



CITY MANAGER'S ANNUAL REPORT



FY 2024

Presented by
**Maria V.
Kachadoorian**

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Chula Vista City Council



John McCann
Mayor



Carolina Chavez
District 1 Councilmember



Jose Preciado
District 2 Councilmember



Alonso Gonzalez
District 3 Councilmember



Rachel Morineau
District 4 Councilmember

Executive Team



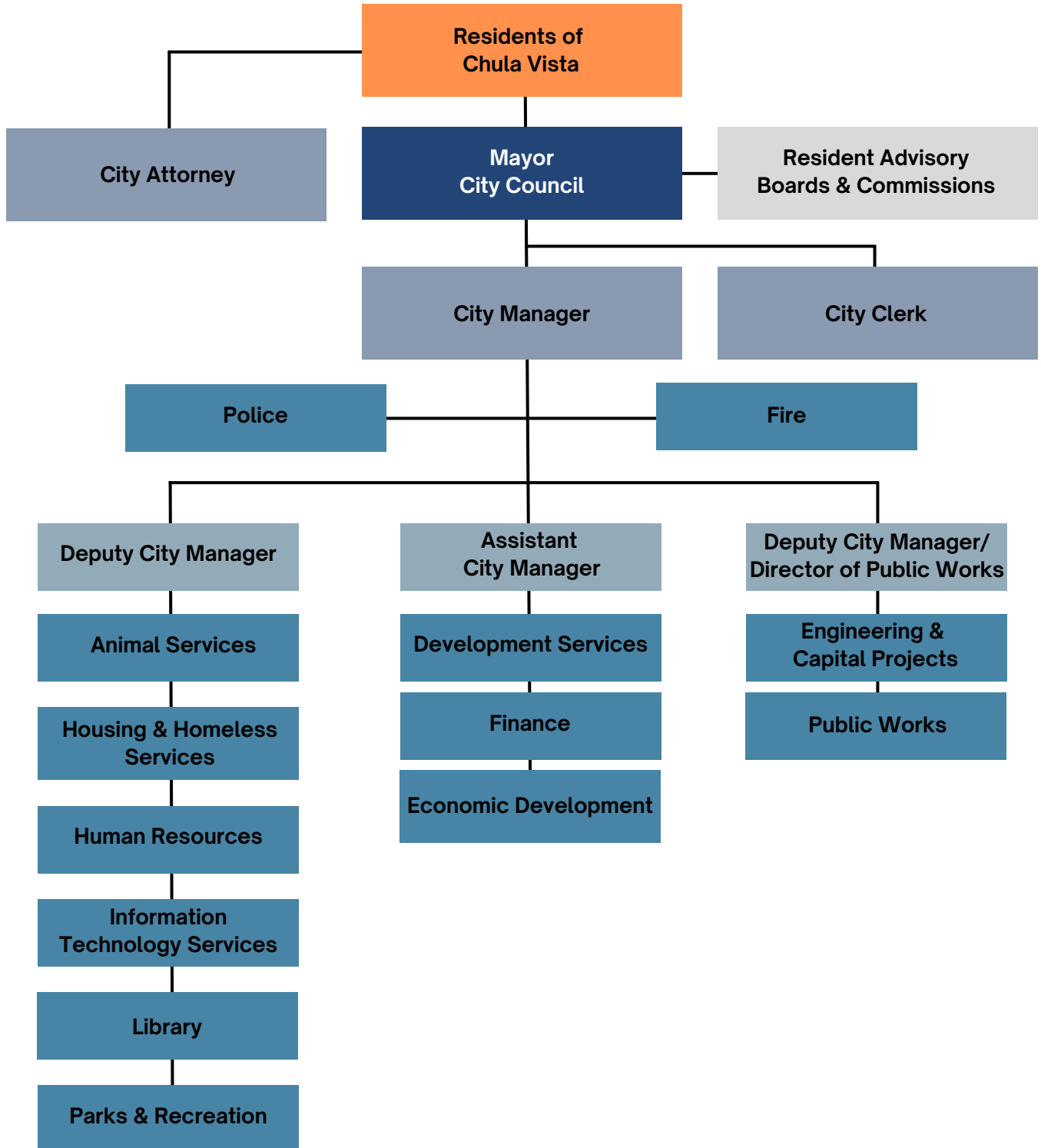
Maria V. Kachadoorian	City Manager
Tiffany Allen	Assistant City Manager
Courtney Chase	Deputy City Manager
Matt Little	Deputy City Manager/ Director of Public Works
Kerry Bigelow	City Clerk
Marco Verdugo	City Attorney

Department Directors

Laura Black	Development Services
Vacant	Engineering & Capital Projects
Sarah Schoen	Finance
Harry Muns	Fire Chief
Stacey Kurz	Housing & Homeless Services
Tanya Tomlinson	Human Resources
Jose Cisneros	Information Technology
Joy Whatley	Library
Frank Carson	Parks & Recreation
Roxana Kennedy	Chief of Police



Organizational Chart



Message from the City Manager



Maria V. Kachadoorian City Manager

It is my pleasure to present the 2024 Annual Report for the City of Chula Vista.

This report highlights major accomplishments and initiatives from the previous fiscal year and showcases the amazing work of our dedicated City staff.

As I begin my fifth year as City Manager, the hard work of City staff- true public servants- never ceases to amaze me. They consistently meet, and regularly exceed, the needs of the community and provide critical, high-quality services and programs that our community relies on.

This year has been characterized by so much progress. For many years, through the adoption of sound financial policies and practices, the City has chartered a stronger financial path and I am pleased to report our Long-Term Financial Plan has never looked so good. This is thanks to the commitment of the City Council and City staff to carefully plan and prepare for the unforeseen while providing essential services to our community.

As you will read, we have made substantial progress on major City projects, including groundbreaking on the first City library since 1995 in Millenia, construction on the Gaylord Pacific Resort and Convention Center in on schedule with anticipated completion by May 2025, and we continue to make progress on the University-Innovation District with academic planning underway as well as envisioning of an initial phase of development. Measure P continues to deliver and strengthen our infrastructure increasing our resiliency and improving services to the community.

This year, we look forward to embarking on a new Strategic Plan that captures the rich diversity and uniqueness of Chula Vista while creating a unifying vision for the future of our City.

I am excited for the year ahead and would like to again thank City staff and our outstanding Executive Team. This report contains departmental accomplishments made possible through their leadership, commitment, and collaboration.

We have much to be proud of as a City and exciting projects ahead. I look forward to the privilege of continuing to serve this City Council and my incredible Chula Vista community.

Sincerely,

Maria V. Kachadoorian
City Manager



DEPARTMENTAL OVERVIEWS & ACCOMPLISHMENTS



FY 2024



Animal Services

The Chula Vista Animal Care Facility (CVACF) takes in thousands of homeless animals each year from Chula Vista, Imperial Beach, National City and Lemon Grove. Animals housed at the shelter receive personalized care and comprehensive medical treatment to keep them safe and healthy.



FY 24 Accomplishments

Throughout FY24, the Chula Vista Animal Services continued to increase shelter service levels.

- 829 animals have been reclaimed.
- 542 cats have gone through the Trap-Neuter-Vaccinate-Return program.
- 126 community cats have received medical assistance.
- Through five free community clinics, we have help 150 dogs and 39 cats receive the following: 126 microchips, 131 rabies vaccinations and 47 preventative vaccinations.
- Over 500 spay and neuter surgeries for public dogs and cats were funded through grants.
- Started our first dog walking program, with 13 active dog walkers and more applying to help.
- Joined South Library every 4th Wednesday with Ready to Read, bringing an adoptable shelter animal for the families to meet which has greatly increased the average attendance.

4,155

animals taken in
(393 more than FY23)

1,773

animals
adopted and
rescued

7,100

community calls
responded to (including
Imperial Beach and Lemon
Grove)

City Attorney

The City Attorney's Office provides legal counsel and representation to the City's elected officials and City staff. It serves the public interest by providing these clients with the high quality legal advice and representation that they need to best achieve their goals. The Office provides legal counsel, as well as, representation in litigation at all levels of state and federal courts and administrative agencies. *

**This is an elected office, not overseen by the City Manager, but an integral part of the organization. Their accomplishments are listed here for informational purposes only.*



FY 24 Accomplishments

The Office's responsibilities revolve around seven specialized areas of practice including Contracts, Land Use, Redevelopment & Real Estate, Employment/Labor, General Municipal Law, Litigation and Risk Management and Code Enforcement.

In FY24, the City Attorney's Office provided significant support and guidance in the following areas:

- Advised on and assisted in contract negotiations for the implementation of Measure A and Measure P projects.
- Advised on and assisted in Gun Violence Restraining Orders (GVROs) resulting in illegal firearms, including ghost guns and assault rifles being seized from potentially dangerous individuals.
- Successfully resolved litigation against and on behalf of the City.
- Staffed 33 Board and Commissions meetings, 38 City Council meetings and assisted on 450 items that went before Council.
- Advised City Staff on over 578 matters requiring legal assistance and advice.

City Clerk

The City Clerk is the local official who administers democratic processes such as elections, access to city records, and all legislative actions, while ensuring public transparency.*

**This is an appointed office, not overseen by the City Manager, but an integral part of the organization. Their accomplishments are listed here for informational purposes only.*



FY 24 Accomplishments

- In FY24, the City Clerk's Office created 36 City Council agendas and facilitated 462 agenda items, as well as assisted with 153 board and commission meetings. The City Clerk's Office:
- Processed 1,220 requests for public records, producing over 11,826 documents. One-hundred percent were responded to within ten days with an average release of records within ten days.
- Collected and publicly posted online 574 disclosure filings, such as Statements of Economic Interest and political campaign finance filings.
- Successfully administered the November 2023 special election and March 2024 special election for City Attorney and primary election for City Councilmember Districts 3 and 4.
- Facilitated the District 4 City Councilmember appointment process.

1,220

Public Records
Requests processed

462

items facilitated
for 36
City Council
agendas

Communications

The Office of Communications implements a proactive, informative, creative and innovative marketing and communications program.



FY 24 Accomplishments

- Worked closely with the Mayor's Office to organize and manage the return of the Starlight Parade in December 2023, after a four-year hiatus due to COVID-19. The event drew record turnout, with more than 60,000 attendees and nearly 150 parade entries.
- Successfully executed the 2023 Chula Vista Fourth Fest, providing our community with a signature fireworks display at the Elite Athlete Training Center.
- Proactively sought out and pitched more than 15 exclusive stories to the local news media, resulting in favorable coverage of the City's Housing and Homeless Services, Fire, Animal Services, the Office of Sustainability, and other City programs, initiatives, and services.
- Successfully managed the news section on the City's website homepage, using content from the nearly 80 news releases and media advisories written and distributed by Communications, as well as original content from the monthly editions of Community Connections newsletter.
- Organized ceremonial events highlighting the new Kumeyaay Park of Chula Vista, a new off-leash dog run area at Hilltop Park, the groundbreaking of the first phase of the UniverCity development, the new Loma Verde Community Center, and a news conference announcing the locating of an Arizona State University Local site.
- Led the City's internal communications, regularly working with internal and external stakeholders to craft and distribute messages Citywide to employees to keep them informed and engaged. Transitioned to sending the messages through the City's new internal SharePoint system, which provides a more visually appealing and modern design and feel.
- Managed all special events, Block Party, and filming permits and the community banner program, for the City, to ensure the safety and health of our communities and encourage economic development and civic pride. This included processing about 15 special events permits, 10 Block party permits, and a handful of filming and community banner requests.

15% ↑

increase in followers of the City Office of Communications social media accounts, to more than 46,800 total, on Instagram, Facebook, and X. This was achieved by creating and posting compelling, visual and timely content.

Development Services

The Development Services Department (DSD) is comprised of six divisions that provide review, permit, inspection and code enforcement services for private and public development projects throughout the City of Chula Vista.



ANNUAL REPORT FY 2024

FY 24 Accomplishments

- Average project submittal processing time has been reduced from ten days to three days. With some project submittals being processed the same day.
- Launched all wireless telecom facility permit review/issuance process online.
- Processed multiple municipal code update items to continue to streamline processes/reviews for our permitting process and continuing to stay consistent with new state laws. These updates provide clarity and certainty to residents/businesses working in the city.
- Gaylord Hotel/Convention Center Resort – 10,560 building inspections completed.
 - Topping Out Ceremony was held in May 2024.

> 6,000

in-person customers assisted by front counter with an average wait time of 6 minutes before speaking with City staff.

4,900

building permits issued including approximately 500 SolarApp+ permits.

33,308

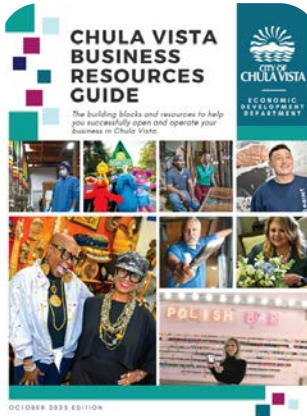
building inspections completed- with next day inspections available.

- Joined the Port of San Diego on the groundbreaking for Sweetwater Park, the first park space planned as part of the Chula Vista Bayfront redevelopment and the Port's 23rd park along San Diego Bay.
- Parks – Landscape Architecture Division – participated in the design and implementation of the following parks:
 - Renovated Lauderbach Park opened July 2023 (3.9 acres)
 - Grove Park, located in Village Two, a new 7.1 acre neighborhood park, opened Sept. 2023
 - Central Square Park, located in Village 8 West, a new 2.8 acre neighborhood park, opened January 2024
 - Montage Park, located in Millenia, a new 2.16 acre neighborhood park, opened February 2024
- Code Enforcement Opened 1,068 new cases, closed/completed 816 cases. Processed 176 Short Term Rental applications/renewals.
 - Beginning January 1, 2024, the Code Enforcement Division began a 6-month enhanced Downtown Third Avenue inspection pilot program consisting of after hours inspections to provide a code enforcement presence to address mobile food facilities (food trucks) and sidewalk vendor issues and monthly weekend inspections along with CVPD.
- In April 2024, the Safety Element of the General Plan was adopted by City Council making the City eligible for the Fire Risk Reduction Community List.

CITY OF CHULA VISTA

Economic Development

Economic Development focuses on facilitating the achievement of economic prosperity for Chula Vista through the expansion, attraction, and retention of office, industrial, hospitality and retail-based businesses. Two key aspects of the Department's work include providing critical small business concierge services and leveraging smart city technology.



FY 24 Accomplishments

- Published Business Resource Guide now with over 300 views, won an IEDC Award of Excellence.
- Secured \$30M in state funding to begin construction on 168k SF first phase of the UniverCity.
- Launched Elev8 Chula Vista economic development strategy and was awarded a CALED Merit Award for Economic Development Programming. This is the second consecutive year the City has an award-winning Economic Development Strategy.
- Directly assisted over 140 businesses.
- Launched a lunch and learn series with small businesses to prepare for the opening of the Gaylord Pacific Resort and Convention Center.
- In FY24, 1,208 new business licenses were added which added 2,413 jobs to Chula Vista.
- \$85M in new investment was added to the city through new construction.
- New businesses continue to be added to historic Third Avenue with these new businesses open and coming soon including: Resident Brewing, TNT Pizza, Tender Hooligan, La Nacional, The Original Paw Pleasers, La Mujer Divina, Tuetano Taqueria, Brewjeria and Kalaveras.

Engineering & Capital Projects

The Engineering & Capital Projects Department provides engineering services, technical expertise and oversight for the development and operations of the City's public infrastructure and facilities. The Department is responsible for the development of the long-range Capital Improvement Plan, the delivery of the diverse projects identified in the CIP as well as a variety of other engineering related functions.



FY 24 Accomplishments

- Awarded 9 Capital Improvement Program projects, totaling over \$14.3 Million in construction contracts.
- Awarded American Society of Civil Engineers – San Diego Section Outstanding Transportation Project Award for the FY 22 Pavement Maintenance Program.
- Completed the Loma Verde Recreation Center Phase 3 (Aquatic center) in October 2023.
- Lauderbach Park completed in July 2023 with a new multi-purpose field, basketball court, playgrounds, and night lighting.
- Chula Vista Elite Athlete Training Center Pedestrian Bridge Repair completed in January 2024.
- Installed 37 new permanent sewer Smart Covers and performed flow monitoring at 25 different locations for sewer system monitoring.
- Traffic Signal Modifications were completed at 54 locations.
- Responded to over 60 storm water cases received through the hotline and ACT.
- Issued 281 for industrial and batch discharge into the sewer.
- Performed annual storm water compliance inspections of approximately: 540 commercial facilities, 85 industrial facilities, 80 municipal facilities, and 200 Treatment Control BMP projects.
- Completed the following for Land Development permit inspections:
 - Sunbow: completed over 400 inspections
 - Otay Ranch Village 8 West: completed over 200 inspections
 - Otay Ranch Village 3: completed over 200 inspections
 - Performed inspections for more than 500 utility permits
- In August 2023, the City received San Diego Regional Water Quality Control Board acceptance of an Alternative Compliance Program for Natural Systems Management Practices.
- Fire Station 1 Renovation Phases 1 completed in April 2023 and Phase 2 is expected to be completed in October 2024.

\$12 m

Active Transportation Grant Funding for the F Street Promenade Phase 1 & Bayshore Bikeway Segment 6A

\$12.5 m

Major Pavement Rehabilitation Project completed paving covering 177 street segments

150 +

traffic engineering-related investigations

750 +

traffic signal and street lighting maintenance requests

143 +

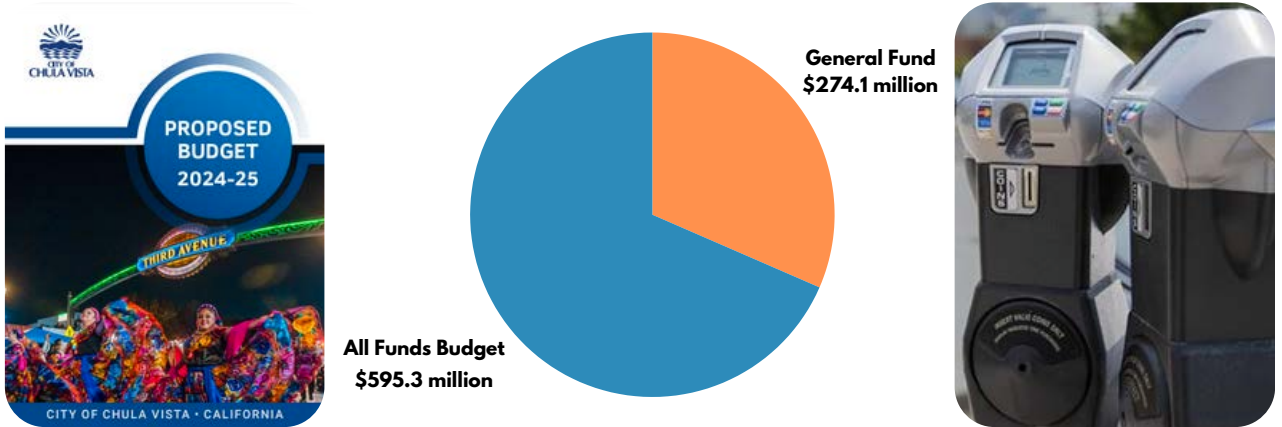
traffic signals retimed

900 +

construction project storm water compliance inspections of development and CIPs.

Finance

The Chula Vista Finance Department is dedicated to supporting the long-term financial stability of the City and enhancing public and organizational trust through integrity of financial reporting and sound financial practices. The Finance Department is responsible for the overall financial management of the City.



ANNUAL REPORT FY 2024

FY 24 Accomplishments

- Presented the General Fund Long-Term Financial Plan from FY2025 – FY2034 to the City Council.
- Awarded Government Finance Officers Association (GFOA) Distinguished Budget award for Fiscal Year 2024 and Certificate of Achievement for Excellence in Financial Reporting for the City’s Annual Comprehensive Financial Report.
 - Updated the Cost Allocation Plan (CAP) using a proprietary solution offered by Matrix Consulting Group. A CAP is assigning shared costs of an organization to each of its programs. This update has modernized the CAP process and ensures compliance with federal/state guidelines and rules. Also ensures cost recovery processes are uniform and consistent throughout the organization.
 - Received approval from the City Council to consolidate and update various reserve policies into a single Citywide Reserve Policy.
 - Completed the installation of Smart Meters in the Downtown Parking District to better serve the public.
 - Successfully submitted \$689,000 in past-due receivables covered by the extension of the California Water and Wastewater Arrearage Payment Program, through December 2022.
 - Enrolled the City as a participant in the Low-Income Household Water Assistance Program, where utility customers within the City can seek assistance paying their sewer utility bills using a state grant.
 - Significantly reduced the Business License approvals backlog and created a streamlined workflow for processing applications.
 - Completed a refinance of bonds related to four of the City’s Community Facilities Districts (CFD) resulting in tax savings for property owners located in the CFD areas.
 - Renegotiated the agreement with the City’s deferred compensation plan provider, resulting in lower administrative fees and other new terms and conditions that benefit participating City employees.
 - Implemented the Governmental Accounting Standards Board (GASB) Statement No. 96 Subscription-Based Information Technology Arrangements which establishes a model to account for subscription-based software, a right to use asset.

\$ 543.9 million

FY 2024 All Funds Budget balanced and approved by City Council without the use of operating reserves

\$ 258.2 million

General Fund budget

\$ 66.6 million

Capital Improvement Program Budget

CITY OF CHULA VISTA

Fire

The Chula Vista Fire Department (CVFD) provides all fire, emergency medical and emergency management services. This encompasses 9-11 services including the new Ambulance Transport System, fire inspection, permits and community education.



FY 24 Accomplishments

- Engine 61 was placed into service in north eastern Chula Vista serving Village 8 West, Cota Vera, Wolf Canyon, and other surrounding neighborhoods.
- Mapping and GIS improvements were made by producing 75 new pre-fire plans for new developments and 33 existing plans were updated. Over 14,000 address points were corrected and 8,000 private fire hydrants were added to our response maps.
- More than 275 child car seats were inspected and correctly installed for the community.
- New wildland fire and high-rise firefighting hose deployments were introduced department wide in preparation for Fire Season and the anticipated Gaylord hotel and convention center opening.
- Funded by Measure P, Fire Station 1 which was built in 1947. began a major remodel and is anticipated to be completed in late summer of 2024.
- Hired 57 EMTs and Paramedics. The Department sponsored seven EMTs through Paramedic school and they were all successful and now working as Paramedics.
- Completed the revision and adoption of the Multijurisdictional Hazard Mitigation Plan.
- A pilot Fuels Crew was launched in October 2023 specializing in vegetation fuel management. The crew has completed two hazardous fuels reduction projects, Flairbanks Slopes and Kumeyaay Park, totaling more than 75 acres, 400+ tons of chipped and/or hauled material, and hundred pounds of trash/waste.
- In response to the 72-hour Boil Water Advisory issued in the Otay community, the Emergency Operations Center (EOC) implemented a water distribution plan to provide approximately 1,000 bottles of water to the affected area.
- The EOC successfully secured more than \$1.2 million in reimbursement funds from the FEMA Public Assistance Program.
- Coordinated the implementation of the City's new alert and warning platform and evacuation tool, called Genasys. Genasys has the ability to conduct mass notification to residents during times of emergency.
- The City and Fire Department were both approved to be listed on the 2024 Fire Risk Reduction Communities List, which will assist with receiving grants and can also lead to homeowner's receiving discounts and/or stabilizing premium increases.

19,694

patients transported within 12 minutes 93.5% of the time.

29,466

total calls for service were responded to.

Housing & Homeless Services

The Department of Housing & Homeless Services strives to channel available resources, services and information needed to provide residents with affordable housing opportunities, essential services, and empowering community through partnerships to enhance quality of life and build resilience.



FY 24 Accomplishments

Homeless Services



Purchased 1160 Walnut Avenue (former Palomar Motel) for the conversion into Permanent Supportive Housing for up to 30 chronically homeless individuals.



Enrolled 73 unsheltered individuals at the Chula Vista Village at Otay emergency shelter (between 5/15/23 – 6/30/24).



Assisted 15 households with Tenant Based Rental Assistance to sustain existing housing.

Housing Preservation & Production

- Over 200 affordable family housing units leased up in eastern Chula Vista.
- Construction start of 114 affordable senior units at 2 projects at the north end of Third Avenue in western Chula Vista.
- Creation of standard plans for ADUs and dedicated webpage for ADU resources.
- 7 mobilehome and 1 single-family homeowners approved for health and safety related repairs through a deferred loan program.

Policy

- Implementation of 2021-2029 Housing Element Actions 3.4 and 3.6 through the amendments to CVMC Chapter 19.90 “Density Bonus” and adoption of Chapters 19.91 “Inclusionary Housing”, 19.93 “For-Sale Affordable Housing”, and 19.94 ‘Marketing & Tenant Selection’ (adopted May 21, 2024).
- Updates to CVMC Chapter 9.65 “Residential Tenant Protections” for consistency with state law changes effective April 1, 2024.
- Updates to CVMC 9.50 “Mobilehome Park Space Rent Review” to streamline administration, April 23, 2024.

Homeless Services

- 91 unsheltered individuals connected to housing resources (10/1/23-6/30/24).

Operations

- New accessibility of data through online public-facing dashboards related to homeless housing resources, tenant protections, and September 2023 Chula Vista unsheltered count.
- Streamlined housing services through Neighborly which now houses applications for rental assistance, home rehabilitation loans, and federal grant funding.

Human Resources

The Human Resources Department is committed to providing superior services to employees, departments and the public to ensure an informed, quality work force and community, while treating everyone with fairness, dignity and respect. The Human Resources Department (HR) develops and manages five major divisions including Administration, Operations, Risk Management, Benefits, and Training and Development.

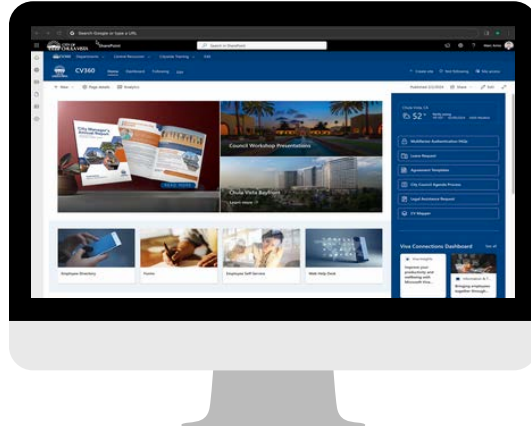


FY 24 Accomplishments

- Successfully executed cost-recovery efforts resulting in the recapture of over \$270,000 in labor costs related to handling DUI's along with various damage claims sustained to City property.
- Supporting the Department's mission to ensure an informed, quality workforce, the Operations Division successfully managed 197 recruitments for the selection and retention of highly qualified candidates across all City departments at all levels of employment which resulted in the evaluation of 11,902 applications, the hiring of 347 new City employees, as well as facilitating 165 promotions of highly qualified internal City employees.
- Human Resources continues to explore opportunities to promote personal growth and advancement. The Department introduced LinkedIn learning, a platform offering over 16,000 courses aimed at enhancing employee development.
- Strategically conducted more than 45 sessions to deliver mandatory 2 hour in-person Anti-Harassment Training (AB 1825) to all City employees.

Information Technology Services

The mission of the Information Technology Services Department is to build a quality and comprehensive technology infrastructure, establish and maintain an effective operational environment, and deliver quality, prompt, cost effective, and reliable technology services to the City of Chula Vista.



FY 24 Accomplishments

- Successfully deployed the new CV360 SharePoint Intranet, replacing the legacy system with a more user-friendly SharePoint platform.
- Successfully implemented a city-wide AT&T fiber optic cable network, connecting all municipal facilities. This deployment establishes the first-ever private, secure, efficient, and redundant network for our city.
- Created an online parking citation payment portal to replace the City website's non-integrated payment module. Reviewed and overhauled the parking citation system's DMV hold placement process.
- Upgraded the Police and Fire Department fleet to AT&T's FirstNet cellular network. This upgrade reduces costs and provides a dedicated network for first responders.
- Implemented citywide Multifactor-Authentication (MFA) using Microsoft Authenticator. Also, implemented MFA through Cisco Duo for vendor and employee VPN users.
- Centralized Mobile Device Management (MDM) for Apple devices through Apple Business Manager and Microsoft Intune. Implemented similar MDM for Android mobile phones using Samsung Knox Mobile and Microsoft Intune.
- Deployed the Netwrix Privilege Access Management (PAM) system to secure privileged access for city IT admins and servers. Conducted regular internal IT audits and risk assessments using Netwrix Auditor.
- Established a cybersecurity internship program in partnership with Southwestern College.
- Deployed over 60 Canon Copiers.
- Replaced 100 Library Public computers with new all-in-one devices.
- Transitioned Library Public Catalog computers to a Kiosk-type format.
- Introduced Library Training Laptops for Mobile Lab.
- Deployed network connected security cameras throughout all City facilities.
- Migrated ticketing system to a new Service Desk platform, offering mobility, feature enhancements, and ease of use.
- Upgraded Council Chamber's 20-year-old Audio Visual system.

Library

The mission of the Chula Vista Public Library is to increase knowledge and enrich lives within the community. This is accomplished by connecting people equitably to responsive programs, services and resources that reflect the ideals of a democratic society. The Department's vision is that the Library be the community's family room, a welcoming and inviting place to learn, connect, explore, experience and reflect.



FY 24 Accomplishments

- The inaugural Chula Vista Art Fest was a highly successful community celebration of our local artists. Featuring over 75 vendor booths, live art, exhibits, musical acts, and arts activities, Art Fest was enjoyed by over 6,000 participants who experienced the vast artistic talent of South Bay.
- The City Hall and Civic Center Library "Chula Vista Legacies" exhibit by Ken Jacques showcased photographs and stories of local living historical figures who embody the essence of Chula Vista's unique identity.
- In September 2023, "10,000 Words Short Film Festival" was featured at the Civic Center Library in collaboration with Victory Arts, Chula Vista High School, and the SDSU Film Department.
- In January 2024-March 24 an art exhibit by local artist Laura Green featured dazzling landscapes and portraits highlighting the importance of experiencing nature was on display at the Civic Center Library.
- The South Chula Vista Library hosted the Words Alive literary art show featuring the work of local high school middle school students around the topic of mythology in April 2024.
- The Create Chula Vista Arts Grant funded the following art events and public art in the year: Southwestern College Summer Shakespeare Festival, Sound Station murals, La Bella Pizza murals, La Concha Bakery mural, and Ambience Hair Lounge mural.
- Awarded the California State Library's Stay and Play Grant for 2023-2024 designed to serve the needs of informal child care providers. Library hosted 38 sessions with over 760 attendees through story times and play areas.
- Awarded the California State Library's Lunch at the Library Grant, together with the Chula Vista Elementary School District, the program had a 47% increase in participation and featured new summer programming that highlighted the city's K9 unit, Conservation and Sustainability and more.
- Awarded nearly \$19.5 million from the California State Library's Building Forward Library Facilities Improvement Grant to make critical upgrades at the Civic Center and South Branch libraries.
- One of fifteen libraries awarded Sustainable California Grant from California State Library to fund seed libraries all three Chula Vista Library branches by April 2024 as well as create gardening education programs for residents to sustain local food systems and encourage seed biodiversity.
- In March 2024, the Otay Ranch Library moved locations at the Otay Ranch Town Center Mall from the Food Pavilion to the Southwest area of the mall. The new location provides the community double the space with a 4,000 sq. ft storefront to allow spacious seating and more programming space for our growing community.
- Awarded the FY23-24 LSTA Inspiration Grant for the creation of a Memory Lab. The Memory Lab assists community members in preserving their personal memories and family histories by learning how to organize, digitize, and share their family collections, especially those whose stories have not been included in library collections and archives.

Parks & Recreation

The Parks and Recreation Department offers a variety of recreational opportunities and services to the community. The Division's vision is a community that achieves learning, self-discovery, balance, and essential life skills through recreation.



FY 24 Accomplishments

- Hosted the grand opening of the newly constructed, Loma Verde Aquatic and Community Center.
- Celebrated the grand re-opening of the improved Lauderbach Park.
- Rebranded Senior Walking group as the Norman Park Sole Walkers and the Teen Program.
- Norman Park Senior Center received two grants for programs and services—\$3,500 and \$12,200.
- Offered the 15th Annual Snores and Smores Family Camp Out at Monteville Community Center.
- Successfully hosted the Champions Run at the Chula Vista Elite Athlete Training Center.
- Partnered with the Chula Vista Elementary School District for scholarships for homeless children.
- Welcomed the opening of two new parks: Hilltop Park Dog Park and Grove Park.
- Received Cultural Arts grant funding for Concerts in the Park.
- Relunched the Mobile Recreation program.
- Received CDBG Grant funding for senior programming and Adult Therapeutics.
- Implemented Co-ed Youth Volleyball League.
- Celebrated Parks and Rec Month in May at Memorial Bowl with over 500 attendees.
- Installed two new marquees to increase programmatic communication at Norman Park and Loma Verde.
- Heritage Park started new staff led senior classes including Chair Yoga and Creative Non-Fiction Writing.
- Launched free, grant funded swim lessons at Loma Verde Aquatic Center with the Chula Vista Elementary School District schools targeting 1,200 students for the school year.
- Norman Park Celebrated Summer Grandparents Day.
- Launched the first full gymnastics program taught by City staff at Loma Verde Community Center.
- Summer Youth Basketball and Adult Softball League were full in registration.
- Conducted Summer Safety Fair at Loma Verde Aquatic Center.



Police

The Chula Vista Police Department’s (CVPD) primary focus is community policing which focuses on crime and social disorder through the delivery of police services that includes aspects of traditional law enforcement, as well as prevention, problem solving, community engagement, and partnerships. In addition to community policing, the Police Department focuses on traffic safety, criminal investigations, juvenile services, regional task forces, community partnerships, and many other services to support these operations.



FY 24 Accomplishments

Response Times

5 min, 39 sec

average response time for Priority 1 (emergency calls). CVPD has stayed below the response time goal of 6 minutes since Fiscal Year 2021.

Measure A

27%

increase in authorized patrol staffing funded by Measure A which has provided for 87 police positions (41 sworn, 26 civilian and 20 hourly).

- The Police Department continues to receive world and national recognition for its groundbreaking Drone as First Responder (DFR) program. In March 2024, Chief Roxana Kennedy was invited to speak at the World Police Summit in Dubai regarding law enforcement utilizing drones to respond to emergency calls for service.
- CVPD has citywide DFR coverage (52 square miles), allowing the department to provide critical law enforcement information to calls for service, emergencies, or conduct criminal investigations by continuing seamless service to the community and first responders. The DFR program has reached a significant milestone, with almost 20,000 missions.
- Recent addition of online reporting provides our community with a faster and more effective means of accessing police services. Since July 2023, there have been 3,067 online report submissions.
- Since July 2023, the number of non-urgent and officer initiated (Priority 4 and 5) Calls for Service (CFS) that our Community Service Officer’s (CSO’s) responded to have been on a consistent upward trend. For example, CSOs responded to 76 CFS in July 2023. By the end of June 2024, the number has increased to 3,212, and 270 in the month of June 2024 alone. In some cases, reports are being reviewed within 6 hours on average compared to 21 hours prior to hiring the additional CSO positions. Since July 2023, CSOs have taken 5,018 case reports.
- CVPD successfully secured a \$3.037 million grant from the Board of State and Community Corrections to significantly enhance our Automated License Plate Recognition (ALPR) program by installing 150 Flock Safety cameras strategically placed in areas historically prone to auto theft and violent crime. Additionally, the grant enabled the hiring of a full-time auto theft detective and acquiring five detective vehicles.
- CVPD continues to serve the citizens of Chula Vista with professionalism and integrity. Our focus continues to keep our community safe, and the results are evident by being one of the top two safest cities in the County of San Diego.
- 911 answer times continue to be better than National Standards, with over 98% of 911 calls answered within 15 seconds.

Public Works

The Public Works Department manages the City's infrastructure including open space through high quality operations, maintenance, repair and rehabilitation in order to optimize mobility, public and environmental health, and safety.



FY 24 Accomplishments

34,591

linear feet of street pavement cracks sealed

7,251

trees maintained

8,129

sandbags distributed to residents

732

traffic signs maintained

575

miles of sewer mains cleaned

110,194

square feet of storm drain channels cleaned

- Removed 64,062 SF of graffiti from public property.
- Storm Drain Structure Inspections: 2,506
- Storm Drains Cleaned: 961
- Commissioned 60 Fleet Vehicles and performed preventative maintenance on 583 vehicles.
- Rangers serviced 1,561 gazebo's/picnic areas and posted 1,561 reservation tags.
- Operation Pride: Rangers removed 792,680 lbs. of trash, posted 858, 24 hour notices, and removed 24,000 SF of graffiti.
- Rangers are implementing a Jr Ranger program and have cleaned up the Demonstration Garden at Rice Canyon picking up 3,220 lbs. of trash.
- Secured \$500,000 USDA/USFS IRA urban and community forestry grant.
- Managed 2,020 Acres as part of 56 Open Space Districts- Community Facility Districts.
- Completed 143 acres of fire protection brush clearance with FEMA/Cal OES hazard mitigation grant.
- During this fiscal year only one Sewer Sanitary Overflow reported, only two reported in the last three years.
- Due to the efforts of Wastewater/Stormwater crews, no major damage or loss of property reported in Chula Vista.
- Fuel Management System went live March 4, 2024.
- BIT Inspections - Basic Inspection of Terminals (BIT) California's version of a Federal Department of Transportation (DOT) inspection. 90 day checkups for all Commercial Motor Vehicles (CMVs) with a gross vehicle weight of more than 10,000 lbs.

Projects Completed

- Memorial Park Lighting Replacement
- Third Ave Sign LED Conversion & Rehabilitation
- Parks Resilient Surfaces Repairs/Replacement at Voyager Park, Marisol Park, Mackenzie Creek Park, Sunset View Park and Escaya Park
- Public Works and Animal Care Facility Security Cameras Installation
- Living Coast Discovery Center Life Support Phase I Chillers Replacement and Shorebird Aviary Retaining Wall Repair & Waterproofing

Sustainability

The Office of Sustainability is committed to providing a sustainable economy to enhance quality infrastructure, services, and programs in a manner that balances the social, economic, and environmental needs of current and future generations. This promotes people, the planet, and future prosperity- a focus for staff.



FY 24 Accomplishments

Conservation

- San Diego Community Power is providing 67% greenhouse gas free electricity to community.
- Promoted Climate Action Plan (CAP) Update summary, launched CAP Update online survey, planned/executed six in-person community CAP Update workshops for June/July (completed by 7/13), workshop supporting materials (recorded presentation, slides, posters) available on CAP website.
- 338 multifamily and commercial buildings reported their energy use data to the City of Chula Vista in compliance of the Building Energy Saving Ordinance.
- 25,937 total shuttle rides in FY 24 and 29,482 riders with the 100% electric Chula Vista Community Shuttle
 - Equivalent of 2,441 gallons of gas saved due to shuttle (5,178 gallons since launch in June 2022).
 - Over 27 metric tons of GHG emissions saved due to shuttle for the FY (over 46 metric tons saved since launch in June 2022).

Environmental Services

- 10,076 residents dropped off material at the City's Household Hazardous Waste collection facility.
- 494,868 Lbs of hazardous materials collected at the City's Household Hazardous Waste collection facility.
- Staff provided 3,160 visits to Chula Vista businesses to help reach compliance with the organic waste diversion regulations.
- The City continues to comply with the State mandated Lbs. per person per day disposal and commercial recycling requirements.
- \$878,449 secured in grant funding.



51%
of fleet utilizing
alternative fuels



100%
clean electricity
being used by all
municipal buildings



494,868 lbs
of hazardous
materials collected



62,757 tons
of materials was recycled
and diverted from landfill

City Boards, Commissions, & Committees

The leadership and direction provided by the Chula Vista City Council could not be accomplished without the support and hard work of the dedicated community members who volunteer their time and effort as appointed members of the City's 19 boards, commissions and committees. The City thanks the following community members for their volunteerism and participation in local government.

Board of Appeals and Advisors

Bryan Ehm
David Iuli
Anthony Sclafani

Board of Ethics

Isidro Barragan
Robert Colon-Torres
William Gersten
Leslie Hurst
Bobby Salas
Jose Torres
Alexia Velissaropoulos

Board of Library Trustees

James Clark
Roselle Ellison
Carrie Holleron
Toby Larson
James Moffat

Charter Review Commission

Jan Buddingh
Larry Disharoon
Todd Glanz
Edgar Hopida
Michael Inzunza
Victor Lopez

Citizens' Oversight Committee- Measure A

Patricia Alvarez de los Cobos
Paul Becotte
Lea Cruz
Manolo Guillen
Darrell Roberts
William Sallee
David Stucky
John Volland

Citizen's Oversight Committee- Measure P

Nicole Enriquez
Mona Freels
David Garcias
Saad Ilyas
Greg Martinez
Christopher Redo

Civil Service Commission

Jennifer Carbuccion
Cory Fish
Lourdes Nunez-Silva
Andrew Strong

Cultural Arts Commission

Kate Bishop
Christine Brady
Sophia Gray
Lee Kohse
Ken Muraoka
Felix Sablan
Taylor Ward
Daniel Zavala

Health, Wellness, & Aging Commission

Marisol Edwan
Freda Hernandez-Nader
Mary Johnson
Pat Mallen
Monica Montano
Elizabeth Murphy
Morgan Murphy
Barbara Orozco-Valdivia
Joycelyn Persichilli

Housing & Homeless Advisory Commission

Anna Cabral
Peter Carlseen
James Merino
Juliette Montoya-Cesena
Karla Pacheco
Norman Paddock
Vikki Robinson Opeodu
Paula Whitsell

Human Relations Commission

Petrina Branch
David Diaz
Christian Gomez
Tiffany Hecklinski
Sandra Hodge
Julie Holm
Nadia Kean-Ayub
Leticia Lares-Urquidez
Mopelola Olaoye
Appaswamy "Vino" Pajanor
Jeff Redondo

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Parks and Recreation Commission

Martin Calvo
Brianna Conser
Nicole Enriquez
Rennsie Gregorio
Ashleigh Padilla
John Zarem

Planning Commission

Krista Burroughs
Jim Combs
Michael De La Rosa
Bryan Felber
Rodrigo Leal
Jerome Torres

Privacy Protection & Technology Advisory Commission

Marlano Batson
Guy Chambers
Robert Godinez
Susan Lake
Pati Ruiz
Devon Williams
Eric Wood

Sustainability Commission

Raymundo Alatorre
Eleuterio Buquiran
Abigail Costello
Adriana Guevara Gluyas
John Knox
Christos Korgan
Hayley Salazar
Jeanine Sharkey

Traffic Safety Commission

Monica Becerra Firshat
Rodney Caudillo
Tim DeMarco
Ed Flores
Arnold Luke
Pedro Orso-Delgado

Veterans Advisory Commission

Nimpa Akana
Francia Castro
Lynne Pine
Anthony Stewart
Tanya Williams

Police Department Community Advisory Committee

Norma Cazares (Co-Chair)
Ray Aragon
Martin Barros
Gustavo Bidart
Patty Chavez
Takisha Corbett
Jose de la Garza
Henrietta Harb
Marla Kingkade
Shante Lampki
Gerry Sablan
Jesse Navarro



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