVD REHABILITATION, I-172

Repaving of Sepulveda Boulevard from Hawthorne Boulevard to Western Avenue (2.5 mi)



Sepulveda Boulevard looking west from Hickory Avenue

Cost:

\$2.9M (Proposition C)

Quantities:

14,000 tons of asphalt

51,000 SF of pavement digouts

12,100 SF of sidewalk repairs

40 curb ramp reconstructions

PUBLIC WORKS

ENGINEERING

NORTH TORRANCE WELL FIELD PROJECT (PHASE III), I-108

This project utilizes the Design-Build methodology for design and construction of new water infrastructure for the City of Torrance. Major components include the demolition of an existing reservoir, pumping and treatment facilities and connections to Well No. 9 at McMaster Park, as well as construction and equipping of two new wells, chemical treatment and storage facilities, booster pump station, a new 2.5-million gallon storage reservoir and site improvements.



Design-Build cost:

\$18,142,530

(Water Enterprise Funds)



PUBLIC WORKS

ENGINEERING

RESIDENTIAL AND ARTERIAL PAVEMENT IMPROVEMENT, I-159/I-139

This project provides citywide maintenance and preservation to existing asphalt paved roadways by applying a liquid asphalt mixture called slurry seal. Curb, gutter, sidewalk and tree removal/replacements are also performed in areas where ponding of water occurs to help preserve the improvements as much as possible. In areas requiring additional pavement improvements, the existing pavement is ground and overlaid with new asphalt pavement.



Rehab line on Paseo de La Playa

Cost:

\$3.7 M (Measure R Local Return Funds, SB1 Funds, Measure M Funds, General Funds and Prop C Local Return Funds)

ASPHALT

Slurry Seal

1,089,500 SF

Grind and Pave

1,626,000 SF

CONCRETE

Sidewalk

2,100 SF

Driveway

790 SF

Cross Gutters

2,260 SF

Curb and gutter

510 LF



Cold milling on Paseo de la Playa



Paving operation on Paseo de la Playa



Measuring pavement for striping on Paseo de la Playa



Striping on Paseo de la Playa

PUBLIC WORKS

OPERATIONS

MAINTAIN – REPAIR – IMPROVE

The Operations Division of the Public Works Department maintains more than 800 miles of streets and more than 500 miles of curbs, gutters and sidewalks in the City’s public right of way. The Operations Division is comprised of Street Maintenance, Concrete and Traffic & Lighting. Street Maintenance staff fills potholes and removes and replaces damaged sections of asphalt roadways, and is also responsible for cleaning and maintaining 13 stormwater retention basins (sumps). Concrete maintains and repairs the sidewalks, driveways and curbs and gutters throughout the City. Traffic & Lighting inspects and maintains traffic signals, regulatory and street name signs and provides emergency roadway closures for events and incidents. The Operations Division also stocks an inventory of prefilled sandbags for residents to pick up at the City Yard.



75,000 SF
of street removal and replacement

6,000
potholes filled

29,380 SF
of sidewalk removed and replaced

4,273 SF
of driveway approaches removed and replaced

123
signalized intersections maintained

28
flashing beacons maintained



SANITATION

COLLECT – MAINTAIN – SWEEP

The Sanitation Division of the Public Works Department provides comprehensive, cost-effective and environmentally sound collection and disposal services of solid waste, green waste and recyclables to more than 29,000 residential customers. The division is also responsible for managing, monitoring and maintaining the sanitary sewer collection system. The division cleans and maintains storm drains and catch basins, as well as provides street sweeping services to enhance the aesthetic beauty of the community and to help alleviate trash from entering the storm drain system and subsequently polluting our oceans. All residential streets and major arterial roadways are swept once a week.



9,252
tons of recyclables collected and

31,838
tons of refuse collected

13,104
tons of green waste collected

1,222
illegal dumping reports serviced

4,979
large-item collections
scheduled and collected

1,354,843
linear feet of sewers
cleaned and maintained

2,035
tons of street sweeping debris collected



PUBLIC WORKS

STREETSCAPE

LANDSCAPE – TRIM – MAINTAIN

The Streetscape Division of the Public Works Department is responsible for the maintenance and sustainability of more than 37,000 City-owned trees in the public right of way, except trees located in the City parks. The division is also responsible for the landscape maintenance and improvements of 140 City medians and certain parkways. Mowing and maintaining more than 30 acres of turf on medians and parkways. Providing tree-related emergency response on a 24-hour basis. The Streetscape division currently has six International Society of Arboriculture (ISA) Certified Arborists, three with California Department of Pesticide Regulation - Qualified Applicators Certificates.

2,465
residential requests (Accela)

3,612
trees trimmed

455
trees removed

539
trees planted

2,653
trees watered

477
tree emergency responses

708
acres of turf mowing



Landscape upgrades to center median - Madrona Avenue



Landscape upgrades to center median - Sepulveda Boulevard



Tree planting

WATER OPERATIONS

SUPPLY – WATER QUALITY – MAINTENANCE

Torrance Municipal Water maintains 320 miles of water mains with approximately 27,000 service connections serving 80 percent of the City. TMW provides more than 18,000 acre feet of potable water per year, with 20 percent currently produced from two ground water facilities and 80 percent imported water from Metropolitan Water District. The water system contains nearly 8,000 mainline valves and 3,000 fire hydrants across the City which are maintained by TMW. Water storage facilities include the 28-million gallon Walteria and Ben Haggott reservoirs, the 1-million gallon McMaster Park water tank, and the 1-million gallon Border Avenue water tank. The new North Torrance Well Field project is expected to be online in the summer of 2022. It includes two groundwater wells and a 2.5-million gallon storage tank. This facility will increase our local potable water supply to 45 percent of annual demand.

4,583
acre feet of groundwater pumped

56
broken water mains repaired

2,902
valves exercised (preventative maintenance)

832
fire hydrants maintained

8,914
customer service calls

3,000
water quality samples taken



Water treatment



Water production



Water main installation

TRANSIT

THE LITTLE TRANSIT AGENCY DOING BIG THINGS FOR ITS CUSTOMERS AND THE REGION

The mission of the Torrance Transit System

is to provide safe, reliable, inexpensive and courteous transportation service to our customers: the people who live, work and do business in the City of Torrance and the region.

Established in January of 1940, Torrance Transit has been in continuous operation for more than 80 years. We presently operate a fleet of 63 alternative-fuel buses that serve 12 fixed routes, which include one Rapid and one Express Service.



Torrance Transit, has been proudly serving Torrance and the South Bay for more than 80 years.

TRANSIT

MARY K. GIORDANO REGIONAL TRANSIT CENTER

Currently under construction, the **Mary K. Giordano Regional Transit Center** will serve as a multi-modal transportation hub for the South Bay region. The facility will also serve as the future terminus for the Metro Line C, bringing light-rail service to the area.

An additional **\$35 MILLION** is scheduled to be awarded for Phase 2 of the facility, which calls for the construction of a multi-level parking structure.



Concept drawing of the Mary K. Giordano Regional Transit Center



Regional Transit Center under construction



Aerial view of the Regional Transit Center under construction

TRANSIT

TORRANCE TRANSIT FLEET MODERNIZATION PHASE 2.0

Torrance Transit will be introducing all-electric buses to its fleet in mid-2022. These zero-emission buses will serve alongside alternative-fuel Compressed Natural Gas buses to provide public transportation service to Torrance and the South Bay community. Also included in this project are zero-emission, rubber wheel trolleys that will serve the community in areas where a full-sized bus may not be able to navigate, and zero-emission or hybrid electric non-revenue vehicles for security, supervision and service relief.



Over **\$20 MILLION** in competitive grant funding has been awarded to Torrance Transit for the purchase of replacement and expansion buses, which are scheduled to arrive in mid-2022. Torrance Transit also received additional grant funding for the construction of heavy-duty vehicle charging infrastructure, and the purchase of a solar-powered light duty charging station for smaller vehicles.



THE “TORRANCE TO FLORENCE” SERVICE EXTENSION

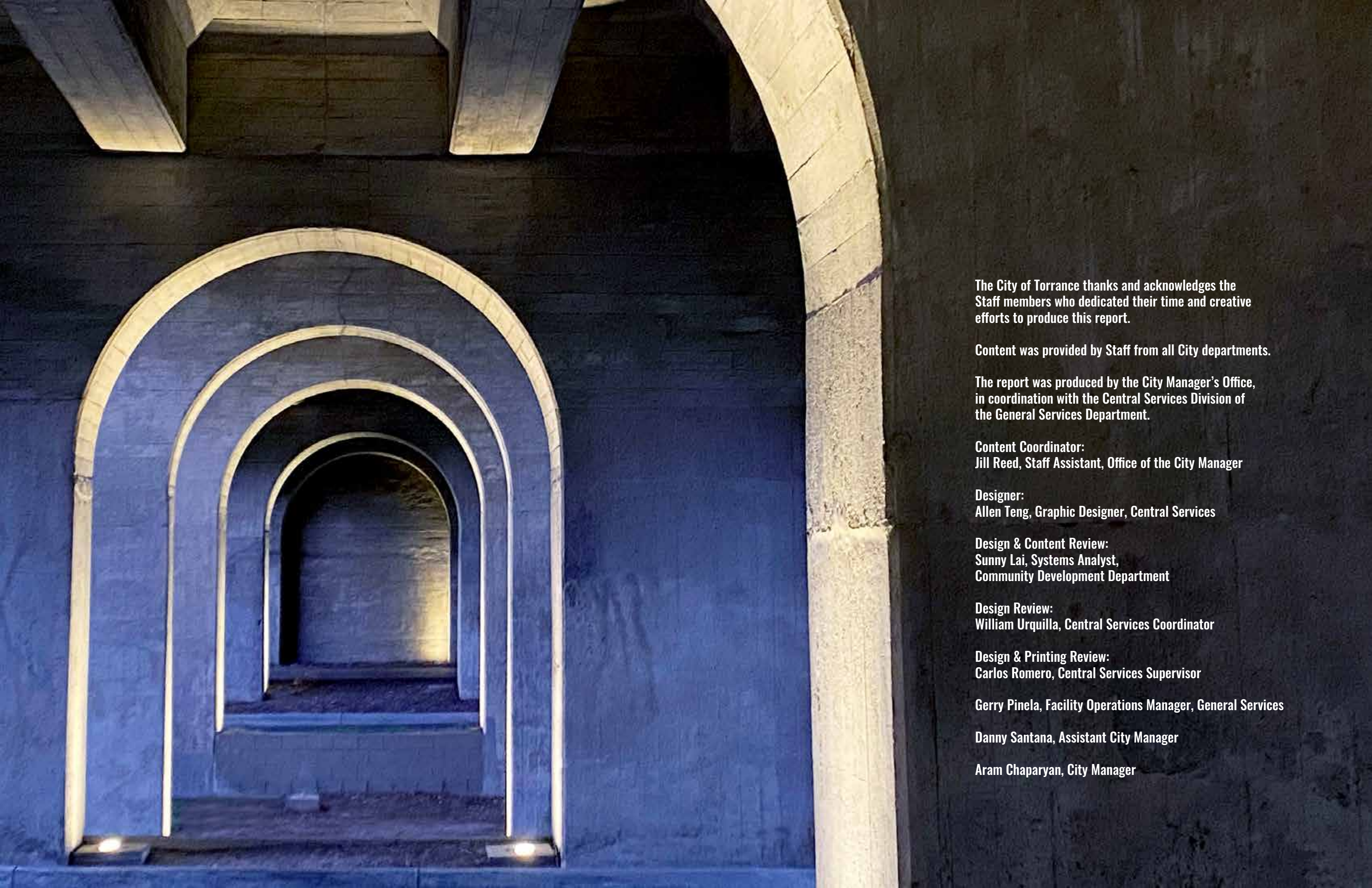
Torrance Transit will be extending the Line 10 from the Crenshaw C-Line (Green Line) Station to SoFi Stadium at Hollywood Park in Inglewood.

Named the “**Torrance to Florence**” service, this enhancement to the route will allow fans and residents of the South Bay to travel to sports and entertainment events in a convenient and cost-effective way.

By providing direct connection to this entertainment venue, the “Torrance to Florence” service will help alleviate traffic congestion on local streets and roads during game days and special events. This in turn reduces overall vehicle emission levels and fuel consumption.



Coming soon, the Line 10X service to Inglewood and the SoFi Stadium



The City of Torrance thanks and acknowledges the Staff members who dedicated their time and creative efforts to produce this report.

Content was provided by Staff from all City departments.

The report was produced by the City Manager's Office, in coordination with the Central Services Division of the General Services Department.

**Content Coordinator:
Jill Reed, Staff Assistant, Office of the City Manager**

**Designer:
Allen Teng, Graphic Designer, Central Services**

**Design & Content Review:
Sunny Lai, Systems Analyst,
Community Development Department**

**Design Review:
William Urquilla, Central Services Coordinator**

**Design & Printing Review:
Carlos Romero, Central Services Supervisor**

Gerry Pinela, Facility Operations Manager, General Services

Danny Santana, Assistant City Manager

Aram Chaparyan, City Manager