



# YEAR IN REVIEW

2022

# CITY OF TORRANCE

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## 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.



# MESSAGE FROM THE MAYOR AND CITY MANAGER



On behalf of the City of Torrance, we are pleased to present the 2022 Year in Review. This report highlights the City's commitment to our residents, the business community and visitors by sharing projects and programs that keep Torrance moving forward.

We welcomed 2022 facing challenges including a projected long-term budget deficit; several positions held vacant to balance the budget; and an increase in individuals experiencing homelessness in our city. With the support of our community, we passed Measure Safe Strong Torrance (SST), adding ½ cent to the City's sales tax rate. This means an annual projected revenue of \$18 million to be used for public safety; replenishing reserves; homeless response efforts; cybersecurity risk mitigation; and community programs and services.

A financial plan to rebuild reserves helped Torrance move from the high-risk to the moderate category on the State Auditor High Risk City list, with the goal to continue improving our financial stability in 2023 and beyond. In addition, the City's credit rating improved from AA Negative to AA Stable per S&P Global credit rating agency.

With City Council support and funding from our County, State and Federal partners and some members of the business community, a 40-unit tiny home village opened in July to provide temporary housing to those experiencing homelessness in Torrance.

Torrance welcomed a new Mayor, three new Councilmembers and a new City Treasurer this summer, each committed to the core values of our organization to serve Torrance residents, businesses and visitors. To address the various quality of life issues, we introduced the myTorranceCA mobile application (TorranceCA.Gov/Apps) to allow the community to submit service requests related to graffiti, coyote sightings, illegal dumping and much more. This represents a recognition of the continued need to engage with the public we serve. We encourage everyone to download and take advantage of this important tool.

We continue to promote Torrance as a global destination for business, retail, research and development, manufacturing and commerce. As such, City staff created the #WhyTorrance portal (TorranceCA.Gov/WhyTorrance), a single point of entry to City services, Economic Development tools, visitor resources and key demographic data.

These are just a few of the initiatives advanced in 2022 by the City of Torrance. Many more are featured throughout this report. And we have more planned for 2023 to continuously improve our processes and infrastructure, grow our business community and beautify the City.

In closing, we want to thank our residents, business partners and City staff for their ongoing support to make Torrance a Balanced City where people can happily live, work and play for generations to come.

A handwritten signature in blue ink that reads "Aram Chaparyan".

George K. Chen, Mayor  
Aram Chaparyan, City Manager

# TORRANCE CITY COUNCIL DISTRICTS

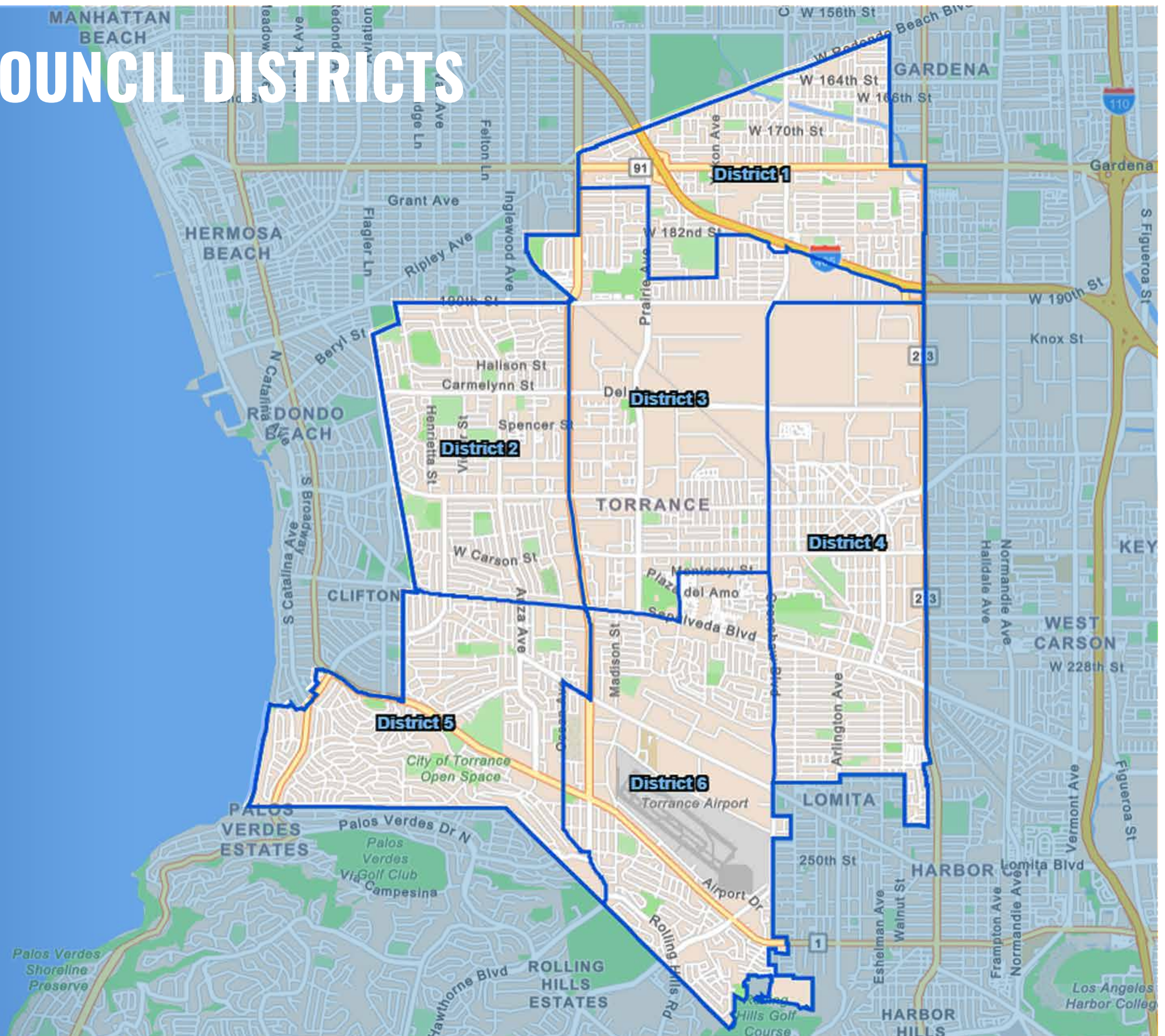
The City of Torrance is a Charter City governed as a Council/Manager form of government. On June 19, 2018, the Torrance City Council adopted an ordinance establishing by-district elections for City Council offices. The Mayor and Councilmembers each serve a four-year term. The City of Torrance has a two-term limit for the City Council and Mayor. The City Clerk and City Treasurer are elected every four years and do not have term limits. Elections are held every two years, on the even year.

Previously, each Councilmember was elected for an “at-large” four-year term, which means they were allowed to live anywhere in the City of Torrance. They are now required to live within the boundaries of the district that is on the ballot during that election. Districts 2, 4 and 6 were phased in during the 2020 election. Districts 1, 3 and 5 were introduced in 2022.

With 2022 being an election year, it began with one governing body and then transitioned to a new governing body after the June 4 election. The City Council is now comprised of six Councilmembers who each live in and represent one of the established districts and one Mayor, who is elected “at-large.”



District Map



# CITY OF TORRANCE ELECTED OFFICIALS

## CURRENT ELECTED OFFICIALS



George K. Chen, Mayor  
GChen@TorranceCA.Gov



Jon Kaji, Councilmember,  
District 1  
JKaji@TorranceCA.Gov



Bridgett Lewis, Councilmember,  
District 2  
BLewis@TorranceCA.Gov



Asam Sheikh, Councilmember,  
District 3  
ASheikh@TorranceCA.Gov



Rebecca Poirier, City Clerk  
RPoirier@TorranceCA.Gov



Sharon Kalani, Councilmember,  
District 4  
SKalani@TorranceCA.Gov



Aurelio Mattucci, Councilmember,  
District 5  
AMattucci@TorranceCA.Gov



Mike Griffiths, Councilmember,  
District 6  
MGriffiths@TorranceCA.Gov



Tim Goodrich, City Treasurer  
TGoodrich@TorranceCA.Gov

Mayor and Council Office:  
(310) 618-2801

Postal mail correspondence to all City of  
Torrance elected officials can be sent to:  
3031 Torrance Blvd.  
Torrance, CA 90503

Email the Mayor and all members of the  
City Council at:  
CityCouncil@TorranceCA.Gov



Elected Officials Page



## PRIOR ELECTED OFFICIALS

Patrick J. Furey, Mayor  
Heidi Ann Ashcraft, Councilmember, At-Large  
George K. Chen, Councilmember, District 2  
Mike Griffiths, Councilmember, District 6  
Sharon Kalani, Councilmember, District 4

Aurelio Mattucci, Councilmember, At-Large  
Jack Walser, Councilmember, At-Large  
Rebecca Poirier, City Clerk  
Dana Cortez, City Treasurer



# CITY PROFILE

## CITY PROFILE

Incorporation: 1921

Area: Roughly 21 square miles

Government: Charter city with a Council/  
Manager form of government

Budget: \$432.3 million FY 2022-23

Number of Full- and Part-Time Employees: 1,585

## POPULATION: 147,088

Population by Race:

White: 39%

Black: 3.4%

Asian: 35.7%

American Indian: 0.6%

Pacific Islander: 0.4%

Other Race: 7.8%

2+ Races: 13.1%

Diversity Index: 79.0

Median Age: 43.7

Age Distribution:

Under 15 years: 15%

15-24 years: 12%

25-44 years: 25%

45-64 years: 29%

65+ years: 19%

## HOUSING:

Housing Units: 58,776

Average Household Size: 2.57

Median Household Income: \$100,786

## EDUCATION:

(Percent of adults 25+):

Graduate/Professional Degree: 18%

Bachelor's Degree: 34.9%

Associate Degree: 8.2%

Some College: 18.1%

High School Diploma: 14.6%

GED: 1.2%

High School (no diploma): 2.8%

<9th Grade: 2.2%

## WHERE WE ARE:

20 miles from Downtown Los Angeles

13 miles from Port of Los Angeles

14 miles from Port of Long Beach

10 miles from L.A. International Airport

16 miles to Long Beach Airport



# STAY CONNECTED



For many years, the City of Torrance has used multiple outlets to engage and inform the community. These include **TorranceCA.Gov**, the main City social media platforms, as well as social media for several departments, job openings, public safety information, and community amenities like the Farmers' Market, Torrance Art Museum, Madrona Marsh and more.



The City also uses the **TorranceAlerts** mass emergency notification system and **CitiCABLE** programming to connect and inform people who live, work and play in Torrance.

In 2022, new resources were added to further these efforts. The **myTorranceCA app** is the official app for the City of Torrance. It can be used to report graffiti, illegal dumping or abandoned shopping carts. Other features include making payments, requesting large item pick-ups and much more. Download the app on the Apple App Store or the Google Play Store.

In an effort to promote Torrance to new businesses looking to locate here or existing businesses looking to expand, staff developed the **#WhyTorrance** portal that features demographic information, links to Economic Development and Community Development resources, as well as tourism and community information.

For those looking to make a difference and give back to the community, a **Public Donation Portal** was created that allows for donations to be made toward planting park or street trees, public park improvements, cultural arts and library programs, homeless assistance or unrestricted donations.

# CITY ATTORNEY



**THE CITY ATTORNEY'S OFFICE** provides high-quality legal services to the City Council and City Departments in a timely and professional manner. There are three divisions within the City Attorney's office: General Advice, Civil Litigation and Criminal Prosecution.

## GENERAL ADVICE & CIVIL LITIGATION

**979** work requests received in 2022

**842** work requests completed in 2022

**GENERAL ADVICE** includes municipal law, code enforcement, land use, records retention compliance, employment and labor matters, contract review, ordinances and resolutions.

The City Attorney also serves on the Deferred Compensation Committee and the Investment Advisory Committee. Attorneys also serve as advisors to the License Review Board, the Claims Review Board, Civil Service Commission, Planning Commission and Social Services Commission.

Attorneys in the office also represent the City in Civil litigation and Pitchess motions.

## CRIMINAL PROSECUTION

**1,800** average number of cases handled per year

**THE CRIMINAL PROSECUTION DIVISION** is responsible for prosecuting Torrance Municipal Code violations that happen within the City, as well as state law misdemeanors that they believe can be proved beyond a reasonable doubt. Misdemeanors are crimes for which the punishment is 364 or fewer days in jail. Felonies, which carry punishment of a year or longer, are handled by the Los Angeles County District Attorney's Office.

This division also handles cases where defendants have been legally declared mentally incompetent to stand trial, thus suspending criminal proceedings.

The Criminal Prosecution Division is working with the Superior Court, the Los Angeles County Board of Supervisors and City staff to develop a Homeless Court in Torrance. The Homeless Court would work with people experiencing homelessness who face criminal prosecution. Homeless individuals are incentivized to attain permanent housing so that criminal charges may be dropped. (Some crimes would not be eligible for this court, including: driving under the influence, vandalism, sex crimes and other violent crimes.)





# CITY CLERK

The City Clerk is the local official for elections; local legislation; the Public Records Act; the Political Reform Act; and the Brown Act (open meeting laws). Before and after the City Council takes action, the City Clerk ensures that actions are in compliance with all federal, state and local statutes and regulations, and that all actions are properly executed, recorded and archived.

The statutes of the State of California prescribe the basic functions and duties of the City Clerk, and the Government Code, Election Code and the Torrance City Charter provide precise and specific responsibilities and procedures to follow.

The Office of the City Clerk is a service department within the municipal government upon which the City Council, all City departments and the general public rely for information regarding the operations and legislative history of the City. The City Clerk serves as the liaison between the public and City Council and provides related municipal services.

## In 2022, the City Clerk's Office processed:

- 46** City Council agendas
- 213** Subpoenas
- 48** Bids/Requests for Proposals
- 228** Contracts
- 22** City notarized documents

## The City Clerk's Office ran the second by-District election for six offices and one measure in June.

- 93,564** registered voters
- 20.67%** voted
- 19,343** ballots cast

## In addition:

- 18** deeds were sent to the County to be recorded
- 343** Commission and Other Agendas were posted
- 500** Conflict of Interest/Statement of Economic Interest Filings were completed in NetFile
- 98%** Conflict of Interest/Statement of Economic Interest Forms were filed on time
- 2,464** Documents scanned into Laserfiche and quality checked in 2022
- 55,333** Documents are now in Laserfiche



## From Jan. 1 to Dec. 31, 2022, the City Clerk's office handed the following:

- 20,416** Incoming External Calls
- 9,327** Internal Calls between Extensions
- 1,239** Outgoing Calls Returned
- 1,491** Public Records Act Requests (PRAR)
- 1,426** Closed public records requests
- 134** Internal records requests
- 63** EMS report requests
- 3,555** Emails reviewed in Logikcull for PRARs
- 57** Plans scanned



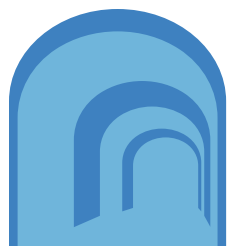
# CITY MANAGER



**THE CITY MANAGER** leads the management of all municipal activities. This includes advice and strategic planning to the City Council on financial and capital improvement needs for the City.

**The City Manager's Office also is responsible for:**

- **Cable Television**
- **Citizen Assistance**
- **Community Relations**
- **Economic Development**
- **Employee Relations**
- **Film Permits**
- **Homeless Response**
- **Land Management**
- **Legislative Affairs**
- **Office of Emergency Services**
- **Special Events Review**
- **Torrance Strategic Plan**
- **Volunteer Program**



# CITY MANAGER OFFICE OF CABLE & COMMUNITY RELATIONS

The Office of Cable and Community Relations was established to coordinate internal and external communications. They offer a wide variety of services to City Staff and to the Community to inform, engage, involve and respond to the residential and business communities.

## Key projects implemented in 2022

**myTorranceCA** mobile app is the official mobile contact to the City of Torrance. Report coyote sightings and graffiti; request shopping cart retrievals; make payments; and discover events and activities around the City. Available on the Apple App Store and Google Play Store.

**Traffic Impacts** mapping of all road impacts in Torrance based on incidents, capital improvements, construction, lane and/or road closures.

**New branding format** created for City publications in support of new wayfinding signage.

## 8 shows

**COMMON CENTS:** Offers a look behind the scenes at local companies to see what is happening with Torrance's thriving business community.



**715 TorranceAlerts** issued  
**19,108 TorranceAlerts** opt-ins (+4%)



## 155 shows

**TORRANCE TODAY:** Established in April 2022, this live news broadcast airs Monday through Thursday for content related to the City of Torrance. Featured segments include stories related to health, safety, education, economic development and local issues.



## 62 shows

**WEEKENDS IN TORRANCE:** Features local people and places that represent the #WhyTorrance experience. Highlights local businesses and people making a difference in the community. "Weekends in Torrance" shows what makes this a great place to live, work, shop and play.



**Facebook: 17,593**  
followers (+3%)

**Instagram: 10,305**  
followers (+10%)

**Twitter: 10,114**  
followers (+4%)

**YouTube:**  
subscribers: **4,080** (+24%)

**YouTube:**  
views: **151,136**

**eNewsletter (Weekly): 1,833**  
subscribers (+12%)

**Press Releases: 26**

**Speeches: 29**



# CITY MANAGER ECONOMIC DEVELOPMENT

Torrance is a premier city when it comes to doing business, with a balance of residential, commercial and industrial sectors. The **Office of Economic Development (OED)** strives to help existing businesses grow, attract new businesses, strengthen infrastructure and improve the economic base in the City of Torrance. The Economic Development team includes staff from most City departments, each bringing unique experience to help with these goals.



## BUSINESS VISITS

Members of the Economic Development team visited more than 40 businesses across a variety of sectors in 2022. Visits included ribbon cuttings; touring businesses; checking in with long-term businesses; establishing relationships with new businesses; site selection conferences; connecting businesses to resources; and much more on a case-by-case basis.



## BUSINESS ASSISTANCE

During the pandemic, the OED assisted businesses by helping cover fees for fire inspections, City-owned parking and outdoor dining permits. As the pandemic eased, funds from the COVID-19 Business Assistance Program were reallocated to the Commercial Rehabilitation Rebate Program.



The City of Torrance launched the **Commercial Rehabilitation Rebate Program** in September. The program is designed to help a property/business owner to beautify the property, make repairs and address code compliance issues.

Find out more about the program by scanning the QR code.



## DOWNTOWN TORRANCE

The Downtown area has been a focus as the **Downtown Torrance Association (DTA)** began exploring the implementation of a Business Improvement District. The DTA includes dozens of area businesses.

Economic Development also worked with Community Development Department staff to develop a plan for the Downtown that will address parking concerns, increase foot traffic, add signage and connect the Downtown to greater Torrance and the region.

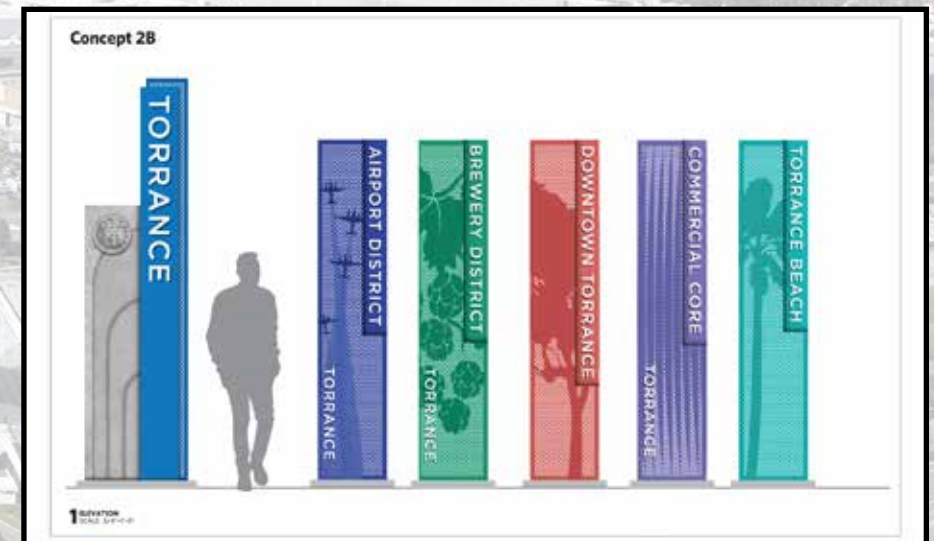
## MARKETING INITIATIVES

Members of the Economic Development team and other City staff created a new web portal, **#WhyTorrance**, to help engage businesses who are looking for the ideal place to open a new business, relocate or expand in Torrance. This resource includes business services, a site-selection form, visitor resources, local business testimonials and more.



The City began exploring the creation of a Friendship City Program as a way to extend our relationships on a global level. Staff is working with interested cities on moving forward with this initiative.

Directional signs with a fresh design created under the Signage & Wayfinding Plan have been installed at the Civic Center with more coming throughout Torrance to help create a cohesive and fresh look.



# CITY MANAGER ECONOMIC DEVELOPMENT

## TECH COMMITTEE

Staff launched the Tech Committee in May. The group has had several meetings attended by approximately 20 representatives from a variety of Torrance businesses. The group likely will act in an advisory capacity to the Office of Economic Development and the City, supporting improved marketing efforts, as well as developing targeted business assistance strategies to aid in attraction and retention of innovative businesses.

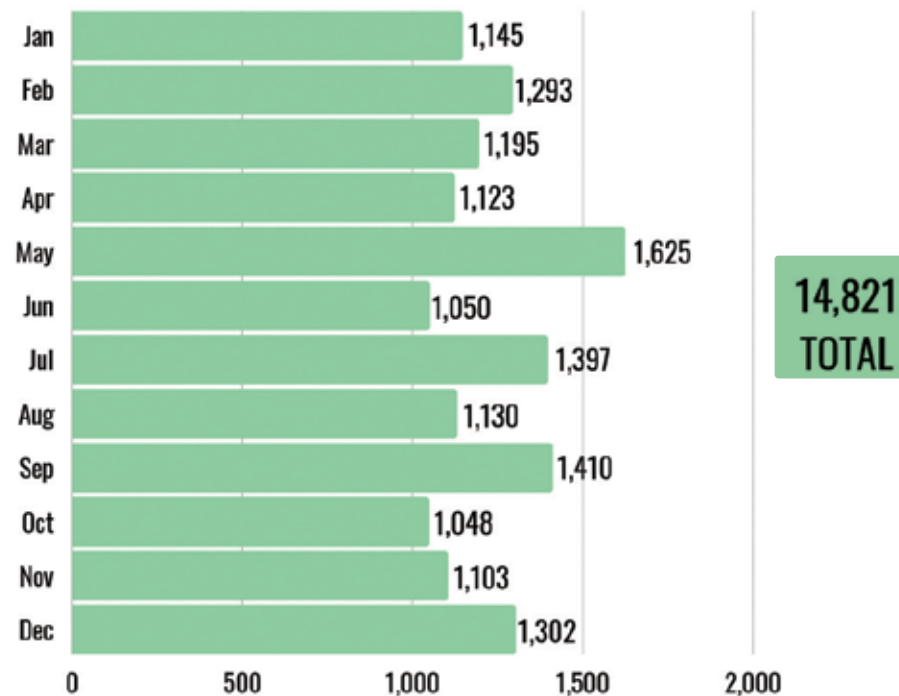


## TORRANCE AUTO DEALERS ASSOCIATION

Torrance is a hub of auto sales in the South Bay and the greater Los Angeles region. The dealers of the Torrance Auto Dealers Association showed sales remaining mostly steady over the course of the year.



### TORRANCE AUTO DEALERS' ASSOC. SALES



## SPECIAL EVENTS & FILMING OFFICE

In 2022, film permit applications transitioned to an online platform. This makes the process more efficient for the customer and City staff.

Staff began the process of moving special event permits online, with a goal of a fully automated process in 2023. Again, this will increase efficiency of that process.

- 15** special event permits processed
- 48** film permits processed
  - 12 commercial
  - 10 student film
  - 8 still photography
  - 7 television
  - 6 videos
  - 5 movies

**\$32,115 film permit fees collected**



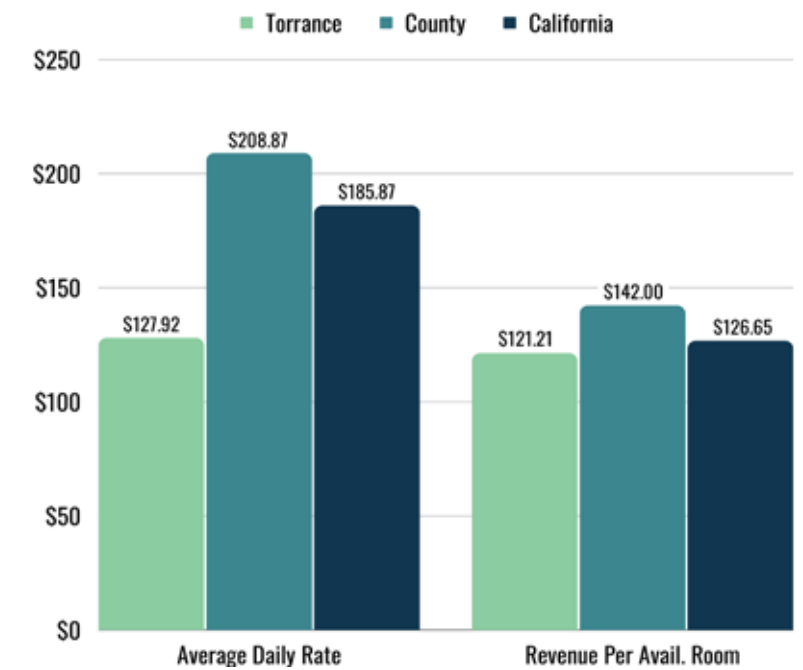
CITY OF TORRANCE ANNUAL REPORT 2022

## TOURISM

Discover Torrance, the City's destination marketing organization, continues to promote the area in partnership with the Office of Economic Development and with Visit California.

Torrance outpaced L.A. County and California at large in terms of hotel occupancy. However, Torrance was lower in terms of Average Daily Rates (ADR) and Revenue Per Available Room (RevPAR), which is understandable when the ADR is lower.

Visits to the California Welcome Center at Del Amo Fashion Center were mostly steady, with a spike in December, likely associated with the holiday shopping season.



HOTEL OCCUPANCY RATE CHART

# CITY MANAGER HUMAN RESOURCES

The purpose of the **Human Resources Department (HR)** is to support all Departments in meeting their goals by empowering our most valuable resource – our employees. The high-quality services offered to our community would not be possible without the staff's commitment and efforts.

**1,585** total number of employees

**9,645** total employment applications received

**556** total new hires

## ACCOMPLISHMENTS

### EMPLOYEE ENGAGEMENT

**Employee Spotlight Program:** Every month, an employee from each department is publicly recognized by their Department Head for their impactful public service to the City.

**Employee Engagement Survey:** HR implemented the survey and received a 62 percent response rate. Key themes were identified, and Department Heads developed action plans to address the areas of opportunity to improve employee engagement. The survey will be administered annually.

### EMPLOYEE WELLNESS PROGRAM

**117** employees participated

**1** individual and a team of **5** employees were the winners of the Summer Wellness Program based on their activity scores in the program.

**3** COVID-19 vaccination clinics for City staff and the Community



The City of Torrance invites your interest in the position of

## ADMINISTRATIVE ANALYST (PUBLIC WORKS)

The application filing period closes on Tuesday, March 15, 2022

Apply online at  
[WWW.TORRANCECA.GOV/JOBS](http://WWW.TORRANCECA.GOV/JOBS)

The City of Torrance is recruiting for the position of

## SENIOR ELECTRICAL INSPECTOR

First review of applications will be those received by Monday, June 20, 2022

Apply online at  
[WWW.TORRANCECA.GOV/JOBS](http://WWW.TORRANCECA.GOV/JOBS)

City of  
**TORRANCE** is now hiring  
*California*

## PUBLIC SAFETY DISPATCHER

**\$4,388.80 - \$6,174.13 Monthly**

Application submissions will be accepted on a continuous basis until the positions are filled.

APPLY ONLINE AT  
[WWW.TORRANCECA.GOV/JOBS](http://WWW.TORRANCECA.GOV/JOBS)

City of  
**TORRANCE** is hiring for the position of  
*California*

## MECHANIC

First review of applications will be those received by  
**Wednesday, June 15, 2022**

Apply online at  
[www.TorranceCA.Gov/JOBS](http://www.TorranceCA.Gov/JOBS)



# CITY MANAGER OFFICE OF EMERGENCY SERVICES

The Office of Emergency Services (OES) coordinates planning for emergencies; emergency response of City departments; and recovery from large-scale unplanned events, incidents and disasters that impact the City of Torrance. OES also coordinates the Community Emergency Response Team (CERT) training in conjunction with Torrance Fire Department. OES transitioned from Torrance Fire Department to the City Manager's Office in 2022.

## Major incidents and events responded to in 2022 include:

- Ongoing COVID-19 response under the County Public Health emergency
- Emerald Avenue apartment fire
- Summer heat wave
- Zamperini Field airplane crash

## Other initiatives:

City Emergency Operations Plan developed and implemented Partnership agreement finalized with YMCA for large-scale mass care and sheltering needs



Mayor George K. Chen presents a proclamation to Emergency Services Coordinator Eunique Day declaring September 2022 as National Preparedness Month in the City of Torrance.



CITY OF TORRANCE ANNUAL REPORT 2022



A partnership between the City and the YMCA was formalized for community assistance in the event of an emergency.



CERT volunteers undergo training to be able to help in the event of an emergency.



Torrance Amateur Radio Association (TARA) can provide another means of communication during an emergency.

# CITY TREASURER

## City Yield

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 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.

On June 7, 2022, **Tim Goodrich** was elected as the City Treasurer.

In October, a new Deputy City Treasurer was hired.

**\$140.9 million** in new investment purchases

Purchase transactions:

Q1-Q3: **9** transactions

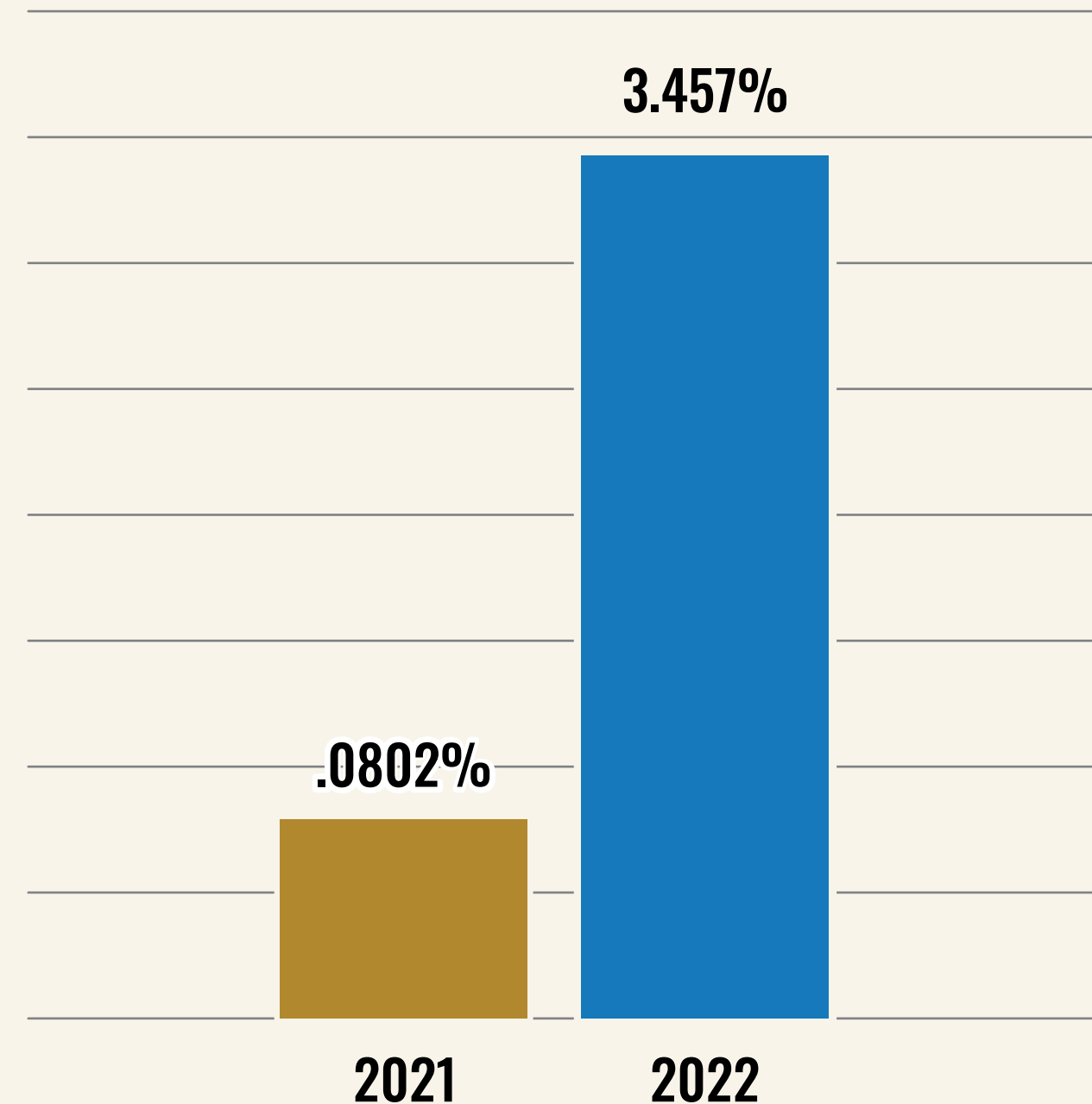
Q4: **20** transactions

**\$2.4 million** in investment earnings

**30** maturities totaling **\$16.1 million**

**3.457%** yield as of December 31, 2022

Yield





# CIT COMMUNICATIONS AND INFORMATION TECHNOLOGY

**THE COMMUNICATIONS AND INFORMATION TECHNOLOGY DEPARTMENT** provides administration of the City's information and communications systems and infrastructure. This includes planning, procurement, delivery, maintenance and training to support the business functions of City departments through technology. The Communication and Information Technology department's responsibilities include:

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

## INFORMATION TECHNOLOGY DIVISION

Improvements to online services were made for permitting, licensing and citizen requests. New online applications for film, dumpster and street use permits were added and applications for building permits were expanded.

- Online applications were up around 40 percent, increasing convenience for citizens and making staff more efficient.
- Online payments were up around 25 percent in terms of volume.
- Citizens creating online accounts to apply/pay online were up around 10 percent.
- Launched myTorranceCA mobile app to better engage with citizens for submitting requests, making online payments and providing access to City services.



**DID YOU KNOW?**

Citizen requests submitted into the City's request system (such as those through the myTorranceCA app) are automatically assigned to the relevant staff person based on the type of request and its location, as well as how various departments handle that type of request?

## COMMUNICATIONS DIVISION

Communications provides 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 diverse inventory of more than 7,000 real and virtual assets and performs almost 2,000 service requests per year.



**DID YOU KNOW?**

Torrance is part of the South Bay Fiber Network project, coordinating with other cities in the South Bay and the South Bay Cities Council of Governments, which conducted the project and won a national award for it. This is bringing modern Internet services to businesses that previously had very slow or no access to the Internet.



**DID YOU KNOW?**

Torrance hosts emergency service radio communications for several cities in the region. Telephone system processes more than 2 million calls per year

## CYBERSECURITY

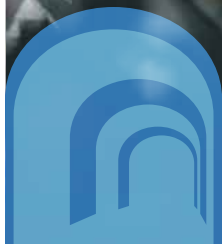
**226,257** emails allowed

**41,979** emails blocked

**1,535** emails quarantined

**382** advanced threats detected

**17** viruses detected



# COMMUNITY DEVELOPMENT

## JOB VALUATION

### PROJECTS COMPLETED



### PROJECTS IN-PROGRESS

**Torrance Technology Center Phase 3**  
\$56,721,030

**Gable House 218 Units - Mixed-Use Project**  
\$27,000,677

**Corwin and Western 32 Units - Residential Project**  
\$9,965,895

**DSV Warehouse Renovation**  
\$3,400,000

**Puma Warehouse Improvement**  
\$3,267,406

**Rivian Building Improvement**  
\$3,000,000



# COMMUNITY DEVELOPMENT TORRANCE GATEWAY

In 2014, Toyota Motors Corp. announced that its North American headquarters from Torrance to Plano, Texas. Sares Regis Group purchased the sprawling 110-acre campus that included 18 buildings across multiple city blocks. For the first time in decades, there was an opportunity to update and redevelop the site that had included two million square feet of office and industrial space, two helipads, more than 8,000 parking spaces and more.

### What does that mean for Torrance?

It provides the opportunity for reassessment, improvements and adding value to that site, as well as having multiple new companies bring their businesses to Torrance.



**PHASE 3**



**PHASE 2**



**PHASE 1**

## FORMER TOYOTA HEADQUARTER

Number of Parcel: 1  
 APN 7352-003-083  
 Total Value \$41,820,000  
 Land Value \$41,820,000  
 Improvemnet Value \$0

## TORRANCE GATEWAY

Number of Parcels: 3  
 APN 7352-003-084  
 APN 7352-003-085  
 APN 7352-003-086  
 Total Value: \$119,191,688  
 Land Value: \$43,960,284

**IMPROVEMENT VALUE:  
53,249,404**



# COMMUNITY DEVELOPMENT PERMIT CENTER

**24,533**  
Total Visitors



**885**

**Online issued Permits**



**8 min 01 sec**  
**Avg Wait Time**



**109**

**Daily Visitors**



**11 min 56 sec**  
**Avg Service Time**



**95%**

**Excellent Satisfaction  
Rating**

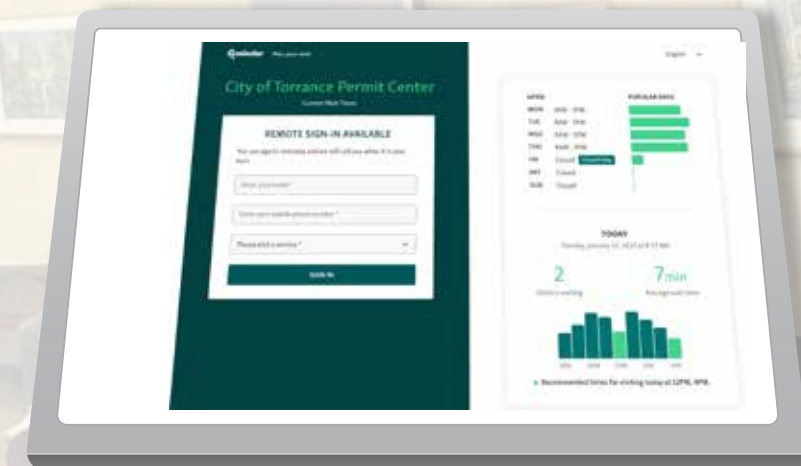


## CUSTOMER SURVEY

Customers will receive a text message as soon as they have completed their service at the counter. The text message will include a link to the Permit Center Customer Survey, as well as a number to call if immediate assistance is needed.

Additionally, the public can submit a survey directly from our website under CDD - Building and Safety Division.

The goal of the survey is to gather community feedback on the level of service the customer received by the City.



## Live Permit Center Current Wait Times

In 2022, Community Development launched a webpage to display live wait times and additional information about the One Stop Permit Center. This content is updated every minute, based on queuing data. Having access to this content allows our visitors to find the ideal time and day to visit the Permit Center to conduct business.



QR code to Permit Center Current Wait time

# COMMUNITY DEVELOPMENT BUILDING AND SAFETY

Building and safety inspection is the process of assessing buildings, structures, and their components to ensure they comply with local and state building codes and safety standards. Inspections are typically conducted by qualified inspectors, who are trained to identify and evaluate potential hazards, deficiencies, and violations that could compromise the structural integrity or safety of a building. Building inspections can occur at different stages of construction, including before, during, and after the construction process. The inspections can also occur periodically, as a part of routine maintenance or in response to changes in the building's use or occupancy. The purpose of building and safety inspections is to protect the public's health and safety, ensure that buildings are built and maintained to code, and prevent potential accidents and disasters. Inspectors examine various aspects of the building, including electrical systems, plumbing, structural elements, fire safety features, and accessibility features, among others.

## INSPECTING

**Number of Total Inspections**  
**20,989**

**Average Daily Inspections**  
**235**

## PLAN CHECK

**Plan Check Submittals**  
**3,497**



CITY OF TORRANCE ANNUAL REPORT 2022

**TOTAL PERMITS**  
**8,364**

**Building Permits**  
**3,254**

**Electrical Permits**  
**2,497**

**Grading Permits**  
**71**

**Mechanical Permits**  
**1,204**

**Plumbing Permits**  
**1,196**



# COMMUNITY DEVELOPMENT PLANNING AND CODE ENFORCEMENT

## DOWNTOWN REVITALIZATION

The implementation of the Downtown Revitalization and Connectivity Plan continues. Progress includes renovation of Thomas Keller Park and John F. Kennedy Park, and the installation of additional benches and tables.

The City also has assisted the Downtown Torrance Association with special events such as the annual Rock Around the Block celebration, Scare Down in Downtown Halloween event and a Holiday Stroll. The City of Torrance also was recently approved for \$650,000 in grant funding from Metro to facilitate early planning efforts of a potential multi-modal trail connection between Downtown and the Mary K. Giordano Regional Transit Center.



## SIDEWALK VENDORS

Unpermitted sidewalk vending has posed a significant challenge to the City, as well as other cities in the region. In 2018, the California legislature passed the Safe Sidewalk Vending Act, which decriminalized sidewalk vending. This law reduced the penalties for sidewalk vending from a potential felony charge to a fine. It also required every city or county to have a permitting process in place that followed the guidelines of the new law if they wanted to enforce their own vending policies and cite vendors.

As a result, the City of Torrance adopted a Sidewalk Vendors Ordinance whereby vendors must comply with local laws when vending in Torrance. Vendors must also comply with applicable State and County laws. For example, food vendors must comply with the California Retail Food Code, which requires food vendors to obtain permits from the Los Angeles County Department of Public Health.

Currently, Environmental Quality Officers work to educate unpermitted sidewalk vendors in Torrance about the law, providing educational material on how to obtain proper permits. The City has also engaged outside Code Enforcement Officers (CEOs) to assist with unpermitted sidewalk vendors. The CEOs can write administrative citations in those cases where a sidewalk vendor is unwilling to follow the City's ordinance.

Additionally, the City recently developed a Vendor Task Force comprised of the City's Code Enforcement Unit, the Torrance Police Department and the Los Angeles County Public Health Mobile Food Task Force. This Task Force conducts joint inspections of sidewalk vendors. In these operations, as allowed under State law, the County Public Health Mobile Food Task Force will remove all food and issue an inspection report that includes a hearing date/time for a compliance review of the unpermitted sidewalk vending.

The City is continually examining all possible options to address unpermitted sidewalk vendors. One way the public can help with unpermitted food vendors is by reporting them to the Los Angeles County Department of Public Health at (888) 700-9995, as this will reinforce their participation in the City's Vendor Task Force.



# COMMUNITY DEVELOPMENT PLANNING AND CODE ENFORCEMENT

## HOUSING ELEMENT (Long-Range Planning)

The City of Torrance 6th Cycle Housing Element was recently updated after a two-year process. The Housing Element is a State-mandated policy document within the General Plan that guides the implementation of various programs to meet future housing needs for residents and households of all income levels. Once updated, the document is reviewed by the State Department of Housing and Community Development. On October 12, 2022, the state issued a letter determining that the Housing Element is in full compliance with State Housing Element Law. Certification helps the City avoid consequences such as the loss of local control over the approval of certain developments, the loss of eligibility for several state and federal grant programs and potential fines and lawsuits. In 2023, the Community Development Department will focus on implementing the Housing Element through the development of programs to encourage housing, updating zoning requirements and streamlining review processes. This includes the completion of the Housing Corridor Study which is anticipated to streamline housing development by creating a by-right development process in select areas.



## HISTORIC PRESERVATION

In October 2022, the Historic Preservation Commission for the City of Torrance Designated the City's First Local Landmark Structure. The home was first constructed in Los Angeles in 1901 and represents the Victorian style of architecture. The home was moved to its location in the City's Torrance Tract in 1934 to save it from demolition during the expansion of the USC campus. The home was once owned by John C. McCall who served as the City Attorney of the City of Torrance from 1938 to 1947.

The current owners purchased the home in the year 2000 and began a painstaking process to restore and modernize the structure. It has been featured many times on the Torrance Historical Society's Home Tour.

- Total Planning Permits  
**551**
- Home Occupation Permits  
**229**
- Minor Hillside Exemptions  
**74**
- Short-term Rentals  
**20**
- Conditional Use Permits  
**19**

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- Total Code Enforcement Incidents  
**1159**
- Property Complaints  
**990**
- Sign and Banner Permits  
**159**



# COMMUNITY DEVELOPMENT HOUSING

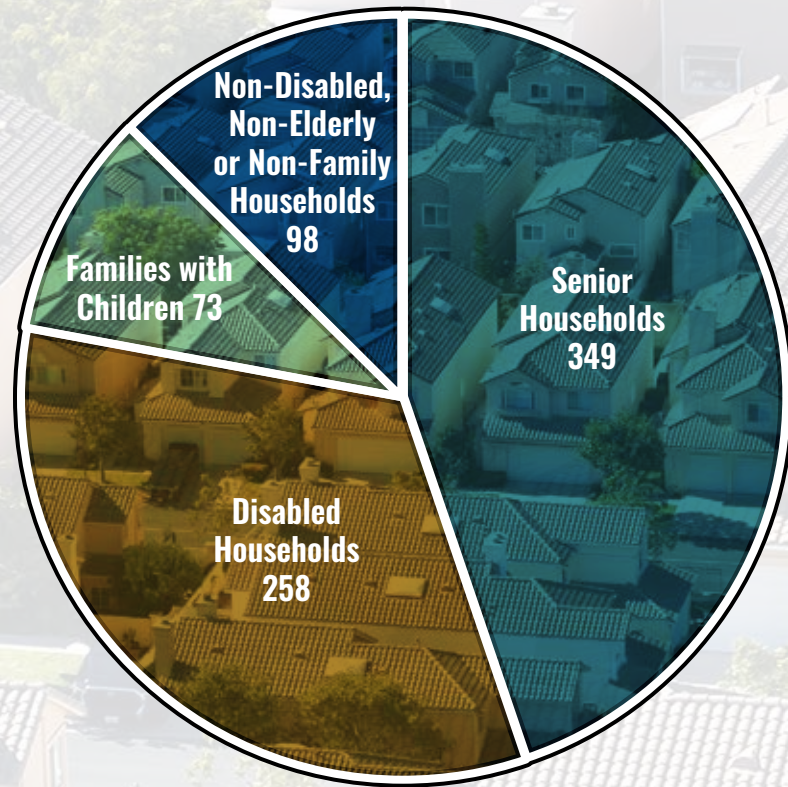


## Assisted Housing

The City is currently assisting about 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.

### Section 8 Tenant Characteristics

**\$468**  
Average Tenant Rent  
**\$19,825**  
Average Annual Income  
per Household



### Section 8 Processed

**\$5,826,780**  
Annual Housing  
Assistance Payments (HAP)  
**\$485,565** Monthly HAP  
**\$7,061** Collected in Fraud Recoveries  
**447** Annual Renewals

**590** Interim Changes  
**428** Applications Reviewed  
**98** Vouchers Issued  
**377** Housing Quality Standard Inspections  
**9** Ports Absorbed

## Section 8 Homeless Initiatives

The Torrance Housing Authority offers several programs and is intimately involved in County initiatives designed to assist homeless individuals, families and veterans in securing stable housing.

- Rental Assistance for Homeless Veterans - Veteran Affairs Supportive Housing Program (VASH)
- Rental Assistance for Emergency Housing Vouchers (EHV)

## Emergency Housing Vouchers Processed

**\$259,224** ..... EHV Annual Housing Assistance Payments (HAP)  
**\$21,602** ..... EHV Monthly HAP  
**\$30,000** ..... Owner Signing Bonuses Paid  
**\$12,367** ..... Furniture Assistance Paid (for formerly homeless households)

## Homeless Response Grants Administered

**\$1,710,939** ..... HOME-American Rescue Plan (HOME-ARP)  
**\$450,000** ..... Emergency Solutions Grant  
**\$450,000** ..... Measure H  
**\$1,895,159** ..... Permanent Local Housing Allocation (PLHA) 2019-2021

**12,000**

Families on the Wait List

**5,000**

Families added to Wait List via Lottery

**690**

Housing Choice Voucher Allocation

**447**

Housing Choice Voucher Leased

**33**

Emergency Housing Voucher Allocation

**23**

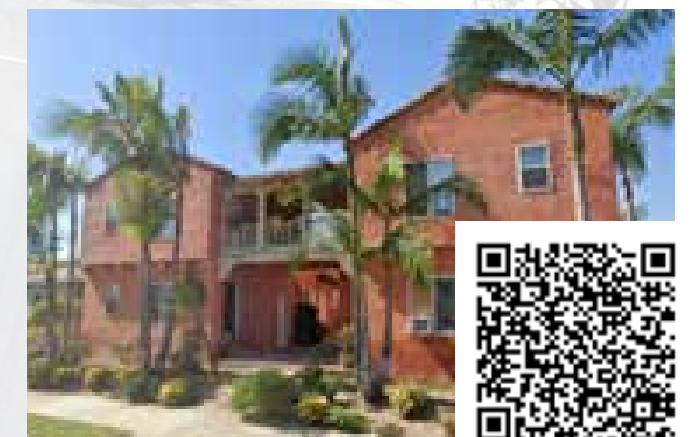
Emergency Housing Voucher Leased

**25**

Veterans Affairs Supportive Housing (VASH) Voucher Allocation

**150**

Participating Owners





# COMMUNITY DEVELOPMENT GIS AND ENGINEERING

## GIS STORY MAP

We ask ourselves as a government agency, what will resonate most with our residents and how do we best present that information? The answer is to be transparent to our residents about performance statistics and show the “in-progress” or “upcoming” development projects within the City of Torrance. The Community Development Department (CDD) was the first to use the Geographic Information Systems (GIS) StoryMap format for quarterly reporting. The reports include statistics of how many cases we process in each Division, as well as an interactive permit dashboard showing the number of permits issued and finalized with job valuation in U.S. dollars. We also select one major development to showcase each quarter with project details, a three-dimensional rendering and a site photo. The CDD Quarterly StoryMaps were a big success, and other Departments and Divisions including the Office of Economic Development, the Fire Department, the Community Risk Reduction Division and The Police Department joined CDD in using StoryMaps to modernize how they share their reporting with the community.



## MAP GALLERY

Torrance’s GIS map gallery features a collection of portable document format files (PDF) and Interactive maps. These maps provide geospatial information about Torrance, including land use; general plan; City Council districts; utilities; zoning; environmental features; and other relevant data.

The gallery also includes interactive maps that allow users to zoom in and out; toggle layers on and off; and perform searches for specific features. The maps are designed to help residents, businesses and other stakeholders better understand the local area and make informed decisions about land use and development.

**Map Gallery**

Font Size: [+] [-] Share & Bookmark Feedback Print

The City of Torrance has a comprehensive GIS and CAD system. The City provides many standard maps, some of which are available for downloading at this site. If you do not see the map that you require, or you require customized maps and aerial photo prints, please contact the Engineering Permits Counter in the Community Development Department at (310) 618-5898.

The City disclaims any and all liability for incidental and consequential damages arising out of the use of the maps, or arising from the negligence of the city or its employees, even if the City has been advised of the possibility of such damages. Furthermore, by downloading maps and data, the recipient agrees to hold the City harmless from such claims.

**PDF Maps**  
Map Catalog

**Interactive**  
Web Mapping

**Interactive Maps**

Print Feedback Share & Bookmark Font Size

**Gallery of Interactive Maps**

DISCLAIMER: The Geographic Information Systems (“GIS”) maps available here are provided AS IS for you to view, access, copy, distribute and otherwise use at your own risk. The City of Torrance makes no representation or warranty of any kind regarding this website or its information, explicit or implied.

**Torrance Parcels Information**  
Interactive  
Parcels Info

**Parcels Viewer (Staff Mobile Access)**  
Interactive  
Parcel Viewer

**CDD Quarter Report**  
Interactive  
CDD Quarter Report

**Community Profile and Environmental Scan**  
Interactive  
Community Profile

**Centerline Ties and Bench Mark**  
Interactive  
CL Ties and BM

QR Code

## ENGINEERING

Total Engineering Permits: **1,094**

Misc. Engineering Permits: **110**

Construction and Excavation: **734**

Utilities Plan Requests: **48**

Street Use: **200**

# COMMUNITY SERVICES

## Community Amenities:

**46 Parks & Recreation Facilities**

**6 Libraries**

**2 Farmers' Markets Weekly**

**1 Art Museum**

The Community Services Department is committed to providing quality services, activities, programs and facilities for all those who live, learn, work and play in the City of Torrance. Across our services, we strive to foster lifelong learning and personal development, with a goal of cultivating joy, delight and wonder. The Community Services Department offers Torrance residents of all ages, abilities and backgrounds unique opportunities to experience physical, emotional and intellectual growth within these divisions:

**Administration**

**Cultural Arts**

**Library**

**Parks**

**Recreation**

Community Services also is responsible for these services and programs: **Animal Control; Community Gardens; Farmers' Market; Home Improvement Program; Park Rangers; Pet Licensing**



# COMMUNITY SERVICES

## LA GALAXY COLLABORATION



### LA Galaxy Sports Complex

March 2022 was the culmination of a collaboration and commitment between the LA Galaxy, the City of Torrance and the Judicial Council of California. While the City's lease on the former Toyota Sports Complex was set to expire at the end of 2022, the LA Galaxy quickly stepped in and saw a great opportunity, not only as our neighbors, but also as community partners. They knew how important it would be to keep this multi-use sports complex open for the community.

The City and the LA Galaxy proudly renamed the City's multi-use sports complex as the LA Galaxy Sports Complex. The newly renovated 6.2-acre state-of-the-art sports field will welcome more than 56,000 guests annually to enjoy the high-quality synthetic turf. The energy-efficient sports lighting is also great for the 28 youth organizations that rent the facility regularly, allowing them to play year-round soccer, football, lacrosse, rugby and much more.

LA Galaxy's passion for youth soccer not only helps to build valuable life skills, such as hard work, decision making, problem solving and communication, but it also teaches the importance of teamwork.

### LA Galaxy/TUDN/City of Torrance Community Sports Complex

After the City's successful collaboration with the LA Galaxy in preserving the Sports Complex soccer facility, the LA Galaxy and Univision introduced staff to an additional opportunity. This involved their promotion of the sport of futsal, a 5-on-5 player soccer-style sport that is typically played on a hard surface at indoor or enclosed arenas.

LA Galaxy and Televisa Univision Deportes Network (TUDN) advanced the idea of a community-oriented footprint for futsal in Torrance. The renovations complement the existing sports and recreational facility at Charles H. Wilson Park, which supports adult roller hockey, adult and youth pickleball, youth basketball, camps and special events. The LA Galaxy and TUDN provided site enhancements and funding to the roller rink for compatibility with futsal, as well as site branding to display naming and logos to officially rename the City's multi-use sports facility, the Community Sports Complex.

# COMMUNITY SERVICES

## PARK RANGERS

### 2022 Ranger Unit Year in Review

Rangers patrolled all 33 City Parks year-round assisting thousands of park patrons; picnic and building permits; reuniting pet owners with lost pets; resumed weekday afternoon library patrols after a 2.5 year hiatus; graduated Rangers to the Culver City Police Cadet Program, City of Torrance Cultural Arts Management Aide Program, and City of Torrance ATTIC Teen Center Program; and provided support for Special Events:

- Cherry Blossom at Columbia Park
- LA Galaxy Sports Complex Reopening
- Eid al-Fitr at Wilson Park
- Armed Forces Day Patriotic Concert at Wilson Park
- Assemblymember Al Muratsuchi's Pet Adoption Event at Wilson Park
- Movies in the Park: McMaster Park (June) / Deportola Park (July) / Wilson Park (August)
- 4th of July Fireworks at the Civic Center
- Loyola Marymount University Track Meet at Wilson Park (September)
- Halloween Movie Night at Wilson Park
- Turkey Trot
- Wedding Permits at Miramar Park



# HOME IMPROVEMENT PROGRAM

Did you know ...?

**The Home Improvement Program (HIP),** is a free program to assist disabled individuals and senior citizens with a variety of projects including accessibility upgrades, light plumbing, yard work, paint and other minor repairs.

Find out more online by scanning the code  
or call (310) 618-2731.

### HIP success story:

A resident's steps were damaged by termites and being held up by loose bricks. Staff from HIP built a completely new stair structure and then painted with anti-skid exterior paint.



Before



After



# COMMUNITY SERVICES FARMERS' MARKET

**51,228**  
Customers Served

**\$1 million**  
Revenue to the City

**\$6.3 million**  
Income Generated for Small, Local Farmers

**\$4.1 million**  
Income Generated for Small, Local Businesses – Food Vendors

**13,424**  
EBT Customers Served

**\$268,474**  
EBT Generated, Adding to Farmers' Market Bottom Line



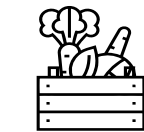
Because of the expanded footprint of the market due to the pandemic layout, the market officially became the largest farmers' market in Los Angeles County. The Market went back to business as usual – without lines – and operated as a full-scale farmers' market featuring farmers who have participated for 30-plus years alongside newer farmers with new products.



The hot and prepackaged food sections continued with many of our tried-and-true vendors, as well as some new specialty food vendors such as dim sum, kombucha, baked goods and even a specialty dog biscuit vendor.



The market brought back its Expressive Conduct Users' Zone, where local organizations and City Departments can set up and disburse information to the Public.



The market continues to be extremely popular with residents of Torrance, as well as drawing visitors from throughout the South Bay and other parts of L.A. County.



# COMMUNITY GARDENS

## COMMUNITY GARDENS

Torrance's two community gardens, located at Columbia and Lago Seco Parks, continue to be waitlisted as the popularity of this resource has not waned. Gardeners, volunteers and a limited staff help to maintain the areas.



# COMMUNITY SERVICES RECREATION



## Youth Sports

**1,765** total participants; up more than 300 from 2021  
Youth Sports Cheerleading program returned for the first time since 2019.  
**40** cheerleaders supported the Flag Football league and had performances at the Halloween Movies in the Park and at the end of the season.

## Adult Sports

**216** Adult Basketball League teams  
**250** teams joined the Adult Softball Leagues at Wilson Park

## After School Club

**255+** participants  
**8** TUSD campus locations  
**96%** overall satisfaction rate

## Day Camps

**1,250+** participants  
1-week Spring Camp  
8-week Summer Camp  
1-week Winter Camp

## Registration

**15,818** transactions processed

## Facility Booking

**5,600+** park picnic reservations  
**4,000+** building rentals

## Aquatics

**25,647** drop-in lap swim participants



# COMMUNITY SERVICES RECREATION



## Sea-Aire Golf Course

**\$227,488** total revenue; up \$2,229 from 2021

**37,812** total golf rounds; up 844 over 2021

## Adaptive Recreation and Sports Program

The People Actively Learning and Sharing (PALS) and Adaptive Sports programs provide social activities and sports for people over age 12 with intellectual disabilities.

**130** members of People Actively Learning and Sharing (PALS)

Pickleball program created

2022 Special Olympics Fall Games were held in-person, with Torrance athletes earning medals in multiple events.

Friends of Torrance Exceptional Athletes (FTEA) hosted a successful, in-person fundraising picnic and holiday party.

## Torrance Youth Council (TYC)

2021/22 TYC created a Happy-to-Chat bench at Hickory Park to encourage people to branch out and talk to others.

2022/23 TYC board unearthed the 1995/96 time capsule and buried a time capsule to be opened in 2047.

## Senior Citizen Centers and Services



**9,600** lunches served at Bartlett Senior Citizens Center

Tillim Senior Citizens Center and Walteria Senior Citizens Center

reopened for drop-in activities; special interest club gatherings; and weekly/monthly group activities. The mid-year reopening of the two sites increased

senior citizens' available program hours by 236 hours. 2022 brought back in-person clubs and classes, including the popular Fitness Difference and Chair Fusion classes. Lapidary workshop reopened in 2022 offering in-person classes to seniors on Monday, Wednesday and Friday.



## THE ATTIC

**6,000+** high school participants

Programs and services include: professional development through resume building, mock interviews, and mental health classes/workshops; games and crafts; tournaments; fitness activities; volunteer opportunities; and special events



## Early Childhood Education (ECE)

ECE is available for children ages 3 to 5 years old, providing a developmentally appropriate environment to prepare them for elementary school.

**400+** participants



# COMMUNITY SERVICES LIBRARY

The Torrance Public Library returned to six days per week service at all locations, and two evenings per week at the Katy Geissert Civic Center location. Staff was pleased to present a mix of in-person and online programs for children, teens and adults. In addition to the varied collections of media, the Library offers unique programs and services, WiFi and more.



## Torrance Public Library by the Numbers

6

library branches across the City

803,840

physical items circulated, including California State Park passes and STEM Kits

137,076

visitors



## Programming

The continuation of online programming included a wide array of options such as award-winning chefs, famous authors and notable clothing designer discussions. The Library's youth team presented a highly successful Summer Reading Program and teen programs. Programming for adults featured topics such as genealogy, local history, personal organizing and elder care.

## El Retiro Reopens

After closing, along with the rest of the Library for the pandemic in 2020, the much beloved El Retiro Branch Library experienced a devastating flood in the Spring of 2021. Thanks to the work of the entire City Team, our Friends of the Torrance Public Library, the Torrance Library team and the Hollywood Riviera Garden Club, El Retiro Library was refreshed inside and out. It re-opened to serve the public in September of 2022.



## Did you know...?

Through a partnership with the California State Library and the State Park system, the Library can lend Park passes for free admission to most state parks. Staff are adding themed backpacks with information and items such as binoculars, guidebooks, maps and other useful gear to enhance the experience.

Torrance Public Library Park Passes  
Free Vehicle Entry  
to Select CA State Parks



In partnership with CALIFORNIA STATE LIBRARY and HILLYWOOD RIVIERA GARDEN CLUB





# COMMUNITY SERVICES PARK SERVICES

The Park Services Division is responsible for maintenance and rehabilitation at the 33 City parks, as well as the City Yard, the Civic Center, Sea-Aire Golf Course and the Madrona Marsh Preserve and Nature Center. Park Services also maintains the slopes of Henrietta, Amie and Entradero Basins; 11 park rental facilities; additional open-space City properties; and trash cans in Downtown Torrance. Division staff include certified play equipment inspectors; licensed pest control technicians; a certified arborist; a certified contractor; and a certified naturalist. The staff is experienced in a wide variety of skills related to open space management and enhancement.



Park Services staff work on improvements at Thomas Keller Memorial Park in Downtown Torrance.



The gazebo at Sur La Brea Park underwent a massive transformation with repairs and new paint.



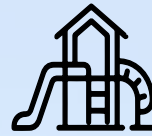
**4,267** trees inspected for safety, disease or infestation

**31** trees planted by staff

**9** trees planted under tree dedication program

**128** special events supported

**165** construction projects completed



**21** broken playground parts replaced

**8** rubber playground surfaces repaired or renovated

**15** playfield improvement projects completed at 6 different parks

To conserve water and improve the environment, a transition has begun from grass to habitat gardens in parks. To measure success, baseline data was gathered to show habitat improvements. Additionally, parks, water basins, City Yard and Civic Center are now iBird hotspots. Birds, insects and reptiles that are seen are submitted to an international database at Cornell University in New York. Native plants and animals that are surveyed are also photographed and entered into iNaturalist, an international database at UC Berkley. Several plants and animals documented were listed as endangered, threatened, vulnerable or at risk of becoming extinct.



Volunteers help plant cherry trees at El Retiro Park.



**261** irrigation repairs

**56** habitat surveys conducted

**13,300+** volunteer hours worked

**21** habitat and drought-aware landscape projects completed

**25,454** times restrooms were cleaned

**3,766** acres of grass mowed

**22,303** miles walked by staff while edging grass and blowing grass clippings

A Park Services staff member helped rescue a Cooper's hawk. The bird was taken to a rescue facility. In 2022, staff also rescued a baby raven that fell from the nest and two domestic rabbits that were abandoned.



Staff also worked with Scouts to facilitate completion of two projects. A project at Waleria Park converted the garden into a native plant garden and spruced up the shuffleboard court. A project at the City Yard involved building tables and shade structures for a new plant nursery, then growing and planting more than 500 plants in the nursery – most of which are planted along Madrona Avenue in front of the City Yard.



An Eagle Scout project at the City Yard involved creating a nursery that included more than 500 plants.



# COMMUNITY SERVICES

## MADRONA MARSH PRESERVE & NATURE CENTER



**Madrona Marsh Preserve**, a vernal freshwater marsh, is a rare outdoor experience in an urban-suburban setting. Thought to be the last of these types of marshes in Los Angeles County, it is a mix of micro-habitats that serve as wildlife corridors and habitats for many species of birds, insects, spiders, reptiles and vegetation. Madrona Marsh is also a resource when it comes to research and nature surveys. Some groups that have used this natural resource include UCLA,

the Audubon Society, Cal Poly Humboldt, the Xerces Society and the U.S. Fish & Wildlife Service. Staff and volunteers facilitate a variety of programs at the Preserve and in the Nature Center, which is a wealth of knowledge about local wildlife and ecosystems. Or visitors can enjoy this spot on their own and see “where people and nature meet.”



**20,000+** Preserve visitors  
**5,700+** Nature Center visitors



**\$86,000+** grant funds managed



**40+** K-12 tours provided  
**6** college ecology tours provided  
**1,500+** children's nature programs presented



**250+** participants in restoration events  
**5,000+** service hours by volunteers



# COMMUNITY SERVICES

## CULTURAL SERVICES

### TORRANCE ART MUSEUM

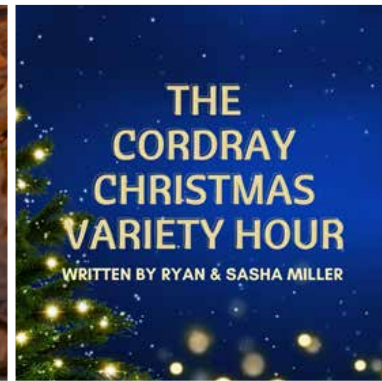
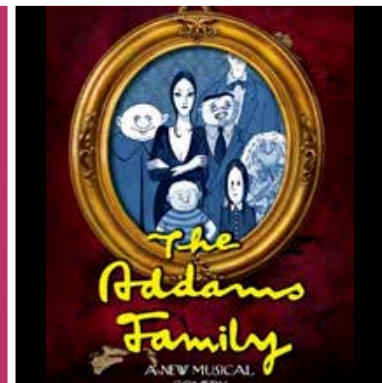
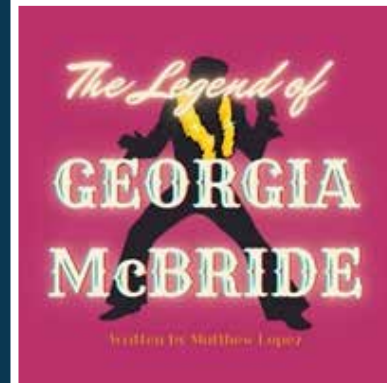
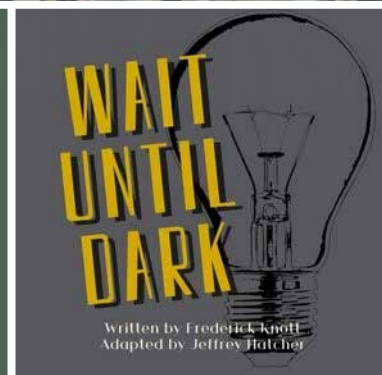
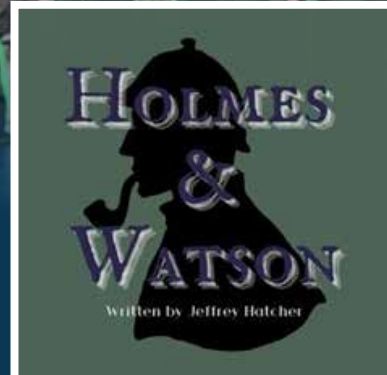
Torrance Art Museum (TAM) features numerous exhibitions throughout the year. 2022 was no exception.



TOTAL VISITORS  
**50,000**

EXHIBITS  
**12**

### 2022 TORRANCE THEATRE COMPANY



### CULTURAL SERVICES CLASSES

The Cultural Services Classes served 4,319 students in 2022, generating \$190,567.70 in revenue. The gifted instructors who teach the classes were instrumental in the programs' growth throughout the year, with an average of 100 additional students signing up each session. Cultural Services offered numerous classes in more than 20 unique categories including music, dance, fitness, visual arts, creating writing, and crafts.

#### EXERCISE CLASSES



#### MUSIC & DANCE CLASSES



#### ADULT & YOUTH VISUAL ART CLASSES



# FINANCE

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
- Administration
- Audits
- Billing/Collections
- Business License & Permits
- Budget – Capital & Operating
- Cashiering
- Financial Planning & Reporting
- Legislative Analysis
- Payroll
- Purchasing
- Risk Management
- Workers' Compensation

In 2022, the Finance Department created a plan to rebuild reserves, helping to move Torrance from the high risk to the moderate category with the State Auditor. In addition, the City's credit rating improved to AA Stable per S&P Global credit ratings.

## BUDGET

- **\$432 million** 2022-23 Operating Budget
- **\$88 million** Capital Improvement Plan Budget

## REVENUE

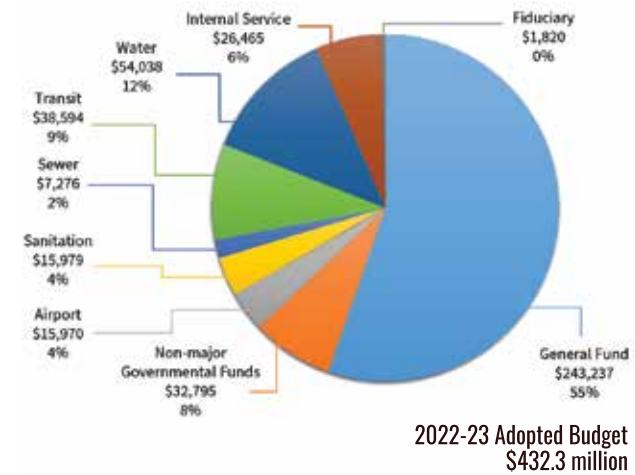
- **641** purchase orders issued
- **13,727** business licenses
- **147,556** cashiering receipt transactions

## DID YOU KNOW?

The Finance Department received its first Distinguished Budget Presentation Award from the Government Finance Officers Association for the FY 2022-2023 Adopted Budget and Capital Improvement Plan.



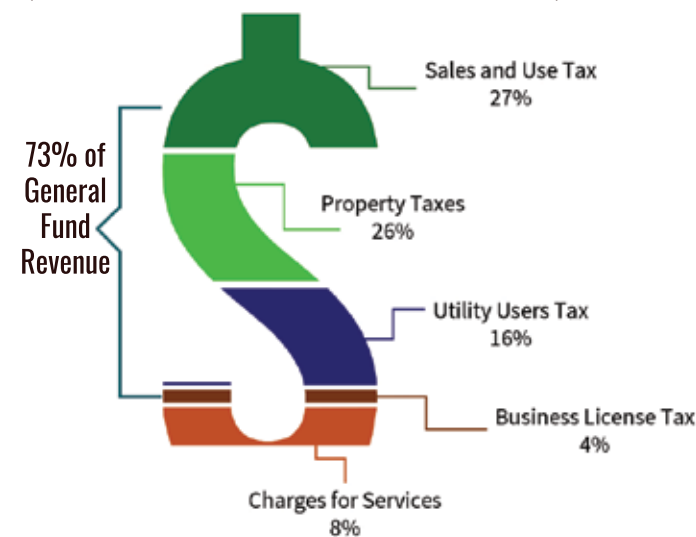
## Expenditure Budget Summary (\$ in thousands)



## ACCOUNTING

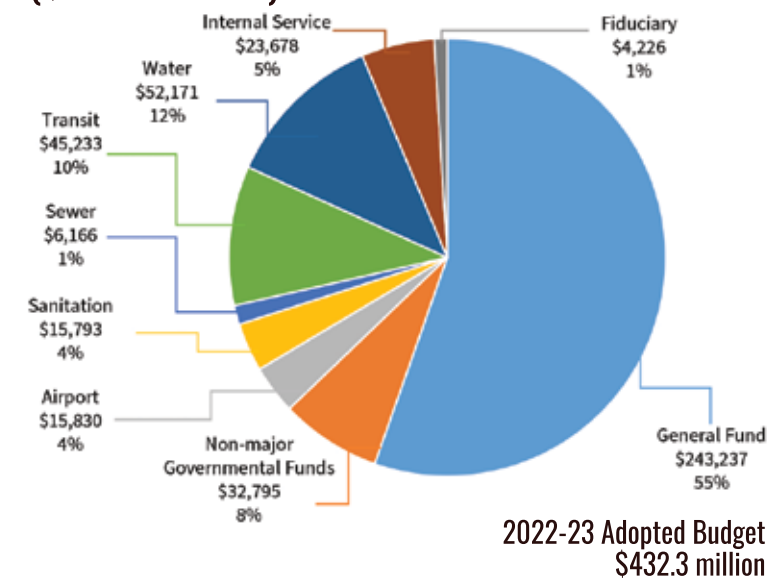
- **16,736** accounts payable invoices processed
- **36,994** payroll payments issued
- **1,889** W-2s issued

## Major General Fund Revenues (Percentage of Total General Fund revenue)



Total % Contributions to General Fund Revenue = 81%

## Revenue by Fund (\$ in thousands)



# FIRE DEPARTMENT

## OVERALL INCIDENT OVERVIEW AND STATS

The Torrance Fire Department is a nationally recognized, Center for Public Safety Excellence (CPSE) accredited and Insurance Services Office (ISO) Class 1 premier all-risk public safety organization, with a primary mission to proactively protect, serve and improve the quality of life for the entire Community of Torrance. As a department, the goal is to exceed our Community's expectations by serving with excellence through preparedness, response and engagement. A team of 144 uniformed personnel and 45 civilian staff members work across six 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.**

The number of calls for service received in 2022 reached a record high. The TFD continues to adapt in order to meet the growing demand for services. By assessing changes in community risk levels, identifying hazards in TFD's jurisdiction, and diligent strategic planning, the TFD is focused on continuous improvement.

### 16,672 Incidents responded to:



**12,433**  
Rescue and Emergency Medical Service incidents

**174**  
Fire incidents

**9**  
Overpressure Rupture, Explosions or Overheat incidents (no fire)



**351**  
Hazardous Condition incidents (no fire)

**1,342**  
Service Calls

**1,691**  
Good Intent Calls



**652**  
False Alarm & False Calls

**20**  
Special Incident Type Calls

**949**  
Fire and Life Safety Inspections performed



# TORRANCE FIRE DEPARTMENT STRATEGIC PLAN

## Five-Year TFD Community Driven Strategic Plan

The Torrance Fire Department has completed a new community-driven strategic plan (2023-2028). During 2022, the TFD worked closely with external and internal stakeholders to determine the department's strategic direction for the upcoming five years. An External Stakeholder Workshop was held in July 2022, with members of the community invited to provide their priorities, expectations and concerns. A two-day Internal Stakeholder Workshop followed, where TFD internal staff subject-matter experts analyzed the community's feedback; identified service gaps and critical issues; and formulated seven strategic initiatives – each containing goals and objectives that address the identified areas for improvement within each initiative

The seven strategic initiatives that were developed by the internal stakeholders are:

1. **Emergency Medical Services**
2. **Physical Resources**
3. **Information Technology**
4. **Training and Response**
5. **Community Engagement**
6. **Workforce**
7. **Continuous Improvement / Accreditation**

The Internal Stakeholders also reviewed the TFD's mission & vision statements, along with the department's values, to ensure relevancy and alignment with the community.

A community-driven strategic plan is a crucial component of continuous improvement best practices. It provides direction for change and future success. Having a current and published strategic plan is also a requirement for acquiring and maintaining Accredited Agency status with CPSE (the TFD aims to seek re-accreditation in the spring of 2024).

The full Torrance Fire Department's Strategic Plan 2023-2028 will be accessible on the City's website anticipated early spring of 2023.

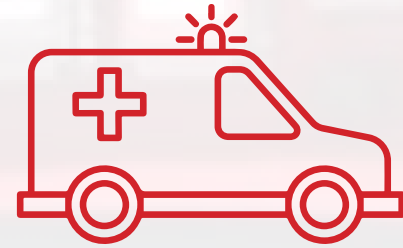


# TORRANCE FIRE DEPARTMENT EMS

## Emergency Medical Services Transportation Program

One of the ambitions for the Emergency Medical Services (EMS) Transportation Program was to strengthen the TFD's "Grow Our Own" program. In February of 2022, 11 of our Ambulance Operators promoted to Firefighter Recruit with the City of Torrance. Most of them now are serving the City as Probationary Firefighters. Our current staff of 29 Ambulance Operators is thriving, providing a valuable service to the City and working hard toward promotion to Firefighter Recruit.

Starting in April 2022, the TFD was able to incrementally take possession of eight new ambulances. These new ambulances are outfitted with Stryker Power Cots and Power Loaders for patient safety. They are fuel-efficient; provide a smoother ride; and have ample room for the patient and crewmembers. Throughout 2022, we refined our deployment plan based on call volume statistics to provide overlapping coverage throughout the City. The BLS Ambulance Program currently operates four 24-hour Basic Life Support (BLS) Ambulances, two 8-hour BLS Ambulances and one 10-hour Ambulance Patient Off-load Time (APOT) unit. The sole purpose of the APOT unit is to relieve crews who experience extended wait times at local receiving facilities. Hospital offload wait times are still an issue throughout the County, but our innovative approach has worked well to help alleviate the issues impacting the patients we serve.



**12,433**

Rescue & EMS responses

**3,274**

Advanced Life Support transports

**5,759**

Basic Life Support transports



CITY OF TORRANCE ANNUAL REPORT 2022



# GENERAL SERVICES

## BUILDING MAINTENANCE

Building Maintenance is responsible for the repair and maintenance of City facilities. This includes plumbing, carpentry, alterations and occasional new construction.

**100+** City facilities

**2,000** work orders completed



## CAPITAL PROJECTS

Capital Projects is a section within the Administrative Services Division of the General Services Department. The Division manages Capital Projects to build, maintain and improve long-term capital assets. Projects completed during calendar year 2022 include:

- construction of temporary housing village
- restroom renovation and fire alarm system at Greenwood Park
- security gates at City Hall
- elevator modernization at Katy Geissert Civic Center Library

Also nearing completion is the Mary K. Giordano Regional Transit Center and the renovation of Fire Station No. 4.





# GENERAL SERVICES CULTURAL ARTS CENTER

The Torrance Cultural Arts Center is part of the Facility Operations Division of the General Services Department. A fixture of the South Bay Community since 1991, TCAC houses:

- meeting and banquet rooms
- visual and performing arts studios and classrooms
- the 502-seat James Armstrong Theatre
- Pine Wind Japanese Garden
- the newly renovated Torino Plaza

2022 marked a return to utilization with usage levels reaching pre-pandemic levels and an increase in outdoor plaza usage of 50 percent.

- **500+** separate events
- **90,000+** visitors
- **4%** increase in revenue from pre-pandemic levels



# GRAFFITI ABATEMENT

General Services oversees the City's graffiti abatement program. The City contracts with Graffiti Protective Coatings (GPC), which utilizes several vehicles to patrol the City daily. In most cases, graffiti was abated in 24 hours or less.

- **6,000+** calls for service
- **3** vehicles to monitor for graffiti daily



# POLICE DEPARTMENT

The Police Department is led by Chief Jay Hart and is supported by his Command Staff, consisting of four captains. Each captain is responsible for one of the major components within the Department's structure: the Administrative, Patrol, Special Operations and Services Bureaus.

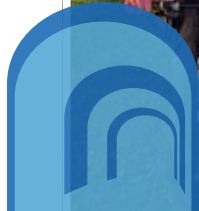
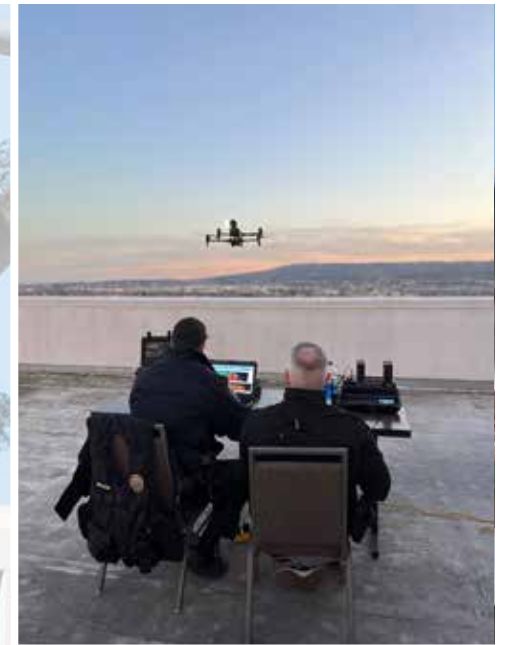
The Torrance Police Department mission is to preserve public safety and quality of life within the City of Torrance, to respond effectively to the changing needs of the community, and to promote mutual respect between the Police Department and the people we serve. The Department's primary concern is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

## 2022 NEW HIRES

- 6 Police Recruits
- 2 Police Officer Laterals
- 10 Police Officer Academy Graduates
- 1 Administrative Assistant
- 1 Public Safety Dispatcher
- 2 Records Technicians
- 3 Services Officers

## TRAFFIC DIVISION

- 1,235 moving citations issued
- 926 non-injury traffic collisions reported
- 522 injury traffic collisions reported
- 69 driving under the influence arrests
- 5 fatal traffic collisions



# POLICE DEPARTMENT

## POLICE CHIEF'S ADVISORY BOARD

In January, the Chief's Office began accepting applications for volunteers for its first Police Chief's Advisory Board (CAB). CAB provides a forum where key stakeholders can act as community resources for the Chief of Police in the development of strategies, sharing community concerns and increasing public trust. CAB is established and maintained under the direction of Chief Hart. The board is comprised of a diverse group of people who are reflective of our community with various backgrounds in business, education, nonprofit organizations, public relations, the faith-based community and others.



## TORRANCE PUBLIC SAFETY COMMUNICATION CENTER

The City of Torrance operates a Public Safety Communication Center that serves the Torrance Police Department and the Torrance Fire Department. The Communication Center is equipped with state-of-the-art equipment to provide the highest level of public safety service to the Torrance community. This Division is responsible for the front-line customer service issues generated by citizens of Torrance via telephone, as well as the rapid facilitation of Police and Fire responses as they pertain to maintaining public safety within the City. Public Safety Answering Point Standards dictate that the Communication Center meets all state standards, including 95 percent of incoming 911 calls answered within 15 seconds. Calls are consistently answered within 15 seconds, while maintaining the mission of providing emergency and non-emergency Police, Fire and City services for the community in a professional and expedient manner.

**70,343** total 911 calls received

**225,996** total calls received

**98.94%** 911 calls answered under 10 seconds



## TORRANCE POLICE VOLUNTEER PROGRAM

The Torrance Police Department Volunteer Program provides services to various groups within the Police Department, as well as services to community events.

**4,586** volunteer hours worked

**767** vacation-check site visits

**648** vacation checks processed

**25** TPD volunteers



# POLICE DEPARTMENT

## RESTRUCTURING OF RESEARCH AND TRAINING DIVISION

In August, the Research and Training Division split into two new divisions: (1) the Professional Standards Division and (2) the Financial Planning and Strategy Division. The new divisions are aimed to better align the Police Department's efforts with the Department of Justice and 21st Century Policing. The Professional Standards Division is responsible for developing and implementing law-mandated policies and managing the Department's training activities. The Financial Planning and Strategy Division works with all divisions to ensure fiscal responsibility and enforce proper financial policies and procedures.



## FINANCIAL PLANNING AND STRATEGY DIVISION

This year, the Financial Planning and Strategy Division secured more than \$1.75 million in federal funding for Body-Worn and In-Car Cameras; analytics software; and consultant services for software implementation. The division is also leading the Department's efforts to transition to a new scheduling and timekeeping program.

## PROFESSIONAL STANDARDS DIVISION

The 2021-2022 Police Officer Standards and Training cycle was successfully completed during the fourth quarter of 2022. Throughout the year, Torrance SWAT provided Rapid Deployment First Responder Training to all officers within the Department. SWAT and Torrance Fire Tactical Emergency Medics worked collaboratively to create scenarios simulating rapid deployment situations such as an active shooter. This course was expedited by Chief Hart and certified as a new course. It also has been added to the regular training rotation for sworn personnel.



# POLICE DEPARTMENT

## PRINCIPLED POLICING

This procedural justice and implicit bias training consists of six areas focusing on policing approaches that emphasize respect, listening, neutrality and trust, while recognizing and addressing implicit biases that can be barriers to these approaches. As a result, the training works to create a broader awareness of both procedural justice and implicit bias to build trust and improve public and officer safety. This is consistent with Chief Hart's vision of 21st Century Policing.

## NEW PATROL SCHEDULE

In July, patrol officers began a new fixed schedule consistent with 21st Century Policing. Team Policing increases work-life balance for officers, adds stability and increases police accountability.



## HOMELESS RESPONSE

Torrance Police officers are an integral part of the Homeless Response Team in the City, through coordinated efforts with the City's outreach team, individuals experiencing homelessness in Torrance are offered homeless services. Officers also respond to calls for service involving people experiencing homelessness. As with any call, TPD officers strive to preserve public safety and quality of life within the City, while also performing their jobs according to 21st Century Policing standards of building public trust and safe-guarding officer well-being.

Calls for service related to people experiencing homelessness rose from 855 in Quarter 1 to 1,447 in Quarter 3 of 2022, with numbers declining to 1,164 in the fourth quarter.

For more information about Homeless Response in the City of Torrance, including outreach and public safety information, please refer to Pages 58-59 of this report.



## OPIOID AWARENESS




The preservation of life is of the utmost importance to the Torrance Police Department. For this reason, educating the public on the extreme dangers of opioid addiction, mental health issues and homelessness was a main priority throughout 2022. Officers within the Special Investigations Division created an Opioid Awareness and Resource Guide available on our Department website.

Additionally, detectives from our Special Investigations Division presented a series of campaigns raising awareness on the increase of fentanyl within our communities. This included a social media campaign; virtual meetings with TUSD administrators and parents; and a live presentation providing insight on the serious risks of this dangerous drug.



Detectives held public meetings in person and virtually to discuss the dangers of opioids, especially fentanyl.



<p><b>Our Mission</b></p> <p>The Torrance Police Department's goal is to prevent loss of life and educate the public on the extreme dangers of opioid addiction, mental health issues and homelessness.</p> <p>Many people require help with addiction, mental health and homelessness and don't know where to turn to receive assistance with these services. This resource guide is designed to assist individuals in beginning the process of recovery.</p>  <p>There is Hope &amp; Help</p>	<p><b>Contact Information</b></p>  <p>Torrance Police Department Special Investigations Division 3300 Civic Center Drive Torrance, CA 90503 (310) 618-5709</p> <p>Torrance Police Department Non-emergency: (310) 328-3456 Emergency Dial 911 www.TorranceCA.gov/TPD</p>	<p><b>City of Torrance</b></p>  <p><b>Opioid Awareness and Resource Guide</b></p> <p>City of Torrance Police Department</p>  <p>Special Investi</p> 
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# PUBLIC WORKS

The Public Works Department employs 208 employees, providing a variety of services to residents and businesses in the City, as well as other City departments. Responsibilities include rehabilitating and maintaining: streets and alleys; curbs, gutters and sidewalks; traffic signals; signs and pavement markings; public landscaping and trees; sewer mains; storm drains and catch basins; and the water system in Torrance. The Public Works Department is comprised of the following Divisions:

ADMINISTRATION  
SANITATION

ENGINEERING  
STREETSCAPE

OPERATIONS  
WATER

## ADMINISTRATION

CUSTOMER SERVICE, GRANT FUNDING, PAYROLL

17,250

telephone calls from the public that are answered and addressed



4,295

service requests processed ranging from potholes to tree trimming to sidewalk repair



More than \$100 million of grant funding administered to finance critical Public Works infrastructure projects



2,704

vendor invoices processed to ensure operations and completion of significant infrastructure projects

The Administration Division ensures that every public service request is coordinated with the appropriate Public Works Division and is properly addressed to completion, including work such as trash pick-up requests; pothole fixes; and traffic requests.

Our City's infrastructure projects also rely upon this Division to carry out various administrative tasks, such as reporting and grant administration. In addition to serving the residents and business of Torrance, the Administration Division manages several critical administrative tasks to support each of the Divisions in Public Works, including payroll for approximately 200 employees, administering City Council items, hiring and onboarding of new employees, and much more.



# PUBLIC WORKS OPERATIONS

**THE OPERATIONS DIVISION** of Public Works maintains more than 800 lane miles of roadway 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 and Lighting.

**Street Maintenance:** Fills potholes; removes and replaces damaged sections of asphalt roadways; cleans and maintains 13 storm water retention basins; provides prefilled sandbags for residents when needed.

**Concrete:** Maintains and repairs sidewalks, curbs and gutters; grinds concrete sidewalk displacements; provides temporary asphalt ramps as needed.

**Traffic and Lighting:** Inspects and maintains traffic signals; installs regulatory, street name and wayfinding signs; provides roadway closures for events and incidents; responds to after-hour incidents for traffic signal malfunctions and to support TPD and TFD during emergencies.

**116,000** square feet of asphalt street removal and replacement

**7,600** potholes filled

**22,000** square feet of concrete sidewalk removed and replaced

**4,500** square feet of concrete driveway approaches removed and replaced

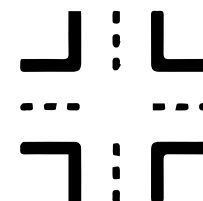
**7,700** square feet of sidewalk grinding



**6,500** square feet of sidewalk ramping

**123** signalized intersections maintained

**28** flashing beacons maintained



Concrete is removed for a Public Works project.

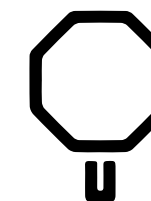


The Operations Division is responsible for maintaining 123 intersection signals.

**2,050** regulatory signs installed/replaced City-wide

**153,000** linear feet of paint refreshed City-wide

**6** new Civic Center wayfinding signs installed



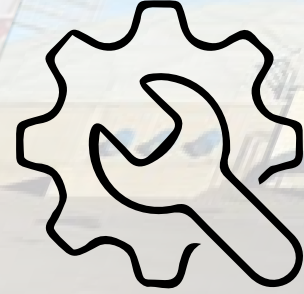
New wayfinding signs were installed around the Civic Center to provide directions to visitors.



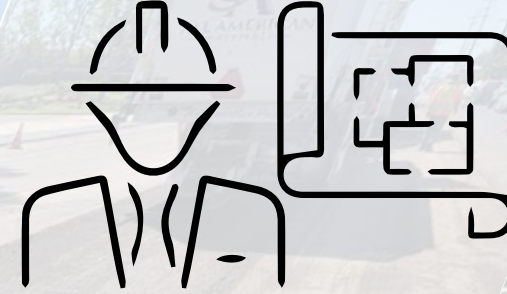
# PUBLIC WORKS ENGINEERING



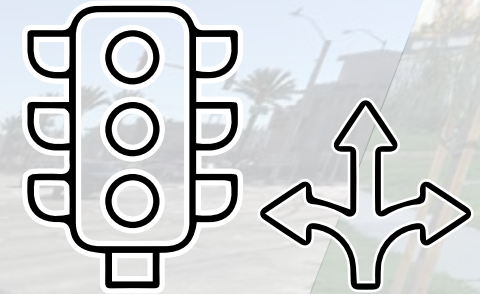
Responsible for the development and implementation of infrastructure projects



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



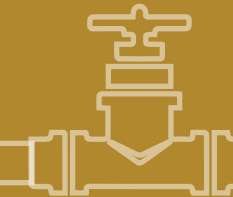
Liaison to the City's Traffic Commission and responsible for traffic engineering, which includes the design of traffic signals, timing and coordination of traffic signals, signs and pavement striping

Project:

## VAN NESS AVENUE WATER WELLS AND TRANSMISSION MAIN, I-145

This project will construct a new 3.5-mile-long water transmission main from new well locations in north Torrance to the existing Border Avenue Booster Pump Station and treatment facility in downtown Torrance.

**\$18.7 million**  
(Bureau of Reclamation  
Grant/State Revolving Loan)



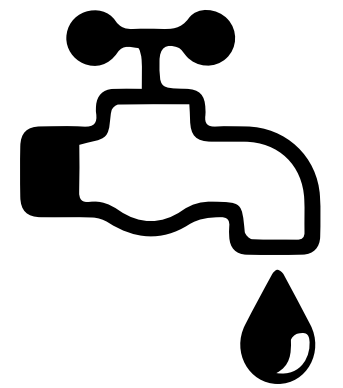
**3.5 miles**  
of new water transmission  
main pipe



A crew works on installing new pipe.



A worker prepares new transmission main pipe for installation.





# PUBLIC WORKS ENGINEERING

Project:

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

Construction for the project was substantially completed in 2022. This regionally significant project included widening the intersection to allow for two left-turn lanes, three through lanes, and a dedicated right-turn lane in each direction. The project also included full-depth pavement reconstruction; new sidewalk, curb and gutter; retaining walls; storm drain lateral; catch basin relocations; contactless pedestrian push buttons; and landscaping.



Completed concrete pavement and widened intersection looking east on Pacific Coast Highway.



Completed concrete pavement and widened intersection looking southeast across Pacific Coast Highway.



New landscaping elements on the southwest corner of Pacific Coast Highway and Hawthorne Boulevard, looking west.

**\$8.1 million**

(Measure R South Bay Highway Program Funds)

# PUBLIC WORKS ENGINEERING

## PROJECT: RESIDENTIAL AND ARTERIAL PAVEMENT IMPROVEMENT, I-159/I-139

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

**\$7 million**

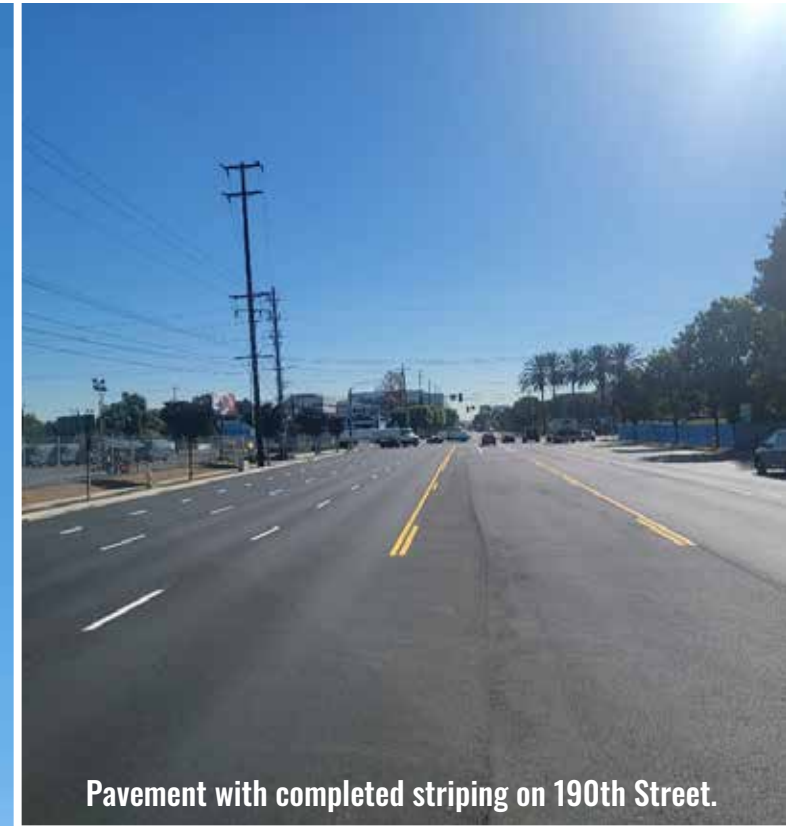
(Measure R Local Return Funds, SB1 Funds, Measure M Funds, General Fund, and Prop C Local Return Funds)

### ASPHALT

Slurry Seal - **1,686,358 square feet**  
Grind and Pave - **2,613,239 square feet**

### CONCRETE

Sidewalk - **1,397 square feet**  
Driveway - **674 square feet**  
Cross Gutters - **761 square feet**  
Curb and gutter - **866 linear feet**



Pavement with completed striping on 190th Street.



Asphalt pavement after grinding on 190th Street.



Pavement grind in process on 190th Street.

# PUBLIC WORKS ENGINEERING

## Project: SIDEWALK REPAIR FOR DISABLED ACCESSIBILITY, I-135

This project provided safe and accessible sidewalks and ADA curb ramps in the neighborhood bounded by Dominguez Channel, Crenshaw Boulevard, Artesia Boulevard and Van Ness Avenue.

**\$1.2 million** (CDBG Funds, TDA Funds, SB1 Funds and Measure M Local Return Funds)



New tree planted after sidewalk improvement on Atkinson Avenue.

### CONCRETE

Sidewalk:  
**48,650** square feet

Driveway:  
**6,164** square feet

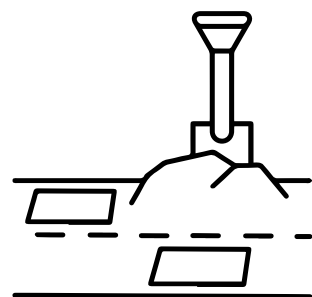
Curb and Gutter:  
**738** linear feet

ADA Curb Ramps:  
**19** each

### TREES

Replacement:  
**65** each

Added:  
**2** each



## Project: CRENSHAW BOULEVARD REHABILITATION, I-147

Roadway improvements on Crenshaw Boulevard from 182nd Street to Redondo Beach Boulevard (1.2 miles) including pavement rehabilitation; replacement of damaged and/or deteriorated curbs, gutters and sidewalk; sign replacements; parkway landscape improvements; and traffic signal improvements at the intersection of Artesia and Crenshaw Boulevards.

**\$4.5 million**  
(Proposition C, Measure M, Measure R and Gas Tax)



Crenshaw Boulevard looking north from 180th Place.

### QUANTITIES

**16,000** tons of asphalt

**68,500** square feet of pavement digouts

**9,100** square feet of sidewalk repairs

**35** curb ramp reconstructions

**9** replacement of parkway trees

**1** upgrade traffic signal pole including video detection system

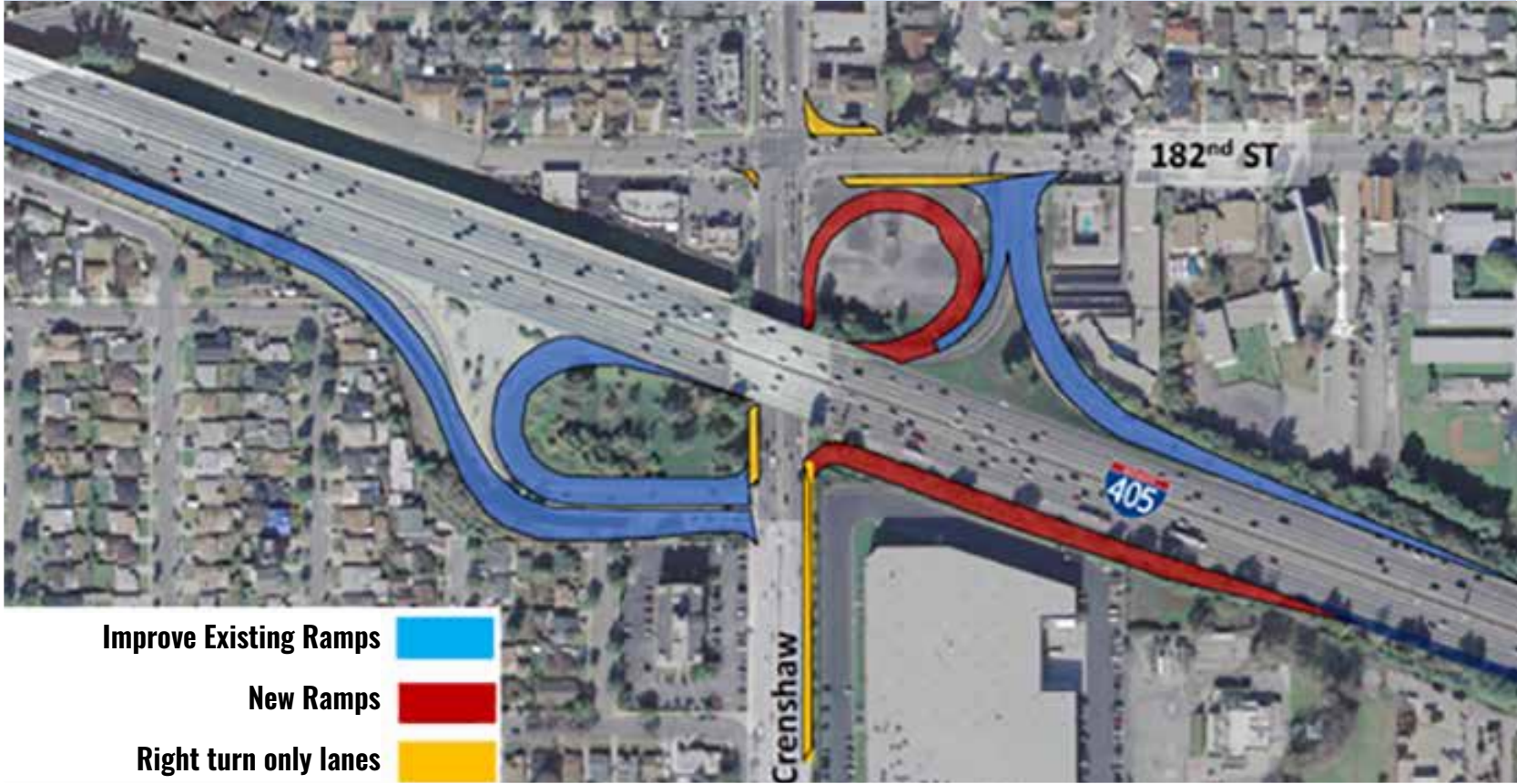
# PUBLIC WORKS ENGINEERING

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

This is a Caltrans-led project that includes widening 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 completed in December 2023.

**\$42.5 million**  
**40 percent complete**

Aerial view of the project showing the proposed improvements.



**Project: ANZA/VISTA MONTANA/PACIFIC COAST HIGHWAY INTERSECTION IMPROVEMENTS, T-154**  
This project will add left-turn lanes on Anza Avenue and Vista Montana when turning onto Pacific Coast Highway, as well as remove and replace traffic signals. It also will modify and extend the left-turn lane from westbound Pacific Coast Highway to southbound Vista Montana.

**Construction Cost:**  
**\$2.9 million (Measure R)**

Workers pour new concrete curb, gutter and ramp after installing a new pole.

# PUBLIC WORKS ENGINEERING

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

This project utilizes the Design-Build methodology for design and construction for 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; 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. The project was permitted by the State Department of Drinking Water and potable water is now being put into the system.

**\$18 million**  
**(Water Enterprise Funds)**

The new 2.5-million gallon storage reservoir was permitted by the State Department of Drinking Water.

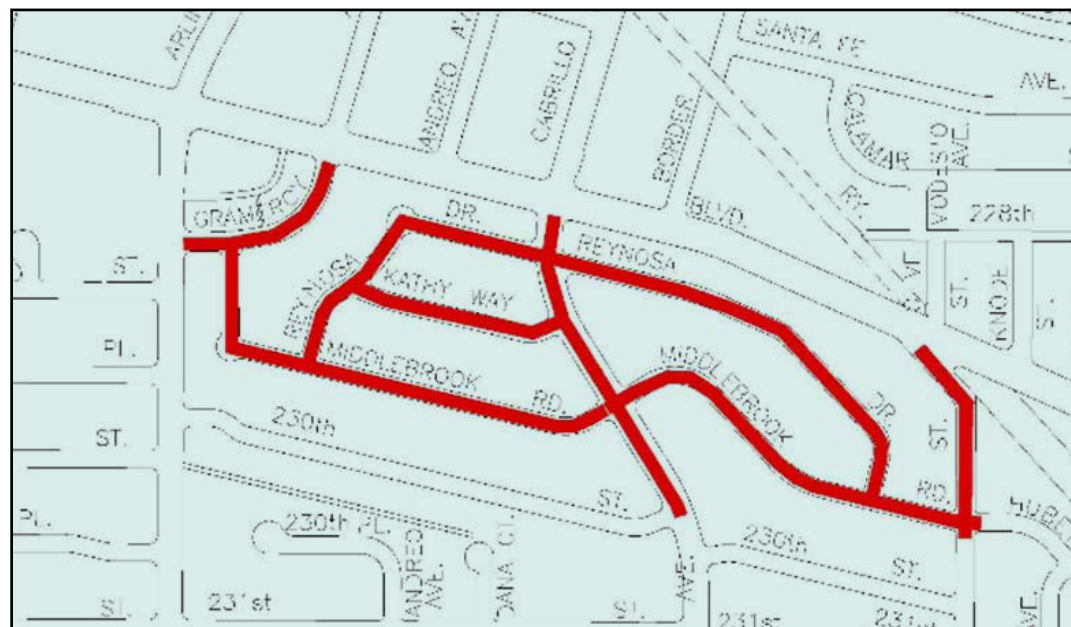


## Project: MISCELLANEOUS WATER MAIN REPLACEMENT, I-153 – SEPULVEDA BLVD. RESIDENTIAL AREA

This project consisted of replacing old cast iron water pipes with new ductile iron pipes within the residential areas south of Sepulveda Boulevard to Middlebrook Road, and from Gramercy Avenue to Walnut Street. The work included the installation of approximately 9,000 linear feet of 8-inch piping; valves; 14 fire hydrants; 209 service connections; the abandonment or removal of the old piping and appurtenances; and the restoration of roadway and traffic striping.

**\$3 million**  
**(Water Enterprise Funds)**

New water main installation replaced old cast iron pipes.



# PUBLIC WORKS

## SANITATION

The Sanitation Division provides comprehensive, cost-effective and environmentally sound collection and disposal of solid waste, green waste, recycled materials and wastewater to more than 30,000 residential customers, as well as providing weekly street sweeping. The Division also handles the collection of illegally-dumped items.

### Sanitation responsibilities also include:

- Weekly collection of 90,000 green, blue and black residential waste bins
- Managing, monitoring and maintaining the sanitary sewer collection system consisting of 287 miles of sewer pipeline, 9 lift stations and more than 6,800 manholes
- Weekly street sweeping of more than 500 miles of gutters
- Cleaning and maintaining storm drain system and more than 1,200 catch basins

**8,304**

tons of recyclables collected

**27,442**

tons of refuse collected

**11,702**

tons of green waste collected

**1,068**

illegal dumping locations cleared

**4,368**

scheduled large item collections

**1,913**

tons of street sweeping debris collected

**59,000**

total miles of gutters swept

**1,075,811**

linear feet of sewers cleaned/maintained



Crews work to clean a sewer main line.



Residential street sweeping takes place across the City.



Residential waste collection includes trash, recyclables and green waste.



# PUBLIC WORKS STREETSCAPE

The Streetscape Division of the Public Works Department is responsible for the maintenance and sustainability of more than 37,000 City-owned street trees in the public right-of-way, not including trees located in City parks. The Streetscape Division has five International Society of Arboriculture Certified Arborists and three Qualified Applicators through the California Department of Pesticide Regulation. The City received annual Tree City USA certification by meeting four core standards of sound urban forestry management.

## Division responsibilities also include:

- Landscape maintenance of 140 City medians and parkways
- Mowing and maintaining more than 30 acres of median and parkway turf
- Providing tree-related emergency response on a 24-hour basis
- Landscape beautification improvements to existing medians and parkways using drought tolerant/low-water plants
- Online Adopt-A-Tree Program was implemented for the public to donate funds to purchase street trees throughout the City

A California Arbor Week tree planting event helped beautify an area by adding new trees. Some median improvements have been made on Anza Avenue. City tree trimming crews maintain thousands of trees across Torrance.

- 3,274 trees trimmed
- 4,371 trees watered
- 413 trees removed
- 538 trees planted
- 2,533 residential requests
- 423 tree emergency responses
- 575 acres of turf mowing



# PUBLIC WORKS

## WATER

**Torrance Municipal Water (TMW)** 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 throughout the City, which are maintained and repaired by TMW staff. The new North Torrance Well Field is expected to be online in spring 2023, and includes two new groundwater wells. City-produced water is expected to increase to 45 percent per year and reduce imported water from Metropolitan Water District to 55 percent.

Water storage facilities include:

- **Walteria Reservoir - 28 million gallons**
- **Ben Haggott Reservoir - 28 million gallons**
- **North Torrance Well Field Reservoir - 2.5 million gallons**
- **Border Avenue water tank - 1 million gallons**

**4,709** acre feet of groundwater pumped

**3,000** water quality samples taken

**336** meters replaced

**56** new service installations

**1,712** valves exercised (preventative maintenance)

**166,810** meters read

**59** broken water mains repaired

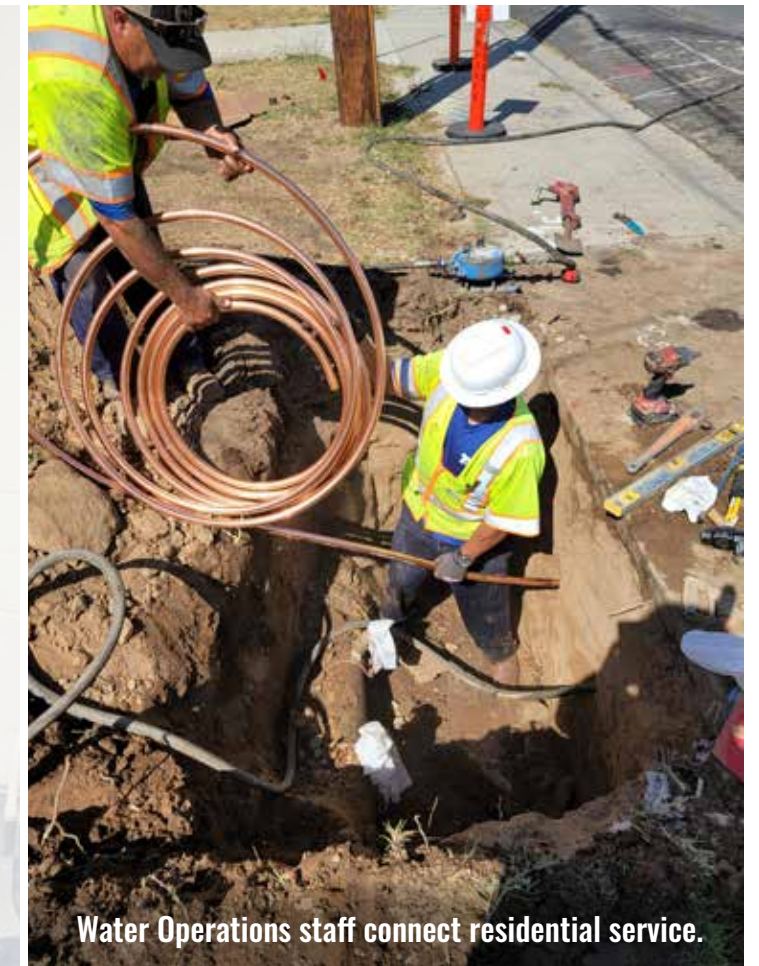
**23** broken service lines repaired

**9,303** customer service calls

**76** after-hour emergency call responses



Walteria Pump Station is one of several TMW facilities.



Water Operations staff connect residential service.



A water main break is repaired by a workers.





# TRANSIT DEPARTMENT

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

The Transit Department consists of:

**Administration**  
**Operations**

**Fleet Services**  
**Regional Transit Center Administration**



## ADMINISTRATION

The **Administration Division** is responsible for securing local, state and federal funding for the department; preparing the annual operating and capital budgets; and participating in regional and federal transportation legislation.

**1,828,807** boardings

**1,521,332** revenue miles

**114,358** revenue hours

### MARY K. GIORDANO REGIONAL TRANSIT CENTER

Construction continued on the Mary K. Giordano Regional Transit Center. The facility will serve as a multi-modal transportation hub for the South Bay. This also will serve as the future terminus for the LA Metro C Line, bringing light-rail service to the area. The center is scheduled to open in early 2023.

#### Features:

- 8 bus bays
- LED video wall display
- Interactive kiosks with real-time route information
- Ticket vending machine
- Retail space
- Transit Store





Torrance Transit will be extending the Line 10 from the Crenshaw C-Line Station to Inglewood. Named the “Torrance to Florence,” this service enhancement will allow fans from of the South Bay to travel to sports and entertainment events in a convenient and cost-effective way. This expansion will provide service from Torrance to major destinations such as SoFi Stadium, the Kia Forum, and the Metro Crenshaw/LAX Line.



**TORRANCE TRANSIT FLEET MODERNIZATION AND SERVICE CHANGES**  
 Torrance Transit has received state and federal funding to acquire all-electric, zero-emission buses, which will serve alongside alternative-fuel Compressed Natural Gas buses.

**\$6.28 million** Federal Transit Administration grant



# TRANSIT OPERATIONS

## BUS OPERATIONS DIVISION

Torrance Transit's Operations division is responsible for the safe transportation of our customers throughout Torrance and the surrounding region.

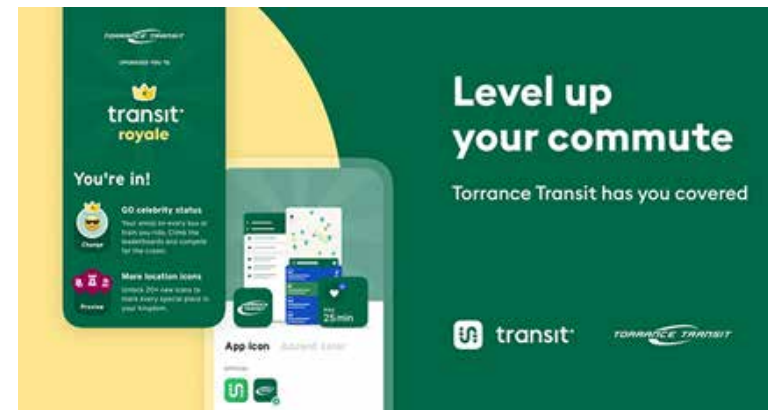
The fleet currently is comprised of 63 alternative-fuel buses that serve 12 fixed routes, which include a Rapid and an Express Service. Key destinations in our service area include points of interest like:

- Del Amo Fashion Center
- Downtown Los Angeles
- Downtown Long Beach
- Redondo Beach Pier
- California State University - Dominguez Hills
- El Camino College
- Harbor Gateway Transit Center
- LAX Transit Center

## BUDGETED WORKFORCE

- 93 full-time Bus Operators
- 21 Relief/Apprentice Bus Operators
- 4 Dispatchers
- 12 Supervisors

In 2022, Torrance Transit began providing free Transit Royale subscriptions to all Torrance Transit riders. Torrance Transit riders were automatically upgraded in the app with a free Royale subscription, which unlocked additional features, special Torrance Transit branding, new customization options and complete access to the app.



The Operations Division prides itself on prioritizing safety. In 2022, the Operations Division saw a 45 percent drop in the number of accidents from the prior year. In 2022 there were 12 accidents compared to 22 accidents in 2021. Torrance Transit also participated in the American Public Transportation Association Health and Safety Commitment Program, a campaign to mitigate the spread of COVID-19 on public transit.



## RECRUITMENT

Torrance Transit launched a website to recruit bus operators who would make great contributions to the Operations Division. Applicants should have clean driving records, excellent communication and customer service skills and a commitment to safety.

# TRANSIT FLEET SERVICES

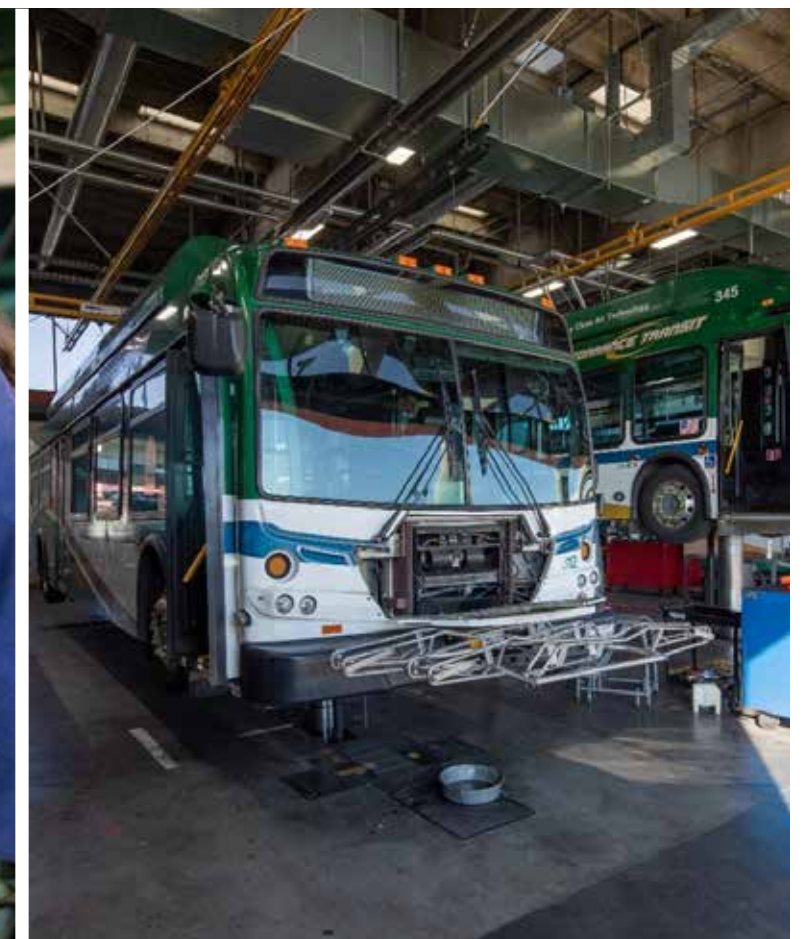
## FLEET SERVICES DIVISION

Torrance Transit Fleet Services Division is responsible for performing daily bus inspections and repairs to improve efficiency and productivity of the fleet. The Transit fleet is 100 percent alternative-fuel and compliant with government legislation and agencies, such as the Federal Transit Administration and the California Highway Patrol. The vehicles are inspected by our technicians every 6,000, 12,000 and 18,000 miles to maintain the fleet to high quality standards.

Staff inspect all vehicles and provide daily cleaning and sanitation throughout the interior and exterior. This is performed to reduce the transmission of any communicable diseases, but also to maintain the vehicle standards. In addition to bus cleanliness, the Fleet Services Division maintains bus shelters and bus stops. In 2022, our division completed its annual California Highway Patrol Inspection with satisfactory ratings from the agency and had no vehicle placed out of service.

**70** bus shelters

**311** bus stops



# HOMELESS RESPONSE



A 40-unit temporary housing village opened in July to help transition people experiencing homelessness in Torrance to permanent housing.

In an effort to respond to people experiencing homelessness in the City of Torrance, the City Manager directed that a Homeless Response Team be created. This team, made up of staff from various City departments including public safety, focuses on outreach to help those in need get access to various services and resources and with the goal being a transition to permanent housing. Staff conducts outreach; directs and assists with site clean-up when appropriate; provides periodic updates to the community and the City Council; works with the faith-based and business communities to coordinate donations and volunteer efforts; and works with Harbor Interfaith Services and other organizations that serve the 40-unit Interim Housing Program.



## Completed construction of a 40-unit temporary facility for the Interim Housing Program (IHP)

- \$100,000** – South Bay Cities Council of Governments Innovation Grant
- \$25,000** – Private donation from Sares Regis Group
- \$489,265** – L.A. County Emergency Services Grant (secured by Supervisor Janice Hahn)
- \$424,500** – L.A. County Measure H Funds (secured by Supervisor Janice Hahn)
- \$1,555,998** – State of California allocation for 2019, 2020, 2021 Permanent Local Housing Allocation



## Funds have already been secured for possible continued operation of the IHP

- \$1,250,000** – Private donation from Providence Little Company of Mary
- \$1,750,000** – 2023 Omnibus Earmark (combined total from Representatives Ted Lieu and Maxine Waters, and Senators Dianne Feinstein and Alex Padilla)
- \$500,000** – State of California allocation for 2022 Permanent Local Housing Allocation (final available funding amount is expected in June 2023)



# HOMELESS RESPONSE



## Created Faith-Based Committee to Support Homelessness Work

- 21** congregations participate in monthly meetings
- Coordinated donation drives for Outreach Program and the IHP
- Coordinated holiday meals and holiday events for the IHP



## Partners for Interim Housing Program and Outreach Program

- Venice Family Clinic
- South Bay Workforce Investment Board
- Mental Health America of Los Angeles
- Department of Mental Health
- People Assisting the Homeless
- Los Angeles Homelessness Services Authority



## Attained Permanent Housing

- 2** individuals to higher level of care
- 1** individual to permanent housing with a housing voucher
- 3** individuals reunited with family
- 7** individuals to permanent supportive housing (Westhaven)



## In Pipeline for Permanent Housing

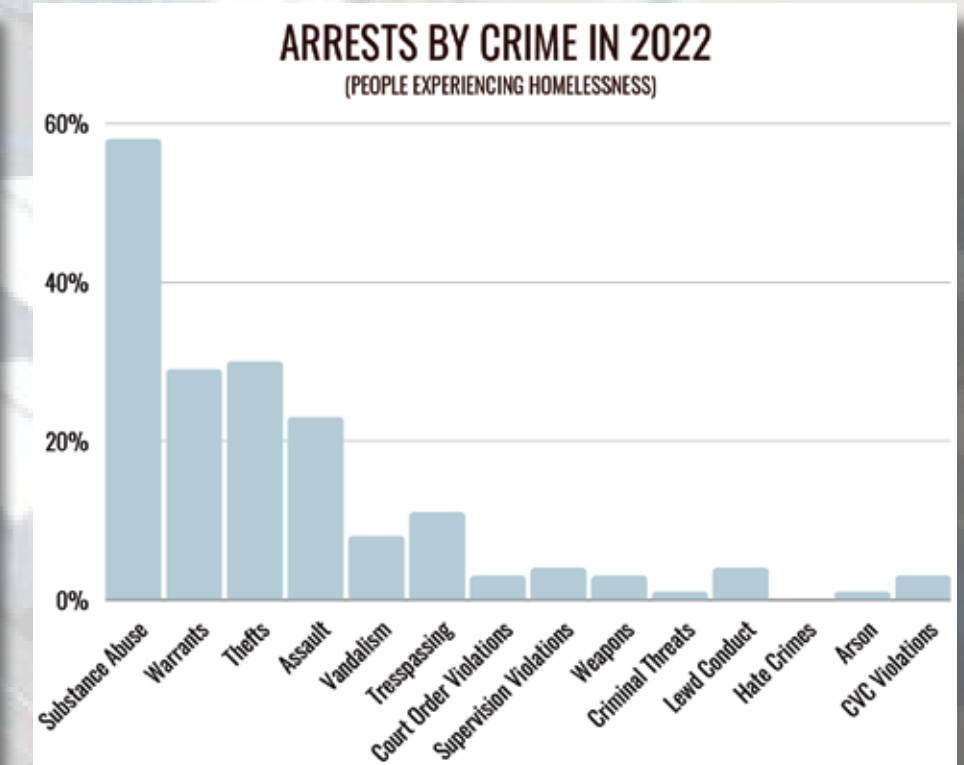
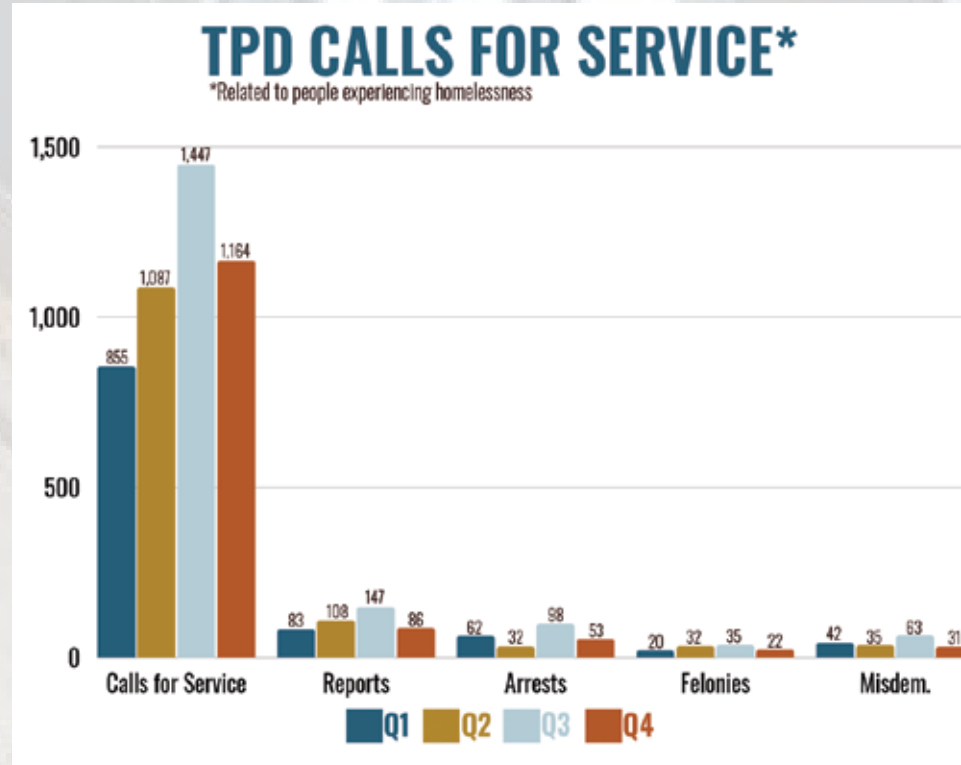
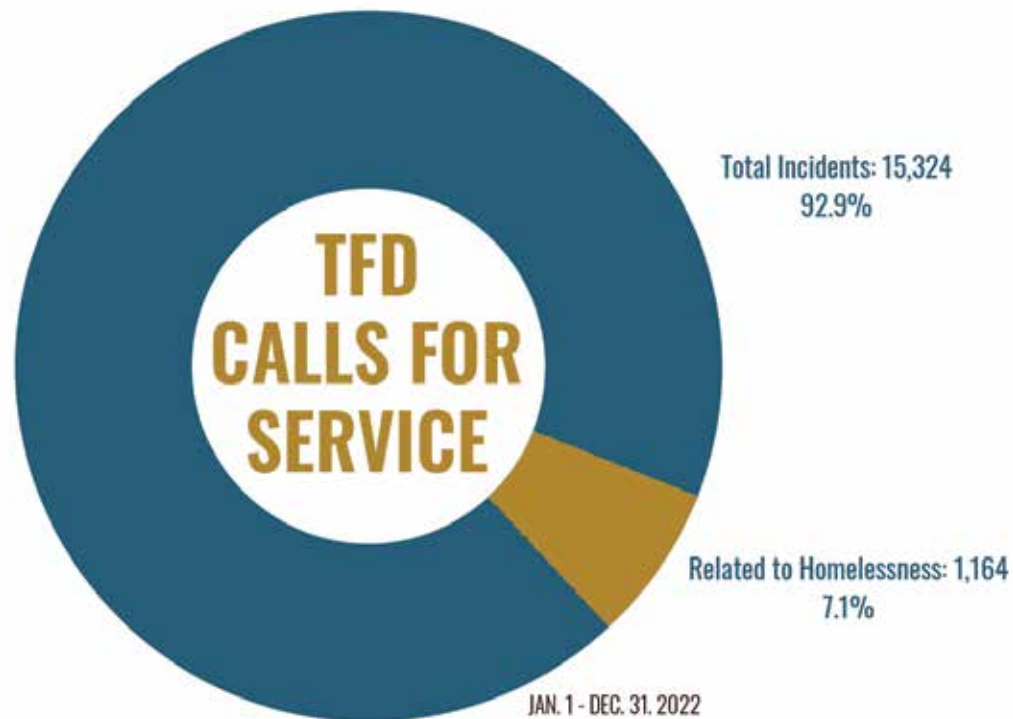
- 2** individuals confirmed for Westhaven
- 6** individuals currently matched to housing resource
- 1** individual currently matched to a Veterans Affairs Supportive Housing voucher

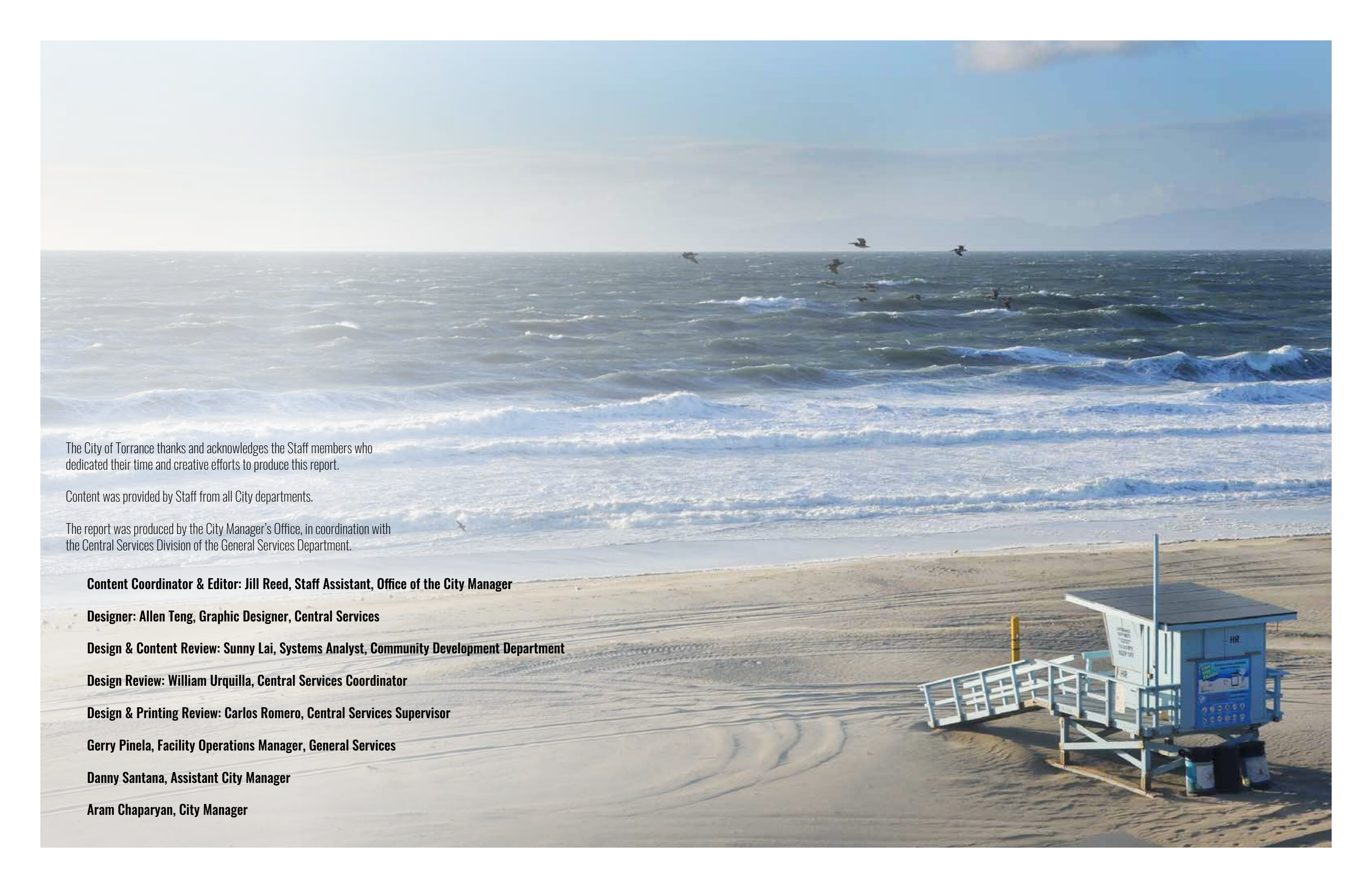
## PUBLIC SAFETY RESPONSE

Torrance Police officers coordinate with the City's outreach team to assist the homeless population in furtherance of the goal of permanent housing. In addition, officers respond to calls for service involving people experiencing homelessness according to 21st Century Policing standards of building public trust and safe-guarding officer well-being.

Torrance Fire Department collects data regarding the impact of incidents related to homelessness. To better understand this emerging issue, a required data field was added to incident reports to indicate whether the crew found the incident type involving a person who was experiencing homelessness. The Department's intent is to track the data, analyze the results over time and adjust the Department's service delivery as needed.

While the absolute number of incidents has grown compared to 2021 (+77), the percentage of overall call volume saw a slight decrease, where incidents related to homelessness accounted for 7.23% of the total annual call volume in 2021. Most common call natures related to homelessness were: man down; ill person; and altered level of consciousness.





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.

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