



City of
TORRANCE
California

YEAR IN REVIEW

2023



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MESSAGE FROM THE MAYOR AND CITY MANAGER

On behalf of the City of Torrance, we are proud to present the 2023 Year in Review. This report reflects the many accomplishments and advancements within the City, highlighting projects and programs that serve our residents, the business community, and visitors.

2023 was undoubtedly a transformative year. We saw remarkable growth and resilience as we continued to focus on fiscal mindfulness, cultivating new revenue streams, and meticulous long-term planning. Through strategic initiatives and forward-thinking policies, Torrance is laying the groundwork for sustainable growth and prosperity.

Some notable projects and initiatives achieved this year include the adoption of a Housing Overlay District, implementation of new destination wayfinding signage throughout the City, opening of the Mary K. Giordano Regional Transit Center, completion of the Crenshaw Boulevard Rehabilitation Project, launching a Homeless Response Team and Street Vendor Task Force, and establishing a Measure SST Citizen Oversight Committee, among other accomplishments. Torrance was also selected as one of five finalists in the Los Angeles Economic Development Corporation's coveted Most Business-Friendly City Award.

Torrance embarked on a new Friendship Cities Program, extending the #WhyTorrance experience on a global scale. Participating cities include Changhua and Tainan in Taiwan and Hwaseong in South Korea. This program provides opportunities to encourage economic development, educational, athletic, and youth exchanges, as well as increase foreign direct investments, commerce, trade, and tourism. The City also commemorated its 50th Anniversary with our Sister City of Kashiwa, Japan.

Through strategic partnerships with Torrance Unified School District and innovative initiatives, these accomplishments reflect the dedication and collaborative efforts of local officials, staff, residents, and stakeholders. As we continue to build on these achievements, we remain committed to ensuring a sustainable and prosperous future propelling Torrance forward as a dynamic hub for commerce, technology, and entrepreneurship.

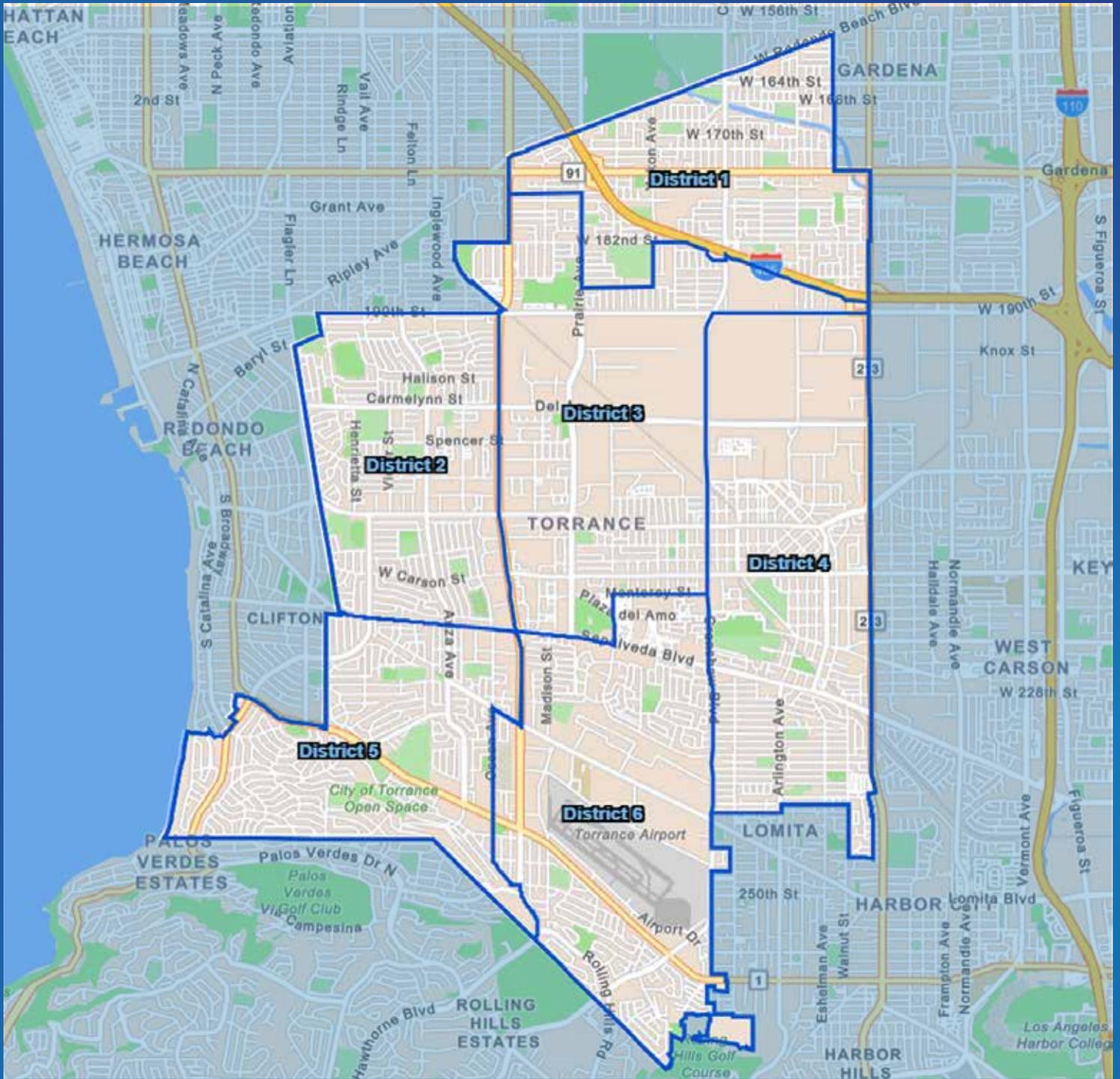
As Mayor and City Manager, we are committed to working tirelessly alongside our community members. We extend our heartfelt gratitude to our residents, business partners, and City staff for their unwavering support, which continually contributes to making Torrance an exceptional place to work, live, and play for years to come. Together, let's continue to elevate Torrance and write the next chapter in its remarkable story.






George K. Chen, Mayor
Aram Chaparyan, City Manager

TORRANCE CITY COUNCIL DISTRICTS



District Map

The City of Torrance is a Charter City governed as a Council/Manager form of government. The Torrance City Council is elected by district, while the Mayor is elected at-large. The Mayor and Councilmembers serve four-year terms, with a two-term limit for the City Council and Mayor.

Elections are held every two years, with Districts 2, 4 and 6 up for election in March of 2024. Elections for Districts 1, 3 and 5, as well as Mayor, City Clerk and City Treasurer will next take place in 2026. City Clerk and City Treasurer do not have term limits.

CITY OF TORRANCE ELECTED OFFICIALS 2023



George K. Chen, Mayor
GChen@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



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

CITY PROFILE

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.

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

INCORPORATION:

1921

AREA:

Roughly **21** square miles

NUMBER OF FULL- AND PART-TIME EMPLOYEES:

1,598

46 Parks & Recreation Facilities

6 Libraries

2 Farmers' Markets Weekly

1 Art Museum

1 Golf Course (9-hole, 3 par)

6 Fire Stations

1 Police Station

1 Police Substation

3 Police Community Centers

1 Regional Transit Center

Population: 143,057

Median Age: 43.7

POPULATION BY GENERATION:

6.5% - Greatest Generation (born 1945 or earlier)

22% - Baby Boomer (born 1946-1964)

22.4% - Generation X (born 1965-1980)

22.8% - Millennial (born 1981-1998)

20% - Generation Z (born 1999-2016)

6.3% - Alpha (born 2017-present)

HOUSING:

Housing Units: 55,956

Average Household Size: 2.57

Median Household Income: \$106,786

EDUCATION:

High School or higher: 95%

Bachelor's Degree or higher: 52.7%

Diversity Index: 80.0

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

POPULATION BY RACE AND ETHNICITY:

46.8% White alone

38.2% Asian alone

16.8% Hispanic origin (any race)

2.5% Black alone

0.4% American Indian/Alaska Native alone

0.4% Pacific Islander alone

6.2% Two or More races

5.6 % Other Race



SOCIAL MEDIA

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.



EMERGENCY NOTIFICATION

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.



OFFICIAL APP FOR THE CITY OF TORRANCE

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.



#WhyTorrance

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.



DONATION PORTAL

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.

YEAR AT A GLANCE



JANUARY The Torrance Rose Parade float, titled “For the Love of Nature” won the President’s Award from the Tournament of Roses. The award is for the most outstanding use of flowers.



FEBRUARY Torrance Police Department swore in its first bloodhound as part of its K-9 program. Tango is one of the few bloodhounds in Los Angeles County and will be an asset to Torrance and the greater region.



MARCH City staff were joined by Girl Scouts and other members of the community to celebrate Arbor Week by planting 14 trees in the Downtown Torrance area near Torrance High School.



JUNE City Departments came together to host the public at the first City Yard Open House since 2018. The event drew thousands of people to learn about City services, resources and programs.



JULY The Torrance Sister City Association, with a mission to promote friendship, goodwill and understanding between Torrance and Kashiwa, Japan, sent nine students on an exchange trip.



OCTOBER Torrance Art Museum brought together more than 500 local, national and international artists for a weekend of culture at the TRYST/NOMAD II events at the Del Amo Crossing office complex.



NOVEMBER Under a bright blue inflatable archway, more than 4,000 registered participants started their Thanksgiving morning with the 43rd annual Harry Sutter Memorial Turkey Trot Fun Run.



APRIL Torrance officials and staff, as well as L.A. County Supervisor Janice Hahn, had a ribbon cutting to celebrate improvements at the intersection of Pacific Coast Highway and Hawthorne Boulevard.



MAY The Torrance Armed Forces Day Parade returned after a three-year hiatus. Torrance is one of the few cities sanctioned by the Department of Defense to host a celebration to honor our Armed Forces.



AUGUST The City of Torrance officials and Torrance Unified School District Board members signed a joint resolution to collaborate on affordable programs to serve youth and families in the community.



SEPTEMBER A delegation from Changhua City, Taiwan, part of Torrance's new Friendship City program, visited Torrance. They toured the City, including a visit to Torrance Art Museum.



DECEMBER Torrance Fire and Police Departments held their annual holiday toy drive, collecting thousands of toys. They set up a temporary toy store where parents could help children select toys.

COMMUNITY DEVELOPMENT



Downtown Twinkle Lights

The Downtown Twinkle lights located on El Prado Avenue have been repaired. Staff is working on installing twinkle lights on additional downtown streets in phases. Decorative Twinkle lights on Marcelina and Post Avenues will be Phase One of this project. Decorative Twinkle lights on Cravens Avenue will be Phase Two of the project.

CITY MANAGER'S OFFICE



#WhyTorrance

#WhyTorrance is an interdepartmental team effort to market the City of Torrance to those interested in bringing their business to the city.

The #WhyTorrance platform features

information on business services, demographics, and public safety. There also are section dedicated to Community Development Department resources, local school information and Discover Torrance visitor information. Testimonials from members of the business community are also included.

This effort was spearheaded by the City Manager and its Office of Economic Development, with input from Community Development and the Office of Cable and Community Relations.

The #WhyTorrance branding efforts have been used in various publications and other outlets to market the City to potential new businesses.



GENERAL SERVICES

City Hall Lighting

A trial lighting outside of City Hall was initiated by the City Council to recognize the holiday season of 2023. Color filters were installed to represent Christmas, Hanukkah and Kwanzaa. City Council will consider a permanent, color changing system in 2024.



City Yard Painting

The City Yard had not been fully painted since its construction in 1985. The Capital Projects team worked quickly to establish a contract to paint the Yard prior to the Open House in June 2023.



Graffiti Abatement

The City of Torrance continues to have a robust graffiti abatement program. Users can report graffiti on the MyTorrance app or call in to staff. Graffiti is usually abated within 24 hours.



Southeast Library

Southeast Library sign and book drops were refreshed and painted. This continues the color palette from City Yard painting and City wayfinding signs.

PUBLIC WORKS

Resurfacing of Railroad Bridge Crossing Over Hawthorne Bridge, North of 190th St.

The Hawthorne Bridge, owned by Metro and Operated by BNSF, serves as a grade-separated rail crossing and contains a rail line that serves current non-passenger rail traffic. Over the years, the condition of the surface of the Hawthorne Bridge has deteriorated to the extent it has an undesirable, rusty appearance. As part of the City's beautification efforts, Public Works staff contacted LACMTA to inquire if there were any plans to resurface the bridge. Because LACMTA



had no plans or projects to address the undesirable, rusty surface, Public Works staff proposed an alternative where the City would resurface (re-paint) the bridge via the services of a licensed contractor. LACMTA accepted our proposal and Public Works obtained a permit from LACMTA to resurface the bridge. The bridge resurfacing was completed in November 2023. Additionally, Public Works branded the bridge with two 3' diameter round city logo signs.

Streetscape Beautification Projects

The Streetscape Division created various beautification projects throughout the year, including:

- Planting **18** Purple Acacia trees, low water use plants, and installed water efficient irrigation on Del Amo Blvd. across from Ganahl Lumber.
- Planting **29** Crape Myrtle trees along Van Ness Avenue at Torrance Blvd.
- Planting **15** Pink Trumpet trees along Torrance Blvd. at Van Ness Avenue.



Public Works planted a total of 388 trees in 2023.



SIGNAGE

Wayfinding and Signage Plan

The City of Torrance Wayfinding and Signage Plan was approved by Council in 2021.

Since that time gateway signs have been installed around the city, with five more to be installed in 2024. In addition, some wayfinding signs have been installed on major thoroughfares and around the Civic Center with more to come.

As the project continues, gateway signs will be added in the Downtown area, as well as more wayfinding signs, district points of interest signs, and parks signs throughout the city.

To learn more...



SIGNAGE

City Wayfinding

In 2023, Public Works began implementing the Citywide Wayfinding and Signage Plan which will continue into 2024. The plan is designed to improve and expand guide signage to Torrance travelers, whether by driving, bicycling, or walking, to get to their destinations as easily and efficiently as possible.

Progress to date includes the installation of **98** signs as follows

City Gateway Internally Illuminated Signs:

10

complete (phase 1)

5

signs in 2024 (phase 2)

Advance Warning Median Signs:

40

complete: Hawthorne Blvd, Artesia Blvd. and Western Blvd.

Vehicular Directional Signs to City Hall:

22

complete

Downtown Historic Torrance Signs:

20

complete

City Hall Directional Signs (Campus):

6

complete 2022

While there are many regulatory signs throughout the city, this project highlights key and complementary destinations, enhances the urban environment, and provides a comprehensive and organized framework of wayfinding signage.

Downtown Signage

The Old Torrance 1912 signs located throughout the Torrance Tract area have been replaced with the newly minted City branding motif of “Old Torrance 1912” signage. Staff is working on new Downtown signage that would include an archway and monument signage at key entrances to provide special wayfinding for the Downtown Area.



COMMUNITY ENGAGEMENT

CITY YARD OPEN HOUSE 2023



Hundreds of people came out to the City Yard Open House on Saturday, June 10.

Staff from almost all City departments and some partner agencies showcased vehicles, equipment, resources, services and information for the community as the event returned for the first time since 2018.



Hands-on interaction with trucks and equipment, games put on by various departments, displays from Madrona Marsh and robotics demonstrations from South and West high school teams were among the many highlights of the event.

The event, held every other year, should return in 2025.



ARMED FORCES DAY

Armed Forces Day Parade and Celebration

After a three-year hiatus, the City of Torrance proudly resumed our recognition of the Armed Services with the 61st Annual Armed Forces Day Parade and Celebration. Each year a branch of the military is honored. In 2023, the United States Coast Guard was the honoree.

The three-day event is highlighted by military assets being on display at Del Amo Fashion Center, a military concert, a 5K run, and the parade. The procession encompasses a diverse array of participants. Military personnel and assets are featured, as well as local entries including high school bands, veterans' groups and more.

The 62nd Annual Armed Forces Day Parade and Celebration will be May 17-19, 2024, and the honored branch will be the United States Space Force.



COMMUNITY ENGAGEMENT



COMMUNITY DEVELOPMENT

Housing Corridor Overlay

The Housing Corridor Overlay (HCO) was adopted by the City Council on August 22, 2023. The HCO provides new opportunities and development options for housing within seven strategic locations throughout the City, while not precluding existing commercial or industrial land uses allowed by the property's underlying zoning. The HCO established design and development standards that will contribute to community character and quality building design, will streamline housing development, and promote reinvestment and redevelopment within the designated HCO areas.

UNITS	LOCATION	ACREAGE	PROJECTED UNITS*	
Sub Area 1				
	PRAIRIE AVENUE	Northwest corner of Prairie Ave. & 182nd St.	1	7
	SPENCER STREET	Northwest corner of Spencer St. & Earl St.	4.3	62
	GRAMERCY PLACE	South side of 166th St. & west side of Gramercy from 166th St. to south of the Dominguez Channel	10.5	100
Sub-Area 2				
	BORDER AVENUE	West side of Border Ave. & east side of Cabrillo Ave. between 213th St. & Plaza del Amo	32.2	442
Sub-Area 3				
	WESTERN AVENUE	West side of Western Ave. between Plaza del Amo & 228th St.	8.1	152
	LOMITA & MADISON	Northeast corner of Lomita Blvd. & Madison St.	12.1	274
	MARICOPA STREET	North side between Maple Ave. & Crenshaw Blvd.	38.1	640

* Housing Element Update (2021-2029) Sites Inventory

Total Acreage – 106.3 Total Projected Units – 1,677

COMMUNITY DEVELOPMENT

Major Housing Dashboard

Community Development created an innovative mapping application that allows the user to explore the newest housing developments. This user-friendly tool delivers in-depth details on various housing types, their status, the number of units available, 3D renderings, and precise locations. The goal of this mapping system is to keep the community informed about the evolving housing developments happening in Torrance.



PROJECT COMPLETED AND FINALIZED BY CITY
3 Projects Totaling **83** Units

PROJECT APPROVED BY CITY
6 Projects Totaling **590** Units

IN CONSTRUCTION
4 Projects Totaling **262** Units

POTENTIAL NEW DEVELOPMENT (No approval by City, as of yet)
9 Projects Totaling **1,009** Units

COMMUNITY DEVELOPMENT DEPARTMENT TORRANCE

Major Residential Projects

- Project Completed and Finalized by City
- Project Approved by City
- In Construction

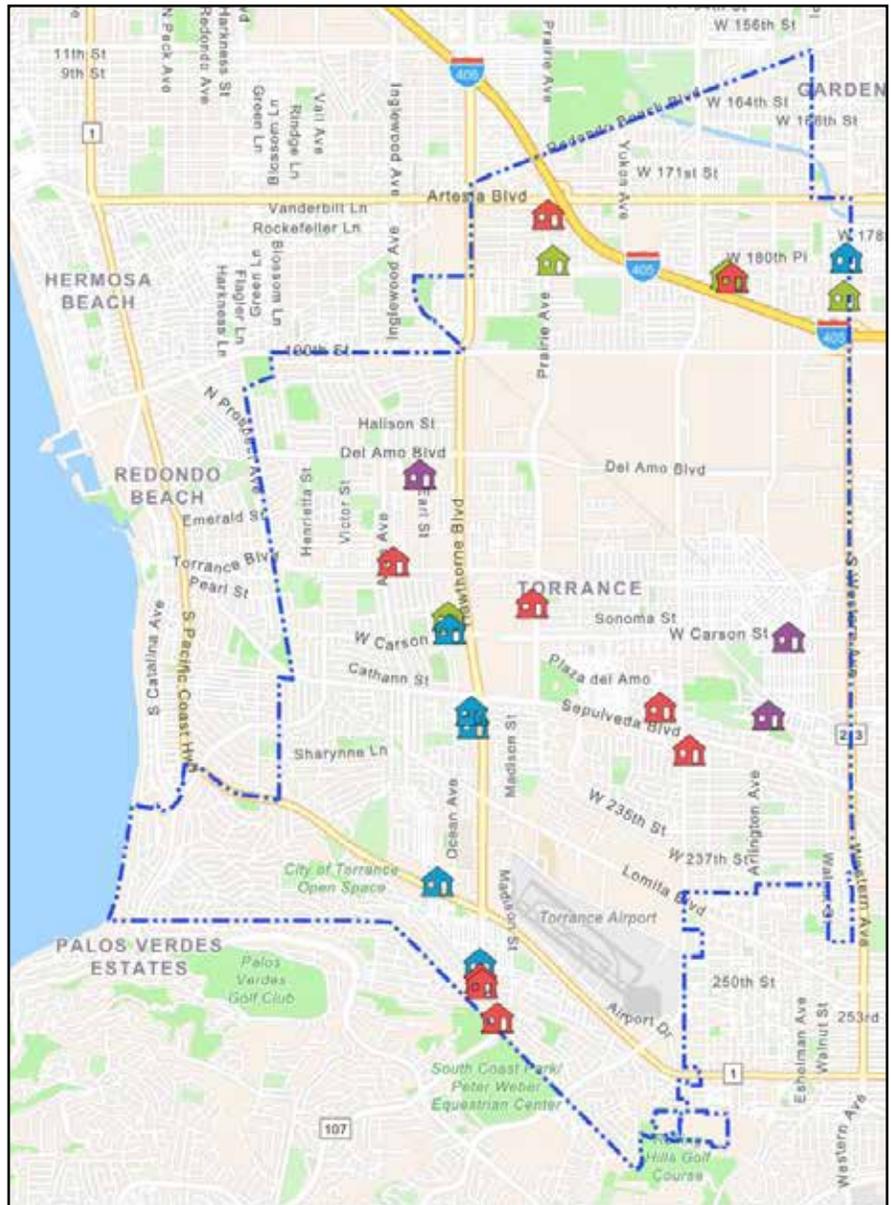
Rose Equities
 Status: Proposed
 Address: 2325 Crenshaw Blvd
 Number of Units: 272.00
 For Rent

SSA Mixed Use
 Status: Proposed
 Address: 22600 Crenshaw Blvd.
 Number of Units: 59.00
 For Rent

4111 PCH
 Status: Entitled
 Address: 4111 Pacific Coast
 Number of Units: 108.00
 For Rent

226th St. 10 Unit
 Status: Entitled

CITY OF TORRANCE POPULATION TRENDS



COMMUNITY SERVICES

Cultural Services

Cultural Services Classes

The Cultural Services Classes program served 5,221 students in 2023. Instructors were able to expand their class selections, which generated \$347,420 in revenue. Classes offered to the community included music, dance, fitness, visual arts, and creative writing.



1.



2.

1. Student pottery created in the ceramics studio.
2. Instructor John Warhank (Veteran) using a torch in the jewelry studio.

Torrance Art Museum TRYST & NOMAD II October 27-29 2023

TRYST is the world's largest international art fair for artist run initiatives featuring painting sculpture,

video art, installation art and more from over 60 international artist-run spaces.

This event was held alongside **Nomad II**, the largest contemporary art pop-up in the US. Nomad II is a non-commercial exhibition that showcases the diverse and dynamic talents of Southern California artists.



Torrance Summer Nights

Community Services Summer Festival that engaged thousands of Torrance residents in a diverse offering of music and live performance options every weekend from June to September.

Torrance Theatre Company Kinky Boots

Kinky Boots was the 24th annual summer musical presented by the City of Torrance and the Torrance Theatre Company. The show featured a live-orchestra sponsored by the Friends of Torrance Theatre Company, professional sets, lighting, and sound; as well as a cast of three dozen volunteers actors from all over Southern California. The production was the third highest grossing production in Torrance Theatre Company history.



COMMUNITY SERVICES

Torrance Farmers' Market

The Farmers' Markets continued to serve the community with local, healthy produce, pre-packed food, and on-site cooked food. The Farmers' Market has grown to be the largest Farmers' Market in Los Angeles County. This year, the Farmers' Market brought back its Cooking Demonstration booth! The first cooking demonstration this year coincided with the market's Lunar New Year celebration. The market continues to have monthly food demonstrations, and helps promote local food businesses who participate in the demonstrations. The market launched its first ever, Inaugural World Famous Pie Contest and a Pie Eating Contest! This contest generated a lot of activity and excitement between customers, City Officials, Police and Fire Departments, and local business owners. Fun! Fun! Fun! The market continues to support small farmers and small businesses, the health of the Torrance community, and CalFresh/EBT patrons on a limited budget.



Customers Served: **274,652**

Revenue to City: **\$1,086,560.00**

Income Generated for Small Local Farmers: **\$6,697,307.00**

Income Generated for Small Local Businesses: **\$4,562,445.00**

CalFresh/EBT Customers Served: **12,297**

CalFresh/EBT Generated, Adding to Small Farmers' Bottom Line: **\$245,933.00**



Community Gardens

Lago Seco Park and Columbia Park each contain a Community Garden that the City operates, for Torrance residents. The plots are some of the biggest plots in Los Angeles County, 400 square feet per plot. Due to its popularity, there remains a long waiting list to lease a plot.

Number of Plots: 256



COMMUNITY ENGAGEMENT

COMMUNITY SERVICES

Library

The Torrance Public Library did much to welcome the community in 2023. To help highlight its outstanding physical and digital book collections and early and adult literacy programming, staff went above and beyond creating and offering programs to attract those who may feel “uninvited” in library spaces.

With unique exercise and recreation programs like outdoor yoga and Zumba taking advantage of the Library Plaza area outside the Katy Geissert Civic Center Library, staff were able to attract new library users with the new program Happy Hours @ KGL. The Living Tango program at Walteria Branch Library was not just fun, but added an opportunity to improve their physical and mental fitness while learning about the joy of tango. Children’s programming continued to be robust with story times and activities that even parents can enjoy.

In all, the Torrance Public Library continues to reemerge, reengage, and renew its commitment to the community through service, collections, and programs. Each of these areas of service are well-received and the library team look forward to working with Torrance residents to develop new and creative ways to attract more and retain current library customers with innovative programs and engagement opportunities.





COMMUNITY SERVICES

Recreation Annual Torrance Adaptive Sports Celebration Dinner



After a hiatus since 2019 due to the pandemic, the event made its comeback in 2023. The gathering took place at the Torrance Cultural Arts Center Toyota Meeting Hall. More than 100 athletes, coaches, and family members attended.

One of the evening's standout moments involved the recognition of volunteers who were honored with the prestigious Richard and Mary Ann Fick Lifetime Volunteer Award, alongside other special acknowledgments. In addition, every athlete received a participation award to commemorate their involvement.

The revival of this gathering marked a joyous return after the challenges posed by the pandemic, celebrating the spirit of community and recognizing the dedication of those involved.



Summer Movies in the Park

Throughout the months of June, July, and August, the community enthusiastically turned out for the series of movie events. Attendance ranged from 500 to 800 people per show, showcasing the widespread appeal of these cinematic gatherings.

The highlight of the August event was the screening of the "Super Mario Brothers Movie." To enhance the experience, especially for the younger audience, the Recreation Services Division staff provided mustaches for the kids, fostering a playful connection to the iconic characters. Additionally, free games were made available, offering entertainment beyond the big screen. A specially designed picture backdrop allowed attendees to capture memorable moments, contributing to the festive and community-oriented nature of these summer movie events.

1,800+ attendees across Summer Movies in the Park events



Halloween Movie in the Park Event

The Halloween Movie in the Park event became a spooktacular celebration for the community, featuring a screening of the classic film, "The Goonies." In addition to the movie, the event was decorated with carnival game booths, adding an extra layer of festivity. The Afterschool Club's creatively crafted pumpkin display showcased the artistic talents of local students, while a picture backdrop provided a creative setting for capturing memories.

The atmosphere was further lively with DJ music, setting the tone for an enjoyable evening that included a costume parade.

700+ attendees



Bartlett Senior Citizens Lunch Program

In 2023, the Bartlett Senior Citizens Center experienced a surge, elevating our lunch service from 40 to 60 seniors by the year's end. The Bartlett Senior Citizens Center responded to this growing need, swiftly addressing the backlog by improving operations. Through careful planning and resource allocation, staff enhanced the capacity to accommodate more seniors



ATTIC Advisory Committee

In the span of one year, the ATTIC Teen Center Committee experienced a significant expansion, growing from a dedicated group of 12 members in 2022 to a strong team of 18 members by 2023. This increase can be attributed to the determined efforts of both staff and past committee members who actively circulated information about the committee's activities and the need for new participants. The success of the committee's programs in 2022 also played a pivotal role, creating a positive buzz that resonated within the student community. The enthusiasm generated by the impactful programs inspired a new wave of students to join in 2023, eager to contribute to and benefit

COMMUNITY SERVICES

from the exciting initiatives crafted by the ATTIC Advisory Committee. This growth not only reflects the committee's ability to create engaging programming but also highlights the collaborative spirit and outreach efforts that raised a sense of community and involvement among the student body.



43rd Annual Harry Sutter Memorial Turkey Trot Fun Run

The 43rd Annual Harry Sutter Memorial Turkey Trot Fun Run hosted by the City of Torrance went above and beyond expectations, solidifying its status as a resounding success. A beloved tradition within the Torrance community, the event brought together countless families and participants who embraced the festive atmosphere. This year's Turkey Trot witnessed an outstanding turnout with 3,597 registered participants taking to the course, complemented by the cheers of more than 1,000 enthusiastic spectators. The event's success can be attributed not only to the impressive numbers but also to the strong sense of community spirit that permeated the occasion, making it a standout highlight for Torrance residents.



Aquatics

The Plunge had several free events including the Easter-themed Eggstravaganza complete with the Bunny, World's Largest Swim Lesson and Water Safety Day. These events provided opportunities for swimming, family bonding and water safety components.

In addition, swim lessons for youth and adults returned in the summer.

Youth Sports

1,852 participants

37 cheerleaders supported the Flag Football league

Adult Sports

160 Adult Basketball League teams

232 Adult Softball League teams

Aquatics

16,796 lap swimmers

5,191 recreational swimmers

26,383 rental swimmers

Sea-Aire

\$242,184 in revenue

36,319 rounds played

Day Camp program:

1,300+ children served (over Spring, Summer and Winter sessions)

94 percent satisfaction rating from parents

Registration:

15,893 transactions processed

Facility Booking:

1,391 park picnic reservations

6,931 field rentals



COMMUNITY ENGAGEMENT

CITY MANAGER'S OFFICE

Office of Emergency Services/Cable & Community Relations

Emergency Notification/TorranceAlerts

The City of Torrance took proactive measures to increase community awareness of not only how to be informed in the event of an emergency, but how to be prepared.

To increase awareness of the TorranceAlerts emergency notification system, staff from Cable and Community Relations participated in events such as the City Yard Open House, Rock Around the Block, Coastal Clean-Up Day, and Turkey Trot to boost registration, emphasizing its critical role in ensuring community safety.

605 TorranceAlert notifications in 2023

(including traffic collisions, structure fires, police activity, flaring events, lane closures, etc.)

16,125 TorranceAlert subscribers

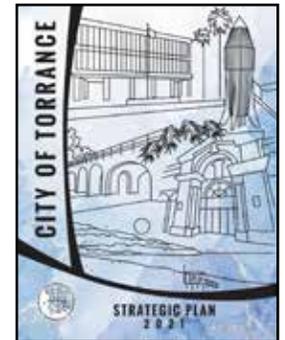
The Office of Emergency Services (OES) also participated in community events, distributing 700 of the newly developed Community Guides with information regarding various emergencies and how one should prepare for them.



2021-2031 Community Strategic Plan

The most recent Council-adopted Strategic Plan builds upon the prior citizen lead efforts in 1996 and 2008. Councilmembers, past and present, have made a concerted effort to create a common vision and anticipating the future based on community input. In 2019, the City Council appointed the Citizen's Strategic Plan Committee, which consisted of members drawn from various community and business groups, homeowners associations, Torrance Unified School District, Youth Council and Commission on Aging. These 17 volunteers dedicated countless evenings and personal time to study prior Strategic Plan established priorities, review an environmental conditions assessment and a statistically valid community survey results, in order to assess the present and offer the City Council strategic priorities to guide current and future actions for a continued responsive, resilient and accessible Torrance.

Each Strategic Priority includes goals and sub-goals that are intended to serve as a guide as the City looks for ways to sustain existing aspects or consider new areas to achieve the Stated Goals that are included in each overarching Strategic Priority. In total, the Citizen's Committee provided 57 goals and 249 implementing goals across the 11 Strategic Priorities. In September 2023, the City Council approved the Strategic Plan Council Sub-Committee's recommendation of dividing the 249 sub-goals into 95 'Strategic' and 154 'Operational' initiatives, emphasizing the 95 Strategic implementation measures identified by departments to achieve the approved Community' Strategic Priorities and creating a publicly accessible dashboard to allow for progress to be viewed by the Council and Community.



91 of **249** Sub-Goals have been Achieved as of 12/31/23

VOLUNTEERING

Volunteering is a wonderful way to give back to the community. Each year, thousands of dedicated volunteers support various City programs, services, and events with over 30,000 hours of volunteerism. The City offers a wide range of volunteer opportunities, including the Madrona Marsh and Nature Preserve, Farmers' Market, senior programs, Adaptive and Youth Sports, James Armstrong Theatre, Torrance Art Museum, and various Torrance Library locations, as well as other great City programs.



TRANSIT

Facilities and Infrastructure

SoFi Shuttle Service from the Regional Transit Center

Beginning in August 2023, Transit staff planned for and executed special transit service (10X) for residents of the South Bay from the new Mary K. Giordano Regional Transit Center to SoFi Stadium in Inglewood for Taylor Swift concerts and NFL game days. The purpose of this service was to alleviate overcrowding on the regular line 10 and to encourage the use of public transit for new and existing transit riders.



9,072 unlinked passenger trips
4 nights of Taylor Swift Concert service provided
17 NFL game days service provided
 Up to **10** buses utilized per game day event
\$4 round-trip

C-Line Community Outreach Meetings

In 2023, Transit staff continued efforts to increase community awareness for the Metro C-Line Extension. In addition, staff gathered support for the Metro Right-of-Way (ROW) Elevated/At-Grade Option in alignment with the Torrance City Council's unanimous support of this position on October 25, 2022.

50+ community events in 2023
\$2 billion infrastructure investment in the South Bay region
 Estimated to serve **65,000** jobs in the South Bay region
1,270 Torrance residents provided their comments
80 percent prefer the ROW option

Metro conducted a telephone poll in Spring 2023 for all three affected cities: Lawndale, Redondo Beach and Torrance. Sixty-seven percent of the respondents stated that they support the C-Line Extension Project. Within Torrance, 69 percent stated they support the project. During the environmental impact report comment period, 66 percent of the comments on alignment preference supported using the ROW option.

Torrance Transit Customer Survey

Transit conducted public outreach for our June 2023 service changes via virtual public hearings, an online customer surveys, phone, and e-mail. These service changes involved connecting six routes to the new Mary K. Giordano Regional Transit Center, expanding Line 10 from the Crenshaw C- Line Station to the Downtown Inglewood K-Line Station (Torrance to Florence), resuming Rapid 3 service, and interlining Lines 2 and 5 at El Camino College. These forms of outreach were posted on our buses, website, and social media.

Transit's service changes survey allowed respondents to state their overall satisfaction of the bus service, reasons for taking public transit, their opinions on each of the proposed service changes, top priorities for improving Transit's service, and general background information.

70 comments from bus operators, supervisors, and dispatchers
92 customer surveys
80+ percent of respondents said that Transit's buses are clean and that they feel safe using the service
21,300+ unlinked passenger trips at the Mary K. Giordano Regional Transit Center through December 2023

POLICE

Torrance Police Department



Day of Service & March for MLK Day

On January 16, Torrance Police joined Redondo Police and Fire departments, along with community members at Redondo Beach Pier for a march and day of service in honor of Dr. Martin Luther King Jr.

National Night Out

During the evening of Tuesday, August 1, Torrance Police officers and civilians joined local community members to celebrate 40 years of National Night Out. This year the celebration took place at six different park locations throughout the city. Officers had a great time meeting new faces and catching up with familiar ones. National Night Out is an annual event that takes place across the United States aiming to further enhance the relationship between law enforcement and the communities they serve.



Fentanyl and Opioid Awareness

Detectives continue to engage community members and hold fentanyl awareness presentations for students throughout Torrance at schools such as Richardson Middle School and Bert Lynn Middle School. The teachers and staff have been extremely appreciative for the department's education efforts and presence at the schools. The Special Investigations Division plans to coordinate with Torrance middle schools next year in an attempt to provide this training to all 8th grade classes. The main goal through these presentations is to educate our community on the extreme dangers of opioids and to prevent loss of life.



Law Enforcement Torch Run – Special Olympics

On June 5, officers participated in the Law Enforcement Torch Run for Special Olympics. Their route began in Palos Verdes where they received the torch from Palos Verdes Estates Police before they ran north to the Redondo Beach Police Station. This event provides a great opportunity to show support to the talented athletes that compete later in that week.

7-Eleven Day

Members of the Chief's Advisory Board, City Council and Torrance Police Department participated in "7-Eleven Day" at a local 7-Eleven store. On July 11, 7-Eleven brings community members together at local 7-Eleven stores with free Slurpees. The event affords the opportunity for community members to engage Torrance Police Officers and Torrance City Councilmembers at a local store.



TPD Honor Guard

Chief Jay Hart and members of the Torrance Police Department Honor Guard attended the Los Angeles County 54th Annual Los Angeles County Peace Officers' Memorial Ceremony commemorating the lives of peace officers who were killed in the line of duty while serving the residents of Los Angeles County.

Ambassador High School Event

Chief Hart and several members of the Department attended an event at Ambassador High School hosted by the Torrance Chamber Foundation. Officers responded to questions students had regarding school shootings, civilian drones, homelessness, racial bias, crime and social media. This event provided an excellent opportunity for officers and youth from the community to meet and establish a strong rapport with one another.

FIRE

Fire Service Day

The Torrance Fire Department was very excited to bring back Fire Service Day in-person, which was held on May 13th, 2023, at Torrance Fire Stations across the city.

The TFD welcomed the public at each station, where the community had the opportunity to meet and interact with the TFD crews, as well as see department apparatus and equipment up close. A total of 966 community members attended the event.



Sidewalk CPR

In 2023, the TFD held 11 Sidewalk CPR events that occurred between April and March. A total of 754 participants attended. The TFD Sidewalk CPR events are hands-on training sessions provided by TFD personnel to members of the community that teach key components of CPR. The events are held at different locations throughout the City at various businesses and community events. Bystander CPR is an important tool for enhancing community risk reduction, with the goal of increasing the number of bystander CPR interventions within the community. Bystander CPR interventions can significantly increase patient survival chances for cardiac arrests that occur outside the hospital setting.



Location	Date	# Participants
Columbia Park - 4045 190th St	3/26/2023	92
Clutch & Coffee) 1321 El Prado Ave	6/3/2023	56
Del Amo Mall)	6/3/2023	33
(Walmart) 19340 Hawthorne Blvd	6/4/2023	16
UFC Gym) 19800 Hawthorne Blvd	6/4/2023	30
Costco) 2640 Lomita Blvd	6/5/2023	71
Farmer's Market) 2400 Jefferson St	6/6/2023	52
Costco) 2640 Lomita Blvd	6/7/2023	131
City Yard Open House 20500 Madrona Ave	6/10/2023	175
Rock Around the Block Downtown Torrance	7/20/2023	73
Torrance Health Fair Toyota Meeting Hall	10/06/2023	25

COMMUNITY ENGAGEMENT

HOLIDAY TOY DRIVE

The City participates in several holiday programs to provide toys and other gifts for families in the community that are experiencing hardships.

Salvation Army Angel Tree

Angel Tree tags are distributed to City departments so staff can participate by providing requested gifts. In 2023, City employees were angels for 200 children.

Torrance Fire and Police Toy Drive

A partnership between Torrance Fire (TFD) and Police Department (TPD) provides donated toys to the children of families within the community that are experiencing hardships. Thousands of donated toys are received every year from our local businesses, organizations, associations, and community members (these donations include toys, bicycles, gift cards, athletic equipment, etc.). The Toy Drive took place at the TPD facility, where a toy store environment was created, allowing the parents to walk through and select toys for their children.



Torrance Transit Stuff-a-Bus

Torrance Transit helped local families and children in need by collecting new clothes, unwrapped toys and non-perishable food items at the Stuff-A-Bus event at the Del Amo Fashion Center.

130 families attended

240 children benefited

PUBLIC WORKS

Public Works Administration

The Public Works Department employed 182 employees in 2023, which allowed the City to provide a wide 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: Engineering, Street Operations, Sanitation, Streetscape, Water, and Administration.



The Public Works Administration Division engages with the community on a daily basis and is the first point of contact of every request from the public in the form of an email, phone call, and in-person. By coordinating each of these requests to the proper Public Works staff, we ensure that every service request is properly addressed to completion. Everyday tasks that provide for an enhanced quality of life here in Torrance are handled by Public Works, including trash, recycle, and green waste pick-up requests, pothole fixes, traffic requests, and much more. Public Works Administration also manages approximately \$130 million in grant funding to carry out critical infrastructure projects. In addition to serving the residents and businesses of Torrance, Public Works Administration manages several, critical administrative tasks to support the Engineering, Street Operations, Sanitation, Streetscape, and Water Divisions of the department, including payroll for all 182 employees, administering City Council items, hiring and onboarding of

44 new employees in 2023, and much more.



PUBLIC WORKS

\$130M+ grant funding administered to finance critical Public Works infrastructure projects

2,555 vendor invoices processed to ensure operations and completion of significant infrastructure projects

18,067 telephone calls from the public that are answered and addressed

4,726

service requests from the public processed

Sidewalk/Gutter Repair: **636**

Street Trees: **2,871**

Median Maintenance: **29**

Traffic Congestion: **4**

Recycling/Trash: **49**

Street Sweeping: **285**

Street Repair: **515**

Standing Water: **17**

Traffic Signals: **221**

Sewer: **99**

2023 California Arbor Week Tree Planting Event

Public Works celebrated California Arbor Week at the grass median in front of Torrance High School. The Streetscape Division, the Old Torrance Neighborhood Association, the Girl Scouts and Boy Scouts participated by planting 15 Cork Oak and Gold Medallion trees beautifying the median.



SB 1383 Implementation for Residential Collection of Organic Waste

On January 1, 2023, the Public Works' Sanitation Division began the organic waste collection program SB 1383, residents began placing food waste and food-soiled paper to their green organic waste carts.

Public outreach regarding the program was conducted on separate occasions, including the City Yard Open House, Coastal Cleanup Day, HOA presentations and the Chamber of Commerce Annual Business Expo, wherein staff provided educational flyers on what goes where.

Since program implementation, Public Works has seen a notable increase in the amount of residential organic waste collected. In 2023, the City collected 1,297 tons per month, compared to 975 tons per month in 2022.

SENATE BILL 1383

City of TORRANCE California

WHO DOES IT IMPACT?

RESIDENTS OF TORRANCE!

In compliance with Senate Bill 1383, the City of Torrance provides organic waste collection services to all single-family and some multi-family residential customers serviced by the City.



FOOD GENERATING BUSINESSES



Some businesses are now required to donate all excess, edible food for people to eat! They're also required to use organics recycling (green carts) for food waste.



Learn more at www.TorranceCA.gov/PublicWorks

ECONOMIC VITALITY

COMMUNITY DEVELOPMENT

Permit Stats and Job Valuation

The City of Torrance Community Development oversees various aspects of construction, enforcement, engineering, and planning activities within the city. Here is a summary of the permit data for each category:

BUILDING AND SAFETY	
Building	9,318
Building Permit	3,606
Electrical Permit	2,847
Grading Permit	94
Mechanical Permit	1,294
Plumbing Permit	1,246
Safety Inspection	27
Solar Permit	45
Underground Utility Waiver	159
Total Permits Issued 1/1/2023 to 12/31/2023 9,318	
Total Valuation: \$135,950,549.24	

PLANNING			
Planning	587	Minor Hillside Exemption	74
Administrative Action	17	Minor Use Permit	3
Conditional Use Permit	37	Modification	16
Development Permit	2	Planned Development	1
Division of Lot	10	Planning Approval Extension	12
Environmental Assessment	5	Planning Commission Review	4
Event or Parking Lot Sale Permit	30	Precise Plan	13
Fence Height Exception	3	Short Term Rental Permit	13
General Plan Amendment	2	Special Animal Permit	2
Home Occupation Permit	276	Special Development Permit	5
Land Use Study	3	Waiver	11
Landscape Plan Review	27	Wireless Telecom Facility	8
Minor Development Permit	11	Zone Change	2

ENFORCEMENT	
Enforcement	1,199
Oil Well Permit	10
Property Complaint	1,002
Sign and Banner Permit	184
Sign Program	3

PERMITS SUBMITTED AND ISSUED IN 2023:

Residential Permits Issued:	7,629
Non-Residential Permits Issued:	806
Residential Permits Submitted:	1,709
Non-Residential Permits Submitted:	278
Residential Permits Finaled:	5,574
Non-Residential Permits Finaled:	597



ENGINEERING	
Engineering	1,106
Construction and Excavation Permit	715
Dumpster Permit	45
Encroachment Agreement	12
Misc Engineering Permit	95
Street Use Permit	239

FINALED PERMITS:

Total Building Permits Finaled	1/1/2023 to 12/31/2023	2,425
Total Mechanical Permits Finaled	1/1/2023 to 12/31/2023	1,029
Total Plumbing Permits Finaled	1/1/2023 to 12/31/2023	1,023
Total Electrical Permits Finaled	1/1/2023 to 12/31/2023	1,629
Total Grading Permits Issued	1/1/2023 to 12/31/2023	11



Alcoba Development



COMMUNITY DEVELOPMENT

Permit Center Visitors

In 2023, the Torrance Permit Center continued to provide efficient and outstanding service, catering to 26,517 visitors. Despite a significant surge in applicants, the center has upheld an average wait time of 10 minutes and 23 seconds, underscoring staff's dedication to delivering swift and exceptional services.

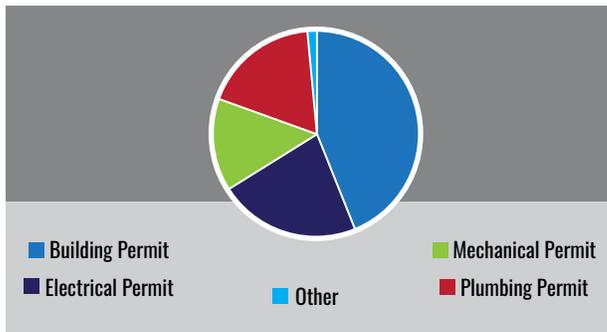
Total visitors: **26,517**

Daily Average: **119**

Average wait time: **10 mins, 23 sec**

Average service time: **13 mins, 16 sec**

Number of Inspections



RECORD TYPE	Count Distinct (RECORD ID)
Building Permit	10,400
Electrical Permit	5,003
Grading Permit	173
Mechanical Permit	3,281
Plumbing Permit	4,726
Safety Inspection	31
Solar Permit	6
Underground Utility Waiver	148
TOTAL INSPECTIONS	23,768

Streamline of Permit, Plan Check & Inspection

Streamlining permits through accepting and issuing permits online showed increases across all permit types. Through the interactive voice response system, staff continue to provide a more streamlined approach in the area of scheduling inspections, obtaining inspection results, cancelling inspections, and obtaining inspection windows.

Permits Issued Online

RECORD TYPE	NUMBER OF PERMITS
Building Permit	387
Electrical Permit	937
Mechanical Permit	99
Plumbing Permit	122
Solar Permit	636
TOTAL PERMITS ISSUED ONLINE	2,181
TOTAL INSPECTIONS	23,768

RECORD TYPE	Count Distinct(RECORD ID)
Building Permit	11,599
Electrical Permit	5,832
Grading Permit	197
Mechanical Permit	3,514
Plumbing Permit	5,006
Safety Inspection	36
Solar Permit	8
Underground Utility Waiver	160
TOTAL INSPECTIONS	26,352



ECONOMIC DEVELOPMENT

Business Attraction Incentive program (BAIT)

In order to increase business attraction efforts, the Office of Economic Development has implemented the Business Attraction in Torrance program.

The City enters into an agreement with a business that comes into the city that meets either of two criteria:

1. New company brings a minimum of 100 additional professional and/or skilled labor employees above what existed prior on the site; or
2. New company is a corporate tenant that results in a 20 percent increase for four complete consecutive quarters in the City's share of sales tax generated above the preceding four complete consecutive quarters for the same specific tenant site.

Downtown Torrance Business Improvement District

In 2023, the City hired Urban Place Consulting Group to assist the Downtown Torrance Association with the formation process of a Business Improvement District (BID). The group is focused on establishing a property-based BID. Creation of a BID was one of the recommendations/strategies called out in the Downtown Revitalization Plan. A BID will allow Downtown property owners and businesses to pool their resources to provide benefits to the area above and beyond those provided by the City.

The proposed annual budget for the BID is just under \$250,000



Locate Here

On the "Locate" icon on the Torrance Advantage home page those seeking a location in Torrance can submit a request and those property owners wanting to list a property can submit a request to have their property posted on the site. Submitted properties then populate the "Hot Properties" map.



Special Events, Filming & Tourism

The Office of Economic Development continues to oversee the approval of Special Events and Filming permits. Torrance is a popular place for both activities. The parks are very popular for company events and cultural activities. Torrance has always been film-friendly and processes approvals very quickly. With a diverse array of film-friendly locations throughout the city, it is attractive to television, commercial, and student productions.

Special events also attract visitors to the city, and with the increasingly successful efforts of the Discover Torrance tourism bureau and the California Welcome Center operated at Del Amo Fashion Center more visitors are "discovering" Torrance and choosing to stay in our hotels. Regional sports and entertainment events are also bringing more tourists to stay in Torrance.

Torrance is positioning itself to attract visitors before, during and after such large events happening in the region to include: Copa America 2024, World Cup 2026, Super Bowl 2027, and the Olympics in 2028.



ECONOMIC DEVELOPMENT

Business Engagement

Staff from the City of Torrance Economic Development team, as well as elected officials, attend several ribbon cuttings each year as part of business engagement efforts. Attending these events helps the team make connections with the business community.

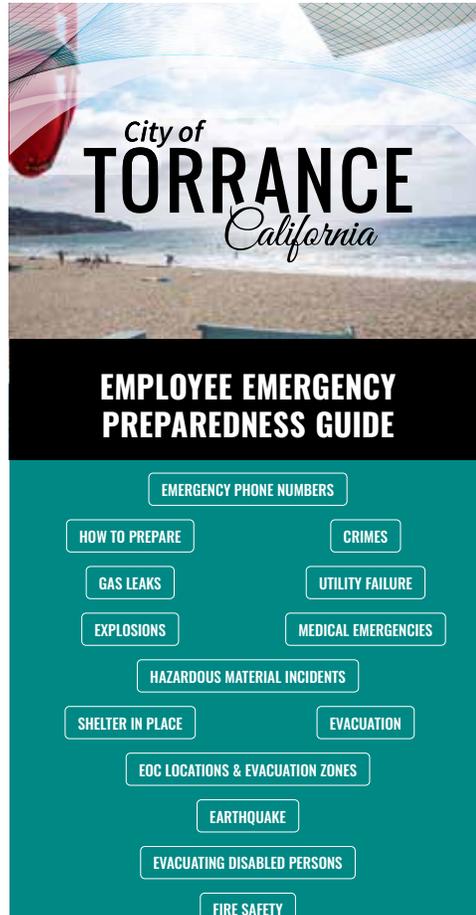
The Economic Development team also does business visits throughout the year. These can be new or existing businesses. Staff are able to listen to concerns from the businesses, and then try to help resolve and issues. This is another way the City engages directly with many diverse businesses in Torrance.



CITY MANAGER'S OFFICE

Employee Emergency Preparedness Guide

The OES developed a 12-page informational guide for City employees on how to respond to various emergencies. A digital version has been created and uploaded on the Emergency Services Share-Point for employees who work in the field and 300 printed guides were made available to City departments. A virtual meeting was conducted to review the guide with the Emergency Preparedness Team so they could share relevant information with their staff.



Make It a Habit (Emergency Preparedness Awareness Campaign)

The Office of Emergency Services (OES) wanted City employees to become more aware of emergency preparedness in the workplace and at home. For the month of September, OES held a competition on Microsoft Teams where questions and tasks were given to earn points. At the end of the competition participating employees were given lunch from The Habit Burger Grill.

- All departments participated
- Approximately **150** employees participated
- City Clerk's team won with most participation



HUMAN RESOURCES

Employee Engagement Survey

Human Resources implemented the annual employee engagement survey. The results showed an increase in the following areas:

- Employee morale has increased
- Majority of employees are satisfied with their jobs and take great pride in the work well done
- Working conditions are safe for the majority of employees
- Employee-management relationship has improved
- Communication between management and staff is effective and positive in some departments; however, there is room for improvement City-wide

Key themes were identified, and Department Heads developed action plans to address the areas of opportunity to improve employee engagement.

Employee Spotlight Program

In collaboration with all departments, employees are recognized through the Employee Spotlight Program. Every month, employees from various departments were publicly recognized by their Department Head for their impactful public service to the City.

Employee Engagement Team

A team of representatives from across City departments was formed and met first in December to discuss, plan, and decide on Employee Engagement opportunities. The team is developing plans for internal programs to recognize staff and boost morale.

Employee Wellness

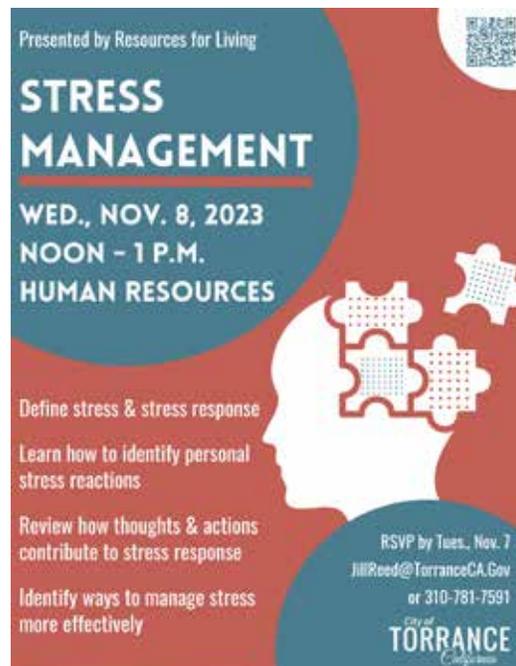
HR led and facilitated the Employee Wellness Program, Healthy Torrance: Mind and Body. The program is designed to get employees to focus on physical and mental health activities.

The City's Health & Benefits Fair returned to an in-person event for the first time since 2019. As part of the open enrollment period, the event allows employees to visit information booths hosted by various vendors and providers, as well as networking with other City employees. The interest-free employee computer loan program also returned to the event for the first time since 2019.

In addition, Human Resources partnered with the Employee Assistance Program/ Resources for Living to host on-site stress management and financial wellness workshops for employees.

Torrance Tailgate Party

Torrance employees had the opportunity to attend a football season "tailgate" party with the Habit Burger truck. Hundreds of employees turned out to enjoy lunch and camaraderie at the event designed to bring the staff together.



Presented by Resources for Living

STRESS MANAGEMENT

WED., NOV. 8, 2023
NOON - 1 P.M.
HUMAN RESOURCES

Define stress & stress response
Learn how to identify personal stress reactions
Review how thoughts & actions contribute to stress response
Identify ways to manage stress more effectively

RSVP by Tues., Nov. 7
JillReed@TorranceCA.Gov
or 310-781-7591

City of TORRANCE
California

The flyer features a silhouette of a head with puzzle pieces inside, symbolizing stress management. A QR code is located in the top right corner.



COMMUNITY DEVELOPMENT - SUSTAINABILITY

Solar Panel Online Permitting

Torrance is committed to increasing the adoption of solar energy systems within the City. To that end, a system was developed for solar permit applicants to upload plans and create a case through a submission portal on Accela, the City's citizen access portal. Accela determines whether the project qualifies for automated permitting or if a plan checker must review the plans for code compliance. This project establishes digital plan check procedures for application submittals, resubmittals, communication with applicants, correction lists, and redlines. Finally, this creates a method for approved plans and permits to automatically be transferred to Laserfiche upon passing final inspection.



Solar Plan Check already occurs fully digitally, and non-qualifying projects are typically processed via email communication. The workflow will be similar to the existing process, with streamlined automation to help with efficiency and convenience for both the applicant and for City staff.

The City was awarded an \$80,000 grant from the California Energy Commission for the California Automated Permit Processing (CalAPP) Program. This grant is directed to be used to implement and develop an online, automated solar permitting platform that shows compliance with SB 379.

Climate Smart Award

The Climate Smart Award was implemented by the Environmental Quality and Energy Conservation Commission in support of the Stewardship of the Environment Priority in the 2021 Strategic Plan. The goal of the Climate Smart Award is to highlight people, businesses, and organizations within the city of Torrance that, through services and actions, clearly demonstrate the importance of environmental stewardship. Three candidates were reviewed and awarded a Climate Smart award in three different categories.

- Torrance Unified School District: Community Award for efforts to reduce schools' carbon footprint through nutrition services
- Jim Montgomery: Water Award for efforts at reducing water usage on his property
- Torrance Memorial Medical Center: Business Award for practices that reduced the overall carbon footprint through reduced electrical and water usage

Environmental Quality and Energy Conservation Commissioners also took part in the City Yard Open House in June to announce our Climate Smart Award recipients and conduct outreach to the public on what citizens would like to see prioritized in the City's Strategic Plan.



GENERAL SERVICES & HUMAN RESOURCES

Heat Pump Installation

General Services began a project with Southern California Regional Energy Network (SoCalREN) to install a water heat pump in the Human Resources Building. General Services has been working with the South Bay Cities Council of Governments (SBCCOG) on various energy efficiency initiatives to improve the City's facility's energy efficiency strategy. Assistant City Manager Danny Santana and Deputy City Manager Viet Hoang assisted General Services with vetting opportunities with the SBCCOG, which to date have included an inventory of energy equipment at the Civic Center Campus.

The collected energy-efficiency inventory allowed the City to pursue a project to replace an existing water heater at Human Resources with a more energy-efficient heat pump. Heat pumps are generally more energy-efficient and environmentally friendly, while water heaters are often more budget-friendly initially, but may have higher on-going operating costs. A program offered through SoCalREN attempts to remove the cost barrier to more energy-efficient equipment by covering the project's cost under an energy-efficiency incentive. The financial incentive the City will receive pays for all equipment and installation costs associated with the project.



Kathleen Cole, Torrance Unified School District, Community Award



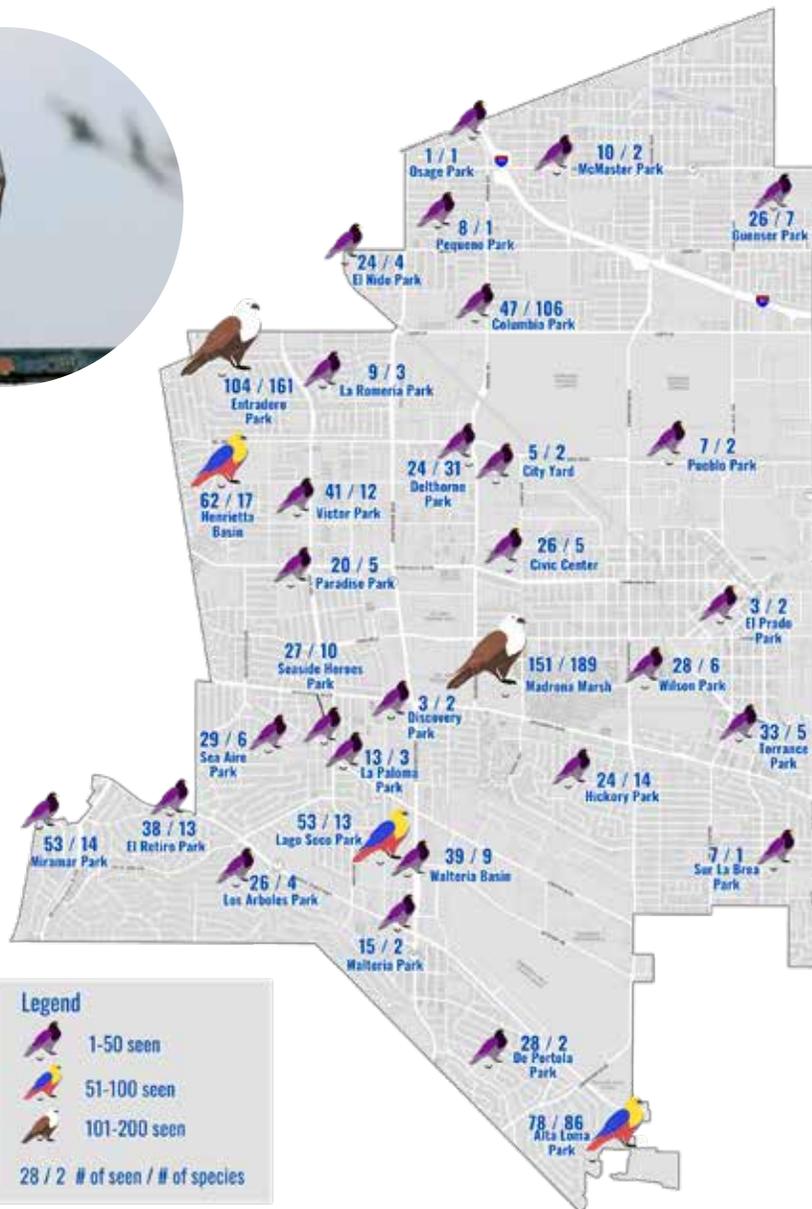
Jim Montgomery, Private Citizen, Water Award

ENVIRONMENTAL - CITIZEN SCIENCE

Citizen Scientist Bird Count

In 2023, nearly every park or property managed by Park Services was surveyed by Citizen Scientists (more commonly known as naturalists). This small group of people go to parks and open spaces to document the different birds, butterflies, dragonflies and other insects. With the increase of pollinator gardens in the city, populations of insects and pollinators have increased, particularly butterflies.

Of note, several bird species are increasing in number. This is unusual because climate change news commonly shares declines in populations. However, there are success stories. Numbers of birds like the Scaly-breasted Munia, Swinhoe's White-eye, and Pin-tailed Whydah, all of which are not locally native have increased. All species of parrots have increased. Dark-eyed Juncos, relatively new residents, now breed throughout Torrance. Cooper's Hawks, once thought to be heading toward extinction, now breed and thrive here.



SBESC Energy Awards

The South Bay Cities Council of Governments (SBCCOG) in partnership with the Southern California Regional Energy Network (SoCalREN), recognized Torrance with a silver level achievement in the inaugural "South Bay Energy and Climate Recognition Program." The program is to recognize South Bay cities for efforts in pursuing energy-efficiency initiatives and sustainability-related tasks.

To participate, cities were required to be enrolled in the SoCalREN, a program administered by Los Angeles County to provide energy-saving services to residents, businesses and public agencies served by Southern California Edison and/or Southern California Gas Company. Cities' progress was tracked through a point system. To earn points, cities had to complete at least one activity within the categories of climate action, education and technical assistance. Cities earned gold-level achievement by earning 12-15 points, silver-level by earning 8-11 points, and bronze-level achievement by earning 3-7 points.



Point-earning activities included the following:

- Participating in a SoCalREN energy program
- Purchasing clean power
- Updating their city's GHG inventories
- Implementing on-site, renewable energy (solar power, hydropower etc.)
- Installing energy-efficient lighting and HVAC replacement in municipal facilities
- Complying with Assembly Bill 802, which requires energy benchmarking and publicly disclosing building energy use
- Showing quantified energy savings in municipal facilities
- Replacing turf (grass) at municipal facilities with more drought-tolerant native, plants
- Hosting beach clean-ups, Earth Day events, gardening events and more
- Promoting sustainable practices online

FACILITIES AND INFRASTRUCTURE

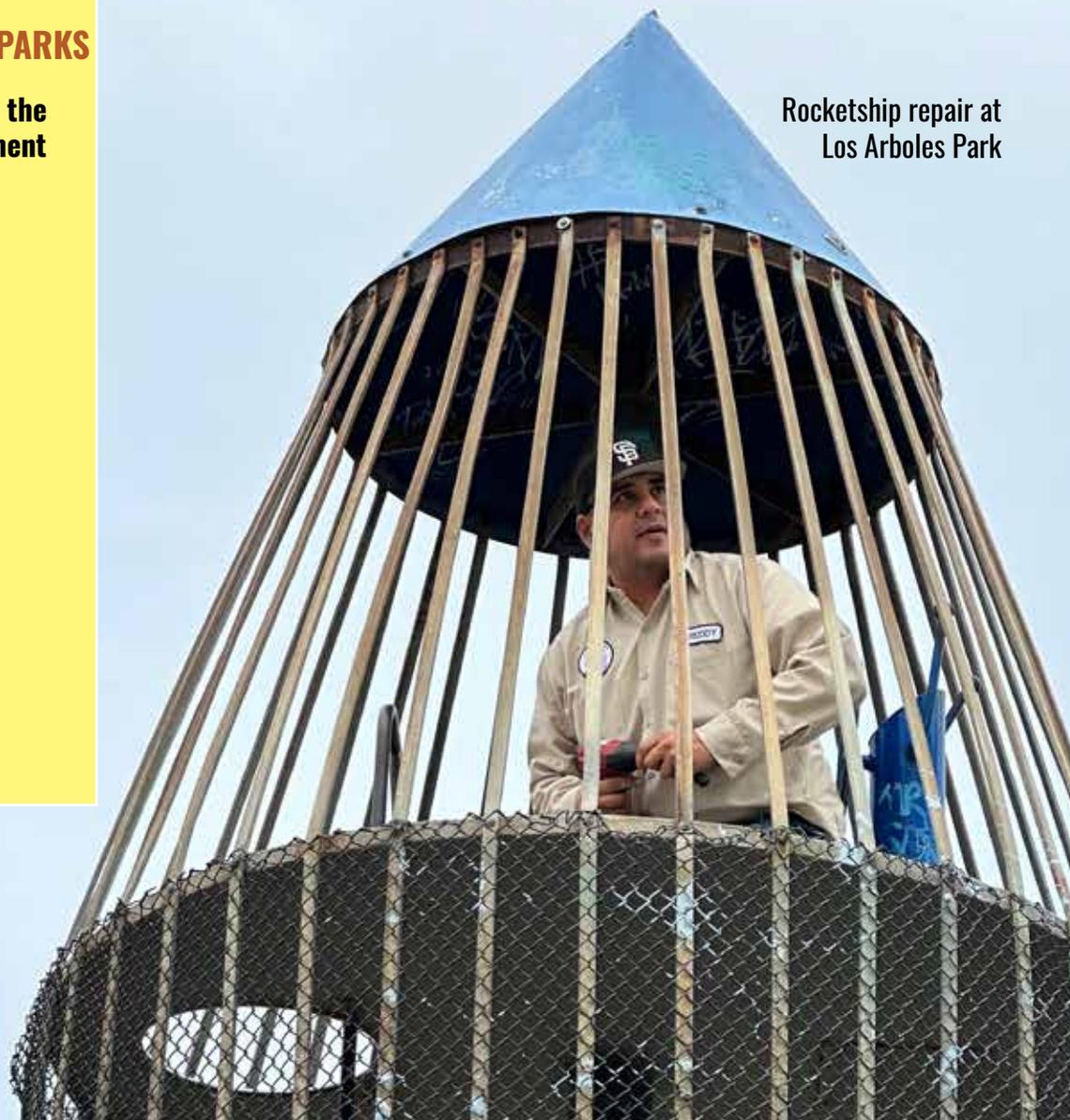
COMMUNITY SERVICES - PARKS

The Park Services Division of the Community Services Department maintains:

- 33 City parks
- 11 park rental facilities
- Civic Center
- City Yard
- Sea-Aire Golf Course
- Madrona Marsh Nature Center & Preserve
- Henrietta, Amie and Entradero Basin slopes
- Various other open-space City properties and Downtown trash cans



Rocketship repair at Los Arboles Park



Installation of benches at Miramar Park



Treehouse sign refurbish

COMMUNITY SERVICES - PARKS

A sampling of work completed during 2023 by Parks Services includes:

6 trees dedication plantings	15 field repairs	11 fence repairs
18 bench dedications	16 fields seeded	17 repairs or improvements made to basketball, paddleball, tennis or golf facilities
53 events supported	1,931 new plants	
226 playground repairs/improvements	61 new signs installed	129 lights repaired or replaced



Cherry tree planting at Columbia Park



Installation of sound abatement curtains



Tree planting at TABB fields

FACILITIES AND INFRASTRUCTURE

PUBLIC WORKS

MISCELLANEOUS WATER MAIN REPLACEMENT, I-153 – 405/NORTH HIGH SCHOOL NEIGHBORHOOD

Completed on December 4, 2023, this project consisted of replacing aging cast iron water pipes with new ductile iron (DI) pipes within the residential area from the 405 freeway south to 182nd Street, and from Prairie Avenue east to Yukon Avenue. The work included the installation of 9,414 linear feet of 8-inch, 6-inch and 4-inch piping; 43 gate valves; 21 fire hydrants; 239 service connections; the abandonment of the old piping and appurtenances; and the restoration of roadway and traffic striping.



Cost: **\$3.1 million** (Water Enterprise Funds)

8" DI Pipe:	2,404 linear feet	Fire Hydrants:	21 each
6" DI Pipe:	6,150 linear feet	Gate Valves:	43 each
4" DI Pipe:	860 linear feet	Water Service:	239 each

SIDEWALK REPAIR FOR DISABLED ACCESSIBILITY, I-135

Completed on August 2, 2023, this project removed and replaced localized areas of displaced sidewalk, curbs and gutters and curb ramps in the neighborhood bounded by Artesia Boulevard, Western Avenue, 182nd Street and Van Ness Avenue to make them Americans with Disabilities Act (ADA) compliant.

• Cost: **\$1.1 million** (CDBG and Measure M Funds)

• ADA curb ramps:	55 each	• Sidewalk:	21,202 square feet
• Replacement trees:	60 each	• Driveway:	3,652 square feet
• Additional trees:	22 each	• Curb and gutter:	792 linear feet



PUBLIC WORKS

STORMWATER BASIN EXPANSION PROJECT, I-179 Completed on November 2, 2023, this project helped the City fully comply with the 2012 National Pollution Discharge Elimination System (NDPES) Permit for 85 percent storm event capture by expanding the Amie, Henrietta and Entradero retention basins for additional storm water capture capacity.

Cost: **\$5.2 million** (Measure W Grant, General, and Sewer Capital Project Funds)

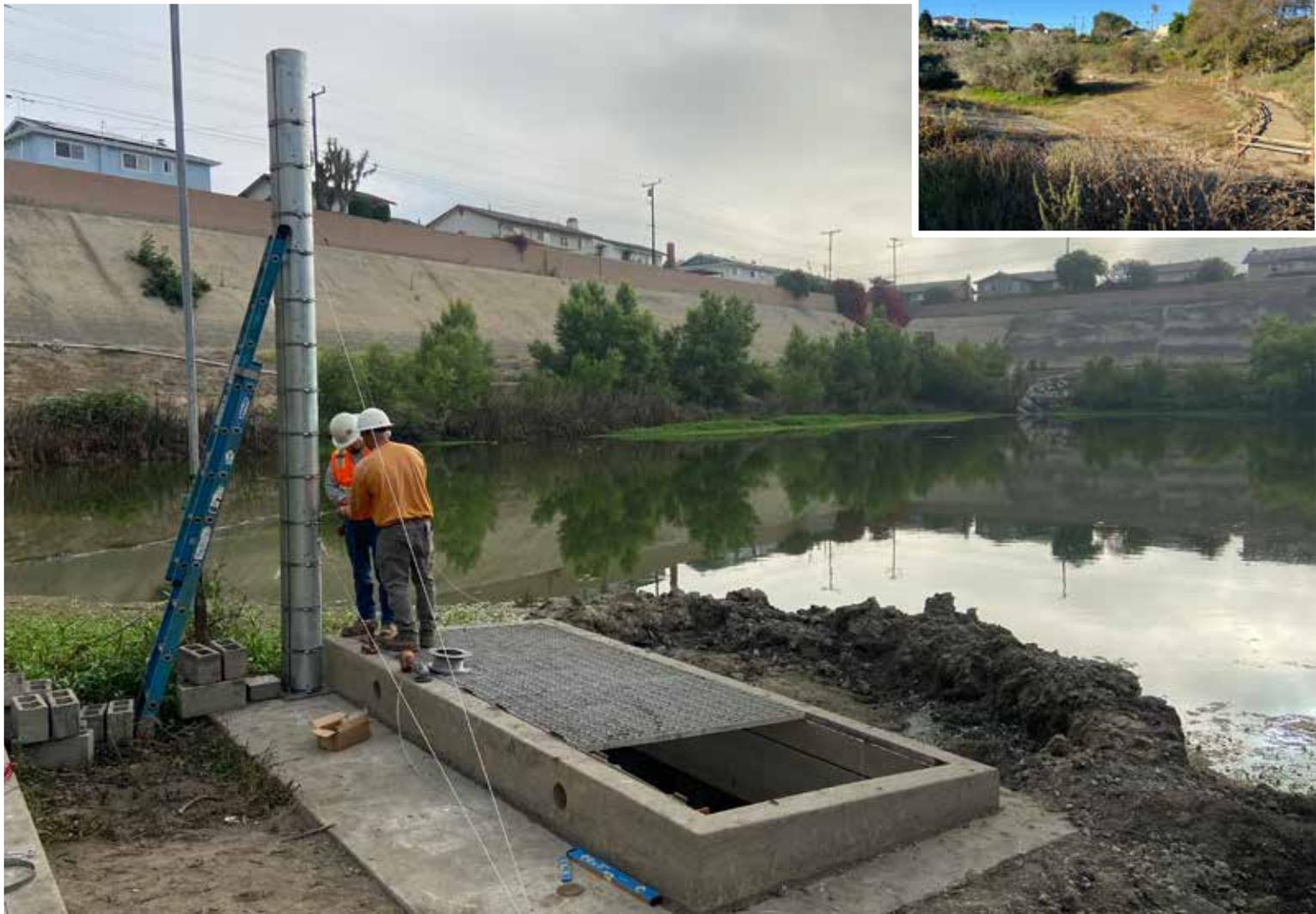
Collectively captures storm water from **1,407**-acre watershed area

Deepened Entradero Basin to capture **85** percent storm event water

Constructed walking trail on south side of Entradero Basin

Deepened Henrietta Basin to capture **85** percent storm event water

Improves habitat restoration at Henrietta and Entradero Basin by seeding for native plants



FACILITIES AND INFRASTRUCTURE

PUBLIC WORKS

Redondo Beach Boulevard Rehabilitation, I-187

Redondo Beach Boulevard is a shared roadway between the Cities of Redondo Beach, Lawndale, and Torrance. The City of Lawndale was the lead agency for the project. Roadway improvements on Redondo Beach Boulevard from Artesia Boulevard to Prairie Avenue included pavement rehabilitation; replacement of damaged concrete curb, gutter, sidewalk and cross gutters; reconstruction of curb/ADA ramps and driveway aprons; and sign replacements. The project was completed in May 2023.



\$2.8 million construction cost

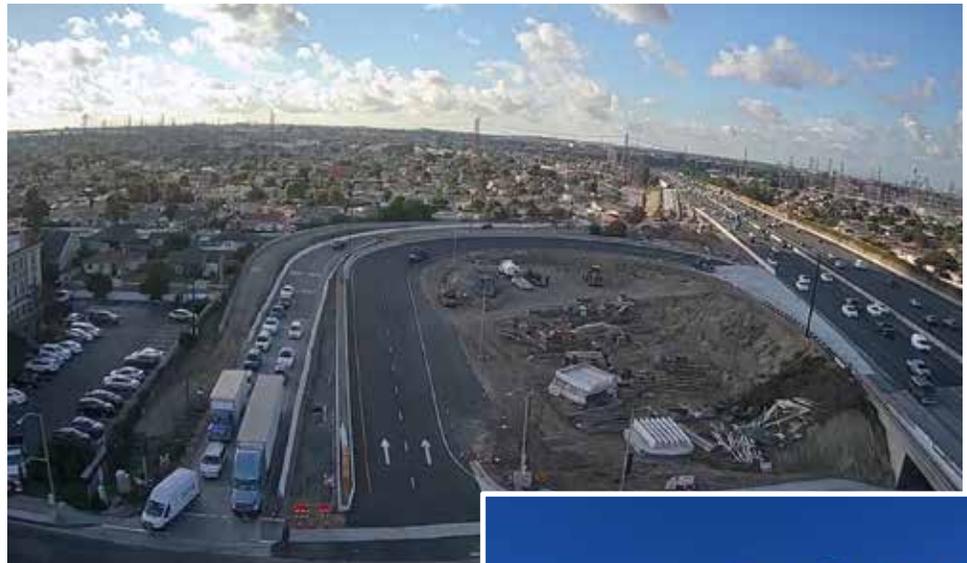
3,000 tons of rubberized asphalt

7,400 square feet of sidewalk repairs

11 curb ramp reconstructions

1-405 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.



To date, both the northbound and southbound mainline of the freeway have been widened between 182nd Street and Western Avenue. Two new on-ramps were constructed at Crenshaw Boulevard (one for northbound and one for southbound) and other ramps were widened. New traffic signals were installed at the on and off ramps, as well as 182nd Street and Crenshaw Boulevard. Construction is anticipated to be completed in March 2024.

As part of the project, two concrete pilasters on the freeway will display the word "TORRANCE". One within the new soundwall in the northbound direction just west of Western Avenue, and the other at the end of the southbound off-ramp onto Crenshaw Boulevard.



\$43.3 million construction contract

65 percent complete

PUBLIC WORKS

Arterial Roadway Striping FY22-23, T-190

This is an annual program to maintain or replace deteriorated traffic striping, pavement markings, and legends on certain arterial roadways Citywide. The locations for this year included the entirety of Torrance Boulevard, Civic Center Drive, and Yukon Avenue and portions of 190th Steet, Del Amo Boulevard, Crenshaw Boulevard, and Sepulveda Boulevard and the intersection of Madrona Avenue and Fashion Way. Work was completed Nov. 7, 2023.

Cost: **\$475,000** (Measure M Local Return)

Striping: approximately **8.5** miles of lane line striping

Crosswalk Striping at **21** intersections



Calle Miramar Storm Drain Improvement I-178 Apple Avenue Alley Storm Drain Installation I-150 & 172nd Street Storm Drain Lining I-192

Completed on December 15, 2023, the overall project addressed drainage issues at three locations within the City:

Calle Miramar Storm Drain Improvement, I-178: The scope of work included the installation of two new storm drain catch basins and a new 18-inch reinforced concrete pipe (RCP) lateral approximately 770 feet in length on Calle Miramar between Via Sevilla and Via Colusa that connects to the existing Los Angeles County Flood Control District 24-inch RCP storm drain on Via Sevilla. This project also included a full-width cold mill and overlay of asphalt pavement along the roadway.

Apple Avenue Alley Storm Drain Installation, I-150: The scope of work included removal and reconstruction of a grated concrete catch basin, installation of 92 feet of 18-inch RCP storm drain, and cold mill and overlay of asphalt pavement.

172nd Street Storm Drain Lining, I-192: The scope of work included installation of storm drain liner in two eroded arched corrugated metal pipes approximately 192 feet in length total, removal and reconstruction of a concrete culvert, and pipe cleaning.

Cost: **\$725,000**

(DIF Storm Drain Impact Capital Funds & Measure W Grant Funds)

18" RCP Pipe @ Calle Miramar: **770** linear feet

Storm Drain Catch Basin: **2** each

18" RCP Pipe @ Apple Ave Alley: **92** linear feet

Storm Drain Inlet @ Apple Ave Alley: **1** each

22"x36" Storm Drain Liner @ 172nd Street: **192** linear feet



GENERAL SERVICES

FIRE STATION 4 REMODEL

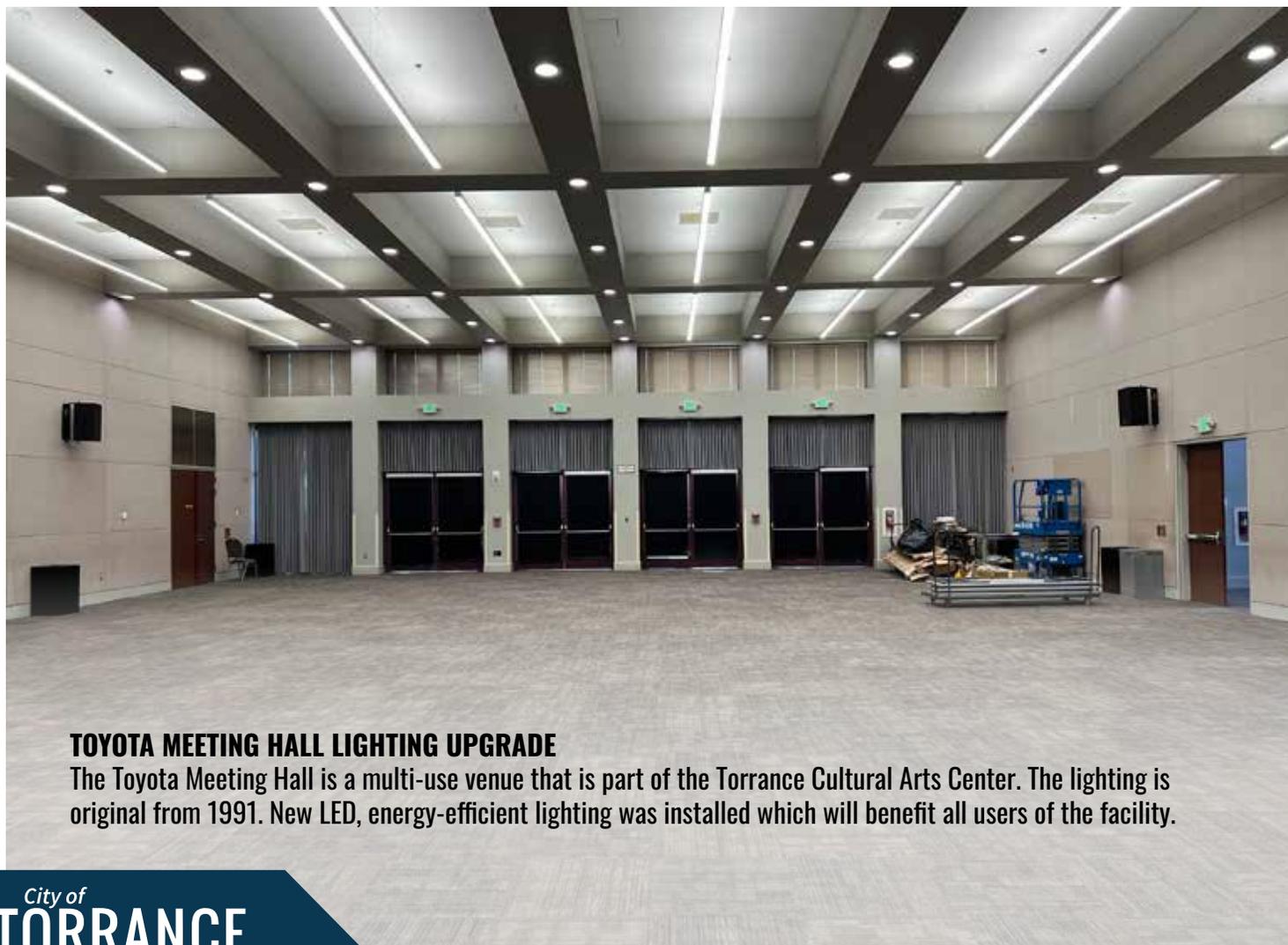
During 2023, the Torrance Fire Department (TFD) worked on an extensive remodel of Fire Station 4 in close collaboration with the City's General Services Department. It is the last of the six TFD stations to be modernized to ensure increased privacy for assigned personnel.

Fire Station 4 was built in 1954 and had original dorm style living accommodations. This did not support a co-ed living and working environment. The remodel consists of:

- A kitchen update
- The addition of dorm rooms and bathroom
- Updated electrical panel
- Installation of fire sprinklers
- Added ADA access throughout the station



As of December 2023, the station remodel was approximately 95 percent complete and has a projected completion date of mid-2024.



TOYOTA MEETING HALL LIGHTING UPGRADE

The Toyota Meeting Hall is a multi-use venue that is part of the Torrance Cultural Arts Center. The lighting is original from 1991. New LED, energy-efficient lighting was installed which will benefit all users of the facility.

TRANSIT

MARY K. GIORDANO REGIONAL TRANSIT CENTER GRAND OPENING

The Grand Opening for the Mary K. Giordano Regional Transit Center (RTC) occurred on June 9, 2023. The RTC building is Leadership in Energy and Environmental Design (LEED) certified. It has two areas for small retail use; Transit store for monthly pass and retail sales; two ticket vending machines; real-time passenger information technologies; operator layover area and amenities; supervisor offices; security office; communications room; training and executive conference rooms.



Six of the agency's lines serve the RTC. They are: Lines 1, Rapid 3, 4x, 5, 6 and 10. It is a connection hub for major Torrance Transit routes and other regional transit agencies.



The RTC has:

- Eight bus berths and the ability for three of them to serve 60-foot articulating buses.
- Sufficient amounts of layover space for buses to accommodate current and future demands.
- Approximately 250 spaces, with the ability to expand into an approximately 500 space parking structure.
- Passenger drop-off zone.
- Passenger information kiosks (including real-time information) and security amenities including a closed-circuit TV system.
- Eight outdoor bicycle lockers and bike racks.
- Infrastructure for electric vehicle charging station.
- Anti-vandalism and anti-skating devices; and
- Roadway, traffic signal, grading, drainage, sewer, water, electrical and communications, infrastructure to City standards to provide optimal on-site circulation for vehicles, bicycles and pedestrians.



The Torrance Transit System was honored with the distinguished Transit Innovation Award by the California Transit Association's Small Operator Committee in November. The award honors an organization's new outstanding innovation, program or service demonstrating innovative concepts, effective problem-solving techniques, or promoting a positive image of transit in the community that benefits Small Operators in particular or public transit in general. The award specifically recognizes the construction and operation of the RTC.

The Digital Signage Experience's "DIZZIE Awards" recognize and celebrate visionaries from around the world whose digital signage installations and campaigns challenge existing standards and drive the industry forward.

Additionally, Torrance Transit was a finalist for an award from the Digital Signage Experience for technological achievements and advancements in the category of Public Transportation, specifically related to the digital signage at the facility. Torrance Transit is the first municipal transit operator to be named as a finalist in this category.

FISCAL RESPONSIBILITY

FINANCE DEPARTMENT

Awards received:

- California Society of Municipal Finance Officers Association – Operating Budget Excellence Awards for the Fiscal Year 2023-24 Operating Budget – First time the city has ever received this award.
- Government Finance Officers’ Association – Distinguished Budget Presentation Award - Fiscal Year 2023-24 Operating Budget
- Government Finance Officers’ Association – Certificate of Achievement for Excellence in Financial Reporting – Annual Comprehensive Financial Report for the Fiscal Year Ended June 30, 2022



Budget

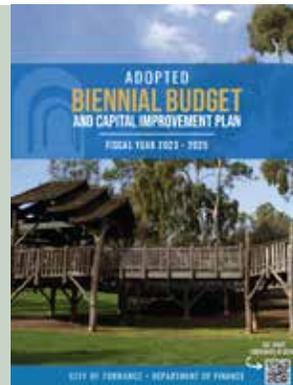
\$504,995,284 2023-24 Citywide Adopted Operating Budget
\$42,964,162 Capital Improvement Plan Budget

Accounting Division

19,012 Accounts Payable invoices processed
37,678 Payroll payments issued
1,927 W-2s issued

Revenue

709 Purchase Orders issued
13,439 Business Licenses
138,990 Cashiering receipt transactions

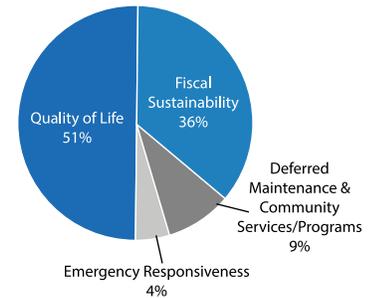


Measure SST

Torrance voters approved Measure SST (Safe Strong Torrance) on June 7, 2022. This is a local sales tax that is collected by the city and is to be spent exclusively on services benefitting the Torrance residents.

All sales of goods within the City of Torrance are subject to sales tax, and SST added a 0.5 percent tax. The tax does not apply to services, groceries, and prescription medications. Measure SST includes strict accountability requirements, including establishing a Citizens’ Oversight Committee to review revenue and expenditure activity of the fund to ensure compliance with City Council’s adopted budget. The Measure SST Citizens’ Oversight Committee meets at least three times a year in July, December, and March.

WHAT IS THE MONEY FROM MEASURE SST SPENT ON?



Key Dates:

- June 7, 2022** Measure SST approved by voters
- February 7, 2023** City Council adopted Resolution No. 2023-11 establishing guidelines for the composition and duties of the Measure SST Citizens’ Oversight Committee.
- April 11, 2023** City Council appointed members to fill the Measure SST Citizen’s Oversight Committee

FY 2023-24 ADOPTED BUDGET	
Quality of Life	
Restore/Maintain Public Safety	10,655,265
Homelessness Response Efforts	1,000,000
Fiscal Sustainability	
CEPPT Contribution	2,500,000
Reserve Contribution	4,802,423
Self-Insurance Rebuild	
Offset Contribution	1,000,000
Deferred Maintenance & Community Services/Programs	
Capital Contribution	1,984,600
Emergency Responsiveness	
Cyber Security Upgrades	1,000,000

FY 2023-24 Operating Budget: \$22,942,288

CITY TREASURER

Annual Overview

In 2023, the City Treasurer’s Office saw continued growth in investment earnings and yields. The office also made other improvements and efficiencies to its processes.

\$9.5 Million in investment earnings | **\$78.3 Million** in new investment purchases

57 purchase transactions | **16** maturities totaling **\$15.5 million**

4.393% yield/returns as of December 31, 2023 | **\$287.6 million** in total funds

- Revised Investment Policy and certified by California Municipal Treasurers Association
- Built new cashflow platform to improve cashflow forecasting
- Implemented California Asset Management Program, a new liquidity investment pool
- Applied and was approved for Rule 144A to purchase Institutional Class Corporate Bonds
- Evaluated brokers and expanded Broker/Dealer Questionnaire
- Improved maturity ladder
- Investigated alternative investment reporting software to prepare for transition and improve reporting
- Engaged USC graduate students in a Capstone study
- Executed Empower contract amendment



TRANSIT

Torrance Transit Grant Funding

Metro Toll Lanes – Enhancements of Line 1 and Line 6:

\$7 million

Award of grant funding for operating service enhancement of Transit’s Lines 1 and 6, serving Del Amo Fashion Center, Torrance City Hall, Torrance Transit’s new Mary K. Giordano Regional Transit Center, Harbor UCLA, Harbor Gateway Transit Center and Dignity Health Sports Park. This would increase operating service frequency to 20-30 minutes during peak and 45-minutes off peak.



Metro Visionary Seed Funding for Micro-Transit Pilot Program: \$1 million

Torrance Transit submitted a grant application for Metro’s Visionary Seed Funding for the Micro-Transit Pilot Program. This service will deliver first-last mile connections to Downtown Torrance, Mary K. Giordano Regional Transit Center, and El Camino College, as well as citywide service for targeted populations (seniors and Dial-A-Ride Program participants, etc.). The project would deploy seven fully electric shuttles, three of which are wheelchair accessible. Torrance will operate wheelchair accessible vehicles (WAVs) at an equivalent level of service as non-WAV. The service is designed to support community anchors as well as regional Torrance Transit bus lines that connect to surrounding cities.

- Projected to have **36,500** unlinked passenger trips annually for local travel
- Projected to have **33,500** unlinked passenger trips annually for first-last-mile trips to transit stops and hubs

INTERAGENCY COLLABORATION

CITY MANAGER'S OFFICE

Torrance Unified School District and City of Torrance Strategic Collaboration Agreement

The City of Torrance and the Torrance Unified School District (TUSD) have had a longstanding history of collaboratively sharing services and facilities. This history dates to the early 1950s, with the most recent mutually approved Joint Use Agreement (2013) originally set for expiration June 30, 2023. In the wake of recent facility changes and evolving programming needs, both agencies commenced a process to update the Joint Use Agreement in 2019. Pandemic era restrictions constrained the advancement of the renewal discussions. In 2022, the TUSD and the City reached interim measures to continue to offer Afterschool programming and continue the exchange of other City services and facility usage.

In keeping with the City's Education, Diversity and Enrichment Strategic Priority, which includes a goal to strengthen the commitment for collaboration between the City and TUSD, the City Council appointed Councilmembers Aurelio Mattucci and Asam Sheikh to the Joint Use Agreement Ad-Hoc Working Group in late 2022. TUSD appointed Jeremy Gerson and Anil Muhammed.



In May 2023, the District Board of Trustees and the City Council approved a Strategic Collaboration Agreement that restated the need for continued collaboration for the benefit of City residents and TUSD students and have identified five areas of key collaboration to include:

- Safe school environments
- Complimentary educational enrichment initiatives
- Recreational, Cultural Arts and Library programming
- Environmental sustainability
- Workforce housing

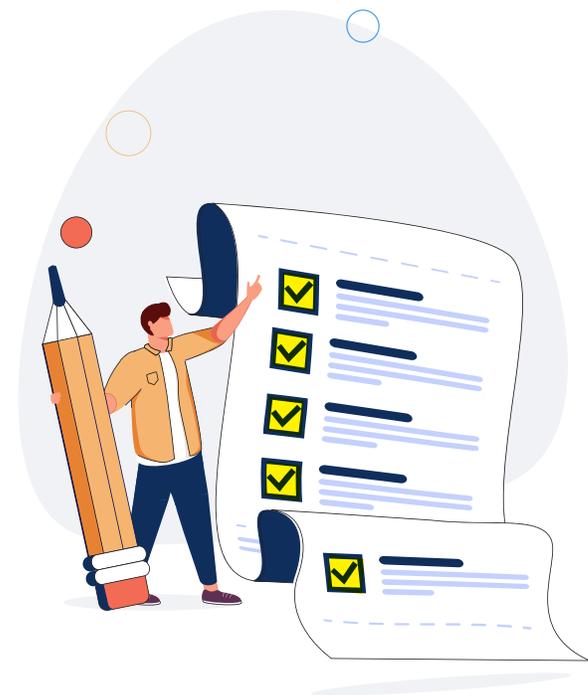
CDD

Code Enforcement Program

The City of Torrance established a Code Enforcement Program in an effort to ensure everyone's quality of life is maintained throughout the community. The Code Enforcement Program was developed not only to give the City a means to obtain code compliance, but to protect the rights of anyone identified as being in violation of a City code.

In that regard, this is a positive program that promotes a sense of shared responsibility. In order to reinforce the importance of compliance with municipal and building and safety codes, the Torrance City Council has authorized use of administrative citations for violations. A Code Enforcement Officer has authority to issue a citation using professional discretion as to the severity and immediacy of each situation.

Such tickets, when issued, carry penalty fees that must be paid by those who would fail to remedy the situation noted by the Code Enforcement Officer. This step would always be used prior to referral of violations to a prosecuting attorney and then subsequent added expenses for a legal process.



COMMUNITY SERVICES

Collaboration with Torrance Unified School District

In partnership with Torrance Unified School District (TUSD), the City's After School Club provides quality care for more than 275 students within Torrance. This year it expanded to include two middle school sites making a total of 10 program sites offered and a 4 percent increase in participation. Over the year, the program maintained an overall rating of 95 percent satisfaction based on numerous parent surveys distributed.

The City expects to expand the program to additional school sites for the 2024-2025 school year.

The City's Youth Basketball Program had limited indoor and largely outdoor court facilities in 2022-23. Due to the inconsistent nature of Program locations, enrollment was approximately 600 youth. Following the partnership agreement, the City's Program utilizes TUSD middle school gymnasiums for weekday practices and weekend games. As a result of the professional environment and coordination with TUSD on program elements, the youth enrollment for youth basketball in 2023-24 is approximately 1,100 youth.

The City and TUSD also partnered to feature the TUSD logo on the player jerseys.

Additionally, the Plunge hosted a Cardboard Yacht Regatta for the students at nearby Madrona Middle School. Students designed and constructed boats using just cardboard and duct tape. They then attempted to propel them across the pool.



Friendship Cities & International Guest Visitors

The City of Torrance launched the Friendship Cities Program in 2023, signing partnerships with three international cities in the first year: Changhua and Tainan, both in Taiwan, and Hwaseong City in South Korea. The goal of these agreements is to make a joint effort to encourage economic development and provide support for business investments, as well as to enhance and implement cultural, educational, athletic, technical, and youth exchanges and collaborations.

Torrance officials and staff made international visits and welcomed international visitors in 2023:

January 2023

Hwaseong, South Korea:

Delegation including Mayor Jeung, several council members and staff visit Torrance

March 2023

Torrance Mayor George Chen travels to Taiwan and signs two Friendship Cities agreements: one with Changhua City and with Tainan City

May 2023

Armenia's Council of International Business Relations:

Delegation visits Torrance and meets with elected officials, staff and Chamber of Commerce representatives

July 2023

Torrance Sister City Association: Student delegates from Torrance visit Kashiwa for a three-week student exchange program

Consul General of Austria Michael Postl: meet-and-greet luncheon attended by Torrance Mayor Chen, Councilmember Sheik, Councilmember Kaji, and staff

Consulate General of Pakistan LA, Asim Ali Khan: meet-and-greet luncheon attended by Torrance Mayor Chen, Councilmember Lewis, Councilmember Sheikh, and staff

Hsinchu City Government Education Department: Delegation had a tour of local elementary school and luncheon, Mayor Chen attended





August 2023

Torrance Sister City Association: Delegation of eight students and their adult leader visit Torrance for a student exchange program

September 2023

Friendship City Changhua City: Delegation including Mayor Lin visits Torrance. Torrance Mayor Chen and staff attend

October 2023

Torrance Sister City Association: City of Torrance adult delegates travel to Kashiwa, Japan, to celebrate 50th Sister City Anniversary

Torrance Friendship Cities: Torrance elected officials travel to South Korea for a formal signing of the agreement and a tour of Hwaseong City, business site visits and meetings

Honda Headquarters, Tokyo, Japan: Torrance officials have a tour and visit with Honda Government Affairs Team



November 2023

Tainan City Economic Development Bureau members and the Taipei Economic and Cultural Office Director met in Torrance with elected officials, City staff, and representatives from the Torrance Area Chamber of Commerce and Discover Torrance



FIRE

Overall Incident Report

As an all-risk public safety provider, the Torrance Fire Department (TFD) responded to 16,213 incidents in 2023. Rescue and Medical Emergencies accounted for 73 percent of all incident types. By regularly analyzing incident data, assessing changes in community risk levels, and identifying hazards in TFD's jurisdiction, TFD maintains its focus on continuous improvement in order to provide the best service to the community.

16,213 incidents

11,887	Rescue and Emergency Medical Services calls	1,215	service calls
5,637	Basic Life Support transports	1,866	good intent calls
3,422	Advanced Life Support transports	737	false alarm & false calls
148	fire Incidents	15	special incident type calls
3	overpressure rupture, explosions or overheating incidents (no fire)	4	severe weather & natural disaster calls
338	hazardous conditions incidents (no fire)	913	Mandated Fire and Life Safety Inspections completed



CRRD Restructuring

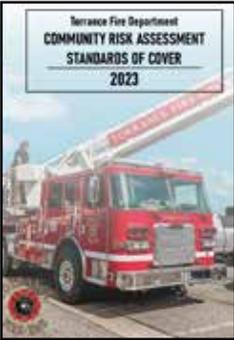
In 2023, the Torrance Fire Department's Community Risk Reduction Division (CRRD) underwent an important staffing restructuring. The Fire Marshal designation was moved from an Assistant Fire Chief position to the Fire Prevention Manager. The Fire Chief's vision for this reorganization was to professionalize the Fire Marshal's standing. With this change, TFD now has an Office of the State Fire Marshal (OSFM) Certified Fire Marshal leading the CRRD. The newly designated Fire Prevention Manager/Fire Marshal reports directly to the Fire Chief. This restructuring resulted in providing additional career advancement opportunities with the CRRD by now having a career ladder that extends from the entry level Fire Prevention Specialist position to the division head position of Fire Prevention Manager/Fire Marshal.

<https://www.torranceca.gov/government/fire/community-risk-reduction-division>



FIRE

Community Risk Assessment



In 2023, the Torrance Fire Department developed the 2023 TFD Community Risk Assessment/Standards of Cover document (CRA/SOC). The CRA provides an understanding of potential emergencies that can arise from unique risks and hazards identified in the community. The SOC outlines the framework of TFD's emergency response operations and deployment strategies - it establishes operational metrics, such as performance benchmarks and expectations that guide the deployment of department resources, staffing levels, apparatus placement, and response times. By aligning established operational metrics with the identified risks and hazards, the Standards of Cover describes how TFD endeavors to meet the needs of the community.

As a core document of the department's continuous improvement efforts, the CRA/SOC supports the department's ability to anticipate, respond to, and mitigate emergencies through data-based decision making, transparency, and collaboration with the community. The CRA/SOC is a requirement for obtaining and maintaining Accredited Agency status with the Commission on Fire Accreditation International (CFAI) through the Center for Public Safety Excellence (CPSE). TFD was first accredited in 2019 and successfully completed an on-site re-evaluation by CPSE peer assessors in December 2023. The Peer Team has recommended TFD for re-accreditation. TFD seeks to formally obtain re-accredited status in February 2024 for another five-year period, by appearing in front of the CFAI at their annual Excellence Conference.

The completed and accepted CRA/SOC will be published and available on TFD's website in spring of 2024.

EMS Advancements



2023 was marked by further advancements in Torrance Fire Department's Emergency Medical Services (EMS).

Since its inception in 2021, the EMS Patient Transportation program has continued to evolve. In 2023, the program expanded from 29 to 35 full-time Ambulance Operators (AOs). This increase elevated the program to four 24-hour ambulances, two peak-staffed ambulances 7 days per week, and one 24-hour Ambulance Patient Offload Time/Field Training Officer used to reduce hospital wait times. These modifications have significantly improved the resiliency of the program and have ensured that resources are available for community needs, even in the busiest of times. The AOs who are hired, continuously feed the "Grow Our Own" program and approximately half of each Fire Recruit class is filled with previous AOs.

In October 2023, the EMS division made significant enhancements in data collection and reporting by converting to the National Emergency Medical Services Information System (NEMSIS). The NEMSIS system will facilitate data-driven decision-making, improve patient care, and enhance the overall quality and efficiency of EMS systems nationwide.

TROPICAL STORM HILARY EMERGENCY RESPONSE

Public Works' emergency response to Tropical Storm Hilary in August included the Streetscape Division responding to 120 emergency tree calls including: 60 downed trees, 60 broken limbs and hundreds of palm fronds. Additionally, 4,500 sandbags were distributed by multiple City Departments from the City Yard to the public over three days.



TRANSIT

California Highway Patrol Annual Inspection Audit

The State of California mandates that all transit agencies comply with a motor carrier inspection every 13 months. California Highway Patrol (CHP) randomly inspects 22 percent of our current bus fleet, which includes physical inspection of the vehicles ranging from undercarriage, interiors, and safety related items. Additionally, CHP inspects operators' logbooks and vehicle service records. In the year of 2023, the department obtained its satisfactory rating concluding with a departmental celebration that included recognition of the team who maintained the vehicles.

- 24th consecutive satisfactory audit with zero mechanical findings placing no vehicle out of service.
- Torrance Transit routinely conducts a program for CHP Inspection where all vehicles are inspected within a 90-day interval.



CITY MANAGER’S OFFICE

Homeless Outreach Program

The City’s Street Outreach Team works closely with the Torrance Police Department Community Lead Officers (CLOs) to respond to many incoming requests from community members. The Outreach Team and CLOs partner with nonprofits and government agencies to provide services to the unhoused community. In 2023, the Outreach Team welcomed a second Outreach Coordinator, increasing the City’s capacity to respond to homelessness in Torrance.

3290 Interim Housing Program

Torrance Civic Center grounds is the site of a 40-unit temporary housing program. The program couples temporary housing in the form of a tiny home for people experiencing homelessness with case management, housing navigation, and support services. The goal of the program is for participants to achieve permanent housing solutions, such as family reunification, subsidized housing, or permanent supportive housing.



- 28** Clients Permanently Housed from 3290 (Since July 5, 2022)
- 12** Clients Permanently Housed from Street Outreach Program in 2023
- 190** Clients Served through Street Outreach Program in 2023
- 24** Number of Encampment Clean Ups in 2023

Office of Emergency Services (OES)

The City has a responsibility to provide safety and security to the public before, during, and after an emergency or disaster. This falls under the Office of Emergency Services (OES). In 2023, the OES developed several resources toward those efforts.

The Emergency Operations Plan (EOP) lists general concepts of operation, control mechanisms utilized in the emergency process, emergency management organization and assigned roles and an overview of possible hazards within the City. The Department Emergency Operations Plan (DEOP) is similar to the EOP but has more specific information per department. The EOP was adopted in Dec. 2022 and the DEOPs were completed in March 2023.

In addition, the OES developed a 12-page guide for City employees on how to respond to various emergencies.

In September, the OES conducted a walkthrough of the City’s Emergency Operations Center (EOC) for roughly 70 City employees who have a responsibility in the EOC when it is active. A presentation was given about the background of the EOC, as well as key points needed to understand the purpose of emergency response. Employees were given their job descriptions and also toured the mobile EOC.

Also, approximately 25 employees took part in California Specialized Training Institute courses (G775 and G191) for employees who have a responsibility in the EOC. Both courses introduce the EOC structure. More courses will be offered in 2024.

Finally, the OES developed the Local Hazard Mitigation Plan, which details how the City is preparing or would react to local hazards. OES staff met with all departments to understand what projects are in place to assist with mitigation for hazards. In 2023, the public was given the opportunity to review the document and offer feedback. The LHMP has been completed and is in review with the California OES.



POLICE

Torrance Police – Awards & Recognitions

Officer Kevin Kuet and Officer Zachary Sledge received the 2023 Centurion Award for Excellence in Investigations – Critical Incident Response from the Peace Officers Association of Los Angeles County. In recognition of stopping the Monterey Park mass shooter on Jan. 22, 2023. Displaying extraordinary decisiveness and presence of mind with unusual swiftness of action, regardless of their safety, Officer Kevin Kuet and Officer Zachary Sledge identified the Monterey Park shooter’s vehicle. They developed a lawful reason to conduct a traffic stop and engaged the driver who was later identified as the Monterey Park mass shooter, before he could be a further threat to the community.



Torrance Police Lt. Peterson and Officer Bernier were honored with Life Saving Awards at the 2023 medal of South Bay Valor Awards presented in May by the South Bay Police & Fire Memorial Foundation.



SOUTH BAY
Medal of
Valor



Chief Jay Hart and officers from the motor detail attended an award ceremony at the Skirball Cultural Center where three Torrance Police Officers were honored by MADD (Mothers Against Drunk Driving) for their outstanding achievement in the fight against drunk driving.



POLICE

Torrance Police Department Welcomes Official Bloodhound Program

The Department welcomed K-9 Tango, representing the start of the department’s official bloodhound program. Tango is one of about 10 bloodhounds in all of Los Angeles County. He has the ability to track an individual’s scent or odor, which is how he identifies and locates a person such as a missing child. His jowls, loose wrinkles and large ears work to contain odor around his nose and face. Tango was officially sworn in Feb. 16, and will be a tremendous asset to the Torrance community and the rest of L.A. County.



2023 TPD STATS

40,061 calls for service

13,843 officer-initiated calls

2,866 moving citations

577 felony arrests

555 misdemeanors

136 driving under the influence

98 juvenile felony arrests

37 juvenile misdemeanors

COMMUNITY DEVELOPMENT

Commercial Façade Improvement Program

The Commercial Façade Improvement Program debuted in the Fall of 2022 to allow businesses and owners of commercial and industrial properties to apply for a rebate to cover a portion of the costs to upgrade and rehabilitate the property. Qualified improvement projects include:

- façade upgrades
- landscaping & irrigation
- Awnings
- window and door upgrades
- exterior lighting
- painting and stucco
- outdoor dining improvements

The maximum rebate amount is \$40,000. The program application window is currently closed and will be reopen April 1, 2024. The City approved or provisionally approved five applications for the program in 2023.



Digital Plan Check

The City of Torrance is currently in the midst of a digital transformation, revolutionizing its permit issuance and plan check processes. This forward-looking initiative is poised to bring about substantial benefits for both the city and its residents.



Efficiency Amplified:

The transition from traditional paper-based systems to an advanced digital platform allows for streamlined workflows and accelerating project approvals.

Enhanced Accessibility and Convenience:

The creation of a user-friendly online portal enables easy submission of permit applications

and documents. Real-time updates on application status foster transparency, keeping applicants informed and engaged throughout the process.

Cost-Effective Operations:

Torrance anticipates a reduction in operational costs associated with manual processing, printing, and storage of paper documents. Automation of

routine tasks will allow city staff to allocate resources more strategically.

Time Savings for All:

Automated notifications and reminders ensure that applicants stay informed about the status of their submissions, minimizing uncertainty and delays. The result is a more responsive and efficient municipal service.

Customer-Centric Approach:

Torrance aims to create an environment where residents and businesses feel supported and guided throughout the permitting journey, fostering positive interactions between applicants and city officials.

CIT & CITY MANAGER'S OFFICE

City Website Refresh

The Communications & Information Technology Department and Cable & Community Relations Division of the City Manager's Office are set to initiate a renovation of the TorranceCA.Gov website.

The primary objective of this overhaul is to enhance community engagement and facilitate improved communication channels with residents, businesses, and visitors. The aim is to streamline the user experience, making it effortless for individuals to access relevant information. Additionally, the project seeks to enhance the dissemination of City news and events, as well as provide comprehensive guidance on accessing City services such as business licensing and permits.



An initial team has been formed to start the process. Their tasks will encompass analyzing the current website usage patterns, evaluating potential vendors, outlining a blueprint for the new website, and devising a training regimen for staff members to effectively manage and update the site moving forward.

CITY CLERK

March 2024 General Election

Three council district seats (2, 4, and 6) are on the March 5, 2024, General Election ballot. The City Clerk conducts consolidated elections with the Los Angeles County Registrar-Recorder/County Clerk for the City of Torrance. At the time of publication of this report, the election had taken place, but results had not been certified.

Any new members of the City Council will be sworn in during a Council Meeting in April 2024 and begin serving the term immediately.



CIVIC CENTER MASTER PLAN

Civic Center Master Plan & Feasibility Study

In pursuit of a reimagined Civic Center, the City Council awarded a Consulting Services Agreement to Gruen Associates of Los Angeles. Gruen Associates will play a pivotal role in developing the Civic Center Master Plan and Economic Feasibility Study. This comprehensive plan will address the aging structures and explore opportunities to efficiently make use of the Civic Center Campus.

Public input on the design plan is nearly complete. The consultant will next draft several design plans and the City will solicit feedback from the community.

Presentation of the process at six commission meetings:

- Youth Council
- Environmental Quality and Energy Conservation Commission
- Traffic Commission
- Planning Commission
- Cultural Arts Commission
- Commission on Aging

Events were scheduled to engage the public at City Hall, the Plunge, Torrance Farmers Market, LA Galaxy Soccer Center and at the Pitch Torrance business event. A webinar was scheduled with homeowner associations to discuss the plan with the consultants. Presentations also were made at a community open house, to the TUSD board and to a faith-based collaboration.

DISTRICT 2

<input checked="" type="checkbox"/>	Bridget Lewis	3,344 votes	53.86%
	Andrew Lee	2,862 votes	46.14%

DISTRICT 4

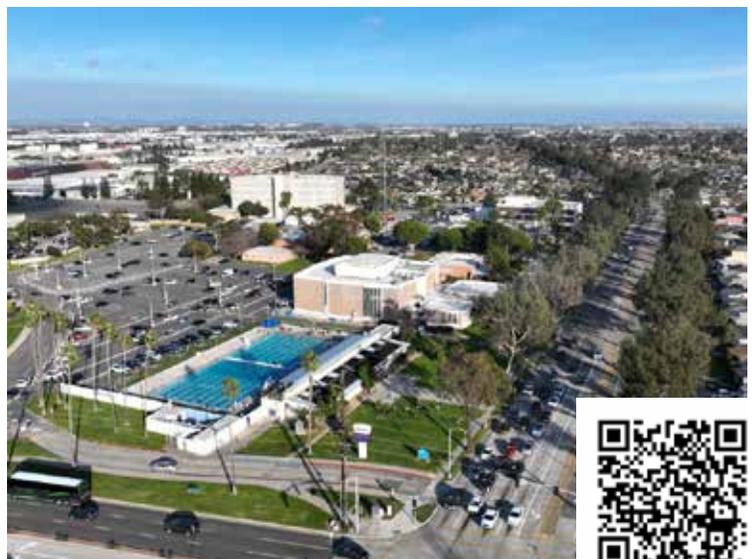
<input checked="" type="checkbox"/>	Sharon Kalani	3,859 votes	83.82%
	Kousha Modanlou	745 votes	16.18%

DISTRICT 6

<input checked="" type="checkbox"/>	Jeremy Gerson	2,041 votes	38.18%
	Tony Yeh	1,972 votes	36.91%
	John "Jack" Walser	1,332 votes	24.92%



TORRANCE CIVIC CENTER MASTER PLAN



ECONOMIC DEVELOPMENT

Pitch Torrance

The Office of Economic Development is developing a program to encourage businesses to contract with the City. The program will have a rolling application process and will be kicked off with an event to inform companies about the opportunities and how to do business with the City. Companies will be able to present or showcase their product or service to City decision makers to meet a need or overcome a challenge the City might be facing.

Select Torrance

The City is developing a Select Torrance program to piggyback off of Select LA and Select USA to encourage foreign direct investment and for businesses to choose Torrance to locate when looking to come to North America to bring their product or service. This will build off of the Pitch Torrance program by bringing an international spin, connecting Friendship Cities and international business connections directly with the City to contract with the City or to locate in Torrance.

RECREATION

Youth Sports Basketball League

The Youth Sports Basketball League will expand in 2024 through a partnership with Torrance Unified School District. Middle school gyms will be used for weekday practices and weekly games.

Community Sports Complex Roller Rink

The Community Sports Complex Roller Rink will have a flooring upgrade in 2024.

PUBLIC WORKS

Resurfacing of Railroad Bridge Crossing (Crenshaw Bridge)

Similar to the Hawthorne Bridge, which was upgraded in 2023, the Crenshaw Bridge is owned by Metro and Operated by BNSF. Over the years, the surface of the bridge has deteriorated.

As part of the City's branding and beautification efforts, Public Works staff worked with Metro on a plan to repaint the bridge via the services of a licensed contractor. The project is in the process of being awarded. Work is estimated to begin in Spring 2024.

Citywide Tree Planting Program

On December 12, 2023, City Council approved funding to plant 7,000 trees to fill vacant tree sites throughout the City. The trees will be planted over a four-year period (1,750/year) along parkways and medians in the public right-of-way, equally distributed throughout each of the City's six council districts.



TRANSIT

Fleet Modernization and Replacement Program

This project will replace the current bus fleet with zero emission buses by 2040 as mandated by the State of California. This will be a three-phase project, with Phase 1 vehicles being ordered in early 2024 and delivered by late 2025. Phase 2 is scheduled for Spring 2025 and Phase 3 for Spring 2026.

- The current purchase for early 2024 is looking to obtain 20 Compressed Natural Gas (CNG), 2 electric and 2 hydrogen fuel cell buses. The acquisition of the two electric propulsion buses and two hydrogen fuel cell buses is to determine which path best suits the Torrance Transit Department.
- The Department is looking into phasing out CNG buses and moving towards zero emission by reducing the percentage of Compress Natural Gas purchases at each phase.
- Approximate cost for CNG bus: **\$700,000**
- Approximate cost for Electric Propulsion bus: **\$1 million**
- Approximate cost for Hydrogen Fuel Cell bus: **\$1.1 million**



Shuttle Service to the Intuit Dome Via Line 10x

The Intuit Dome is still in the construction phase, but City staff will be scheduling meetings with the Inglewood Planning department to identify a proposed route and bus stops to service the new basketball facility in hopes of establishing this service. The Intuit Dome will be the home of the Los Angeles Clippers.

21,772

estimated unlinked passenger trips during NBA season

41

potential NBA game days service to be provided

10

estimated number of buses utilized per game day event

\$4

round trip fare revenue/cost

Private Shuttle Services Regional Transit Center

In the upcoming months, Transit will collaborate with FlixBus and the Hollywood Bowl Shuttle to develop an agreement to allow them to operate out of the Mary K. Giordano Regional Transit Center. This is an ongoing project subject to negotiations.

Red Car Rubber-Wheel Trolley

A request for proposals for the design and construction of Rubber Wheel Trolley buses is in development with release planned for summer of 2024. Vehicles will have to comply with State of California Zero-Emission vehicle requirements.

Regional Transit Center Parking Structure

Staff is currently drafting a request for proposals for the development of the project and construction management, with a planned release in March 2024. This project is directly correlated to the Metro C-Line Extension to Torrance to be voted on by the Metro Board in Spring 2024

Torrance Transit received \$35 million dollars of Measure R Investment Funding to design and construct a multi-level parking structure at the Mary K. Giordano Regional Transit Center.



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

Content was provided by Staff from all City departments.

The report was produced by Staff from the Human Resources Department and the Central Services Division of the General Services Department.

Content Coordinator & Editor: Jill Reed, Staff Assistant, Human Resources

Designer: Allen Teng, Graphic Designer, Central Services

Design Review: William Urquilla, Central Services Coordinator

Design & Printing Review: Carlos Romero, Central Services Supervisor

Gerry Pinela, Facility Operations Manager, General Services

Danny Santana, Assistant City Manager

Aram Chaparyan, City Manager

